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Contract

National Out Of Hours Systems

The Common Services Agency (more commonly known as NHS National Services Scotland) (NSS)

F03: Contract award notice

Notice identifier: 2025/S 000-035547

Procurement identifier (OCID): ocds-h6vhtk-0543ae

Published 26 June 2025, 5:10pm

Section I: Contracting authority

I.1) Name and addresses

The Common Services Agency (more commonly known as NHS National Services Scotland) (NSS)

1 South Gyle Crescent

Edinburgh

EH12 9EB

Contact

George Futcher

Email

george.futcher@nhs.scot

Telephone

+44 7798870171

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.nss.nhs.scot/browse/procurement-and-logistics>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11883

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

National Out Of Hours Systems

Reference number

NP501825

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Clinical Patient Management (more commonly known as Adastra) software allows clinicians to provide vital out of hours [OOH] unscheduled care remotely by accessing patient records and integrating with prescribing and emergency services whilst local GP services are closed.

This new contract consolidates thirteen NHS Board contracts under one contract with NSS. This software is provided to the OOH services of NHS Orkney, NHS Shetland, and NHS Western Isles under NHS Highland's contract and NSS contracts on behalf of Police Custody. NHS 24 contracts for concentrators that are messaging servers between NHS 24 and the Board Adastra instances and do not require a database. The twelve Adastra databases will be moved into a single database instance. This allows upgrades and fixes to be delivered for all more easily and provides cost avoidance savings over the five years of the proposed new contract.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72210000 - Programming services of packaged software products
- 72212180 - Medical software development services
- 72227000 - Software integration consultancy services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland

II.2.4) Description of the procurement

There is no known alternative software product available on the market and absolutely none that integrate with current GP IT Systems, NHS 24, Emergency Care Summary, and other digital systems this software is required to integrate with in Scotland.

This new contract provides continuity of services for vital out of hours services under one national contract.

Therefore, NSS has negotiated a new five year contract with the incumbent supplier according to regulation 33 of The Public Contracts (Scotland) Regulations 2015.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

NSS is observing a 10-day standstill period and intends to award this contract after 16 June 2025.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

NSS intends to award this contract according to Regulation 33.(1)(b)(ii) where the services can only be supplied by a particular economic operator because competition is absent for technical reasons and no reasonable alternative or substitute exists.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-030273](#)

Section V. Award of contract

Contract No

NP501825

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

(SC Ref:802813)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Email

edinburgh@scotcourts.gov.uk

Telephone

+44 1312252525

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Economic operators should approach the contracting authority in the first instance.

However, the only formal remedy is to apply to the courts: an economic operator that suffers or is at risk of suffering, loss or damage attributable to a breach of duty under the Public Contracts (Scotland) Regulations 2015 or the Procurement Reform (Scotland) Act 2014, may bring proceedings in the Sheriff Court or the Court of Session.