



# Annual Procurement Report 2018 – 2019

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## 1. Introduction

### National Records of Scotland

National Records of Scotland (NRS) is a Non-Ministerial Department (NMD) within the Scottish Administration. It is headed by a Chief Executive who fulfils the role of two non-ministerial office-holders, the Registrar General for Scotland and the Keeper of the Records of Scotland.

We hold records spanning the 12th to the 21st centuries, touching on virtually every aspect of Scottish life. We administer the registration of life events such as births, deaths, marriages, divorces and adoptions and we take the census of Scotland's population every 10 years and prepare and publish regular demographic statistics.

The programme to deliver Scotland's Census 2021 is in progress. The census has collected information about the population every 10 years since 1801 and is widely acknowledged as playing a fundamental and unique role in the provision of comprehensive and robust population statistics. Delivery of the Census is led by the 2021 Census Programme that is focused on making the best use of technology and digital services.

### NRS Procurement

NRS procures a range of services, goods and works to support our very diverse business and our estate. In 2018-19 we spent over £17m with third parties. Our key procurement principles are founded on openness, fairness, transparency and equal treatment. NRS Procurement promotes best practice when working with our customers, stakeholders and suppliers to ensure we buy goods and services efficiently, effectively and sustainably, in accordance with legal and ethical standards, whilst demonstrating best value for money.

Progress on our procurement activities is monitored and recorded through the Procurement & Commercial Improvement Programme (PCiP) administered by Scottish Government. Specific procurement objectives are included in the NRS Procurement Strategy.

A proactive and strategic procurement operation can be a key contributor to building business capability and performance in increasingly competitive markets. Raising the profile of procurement operations within the organisation, by establishing good working relationships with customers and stakeholders, in order to develop robust sourcing strategies which cover the needs of business areas in a way that adds value and supports the overall objectives and vision of the organisation are essential to achieving this.

NRS continues to champion the Scottish Model of Procurement through embedding sustainable procurement into its practices.

Under the Procurement Reform (Scotland) Act 2014 NRS is required to produce an annual report on our regulated procurement activities. This is the second Annual Procurement Report we have produced. It contains details of our regulated procurements together with highlights on our performance and achievements in delivering the NRS Procurement Strategy.

### Sue Barber

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## 2. Summary of Regulated Procurements Completed

NRS is committed to procuring goods and services from Scottish Government and Crown Commercial Services collaborative framework contracts where possible. Information on individual regulated procurements, required under Section 18(2) of the Procurement Reform (Scotland) Act 2014 that were completed during the 2018-19 financial year (including procurements through collaborative framework contracts) are detailed in Annex 1.

During the period of this report our procurement activity has focused on developing our digital services and preserving our past.

### Scotland's Census 2021

Preparations for Scotland's Census in 2021 gathered momentum during 2018-19.

Scotland's Census 2021 has a digital focus and will be delivered in partnership with a range of suppliers providing various products, services and support. During the year two further key Census components were tendered through Scottish Government frameworks. The first was for the provision of the Print, Paper Data Capture and Associated Services. The second was for Post and Associated Postal Services.

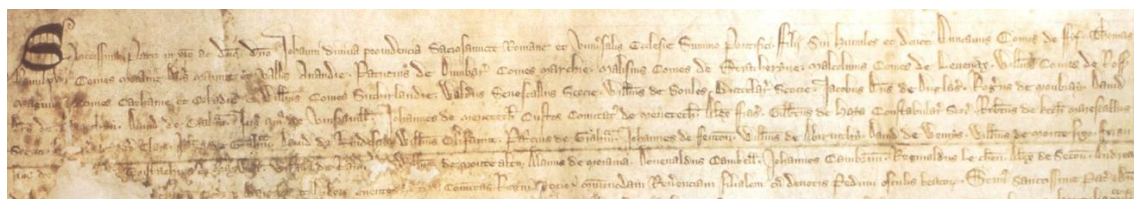


The diversity and complexity of the digital services required to deliver Scotland's Census 2021 means that increasing demands are being placed on resources involved in this extensive programme. During the year we continued to conduct market engagement activities with suppliers to better understand our requirements and market capabilities.

Procurements for the remaining goods, systems and services which are required for the 2021 Census are continuing during 2019 with the majority of the remaining contracts being tendered and awarded by early 2019/20.

### Preserving the Past

Next year is 700<sup>th</sup> anniversary of the Declaration of Arbroath. This world-famous letter is one of Scotland's most important historical documents, capturing a key moment in our history as the nation's leaders declared Scotland as an independent kingdom. NRS has been making arrangements to mark the 700th anniversary which has included the procurement of the exhibition case for the Declaration which will be displayed at the National Museum of Scotland in Edinburgh from 27 March 2020. This will be the first time in fifteen years that the document has been put on public display.



### 3. Review of Regulated Procurement Compliance

NRS Procurement remains focused on delivering a transparent, fair and effective procurement service which is legally compliant, offers best value, promotes best practice and supports the NRS Strategy. To ensure we have consistency in our approach we follow the relevant Scottish Government Procurement Journey, for all of our contracts, which promotes best practice, supports all levels of procurement activity and provides a structure for managing stakeholder, customer and supplier expectations.

NRS has a centralised Procurement Team responsible for procurement activities including implementing procurement policy, best practice and for providing procurement and contract management advice and support.

We work with our stakeholders, customers and suppliers (through market engagement activities) to develop and procure fit for purpose contracts for NRS which are compliant with Scottish Public Procurement legislation and can demonstrate value for money.

