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Award

SPM Social Security Scotland - Live Service Team (Lot 2)

Social Security Scotland

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-084376

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

Published 18 December 2025, 1:16pm

Section I: Contracting authority/entity

I.1) Name and addresses

Social Security Scotland

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

Dundee

DD1 4BF

Email

procurement@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

SPM Social Security Scotland - Live Service Team (Lot 2)

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

This is a voluntary ex ante transparency (VEAT) notice. This notice is to indicate that Scottish Ministers, acting through Social Security Scotland, intend to extend the current SPM Social Security Scotland - Live Service Team (Lot 2) contract from 6 January 2026 to 30 June 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: £3,145,780

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

This is a voluntary ex ante transparency (VEAT) notice. This notice is to indicate that Scottish Ministers, acting through Social Security Scotland, intend to extend the current SPM Social Security Scotland - Live Service Team (Lot 2) contract from 6 January 2026 to 30 June 2026

II.2.11) Information about options

Options: Yes

Description of options

This is not a fixed price contract therefore actual spend may vary from the value stated above.

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:

The continued provision of services under the current contract is essential to ensure that Social Security Scotland can continue to provide technical support for its core benefit platform (SPM) until a replacement contract can be put in place. A competitive process is underway to identify and put such a replacement in place, by April 2026. The extension of the current term of the contract is considered to be proportionate in the circumstances based on previous experience, and taking into account the need for a contingency to account for potential delays.

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 000-056008](#)

Section V. Award of contract/concession

Contract No

S/21/048

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

15 December 2025

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

Mphasis UK Limited

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

London

EC2Y 9HT

Telephone

+44 8777761738

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

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

Total value of the contract/lot/concession: £3,145,780

Section VI. Complementary information

VI.3) Additional information

(SC Ref:818031)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom