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Contract

## **CCS Call Off RM1557.14 Lot 2 Cloud Software - ITSM Software**

Shetland Islands Council

F03: Contract award notice

Notice identifier: 2025/S 000-042571

Procurement identifier (OCID): ocids-h6vhtk-056509

Published 24 July 2025, 9:00am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Shetland Islands Council

8 North Ness Business Park

Lerwick, Shetland

ZE1 0LZ

#### **Contact**

Mr Graeme MacDonald

#### **Email**

[graeme.macdonald@shetland.gov.uk](mailto:graeme.macdonald@shetland.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKM66 - Shetland Islands

**Internet address(es)**

Main address

<http://www.shetland.gov.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00402](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00402)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

CCS Call Off RM1557.14 Lot 2 Cloud Software - ITSM Software

Reference number

IT/05/24

**II.1.2) Main CPV code**

- 48000000 - Software package and information systems

**II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Social Care Case Management System

#### **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: £1,754,304

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKM66 - Shetland Islands

#### **II.2.4) Description of the procurement**

Social Care Case Management

#### **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

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## **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 procurement falls outside the scope of application of the regulations

Explanation:

Available from a CCS Framework- RM6259-Lot 2 ITSM

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract**

### **Contract No**

IT/05/24

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

18 July 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

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

**V.2.3) Name and address of the contractor**

The Access Group

Armstrong Building

Loughbrough

LE113QF

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,754,304

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## **Section VI. Complementary information**

### **VI.3) Additional information**

(SC Ref:805170)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Lerwick Sheriff Court

King Erik Street

Lerwick

ZE1 0UD

Email

[lerwick@scotcourts.gov.uk](mailto:lerwick@scotcourts.gov.uk)

Country

United Kingdom