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Contract

Social Security Scotland Live Service Team

Social Security Scotland

F03: Contract award notice

Notice identifier: 2025/S 000-056008

Procurement identifier (OCID): ocds-h6vhtk-0344a7

Published 12 September 2025, 8:41am

Section I: Contracting authority

I.1) Name and addresses

Social Security Scotland

3rd Floor, Agnes Husband House, 17 South Union Street

Dundee

DD1 4BF

Contact

Yvonne Graham

Email

Yvonne.Graham@socialsecurity.gov.scot

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<https://www.socialsecurity.gov.scot/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30345

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Social Security Scotland Live Service Team

Reference number

SP-21-050-01

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

Award of Social Security Scotland Live Service Team under the Social Programme Management (SPM) Dynamic Purchasing 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: £9,700,000

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

- UKM82 - Glasgow City

Main site or place of performance

Glasgow

II.2.4) Description of the procurement

Call-off from Lot 2 (SPM Resources) of Social Programme Management (SPM) Dynamic Purchasing System for Social Security Scotland Live Service Team.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

There is an option to extend the term of this contract for up to 24 months. The estimated cost of such extension has been factored into the contract value stated above.

The contract includes provisions that allow for flexibility in resource levels throughout the contract term. This means that additional roles or increased volumes of existing roles may be brought in to meet changing service demands, including short-term spikes or emerging technical requirements. As a result, the actual spend may vary from the published contract value to accommodate these adjustments, in line with the contract's terms.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

This is not a fixed-price contract, so actual spend may differ from the stated value. This notice was first published on PCS under ref:FEB441350. This retrospective publication on Find a Tender is being made to fulfil our obligation under Regulation 51(5) of the Public Contracts (Scotland) Regulations 2015.

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-015874](#)

Section V. Award of contract

Contract No

SP-21-050-01

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 December 2021

V.2.2) Information about tenders

Number of tenders received: 2

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: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Mphasis UK Limited

Citypoint,1 Ropemaker Street LONDON EC2Y 9HT United Kingdom - GB

London

EC2Y 9HT

Telephone

+44 8777761738

Country

United Kingdom

NUTS code

- UKI - London

Internet address

<https://www.mphasis.com/home.html>

The contractor is an SME

No

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

Total value of the contract/lot: £9,700,000

Section VI. Complementary information

VI.3) Additional information

Award against Dynamic Purchasing System (DPS): Social Programme Management (SPM) Dynamic Purchasing System

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:

For this contract there is a minimum requirement to create 2 apprenticeship positions registered with a relevant sector skills body at the

Modern Apprentice level.

Where possible recruitment of apprentices should be targeted in postcodes within the 10% most deprived in Scotland.

(SC Ref:683992)

(SC Ref:684177)

(SC Ref:809136)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom

