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Contract

Internal Knowledge Management Hub - Modification

Social Security Scotland

F20: Modification notice

Notice identifier: 2024/S 000-040809

Procurement identifier (OCID): ocds-h6vhtk-031f8a

Published 18 December 2024, 3:04pm

Section I: Contracting authority/entity

I.1) Name and addresses

Social Security Scotland

3rd Floor, Agnes Husband House, 17 South Union Street

Dundee

DD1 4BF

Contact

Laura Louw

Email

Laura.Louw@Socialsecurity.gov.scot

Telephone

+44 1412425913

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<https://www.socialsecurity.gov.scot/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30345

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Internal Knowledge Management Hub - Modification

Reference number

S/24/109

II.1.2) Main CPV code

- 72421000 - Internet or intranet client application development services

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 72421000 - Internet or intranet client application development services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement at the time of conclusion of the contract:

Social Security Scotland has a requirement to place a contract with an external service provider for the provision of an Internal Knowledge Management Hub.

This hub is required by Social Security Scotland to store and present agency content which can be accessed by staff. The solution should act as a single source of truth hosting content such as operational and decision making guidance, policies and procedures and benefit eligibility criteria. The solution should support staff to access the right information at the right time, acting as an enabler for

them to deliver a first class service which meets the needs and expectations of clients.

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

17 February 2024

End date

16 February 2027

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.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2022/S 000-034940](#)

Section V. Award of contract/concession

Contract No

S/23/004

Title

Internal Knowledge Management Hub - Modification

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

15 February 2024

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Invotra

4th floor, Dukes Court, Duke St, Woking GU21 5BH

Woking

GU21 5BH

Email

Rachael.Alderlieste@invtora.com

Telephone

+44 7703351801

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://invotra.com/>

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £296,000

Section VI. Complementary information

VI.3) Additional information

The contract term is 3 years with the option to extend for a further period of 12 months

(SC Ref:785787)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Sheriff Court House, 27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 72421000 - Internet or intranet client application development services

VII.1.3) Place of performance

NUTS code

- UKM - Scotland

VII.1.4) Description of the procurement:

Internal Knowledge Management Hub including pre production staging (testing) site

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

17 February 2024

End date

16 February 2027

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£320,192

VII.1.7) Name and address of the contractor/concessionaire

Invotra

4th floor, Dukes Court, Duke St, Woking GU21 5BH

Woking

GU21 5BH

Email

Rachael.Alderlieste@Invotra.com

Telephone

+44 07703351801

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The modification is to purchase a staging site for the Internal Knowledge Management Hub that allows all new developments and changes to be trialled before placing on the live system.

Invotra have committed to provide Community Benefits over the 3 year initial term of the contract.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

Modified under Regulation 72 (1) (b) of the Public Contracts (Scotland) Regulations 2015

The incumbent supplier owns the platform for the Internal Knowledge Management Hub and is therefore the only supplier who can provide the staging site. The increase in price does not exceed 50% of the initial contract value.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £296,000

Total contract value after the modifications

Value excluding VAT: £320,192