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Contract

National Vaccination Programme (ServiceNow Development, Maintenance and Support)

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

F03: Contract award notice

Notice identifier: 2025/S 000-079963

Procurement identifier (OCID): ocds-h6vhtk-05ef40

Published 5 December 2025, 8:35am

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

ruaridh.armitage@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

National Vaccination Programme (ServiceNow Development, Maintenance and Support)

Reference number

NP884525

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 contract is for a development, maintenance and support service for a version 2 of a ServiceNow bespoke product and multiple integrations with national systems, which is already in live use.

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: £90,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

NSS on behalf of Scottish Government are commissioned to provide a National Vaccination Scheduling Service for immunisations and vaccinations. The service allows

citizens in Scotland to be able to view appointments, schedule & reschedule appointments. Scottish Government has requested that this continues to be available.

The development, maintenance and support service will provide essential activities for the service:-

- Design, development and implementation of ServiceNow solutions aligning to requirements
- Lead technical delivery of ServiceNow projects / bug fixes and maintenance
- Custom application development, integrations and platform enhancements
- Work with stakeholders and cross functional teams to develop and support operational requirements for other related national projects, including pandemic preparedness
- Development and maintenance of multiple two-way API integrations, including national data stores and data platforms
- Environment platform upgrades (occur twice yearly) as well as recurring monthly security patches and ad hoc environment patches
- Create a version 2 of the product to simplify the coding structure and removal of redundant code

II.2.5) Award criteria

Quality criterion - Name: Statement of Approach / Weighting: 40

Quality criterion - Name: Timescale / Weighting: 30

Quality criterion - Name: Reference / Weighting: 5

Price - Weighting: 25

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 procurement falls outside the scope of application of the regulations

Explanation:

Call-off from the Scottish Government's Digital Technology and Cyber Services dynamic purchasing system.

IV.1.6) Information about electronic auction

An electronic auction will be used

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 December 2025

V.2.2) Information about tenders

Number of tenders received: 5

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: 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

Insight Direct (UK) Ltd

1st Floor St Paul's Place,, 121 Norfolk Street,

Sheffield

S1 2JX

Telephone

+44 1617728603

Country

United Kingdom

NUTS code

- UKE32 - Sheffield

The contractor is an SME

No

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

Total value of the contract/lot: £90,000

Section VI. Complementary information

VI.3) Additional information

(SC Ref:817665)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

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.