

Media follow-up re. Go-Centric liquidation

How much was Go-Centric paid?

Go-Centric was paid £15million for services it delivered in support of the vital work of Scotland's NHS-led National Contact Centre (NCC). No payments were made in advance.

What kind of contract was Go-Centric given?

Go-Centric were appointed following a competitive tendering process. The contract process and award followed standard National Procurement procedures, achieving best value and performance on a 'Once for Scotland' basis.

It was not awarded under contingency regulations specific to COVID-19 activity.

All legislation requirements were met and comprehensive due diligence was carried out.

What is the impact on NCC's ability to deliver its services?

Go-Centric's situation has no impact on the current or future capability of NCC to deliver its services and support citizens.

Services previously provided by Go-Centric had already been successfully transitioned.

Comparison with England?

NHS Scotland operates a National Procurement model led by NHS National Services Scotland (NSS). Our 'Once for Scotland' approach achieves best value and performance, leverages scale and knowledge, and maximises transparency and resilience.

This model proved robust under the extreme pressures of the COVID-19 pandemic and the performance of National Procurement was [praised by the Auditor General](#) for Scotland.

It is completely different from the fractured model used elsewhere to procure PPE and services.

Were there any issues with Go-Centric performance?

Supplier performance met our rigorous quality assurance standards throughout the length of the contract.

All staff supplied by Go-Centric were employed under terms and conditions matching those of our NHS Scotland staff. They were fully trained, governed and supported to the same high standard.

Go-Centric employees losing their jobs before Christmas?

We are grateful for Go-Centric's past work supporting Scotland's successful Test & Protect and Vaccination programmes and concerned for those losing their jobs.

We are working with partners to do all we can to help those impacted to find alternative employment.