

Date: 14 August 2025
Our ref: K: FOI/Ref: 2024-000208
Email: NSS.DevServicesFOI@nhs.scot

Dear [REDACTED]

Freedom of Information Reference: FOI-2024-000208 – Endoscopy Reporting System Contract.

I refer to your freedom of information request that we received on 21 May 2024 requesting the following information.

Dear FOI Team,

I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.

Endoscopy Reporting System (ERS):

https://www.publiccontractsscotland.gov.uk/search/show/search_view.aspx?ID=JUL484159

The details we require are:

- **What are the contractual performance KPI's for this contract?**
- **Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages • Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date • Start date & duration of framework/contract?**
- **Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?**
- **Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?**
- **Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?**
- **Who is the senior officer (outside of procurement) responsible for this contract?**
Is there an email i can correspond with please mine is dptak@endosoft.com and I am the Senior National Account Manager for Endosoft Limited

We have now completed the search of our records and can provide you with the following information:

What are the contractual performance KPI's for this contract?

Under Section 17 of the Freedom of Information Scotland Act, 2002 (FOISA) an organisation does not have to provide that information if it does not hold it. NHS National Services Scotland (NSS) does not hold this information. There are no key performance indicators for this contract. The performance for this contract is monitored by Service Levels.



Chair
Chief Executive

Keith Redpath
Mary Morgan

*NHS National Services Scotland is the common name of the
Common Services Agency for the Scottish Health Service*

Please find attached Appendix 1 – ERS Managed Services Agreement v1.0, this is the contract issued with the ITT. The sections relating to Service Levels are Section 8, page 19 and Schedule: Part 3 Support Services and Service Levels, Page 47 – 57.

Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages.

The successful supplier was HD Clinical Ltd. The unsuccessful suppliers were Civica UK Ltd and Endosoft Ltd. Medilogik Ltd withdrew their bid from the tender.

Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date.

Under Section 33(1)(b) of FOISA, an organisation does not require to provide information if its disclosure under this Act would, or would be likely to, prejudice substantially the commercial interests of any person (including, without prejudice to that generality, a Scottish public authority) and as such any individual cost information is being withheld as it is commercially sensitive.

Start date & duration of framework/contract?

The contract is currently in the implementation stage and the start date will commence once this has been completed. The duration of the contract is five years.

Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

Please find attached Appendix 2 - ERS Tender Requirements for a copy of the specifications.

Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?

There are two optional extension periods of 12 months each.

Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?

This decision has not yet been made.

Who is the senior officer (outside of procurement) responsible for this contract?

The Senior Officer for this contract is: Dr John Thomson, Consultant Gastroenterologist.

Is there an email i can correspond with please mine is [REDACTED] and I am the Senior National Account Manager for Endosoft Limited

General queries regarding this contract should be directed to Michael Walker, Commodity Manager - michael.walker3@nhs.scot



Chair
Chief Executive

Keith Redpath
Mary Morgan

*NHS National Services Scotland is the common name of the
Common Services Agency for the Scottish Health Service*

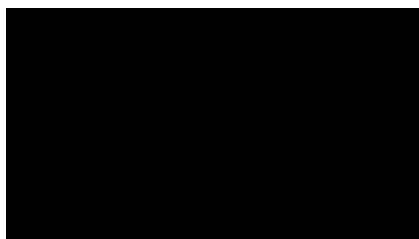
I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me.

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the Associate Director Governance and Board Services (Board Secretary) at the email address nss.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online application form](#).

If you have any queries about this letter, please contact me at the above address.

Yours sincerely,



Chair Keith Redpath
Chief Executive Mary Morgan

*NHS National Services Scotland is the common name of the
Common Services Agency for the Scottish Health Service*