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Contract

Patient Advice and Support Service for NHS Scotland

NSS National Procurement

F03: Contract award notice

Notice identifier: 2022/S 000-035852

Procurement identifier (OCID): ocds-h6vhtk-0319e7

Published 19 December 2022, 2:31pm

Section I: Contracting authority

I.1) Name and addresses

NSS National Procurement

Gyle Square (NSS Head Office), 1 South Gyle Crescent

Edinburgh

EH12 9EB

Contact

Sharon Muir

Email

sharon.muir@nhs.scot

Telephone

+44 07855137179

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.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Patient Advice and Support Service for NHS Scotland

Reference number

NP79823

II.1.2) Main CPV code

- 85312310 - Guidance services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of the Patient Advice and Support Service (PASS) as described in Section 18 of the Patient Rights (Scotland) Act 2011 (asp 5).

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £4,319,192

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

All entities constituted pursuant to the National Health Service (Scotland) Act 1978.

II.2.4) Description of the procurement

The Patient Advice and Support Service is an independent service which provides free, accessible and confidential information, advice and support to patients and members of the public regarding NHSScotland healthcare. The contractor will provide and/or co-ordinate a consistent service to patients and other members of the public where those affected wish to give feedback or comments or raise concerns or complaints about NHS services in Scotland.

II.2.5) Award criteria

Quality criterion - Name: Service Provision, Improvements and Innovation / Weighting: 27

Quality criterion - Name: Staff Performance and Management / Weighting: 17

Quality criterion - Name: Service Transition including co-ordination with existing Patient Advice and Support Service / Weighting: 16

Quality criterion - Name: Monitoring, Evaluation and Reporting of Management Information / Weighting: 10

Price - Weighting: 30

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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: [2022/S 000-010886](#)

Section V. Award of contract

Contract No

NP79823

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 December 2022

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Citizens Advice Scotland

Spectrum House, 2 Powderhall Rd

Edinburgh

EH7 4GB

Telephone

+44 1315501000

Country

United Kingdom

NUTS code

- UKM - Scotland

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £4,500,000

Total value of the contract/lot: £4,319,192

Section VI. Complementary information

VI.3) Additional information

The estimated 4,319,192 GBP value referred to in this notice is for the whole 5 year framework duration, inclusive of 2 x 12 months extension options. The agreement will be

funded by the Scottish Government and is therefore outside the scope of VAT.

(SC Ref:716923)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

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.