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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](mailto: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](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.

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## **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](#)

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## **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

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## **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

