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Tender

Information Technology Service Management

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

F02: Contract notice

Notice identifier: 2025/S 000-043968

Procurement identifier (OCID): ocds-h6vhtk-056854

Published 29 July 2025, 3:52pm

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

Email

paul.mckinney@nhs.scot

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.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/>

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

Information Technology Service Management

Reference number

NP883925

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

NSS is seeking to procure licences for an IT Service Management (ITSM) solution that supports 18 key ITSM practices. These practices are either currently in use or are planned as part of NSS's evolving ITSM capabilities including Incident Management, Service Desk, Service Request Management, Problem Management, Change Management, Service Level Management, Knowledge Management, Service Catalogue Management, Service Configuration Management, Infrastructure & Platform Management, Capacity and Performance Management, IT Asset Management, Release Management, Availability Management, Measuring and Reporting, Service Continuity Management, Monitoring and Event Management and Supplier Management.

II.1.5) Estimated total value

Value excluding VAT: £4,200,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

The scope of this procurement is currently for NSS ITSM at present. Currently NSS has a need for approximately 500 'agents' that will use the platform. The end user / customer numbers should be considered as NSS wide (approximately 3,500 staff) for the purposes of this procurement.

As part of the 'Once for Scotland' initiative, NSS anticipates extending these ITSM capabilities to other NHS Scotland boards as service maturity increases. Additionally, with the planned integration of NHS Education for Scotland (NES), shared ITSM services are expected to be implemented across both organisations. Therefore there is a requirement for scaling potential.

Current Platform and Transition Plans:

NSS is currently contracted with a SaaS platform that delivers ITSM functionality, along with modular features for Project, Programme, and Portfolio Management Services (PPPMS) and timesheet recording. NSS intends to transition away from these modular components to alternative solutions once the new ITSM platform is operational.

The current platform also hosts several custom-built applications that support additional business services. NSS plans to fully divest from these custom applications and migrate to more sustainable architectural alternatives.

Implementation Services:

NSS will require technical implementation services to architect, build, test, and deploy the new ITSM solution. NSS will provide internal resources to manage and support the project and conduct any necessary business analysis throughout the implementation process.

The Vision for the ITSM Procurement Project is to procure a best-in-class tool to replace the current installation of ServiceNow to deliver services to NSS. Once procured, this tool will be configured and implemented by an implementation partner with support from DaS. As part of the implementation relevant DaS staff will be trained as required. This implementation partner will need to adapt to NSS' culture and configure the new tool to best reflect NSS' ambitions. It will improve efficiency, deliver greater internal NSS experience of IT services and requests, and support a new operating model within the ITSM delivery team. The tool will also have the potential to scale, allowing DaS to offer more services to NSS and extend our services to other NHS Scotland boards. We aim to complete the procurement and implementation of this new tool by the end of 2026/27 so that both cash and non-cash benefits can be realised early 2027.

This procurement will be run as a restricted process.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £4,200,000

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

The contract will include two extension periods of 24 months and then 12 months.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 5

II.2.10) Information about variants

Variants will be accepted: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

SPD Question 4B.1.1: Economic Operators are required to provide statement of accounts or extracts relating to their business for the previous 3 years. NSS may require Economic Operators to provide additional information to demonstrate financial standing.

Additional information can include but not limited to:

- parent company accounts (if applicable) –
- deeds of guarantee banker's statements and references - accountants' references
- management accounts
- financial projections, including cash flow forecasts
- details and evidence of previous contracts, including contract values
- capital availability
- guarantees may be required from parent companies and from banks.

Economic Operators who cannot provide suitable evidence of a secure financial standing may be excluded from the procurement.

SPD Questions 4B.5.1a, 4B.5.1b and 4B.5.2: Economic Operators must confirm they have or will be able to obtain the required level of insurance listed below.

Minimum level(s) of standards possibly required

SPD Question 4B.1.1: Economic Operators must demonstrate the following financial capacity over the last 3 years:

- turnover in respect of its most recent three full financial years must have been equal to or more than GBP 10m per annum.

SPD Questions 4B.5.1a, 4B.5.1b and 4B.5.2: Economic Operators must confirm they have or will be able to obtain the required levels of insurance:

- Employer's (compulsory) liability insurance = GBP 5 million;
- Public liability insurance = GBP 10 million;
- Professional indemnity insurance = GBP 5 million;
- Product liability insurance = GBP 10 million;
- Product liability insurance is not less than the sum of GBP 1 million in respect of any one incident.

III.1.3) Technical and professional ability

List and brief description of selection criteria

SPD Question 4C.1.2 - please refer to the Project Specific Questions within section 3.1 of the Information Technology Service Management SPD Instructions for full detail of the requirement for this section. The scoring methodology is detailed in section 3.2 of the Information Technology Service Management SPD Instructions.

SPD Question 4C.2 - Economic Operators must confirm that they are certified under ISO27001.

SPD Question 4C.6.1 - Economic Operators must confirm the number of UK based staff they have certified and trained on the SaaS technology that they have chosen to use within their tender.

SPD Question 4C.10 - Economic Operators must provide details of the proportion (i.e. percentage) of the contract that it intends to subcontract.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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.2.2) Time limit for receipt of tenders or requests to participate

Date

28 August 2025

Local time

5:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

3 October 2025

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 9 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Full information about the SPD stage is included in the Information Technology Service Management SPD Instructions, found in the Attachments area of PCS-Tender.

All dates, timescales and values set out in this notice and the procurement documents are estimates only and therefore subject to change during the tender process, if required.

The buyer is using PCS-Tender to conduct this PQQ exercise. The Project code is 29678. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

All Bidders must agree to support the concept, provision and ongoing development of community benefits provision in relation to this Agreement. Bidders will be required to provide a brief summary of the community benefits that have recently been delivered within Scotland, and also what impact and outcomes these have achieved. Bidders are also required to summarise any community/social benefits that will be delivered as part of this Agreement if successful, or, alternatively, confirm that they will engage with the NHS Scotland Community Benefits Gateway (CBG).

(SC Ref:805726)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Bidders should approach the contracting authority in the first instance. However, the only formal remedy is to apply to the courts: