

NHS National Services Scotland Annual Procurement Report.

2020 – 2021.

Date of Issue:

Date of next review: April 2022

Owner: K.Lindsay, NSS Head of Procurement

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2020-21 Summary of procurement activity

Total spend - £73,100,052

SME spend £39,813,184

SME spend – 54%

Suppliers – 772

SME suppliers – 496

Average spend per supplier - £94,812

Supported business spend - £892,997

Transactions – 96,241

Cash releasing efficiency saving - £61,093

Cost avoidances - £852,045

GPC spend - £32,940

Payment performance to 10 days (invoice received date) – 83.6%

Sustainability benefits delivered – 7

Regulated procurements – 62

Value of regulated procurements - £52,291,809

In-scope suppliers paying real living wage – 100%

1 Purpose and executive summary

1.1 Purpose

The purpose of this annual report is to aid visibility of NHS National Services Scotland's ("the Authority" – NSS) purchasing activities and to allow us to record and publicise our performance and achievements in delivering our procurement strategy. This report allows us to demonstrate to our stakeholders that our procurement spend is being used to achieve:

- security of supply
- better public services
- social, economic and environmental outcomes in our area
- a range of local and national policies, for example, those relating to tackling inequality and meeting climate change obligations.

Alongside the procurement strategy, this report is a key document to inform and engage with our external and internal clients, our strategic partners, suppliers and potential suppliers and the general public.

As detailed within our procurement strategy, this report will focus on the Authority's corporate expenditure of £73 million.

1.2 Executive summary

Over the last 12 months NSS has been at the forefront of the NHS Scotland Covid-19 pandemic response with unprecedented demands on our staff and services.

The NSS Procurement Team has supported the pandemic response in a number of ways, including:

- senior staff reassigned to support PPE sourcing requirements
- procurement support to National Procurement logistics operation which has delivered 1.1 billion items of PPE between March 2020 and April 2021 by providing additional 3PL solutions and additional products and services to support in-house operations

- the delivery of a number of complex and high value contracts relating to Covid-19 National Contact Centre
- we ordered, received and distributed Covid-19 vaccines on behalf of all other national health boards. The team also ordered, received and distributed lateral flow test kits and PPE to ensure essential NSS staff could work safely across all our sites
- we conducted a full procurement exercise to allow new technology to be purchased for collection of convalescent plasma. We also negotiated with current suppliers to allow redundant equipment to be brought back into use to enable collection of convalescent plasma at no cost to NSS.

This report demonstrates the considerable work and progress undertaken by the team in these challenging circumstances.

As well as supporting the response to the pandemic, the team also continued to focus on compliance and governance, value delivery and ethical and sustainable procurement.

Against this backdrop we delivered the following;

- approved cash releasing efficiency savings of £61,093 from tendering and commercial initiatives
- cost avoidances totalling £852,045 from delivery of Covid-19 contracts to support the NHS Scotland wide pandemic response
- we expanded our commitment to social benefits from procurement through;
 - £892,997 spent with supported businesses
 - achieving Real Living Wage accreditation for NHS NSS
 - the delivery of seven sustainability benefits through contracting activity, detailed in section 5
- We developed a procurement and supply graduate trainee programme recruiting our first graduate.

2 Summary of regulated procurements completed

2.1 Definition

In accordance with the Procurement Reform (Scotland) Act 2014, any public contract of £50,000, or greater, and public works contract of £2,000,000, or greater, is considered a regulated contract. A regulated procurement is any procedure leading to the award of a regulated contract.

2.2 Summary of procurements

We made 62 contract awards in the period amounting to a contract value of £52 million. Due to the complex nature of NSS, an element of this value covers work done on behalf of NHS Scotland. This demonstrates how our procurement service supports national programmes in its day-to-day activities.

2.3 Collaborative contracts

NSS is classified as a 'national' health board in Scotland – the scope of its services is national in nature. We implement contracts in collaboration with other public bodies and in the period, we placed contracts for NHS Scotland for:

- NSS202125 Call Centre Services Framework

We also placed 32 contracts, with a value of £25 million, to support the NHS Scotland wide response to the Covid-19 Pandemic. These contracts are listed in Appendix 1 with the prefix 'NSSCOVID-19'.

3 Review of regulated procurement compliance

3.1 Introduction

This section demonstrates how NSS Procurement has contributed to the achievement of our specific objectives and to the general duties in the Procurement Reform (Scotland) Act 2014. Section 3.3 discusses our performance against the mandatory elements of our strategy, while section 3.4 details how we performed against our three overarching objectives.

3.2 How we review our regulated procurements

NSS Procurement observes the 'procurement journey' methodology including application of the sustainable procurement tools for all of its regulated procurements where a tendering process is required. Route two is used when below threshold level and route three for over threshold procurements. Call-off contracts are checked with the host organisation e.g., NSS National Procurement, Scottish Government and, where necessary, Crown Commercial Service or other UK NHS bodies for compliance with regulations and policy before we enact these. Our policy is that frameworks, 'let' by these bodies are the only valid route for NSS call-off awards. Around 41% (c.£30 million) of our contracts are call-offs from these sources based on our public contracts register.

We review all direct award contract awards through our sole source justification procedure. This procedure mandates that any spend over £10,000 if not tendered or on a pre-let contract or framework agreement is accompanied by a sole source justification form.

The sole source justification form allows us to correctly categorise spend within the Regulatory framework in other words, within the following categories;

- a. the requirement falls under the general exclusions and Specific Situations of the Public Contracts (Scotland) Regulations 2015 Sections 4 or 7 through 18 or by being a service listed in Schedule 3 of the aforementioned regulations; examples being property rental, client legal representation and legal advice.
- b. public sector to public sector contracts under regulation 13(8) of the aforementioned regulations

- c. specific situations apply as defined under regulation 33 of the aforementioned regulations – we publish a contract notice under these circumstances.
- d. research and development spend which benefits NHS Scotland and its patients.

3.3 Performance

We committed to advertising opportunities and placing award notices for our call-off requirements on Public Contracts Scotland to maintain our Public Contract Register. As stated in section 2.2, we performed 62 regulated Procurements over the period. Of the procurements 56 of these complied with our strategy with six being non-compliant, 99% of our regulated procurements by value over the period were compliant.

Due to our sole source justification process, we can easily identify those procurements that don't comply, along with the reasons for this. These reasons are scrutinised by the Procurement Team and where necessary, the NSS Director of Finance. If these are approved to proceed, we work with colleagues to ensure that we plan in any follow-on purchases through a regulated procurement process. We also now have a digital procurement presence across NSS which provides a simpler way for colleagues to interact with us and to access clear information on what contracts are available for use. Our contract register is highly accurate and our message is clear that we prize transparency in spend very highly and will publish non conformant spend within this report to reinforce our commitment to that transparency.

4 Strategy performance review

4.1 Introduction

This section demonstrates how NSS Procurement has contributed to the achievement of the procurement priorities defined within the procurement strategy.

Priority 1 – Balance resources against increasing service demand

Commitments

- We will utilise new technology to make the interface with our customers more intelligent and efficient.
- We will utilise current technology to alleviate our resource burden and focus our skills on the highest value areas.
- We will work with support networks to ensure effective implementation of new tools, for example spend management to increase our effectiveness.
- We will continue to develop templates and processes to promote standardisation, reuse and efficiency.
- We will look to recruit effectively to maintain a sustainable function for the short and long term.

Summary of performance

Activities Completed

- All procurement requests are now directed through our new digital customer portal.
- We have rolled out the use of the digital supplier performance application hosted within our tendering platform to digitise our supplier management programme. 75% of our Tier 1 suppliers are managed via an online balanced scorecard.
- Members of the team contributed to cross functional teams across NSS to support the further implementation of digital tools.
- A Procurement and Supply Graduate Trainee was recruited to the team. The new graduate will complete a two year programme which has been developed based on the Scottish Government Procurement Development Framework.

Activities re-scheduled

- The development of a 'procurement project request form' on our digital customer portal has been delayed due to Covid-19. This new electronic form will be rolled out in the coming financial year.
- The availability of accurate and easy to interpret spend management reports continues to pose a challenge to the team. This is compounded by the complex procurement landscape within the organisation due to a large value of expenditure on national programmes, which do not fall under the remit of the NSS Procurement Team. We are working with Finance and Digital and Security colleagues to tackle this issue and increase reporting capabilities.

Priority 2 - People

Commitments

- We will promote and enhance our people development procedures by implementing training plans, measuring effectiveness and continuous improvement.
- We will be a caring and supportive team, dedicated to helping each other in the delivery of an effective procurement service.
- We will encourage our team to think creatively, utilising the procurement regulations to support, not stop, innovation.

Summary of performance

Activities completed

- A procurement and supply graduate programme was developed based on the Scottish Government Procurement Development Framework. The first graduate intake took place during the reporting year.
- All vacancies within the team during the reporting year have provided development opportunities for internal candidates within NSS.

Activities re-scheduled

- Due to Covid-19, our usual team workshop to review and refresh the procurement strategy was re-scheduled to take place during summer 2021.

Priority 3 – Customers and stakeholders

Commitments

- We will maintain an excellent relationship with our customers and stakeholders through dedicated resource to unique customer groups.
- We will align our goals and objectives with our customers and stakeholders to ensure we deliver what they value.
- We will be an effective business partner through listening, educating and challenging our customers and stakeholders to think creatively around external service and product delivery.

Summary of performance

Activities completed

- The team worked with finance colleagues to refresh internal standing financial instructions to make these easier to interpret for non-procurement colleagues.
- A new quarterly compliance report was developed for the Director of Finance and senior NSS stakeholders.
- Dedicated procurement business partners are imbedded within key areas of the organisation – Facilities, Logistics and Scottish National Blood Transfusion Service (SNBTS) – to provide strategic advice and commercial expertise.

Activities re-scheduled

- There continues to be a small number of instances of late procurement involvement in certain areas which can limit the value that can be added to projects. Work required with budget holders and the Finance team to ensure greater visibility of pipeline projects.

Priority 4 – Value delivery

Commitments

- We will commit to defining, delivering and communicating value widely, which will include:
 - commercial cost reduction
 - security of supply
 - improved local social outcomes
 - reduced health inequality
 - reduced environmental harms
 - fair work being evident within and across our supply chains
 - commitment to eradicating modern slavery.
- We will commit to better communicating the value we deliver to internal and external stakeholders.
- We will share the knowledge we have with other partner organisations through influencing in forums and conference attendance.
- We will continue to develop our approaches to supplier engagement and supply management that takes account of our wider definition of value.

Summary of performance

Activities completed

- We secured £61,093 cash releasing savings.
- We achieved cost avoidances of £852,045.
- We re-established the bi-monthly Cost and Commercial Steering Group to identify and implement financial and sustainability benefits.
- The Procurement Team achieved Real Living Wage accreditation for NSS.
- Team members contributed to Scottish pan public sector groups relating to sustainability,
- Supplier Management – we managed 75% tier 1 suppliers via a balanced scorecard process.

Activities re-scheduled

- Secured cash releasing savings were significantly less than in pre-Covid-19 times as the team focused on supporting the NHS Scotland response to the pandemic.

- Lifecycle costing.

4.2 Invoice payment performance

This is an area of major importance within the procurement and finance communities, with payment times measured and reviewed on a monthly basis; 93.75% of invoices were paid within the stipulated contractual terms across the period covered by this report and 83.6% were paid within 10 days of receipt.

5 Community benefit summary

5.1 General policy

Within our Procurement Strategy we stated that NSS will use the following Scottish Government recommended tools to meet our community benefit goals. By using the tools below and with reference to the statutory guidance, we implemented the community benefits detailed in section 5.2:

- Scottish Public Procurement Prioritisation Tool
- The sustainability test
- Life cycle impact mapping; and
- the Scottish Flexible Framework

5.2 Benefits delivered in period

NHS National Services Scotland community benefits delivered in the year are based on 10 awards. In effect we had community benefit criterion in over 50% of all tenders delivered within NSS during the period.

The associated benefits, both expected and delivered can be viewed on the NSS public contract register on [Public Contracts Scotland](#).

During the year, we carried out tender exercises, contract extensions and supplier management that included a number of expected benefits.

1. As part of a contract award to provide additional call centre capacity for the Covid-19 National Contact Centre, 40 staff were uplifted to the Real Living Wage.
2. As part of the extension process for a facilities service contract, all security staff dedicated to NSS sites pay were uplifted to the Real Living Wage.
3. Eden Scott worked with NSS strategic business unit Programme Management Services to create a route to programme management roles for people who may not have experience in this area, but have the relevant soft skills. This was done at the height of the pandemic when there were significant job losses and furlough.
4. As part of a community benefit, National Procurement supplier Brakes provided free gluten free biscuits to blood donors.
5. Go-Centric, a supplier providing additional call centre capacity to the Covid-19 National Contact Centre, were able to create five job opportunities to suitable ex-

offenders where they provide training, support and sustainable employment. The supplier also offers work experience for school pupils.

6. Ascensos, a supplier providing additional call centre capacity to the Covid-19 National Contact Centre, upskill staff via the Flexible Workforce Development Fund, work with Skills Development Scotland to help staff gain SVQs and use Fair Start Scotland employability programme to get local people back into employment.
7. Menzies Distribution Limited were able to utilise their existing shared user parcel network for final mile deliveries of Covid-19 related products to Primary Care within the existing fleet, without the need to put extra vehicles on the road.

6 Supported businesses summary

6.1 Summary of supported business spend

Within the report period NHS NSS spent the following with supported businesses.

| Supported business contracts | Supplier | Estimated contract value |
|-------------------------------------|--------------------|---------------------------------|
| GP practice record scanning | Capture All Ltd | £41,012 |
| Signage | Scotland's Bravest | £37,966 |
| Uniforms | Haven Products Ltd | £814,019 |
| | Grand Total | £892,997 |

7 Future regulated procurement summary

Below we present our current view of upcoming regulated procurements over the next 2 years.

| Project | Value per annum | Contract start date | Type |
|--|-----------------|---------------------|-----------|
| Test and Protect Call Centre | £ 20,000,000.00 | Apr-21 | Mini Comp |
| Social Care Call Centre | £ 1,000,000.00 | Apr-21 | Mini Comp |
| NDC Offsite Storage | £ 1,000,000.00 | Oct-21 | Threshold |
| NDC Managed Transport | £ 2,500,000.00 | Apr-22 | Threshold |
| Taxis | £ 50,000.00 | Nov-21 | Regulated |
| Hybrid Mail Implementation | £ 250,000.00 | Apr-21 | Call-off |
| NDC Roll Cages & Tote Boxes | £ 50,000.00 | Apr-22 | Regulated |
| Courier Services | £ 200,000.00 | Jan-22 | Mini Comp |
| Lease Cars | £ 173,000.00 | Dec-21 | Call-off |
| Business Travel | £ 2,000,000.00 | Feb-22 | Call-off |
| NSS181924 GP Record Transfer | £ 42,062.00 | Jun-21 | Extension |
| NP771/17 Vehicle Hire call off | £ 24,983.00 | Mar-22 | Call-off |
| NP700/17 Lease Cars & Associated Services Call off | £ 550,000.00 | Jan-22 | Call-off |
| DPS Professional Services | £ 1,000,000.00 | Mar-22 | Extension |
| Cycle 2 Work | £ 50,000 | Aug-22 | Extension |
| Procurement Leadership Resource | £ 30,000 | Jan-23 | Regulated |
| NP6038/17 NHS National Services Scotland - Central Legal Office Print Services | £ 83,000 | May-22 | Threshold |
| Hard & Soft FM | £ 2,000,000 | Apr-22 | Threshold |
| Internal Audit Services | £ 400,000 | Apr-22 | Regulated |
| NP50319 - Temporary & Interim Admin, Domestic, Professional & IT Staff | £ 7,400,000 | Apr-23 | Call-off |
| Executive & Senior Manager Search And Selection | £ 150,000.00 | Mar-22 | Threshold |

Owner: K.Lindsay, NSS Head of Procurement

| Project | | Value per annum | Contract start date | Type |
|--|---|-----------------|---------------------|-----------|
| NP833/14 Award of mechanical handling equipment for warehouse - 7 year lease | £ | 150,001.00 | Jun-22 | Threshold |
| Platelet Additive Solution | £ | 27,000 | Dec-22 | Regulated |
| Dry Ice | £ | 38,000.00 | Jan-21 | Threshold |
| SNBTS Donor Beds | £ | 200,000.00 | Apr-22 | Threshold |
| Red Cell Serology | £ | 700,000 | Sep-22 | Threshold |
| Media Plates | £ | 60,000.00 | Apr-22 | Threshold |
| Clinical Apheresis | £ | 400,000.00 | Mar-22 | Threshold |
| ISBT Labels | £ | 36,000.00 | Aug-21 | Mini comp |
| Print Services | £ | 80,000.00 | Apr-22 | Mini comp |
| Disinfectant Arm Wipes | £ | 120,000.00 | Jul-21 | Threshold |
| Courier Services | £ | 200,000.00 | Jun-21 | Threshold |
| Calibration Services | £ | 44,000.00 | Apr-22 | Threshold |
| Temperature Mapping Services | £ | 200,000.00 | Aug-21 | Threshold |
| Histocompatibility and Immunogenetics Test Kits | | TBC | Jul-23 | Mini Comp |
| Creative Services | | TBC | Apr-22 | Mini comp |
| Donor Card Mailing | £ | 20,000.00 | Apr-22 | Regulated |
| Irradiator indication Labels | £ | 34,000.00 | Aug-21 | Call-off |
| International Blood Packs | £ | 1,100,000.00 | Apr-22 | Mini Comp |
| Calibration Services | £ | 44,000.00 | Aug-21 | Threshold |
| Market Research | £ | 45,000.00 | May-21 | Mini Comp |
| Service Audits | £ | 100,000.00 | Apr-21 | Mini Comp |

8 Report ownership and contact details

In line with the Reform Act and to ensure our annual procurement report details our performance against strategy, this report will be subject to formal annual review and approval by the NSS Performance, Procurement and Finance Committee.

Report Owner: Kris Lindsay

Designation: Head of Procurement

Email: kris.lindsay@nhs.scot

Telephone: 0131 275 7454

9 Appendix 1 – Regulated procurements in period

| Title | Supplier name | Award date | Start date | End date | Value |
|---|-------------------------------|------------|------------|------------|------------|
| Document Storage | Box-It UK Ltd | 26/02/2021 | 01/04/2021 | 01/04/2023 | £742,000 |
| NSS192033 Health and Social Care Consultancy | Risk Asset Consulting Limited | 01/03/2021 | 01/04/2021 | 31/03/2022 | £60,000 |
| NSSCOVID-19 -304 Courier Contract for Regional Test Hubs | Eagle Couriers | 03/12/2020 | 03/12/2020 | 03/12/2021 | £1,300,000 |
| NSSCOVID-19 -295 Additional Storage Capacity | XPO | 22/02/2021 | 22/02/2021 | 22/05/2021 | £351,600 |
| Development of Alzheimers Scotland ADAM Product | Alzheimer Scotland | 30/11/2020 | 30/11/2020 | 30/05/2022 | £113,952 |
| NP602016 - Skilled Practitioners DPS | Pauline Dunlop | 11/03/2021 | 24/03/2021 | 24/04/2022 | £79,670 |
| NP602016 - Skilled Practitioners DPS | Nodus Solutions Ltd | 11/03/2021 | 24/03/2021 | 24/04/2022 | £57,000 |
| NP602016 - Skilled Practitioners DPS | Wipro Ltd | 11/03/2021 | 24/03/2021 | 24/04/2022 | £250,000 |
| Mini Competition called off from the Additional Call Centre Service Capacity Framework Agreement for Social Care PPE support centre | Pursuit Marketing | 19/03/2021 | 01/04/2021 | 01/10/2021 | £1,000,000 |
| Mini Competition called off from the Additional Call Centre Service Capacity Framework Agreement for NSS National Contact Centre (NCC) | ASCENSOS | 17/03/2021 | 01/04/2021 | 01/04/2022 | £9,500,000 |
| Mini Competition called off from the Additional Call Centre Service Capacity Framework Agreement for NSS National Contact Centre (NCC) | go-centric | 17/03/2021 | 01/04/2021 | 01/04/2022 | £9,500,000 |
| Maintenance of Modula machines | Modula Storage Solutions Ltd | 01/03/2021 | 01/06/2021 | 01/06/2028 | £189,000 |
| Award of Workplace social distancing technology | Reactec Ltd | 16/02/2021 | 16/02/2021 | 15/08/2021 | £45,339 |
| NSSCOVID-19 -273 ServiceNow Additional Contact Tracing and Vaccinations Licences | ServiceNow | 31/12/2020 | 31/12/2020 | 30/09/2021 | £455,033 |

Owner: K.Lindsay, NSS Head of Procurement

| Title | Supplier name | Award date | Start date | End date | Value |
|--|------------------------------|------------|------------|------------|------------|
| NSSCOVID-19 -272 DaS iPad & Date Immunisation Programme | Telefonica UK Limited (O2) | 01/12/2020 | 01/12/2020 | 01/12/2021 | £1,486,000 |
| NSSCOVID-19 -168A Vaccination Service Contact Centre | 8x8 UK (t/a 8x8) | 25/11/2020 | 25/11/2020 | 25/11/2021 | £132,486 |
| NSSCOVID-19 -269 Temporary Additional Storage | John G Russell | 20/11/2020 | 30/11/2020 | 28/02/2021 | £393,200 |
| NSSCOVID-19 -261 Additional Storage Capacity | Bullet Express | 12/11/2020 | 23/11/2020 | 23/02/2021 | £225,000 |
| NSSCOVID-19 -228 Service Now Customer Service Management (CSM) Module | ServiceNow | 09/09/2020 | 01/10/2020 | 01/10/2021 | £648,000 |
| NSS202115 Annual support for Oracle servers and storage | Esteem Systems Limited | 01/09/2020 | 01/10/2020 | 01/10/2022 | £128,733 |
| NP807/12 Off-site storage for the NDC | stanford logistics limited | 01/05/2020 | 30/10/2020 | 30/10/2021 | £2,071,000 |
| Media Monitoring, Insight and Analysis Services | Meltwater UK Limited | 10/06/2020 | 01/07/2020 | 01/12/2021 | £69,793 |
| NSSCOVID-19 -168 Contact Centre Service for Contact Tracing | 8x8 UK (t/a 8x8) | 22/05/2020 | 22/05/2020 | 22/05/2021 | £790,000 |
| NSSCOVID-19 -172 Trace, Test, Isolate and Support | KPMG | 13/05/2020 | 13/05/2020 | 11/07/2021 | £500,000 |
| NSSCOVID-19 -207 Social Care Co-ordination Programme Management and Advisory Services Extension | KPMG | 27/10/2020 | 27/10/2020 | 27/01/2021 | £606,272 |
| NP602016 - Skilled Practitioners DPS | Capgemini UK plc | 05/01/2021 | 05/01/2021 | 05/04/2021 | £191,155 |
| NSSCOVID-19-271 IT Consultancy for DaS Cloud Team | Sword IT Solutions | 14/09/2020 | 14/09/2020 | 14/01/2021 | £78,750 |
| NSSCOVID-19 -172 Trace, Test, Isolate and Support Extension 2 | KPMG LLP | 05/10/2020 | 05/10/2020 | 05/02/2021 | £1,205,220 |
| NSSCOVID-19 -224a Extended Flu and Covid Vaccination programme management and advisory services | KPMG | 10/09/2020 | 10/09/2020 | 10/03/2021 | £2,320,000 |
| NSSCOVID-19 -266 Project Spider - analysing the supply chain for PPE for NHS Scotland | Deloitte | 03/04/2020 | 03/04/2020 | 03/05/2020 | £104,570 |
| NSSCOVID-19 -274 Security Roll Cages | Distribution Maintenance Ltd | 18/12/2020 | 18/12/2020 | 18/01/2021 | £70,920 |

| Title | Supplier name | Award date | Start date | End date | Value |
|---|--------------------------------|------------|------------|------------|------------|
| NSSCOVID-19 -104 NHS NSS Triage Centre for Social Care Supplies | Pursuit Digital Ltd | 09/09/2020 | 09/09/2020 | 09/04/2021 | £1,901,511 |
| NSSCOVID-19 -172 Trace, Test, Isolate and Support - Ext | KPMG | 31/08/2020 | 18/08/2020 | 18/10/2020 | £375,780 |
| NSSCOVID-19 -245 NSS DaSAI CoEv2.0 & Support | Wipro | 19/10/2020 | 19/10/2020 | 19/01/2021 | £160,000 |
| NSSCOVID-19 -244 Additional Test & Protect Call Centre Capacity | Barrhead Travel Service Ltd | 08/10/2020 | 08/10/2020 | 08/12/2020 | £1,800,000 |
| NP602016 Skilled Practitioners DPS | Capgemini UK plc | 01/09/2020 | 01/09/2020 | 01/12/2020 | £132,650 |
| NSSCOVID-19 -237 Regional Lab Development Data and Analytical Support | Capgemini | 25/09/2020 | 25/09/2020 | 25/12/2020 | £150,000 |
| NSSCOVID-19 -236 Additional Track & Trace Call Centre Capacity | ASCENSOS | 23/09/2020 | 23/09/2020 | 23/11/2020 | £1,290,000 |
| NSS202114 Supply of roll cages | Palletower (GB) Ltd | 11/09/2020 | 11/09/2020 | 11/01/2021 | £76,950 |
| NSS202113 NSS Contact Tracing | Elite Training and Consultancy | 04/09/2020 | 08/09/2020 | 08/01/2021 | £23,750 |
| NSSCOVID-19 -224 Extended Flu and Covid Vaccination programme management and advisory services | KPMG | 13/08/2020 | 13/08/2020 | 13/09/2020 | £640,000 |
| NSSCOVID-19 -203 Mobilisation Portfolio Support | PricewaterhouseCoopers | 30/06/2020 | 30/06/2020 | 30/08/2020 | £250,000 |
| NSSCOVID-19 -208 Capturing Lessons identified Covid 19 and Care Homes | KPMG | 14/07/2020 | 14/07/2020 | 14/08/2020 | £100,000 |
| NSSCOVID-19 -207 Social Care Co-ordination Programme Management and Advisory Services | KPMG | 02/07/2020 | 02/07/2020 | 02/08/2020 | £427,000 |
| NSSCOVID-19 -204 Health & Care Service Recovery Modelling | Capgemini UK plc | 25/05/2020 | 25/05/2020 | 25/08/2020 | £300,000 |
| NSSCOVID-19 -194 Additional Warehouse Capacity at Euro Central | stanford logistics limited | 01/05/2020 | 04/05/2020 | 04/02/2021 | £2,263,000 |
| NP602016 Skilled Practitioners DPS | Pauline Dunlop | 22/05/2020 | 01/06/2020 | 01/04/2021 | £33,475 |
| NSSCOVID-19 -041 Negative Notification Service | Storm ID | 01/04/2020 | 01/04/2020 | 01/04/2021 | £350,000 |
| NSSCOVID-19 -009 Mental Health Service (ieCBT) | leso Digital Heath | 01/04/2020 | 01/04/2020 | 01/04/2021 | £900,000 |
| NSSCOVID-19 -160 Serco Group provision through operational phase | Serco | 06/04/2020 | 06/04/2020 | 06/09/2020 | £3,389,191 |

| Title | Supplier name | Award date | Start date | End date | Value |
|--|------------------------------|------------|------------|------------|----------|
| NSSCOVID-19 -174 Contact Centre and Analytics Advisory Support - TTIS Programme. | Capgemini UK plc | 25/05/2020 | 25/05/2020 | 25/07/2020 | £500,000 |
| NSS181949 Haemoglobin Analysers | Prospect Diagnostics Limited | 12/06/2020 | 01/07/2020 | 01/07/2025 | £265,000 |
| NSS181952 Histocompatibility, Immunogenetics and Immunohaematology Test Kits | IBG Immucor Limited | 15/06/2020 | 01/07/2020 | 01/07/2023 | £198,000 |
| NSS192062 Award of Media Planning, Buying & other Associated Services for SNBTS | Carat | 21/09/2020 | 21/09/2020 | 31/08/2023 | £732,200 |
| Portal ref: 640540 Temperature Mapping Services | ABB Limited | 16/10/2020 | 16/10/2020 | 16/10/2021 | £75,000 |
| NSS202112 Plasmapheresis Collection Systems | Fresenius Kabi Limited | 08/12/2020 | 12/04/2021 | 12/05/2022 | £790,000 |

10 Appendix 2 – Reporting metrics

| | |
|--|---|
| 1. Organisation and report details | |
| a) Contracting Authority Name | NHS National Services Scotland |
| b) Period of the annual procurement report | April 2020 to March 2021 |
| c) Required by s18 Procurement Reform (Scotland) Act 2014 to prepare an annual procurement report? (Yes / No) | Yes |
| 2. Summary of regulated procurements completed | |
| a) Total number of regulated contracts awarded within the report period | 62 |
| b) Total value of regulated contracts awarded within the report period | £52,291,809 |
| c) Total number of unique suppliers awarded a place on a regulated contract awarded during the period | 40 |
| i) how many of these unique suppliers are SMEs | 28 |
| ii) how many of these unique suppliers are third sector bodies | 1 |
| 3. Review of regulated procurements compliance | |
| a) Number of regulated contracts awarded within the period that complied with your Procurement Strategy | 56 |
| b) Number of regulated contracts awarded within the period that did not comply with your Procurement Strategy | 6 |
| 4. Community benefit requirements summary | |

1. Organisation and report details

Use of community benefit requirements in procurement:

a) Total number of regulated contracts awarded with a value of £4 million or greater. 2

b) Total number of regulated contracts awarded with a value of £4 million or greater that contain community benefit requirements 2

c) Total number of regulated contracts awarded with a value of less than £4 million that contain community benefit requirements 7

Key contract information on community benefit requirements imposed as part of a regulated procurement that were fulfilled during the period:

d) Number of jobs filled by priority groups (each contracting authority sets its own priority groups) 5

e) Number of apprenticeships filled by priority groups 0

f) Number of work placements for priority groups 0

g) Number of qualifications achieved through training by priority groups 0

h) Total value of contracts sub-contracted to SMEs £0

i) Total value of contracts sub-contracted to social enterprises £0

j) Total value of contracts sub-contracted to supported businesses £0

k) Other community benefit(s) fulfilled 7 (see section 5)

5. Fair work and the real living wage

| | |
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| 1. Organisation and report details | |
| a) Number of regulated contracts awarded during the period that have included a scored fair work criterion. | 10 |
| b) Number of unique suppliers who have committed to pay the real living wage in the delivery of a regulated contract awarded during the period. | 2 |
| c) Number of unique suppliers who are accredited living wage employers and were awarded a regulated contract awarded during the period. | 0 |
| d) Number of unique suppliers who have signed up to the Scottish Business Pledge and were awarded a regulated contract awarded during the period. | 0 |
| 6. Payment performance | |
| a) Number of valid invoices received during the reporting period. | 96,241 |
| b) Percentage of invoices paid on time during the period (“On time” means within the time period set out in the contract terms.) | 93.75% |
| c) Number of regulated contracts awarded during the period containing a contract term requiring the prompt payment of invoices in public contract supply chains. | 62 |
| d) Number of concerns raised by sub-contractors about the timely payment of invoices within the supply chain of public contracts. | 0 |
| 7. Supported businesses summary | |
| a) Total number of regulated contracts awarded to supported businesses during the period | 0 |
| b) Total spend with supported businesses during the period covered by the report, including: | |

