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**United Kingdom-Edinburgh: Data management services
2020/S 194-470581**

Contract award notice

Results of the procurement procedure

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Official name: The Common Services Agency (more commonly known as NHS National Services Scotland) ('NSS')

Postal address: Gyle Square (NSS Head Office), 1 South Gyle Crescent

Town: Edinburgh

NUTS code: UKM SCOTLAND

Postal code: EH12 9EB

Country: United Kingdom

Contact person: SSGovernance

E-mail: NSS.SSGovernance@nhs.scot

Telephone: +44 1698794438

Internet address(es):

Main address: <http://www.nhsscotlandprocurement.scot.nhs.uk/>

Address of the buyer profile: 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:

NSSCOVID-19 -228 Service Now Customer Service Management (CSM) Module

Reference number: NSSCOVID-19 -228

II.1.2) Main CPV code

72322000 Data management services

II.1.3) Type of contract

Services

II.1.4) Short description:

Case Management System (CMS)

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: 648 000.00 GBP

II.2) **Description**

II.2.1) **Title:**

II.2.2) **Additional CPV code(s)**

II.2.3) **Place of performance**

NUTS code: UKM SCOTLAND

Main site or place of performance:
NHS Scotland.

II.2.4) **Description of the procurement:**

This is a directly awarded contract between the Authority on behalf of NHS Scotland to meet the additional demands of the Scottish Health and Social Care sector during the current Covid-19 pandemic.

This award has been approved on the basis of the protection of exclusive rights, including intellectual property rights in line with Regulation 33(1)(b) of the Public Contracts (Scotland) Regulations 2015.

II.2.5) **Award criteria**

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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**

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 Official Journal of the European Union in the cases listed below

- Extreme urgency brought about by events unforeseeable for the contracting authority and in accordance with the strict conditions stated in the directive

Explanation:

This is a directly awarded contract between the Authority on behalf of NHS Scotland to meet the additional demands of the Scottish Health and Social Care sector during the current Covid-19 pandemic.

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

IV.1.6) **Information about electronic auction**

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**

IV.2.8) **Information about termination of dynamic purchasing system**

IV.2.9) **Information about termination of call for competition in the form of a prior information notice**

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:**

09/09/2020

V.2.2) **Information about tenders**

Number of tenders received: 1

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: 0

Number of tenders received by electronic means: 0

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

V.2.3) **Name and address of the contractor**

Official name: ServiceNow

Postal address: 1 Bridge Street, Strata Building

Town: Staines

NUTS code: UK UNITED KINGDOM

Postal code: TW18 4TW

Country: United Kingdom

Telephone: +44 7890016772

The contractor is an SME: no

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

Total value of the contract/lot: 648 000.00 GBP

V.2.5) **Information about subcontracting**

Section VI: Complementary information

VI.3) **Additional information:**

(SC Ref:632016)

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: Sheriff Court House

Postal address: 27 Chambers Street

Town: Edinburgh

Postal code: EH1 1LB

Country: United Kingdom

E-mail: edinburgh@scotcourts.gov.uk

Telephone: +44 1312252525

VI.4.2) **Body responsible for mediation procedures**

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.

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

VI.5) **Date of dispatch of this notice:**

01/10/2020