

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/051500-2025>

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

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

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

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

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](#)

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

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

Telephone

+44 1312252525

Country

United Kingdom