| | |
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| 1. Organisation and report details | |
| i) spend within the reporting year on regulated contracts | £0 |
| ii) spend within the reporting year on non-regulated contracts | £892,997 |
| 8. Spend and savings summary | |
| a) Total procurement spend for the period covered by the annual procurement report | c. £73M |
| b) Total procurement spend with SMEs during the period covered by the annual procurement report | c. £40M |
| c) Total procurement spend with third sector bodies during the period covered by the report | £113,952 |
| d) Percentage of total procurement spend through collaborative contracts. | c. 41% |
| e) Total targeted cash savings for the period covered by the annual procurement report | £0 |
| i) targeted cash savings for Cat A contracts | - |
| ii) targeted cash savings for Cat B contracts | - |
| iii) targeted cash savings for Cat C contracts | - |
| f) Total delivered cash savings for the period covered by the annual procurement report | £61,093 |
| i) delivered cash savings for Cat A contracts | - |
| ii) delivered cash savings for Cat B contracts | - |
| iii) delivered cash savings for Cat C contracts | £61,093 |
| g) Total non-cash savings value for the period covered by the annual procurement report | £852,045 |
| 9. Future regulated procurements | |

1. Organisation and report details

| | |
|--|-------------|
| a) Total number of regulated procurements expected to commence in the next two financial years | 44 |
| b) Total estimated value of regulated procurements expected to commence in the next two financial years | £42,901,000 |

11 Glossary

| Term | Definition |
|---|--|
| Cash releasing efficiency savings (CRES) | A cash saving on a given budget which reduces that budget from a previous baseline, for example if it costs £100 to deliver a service previously and a new contract delivers the service at £90 the difference is the CRES. |
| Category | A collection of similar commodities grouped together to support category management |
| Category management | a process which relies on cross functional teamwork to generate procurement outcomes that fully satisfy agreed business needs |
| Circular economy | A circular economy is an alternative to a traditional linear economy (make, use, dispose) in which we keep resources in use for as long as possible, extract the maximum value from them whilst in use, then recover and regenerate products and materials at the end of each service life |
| Commodity | Classification for NSS to provide the ability to accurately describe the primary business activities of their suppliers. |
| Community benefits | Community benefits are requirements which deliver wider benefits in addition to the core purpose of a contract. These can relate to social, economic and or environmental benefits. |
| Cost avoidance | The act of eliminating costs or preventing their occurrence in the first place. It tends not to show up on, but materially impacts, the bottom-line cost and is |

| Term | Definition |
|--|--|
| | normally referred to as a “soft” cost saving, in other words. negating supplier requests to increase costs, procuring services/goods/ works under budget, obtaining prices lower than the market average/median |
| Dynamic purchasing system (DPS) | An electronic system through which contracting authorities can source requirements by inviting tenders from admitted suppliers. Unlike framework agreements, suppliers can apply to join the DPS at any time in the life of the DPS; they are not required to submit tenders in order to join the DPS. All suppliers who meet the selection criteria have to be admitted. A DPS permits contracting authorities to move straight to the tender phase when a contract opportunity arises. |
| European single procurement document (ESPD) | A single common document intended, by the European Commission, to reduce the administrative burden on bidders and remove some of the barriers to participation in public procurement, especially for small to medium-sized enterprises (SMEs) |
| Freedom of information | A public "right of access" to information held by public authorities |
| Invitation to tender | A call for bids, call for tenders, or invitation to tender (ITT, often called tender for short) is a special procedure for generating competing offers from different bidders looking to obtain an award of business activity in works, supply, or service contracts. |
| IR35 | The Intermediaries legislation is a legal obligation on public authorities to ensure that any business owner working for them on a consultancy (non-employed) basis pays the correct tax based on their working relationship with the authority |
| SNBTS | Scottish National Blood Transfusion Service – an NSS Strategic Business Unit |

| Term | Definition |
|---|--|
| Supported business | An establishment where more than 50% of the workers are disabled persons who by reason of the nature or severity of their disability are unable to take up work in the open labour market |
| Standing financial instructions | Details the financial responsibilities, policies and procedures adopted by NSS. They are designed to ensure that financial transactions are carried out in accordance with the law and government policy in order to achieve probity and accuracy. |
| The living wage | An hourly rate set independently and updated annually by the Living Wage Foundation |
| Small and medium sized enterprises | Enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding enterprises (SMEs) 50 million euros, and/or an annual balance sheet total not exceeding 43 million euros |
| Whole life costing | A technique used to establish the total cost of acquisition and ownership. It is a structured approach which addresses all the elements of cost and can be used to produce a spend profile of the product over its anticipated lifespan. |

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