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Contract

## **NP610625 National Vaccination Programme**

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

F03: Contract award notice

Notice identifier: 2025/S 000-051500

Procurement identifier (OCID): ocds-h6vhtk-050ae2

Published 27 August 2025, 10:58am

### **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**

[andrew.thong@nhs.scot](mailto:andrew.thong@nhs.scot)

#### **Telephone**

+44 1312756000

#### **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](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

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**Section II: Object****II.1) Scope of the procurement****II.1.1) Title**

NP610625 National Vaccination Programme

**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**

The ServiceNow Case Management System (CMS) has been in-use by the National Contact Tracing Centre, all 14 NHSS Territorial Boards & Public Health Scotland since June 2020. The system was developed and implemented within the NSS's existing ServiceNow platform. The solution was subsequently extended out and is also used as the national solution to support annual scheduling of flu vaccinations for citizens across Scotland.

The ServiceNow main contract award was approved in March 2025 for the 12 months to 31 March 2026.

This is an additional award for ServiceNow non-production environments (Development and Test) for a period of 8 months from 1st August 2025 to 31 March 2026.

#### **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: £14,550

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

#### **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKM - Scotland

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

The ServiceNow Case Management System (CMS) has been in-use by the National Contact Tracing Centre, all 14 NHSS Territorial Boards & Public Health Scotland since June 2020. The system was developed and implemented within the NSS's existing ServiceNow platform. The solution was subsequently extended out and is also used as the national solution to support annual scheduling of flu vaccinations for citizens across Scotland.

Scottish Government has requested that the National Vaccination Scheduling System and Contact Tracing Management System continue to be available for the next 12 months period. Due to continuing requirement for the NVSS and CMS solutions to be in place as

part of the NHSScotland response to Covid, the delivery of the annual flu programme and other immunisations, there is therefore a requirement to extend the current instance and associated licenses.

If not renewed, NSS would not have a digital solution to manage the national vaccination digital solutions with population level appointment scheduling and self-booking service for the Spring COVID vaccination campaign 2025 and the Autumn / Winter COVID and Flu vaccination campaign 2025/26.

The ServiceNow main contract award was approved in March 2025 for the 12 months to 31 March 2026.

This is an additional award for ServiceNow non-production environments (Development and Test) for a period of 8 months from 1st August 2025 to 31 March 2026.

#### **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 services can be provided only by a particular economic operator for the following reason:
  - absence of competition for technical reasons

Explanation:

These licenses can only be granted by Service Now.

#### **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: [2025/S 000-018231](#)

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

### **Contract No**

NP610625

A contract/lot is awarded: Yes

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

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

1 August 2025

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

Number of tenders received: 1

Number of tenders received from SMEs: 0

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

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

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

ServiceNow

1 Bridge Street, Strata Building

Staines

TW18 4TW

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £14,550

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## **Section VI. Complementary information**

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

(SC Ref:808253)

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

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

Edinburgh Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Email

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

Telephone

+44 1312252525

Country

United Kingdom