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Contract

Confidential Staff Liaison and Freedom To Speak Up Services

NHS Highland

F20: Modification notice

Notice identifier: 2025/S 000-046168

Procurement identifier (OCID): ocids-h6vhtk-03d761

Published 5 August 2025, 2:24pm

Section I: Contracting authority/entity

I.1) Name and addresses

NHS Highland

Assynt House, Beechwood Park

Inverness

IV2 3BW

Email

nhsh.tenders@nhs.scot

Telephone

+44 7976911804

Country

United Kingdom

NUTS code

UKM6 - Highlands and Islands

Internet address(es)

Main address

<http://www.nhshighland.scot.nhs.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00302

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Confidential Staff Liaison and Freedom To Speak Up Services

Reference number

HH083-23-TW08

II.1.2) Main CPV code

- 79633000 - Staff development services

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 79633000 - Staff development services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

NHS Highland Area

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

NHS Highland have been providing a Guardian / Speak up service since 2020, as recommended in the Sturrock review, this is to provide an independent channel for colleague concerns to be raised where other channels have not worked or cannot be used. This service was aligned to include the National Whistleblowing standards in NHS Highland also in 2020.

The market was reviewed and the only established provider of this service that we have identified with appropriate and relevant NHS specific experience is The Guardian Service. The Guardian Service has been working with NHS Highland for the past three years and NHS Highland would like to continue to provide this service to its employees for a further 12 months with the option to extend for up to another 12 months.

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

Start date

1 August 2023

End date

31 July 2025

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: [2023/S 000-022410](#)

Section V. Award of contract/concession

Contract No

HH083-23-TW08

Title

Confidential Staff Liaison and Freedom To Speak Up Services

V.2) Award of contract/concession

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

1 August 2023

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

The Guardian Service Ltd.

WeWork,, 8 Devonshire Square,

London

EC2M 4PL

Telephone

+44 7878936652

Country

United Kingdom

NUTS code

- UK - United Kingdom

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: £316,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:806074)

VI.4) Procedures for review

VI.4.1) Review body

The Inverness Justice Centre

Longman Road

Inverness

IV1 1AH

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

- 79633000 - Staff development services

VII.1.3) Place of performance

NUTS code

- UKM6 - Highlands and Islands

Main site or place of performance

NHS Highland Area

VII.1.4) Description of the procurement:

NHS Highland have been providing a Guardian / Speak up service since 2020, as recommended in the Sturrock review, this is to provide an independent channel for colleague concerns to be raised where other channels have not worked or cannot be used. This service was aligned to include the National Whistleblowing standards in NHS Highland also in 2020.

The market was reviewed and the only established provider of this service that we have identified with appropriate and relevant NHS specific experience is The Guardian Service. The Guardian Service has been working with NHS Highland for the past three years and NHS Highland would like to continue to provide this service to its employees for a further 12 months with the option to extend for up to another 12 months.

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

Start date

1 August 2023

End date

30 November 2025

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

Total value of the contract/lot/concession:

£375,980

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

The Guardian Service Ltd.

WeWork,, 8 Devonshire Square,

London

EC2M 4PL

Telephone

+44 7878936652

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

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 contract has been extended under the same Service requirements to allow for a recruitment to bring the service in house.

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:

The service is required to continue while NHS Highland conducts their recruitment to bring the service in house.

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: £316,000

Total contract value after the modifications

Value excluding VAT: £375,980