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Contract

National Digital Type 2 Diabetes Remission Programme

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

F03: Contract award notice

Notice identifier: 2025/S 000-069740

Procurement identifier (OCID): ocds-h6vhtk-05d721

Published 30 October 2025, 1:35pm

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

Contact

Stephen Espie

Email

stephen.espie@nhs.scot

Telephone

+44 7816119866

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

National Digital Type 2 Diabetes Remission Programme

Reference number

NP510225

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

A single supplier Framework Agreement for the provision of a National Digital Type 2 Diabetes Remission Programme for Total Diet Replacement (TDR) products and associated Peripherals as well as c. 3000 behavioural interventions for service users (calculated over the initial 3-years of the Framework term) across Scotland. The Framework Agreement will be for a 4 year period.

The Contracting Authority and all NHS Scotland Health Boards or Special Health Boards constituted pursuant to the National Health Service (Scotland) Act 1978 will be entitled to call off the Framework Agreement.

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: £4,750,000

II.2) Description

II.2.2) Additional CPV code(s)

- 98334000 - Wellness services

- 15882000 - Dietetic products
- 80000000 - Education and training services
- 85312320 - Counselling services
- 85312310 - Guidance services
- 85140000 - Miscellaneous health services
- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Locations throughout NHS Scotland

II.2.4) Description of the procurement

The Common Services Agency (more commonly known as National Services Scotland) ('NSS') acting through its division National Procurement, has undertaken this procurement of the supply and delivery of the provision of a National Digital Type 2 Diabetes Remission Programme. The programme will support eligible individuals with type 2 diabetes in achieving remission through a structured, digitally delivered intervention. It will be delivered in three phases:

Total Diet Replacement (TDR): 12–20 weeks

Food Reintroduction: 6–12 weeks

Weight Loss Maintenance: Up to 12 months

The Framework Agreement is for a 4 year period.

The Service aims to deliver a National Digital Type 2 Diabetes Remission Programme. Total Diet Replacement (TDR) is expected to be with shakes and soups (delivered directly to a Service Users home). A range of digital services (app-based / online delivery models) are expected to support the Food Re-introduction and Weight Loss Maintenance phases with flexibility to allow service users to repeat stages of the intervention as determined by Healthcare professionals.

The framework will aim to support adults living with Type 2 Diabetes who meet clinically

appropriate eligibility criteria, through digitally delivered weight management and lifestyle behaviour change interventions that support remission of Type 2 Diabetes and improve metabolic health.

Scope of Services to include:

- A fully digital application offering personalised behavioural support, weight management, nutritional education, and physical activity guidance.
- Real-time support sessions from Health Coach (digitally).
- Tracking of food and drink intake, weight, blood pressure, blood glucose, exercise.
- Clinical oversight and data integration capabilities (where appropriate) with NHS Scotland systems.
- Culturally appropriate and inclusive service design to meet the needs of Scotland's diverse population.
- Demonstrable outcomes in line with Scottish clinical standards e.g., SIGN 172 guidelines.
- Evidence of scalability, user engagement, data privacy compliance, and robust outcome tracking.

The successful Framework Provider will be expected to use and/or integrate with NHS Scotland systems in provision of its services and its direct relationship with Primary Care and the National Diabetes Remission Team (NDRT).

Such systems include, for example, a referral management system (SCI Gateway), and middleware platforms (National Digital Platform/National Integration Platform) to facilitate GP and Health Board interactions, and for provision of data reporting.

Phase 1: Digital Solution requires implementation to be complete for January 2026: As per Appendix 1 (Statement of Requirements) of the Invitation To Tender (ITT) and in particular Solution Architecture referenced at Annex 9. This first phase of the programme requires Framework Participants to obtain direct access to NHS Scotland's Referral System. It is expected that Primary Care Clinicians will refer eligible Service Users to the Framework Participant via a SCI Gateway referral using a pre-designed referral protocol. This will require the Framework Participant to have a SWAN connection to allow the Framework Participant to sign in to SCI Gateway which is only available on SWAN.

Phase 2: Post January 2026 and subject to programme success and securing business as usual (BAU) funding, NHS Scotland may look to develop tighter technical integrations with the Framework Participant to automate more of the end-to-end process.

II.2.5) Award criteria

Quality criterion - Name: Non-Functional Requirements / Weighting: 47

Quality criterion - Name: Functional Requirements / Weighting: 8

Quality criterion - Name: Implementation / Weighting: 5

Quality criterion - Name: Demonstrations / Weighting: 5

Quality criterion - Name: Sustainability / Weighting: 5

Price - Weighting: 30

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

II.2.14) Additional information

During the term of the Framework Agreement, NHS Scotland reserves the right, should funding become available, to increase the volume of service users. For example, additional purchases may be made which exceed the level of funding currently secured based on project success which supports wider use.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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 000-213185](#)

Section V. Award of contract

Contract No

NP510225

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 3

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

Number of tenders received from tenderers from non-EU Member States: 5

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

Counterweight Ltd.

85 Great Portland Street, First Floor

London

W1W 7LT

Email

veronica.naude@counterweight.org

Telephone

+44 7397909882

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://www.counterweight.org>

The contractor is an SME

Yes

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

Total value of the contract/lot: £4,750,000

Section VI. Complementary information

VI.3) Additional information

The Framework Agreement will be for a 4-year period, however only three (3) years funding is currently secured. The estimated values at Section II.1.5 and Section II.2.6 are an estimate of the total value over the full 4-year period of the Framework Agreement.

During the term of the Framework Agreement. NHS Scotland reserves the right, should funding become available, to increase the volume of service users (current estimate of 3000 over the initial 3-years of the Framework Agreement term) who may access the Programme. For example, additional purchases may be made which exceed the level of funding currently secured as a result of clinical and service outcomes and benefits which support wider use.

It is not anticipated that this would alter the overall nature or scope of the contract, only additional volume of referrals.

(SC Ref:814232)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

27 Chamber Street

Edinburgh

EH1 1LB

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The authority has notified economic operators who submitted a tender or (where no deselection notification has previously been made)

applied to be selected to tender, of its decision to award the framework agreement which notification will contain among other information,

a summary of the reasons why the economic operator was unsuccessful. The notification will incorporate a 'standstill period' of a

minimum of 10 clear calendar days (or a minimum of 15 if the communication method used is not electronic) between the date on which

the authority despatches the notice(s) and the date on which the authority proposes to conclude the relevant framework agreement. The

bringing of court proceedings against the authority during the standstill period will automatically continue the prohibition on entering into

the framework agreement until the court proceedings are determined, discontinued or disposed of, or the court, by interim order, brings to

an end the prohibition. The remedies that may be awarded by the courts before the framework agreement has been entered into include the

setting aside of the decision to award the framework agreement to the winning tenderer(s). The bringing of court proceedings against the

authority after the framework agreement has been entered into will not affect the framework agreement unless grounds for the imposition

of special penalties under the Public Contracts (Scotland) Regulations 2015 can be established. Otherwise the remedies that may be

awarded by the courts where the framework agreement has been entered into are limited to the award of damages. Economic operators are

entitled to write to the authority after receipt of the notification should they require further clarification. The authority will respond within

15 days of such a written request, but it should be noted that receipt by the authority of such request during the standstill period may not

prevent the authority from awarding the framework agreement following the expiry of the standstill period. Economic operators should

approach the contracting authority in the first instance. However, the only formal remedy is to apply to the courts: An economic operator

that suffers or is at risk of suffering, loss or damage attributable to a breach of duty under the Public Contracts(Scotland) Regulations 2015

or the Procurement Reform (Scotland) Act 2014, may bring proceedings in the Sheriff Court or the Court of Session.

VI.4.4) Service from which information about the review procedure may be obtained

Court of Session

Parliament House, Parliament Square

Edinburgh

EH1 1RQ

Country

United Kingdom