Sometimes there are exceptional circumstances where it may not be appropriate to follow a genuine and effective competition to award a contract to a supplier. Where this is the case a request must be made in accordance with the NRS Request for Non Competitive Action (NCA) procedures which is aligned with SG Policy guidance. Any NCA requests for regulated procurements are approved by the Chief Purchasing Officer and the CEO. NCA contracts awarded are included in the list in Annex 1.

We tendered a requirement for a Workload Manager Systems and Services solution for Scotland's Census 2021 through the Scottish Government Dynamic Purchasing System. Following an extensive evaluation of the tenders NRS did not award a contract. This was the only regulated procurement undertaken during the year which did not result in a contract award.

In accordance with our Procurement Strategy we use Public Contracts Scotland (PCS) to publish our regulated contract opportunities and contract award notices once the procurement is concluded and also for Suppliers to submit their tenders to us electronically. For non-regulated contracts where the goods/services cannot be procured through a framework we use "Quick Quotes" on PCS. Where a bid is unsuccessful NRS provides written feedback to Suppliers of the reasons why their tender or quotation was unsuccessful based on the specified evaluation criteria.

We understand that key to successful procurement operations is to establish good relationships with customers and stakeholders to aid the development of sourcing strategies that cover the needs of business areas in a way which adds value and supports the overall objectives and vision of the organisation.

NRS is subject to the Scottish Government Procurement and Commercial Improvement Programme (PCIP) which is designed to measure procurement and commercial capability and identify areas that require further improvement. NRS is fully committed to this programme and aims to continually improve its performance. At the PCIP assessment in July 2019 NRS achieved an overall score of 88%, a 6% improvement on the 2016 assessment, which currently rates the procurement function at the highest performance level (M1) for a PCIP medium sized organisation.

Contracts awarded through regulated procurements completed during the full reporting period from 1 April 2018 to 31 March 2019 are included in Annex 1.

#### 4. Community Benefits Summary

NRS is contributing towards improving the social wellbeing element of its sustainable procurement duty by adopting a policy to promote fair work practices in relevant public contracts and seeks to maximise social considerations which can be delivered through the performance of its services and its contracted services through the promotion of Community Benefits which are relevant and proportionate to the contract. These measures will ensure we remain an inclusive organisation which both promotes and encourages a diverse range of suppliers including SME's, Supported Businesses and Third Sector organisations.

Our regulated procurements include a Fair Work Practices and Community Benefits Supplier Information Pack. During the contract term we expect the Supplier to deliver Community Benefits, of their choosing, related to the performance of the contract through, for example, the creation of targeted recruitment and training, work placements, curriculum support, community enhancement and SME supply chain support etc.

Our current Facilities Management (FM) Services contract which was awarded to Arthur MacKay (now known as Servest) is delivering 2 apprentice Building Services Engineers working within the FM business, since the commencement of the contract, who rotate between our FM contracts and other FM contracts in Edinburgh. This ensures they gain maximum experience across many different types of buildings.

#### 5. Supported Business Summary

Supported businesses have an important contribution to make to the Scottish economy, not only through the goods and services they deliver, but also by providing meaningful employment, training and support for those who may otherwise be excluded from the workplace.

SG have a supported businesses collaborative framework contract covering some goods and services which NRS has contracted through during the period of this report. Also Article 20 of EU Directive 2014/24/EU allows for the direct award of 'reserved' contracts to supported businesses. NRS continues to participate on Central Government Supported Businesses initiatives.

A summary of NRS expenditure with supported businesses during the period of this report is shown below:

Supported Business	Goods/Services Contracted	1 April 2018 - 31 March 2019
Haven	Staff uniforms	£4,466.10
Deaf Action	BSL translation	£1,450.00
RSBi/City Building	Office furniture (chairs)	£35,655.20
<b>TOTAL</b>		<b>£41,571.30</b>

NRS Procurement looks out for potential reserved contract opportunities for supported businesses and we will continue to encourage our prime contractors to purchase goods/services from supported businesses where appropriate.

## 6. Future regulated Procurements Summary

A summary of our anticipated future regulated procurements expected to commence and be awarded over the next two financial years is attached at Annex 2. It contains details of:

- the subject matter of the contract
- whether it is a new or re-tender procurement
- the expected financial year when the contract will be awarded.

## 7. Additional Information on Procurement Activities

### 7.1 Facilitating the Involvement of SME's, Supported Businesses and Third Sector Organisations

NRS remains an inclusive organisation which encourages a diverse range of suppliers including Small and Medium sized-Enterprises (SME's), Supported Businesses and Third Sector organisations. NRS continues its membership of the Supplier Development Programme (SDP) <http://www.sdpScotland.co.uk/home.aspx> which provides a range of specialist business support activities including the provision of advice, information and training support with the aim of assisting businesses to become more capable of accessing and competing for public sector contracts.



We participated in the Meet the Buyer event held in June 2018 in order to promote SME interest in NRS business and key programmes. Also to better understand market capabilities and to develop our requirements in way which does not act as a barrier to SME's participating in, or tendering for, NRS contracts.

### 7.2 Fair Work Practices – The Living Wage



NRS is accredited by the Poverty Alliance as a Scottish Living Wage employer. This officially recognises our on-going commitment to paying our staff, and our contracted staff, at least the Scottish Living Wage. The Scottish Living Wage is the amount a person should receive to cover their basic costs of living in the UK and is reviewed annually.

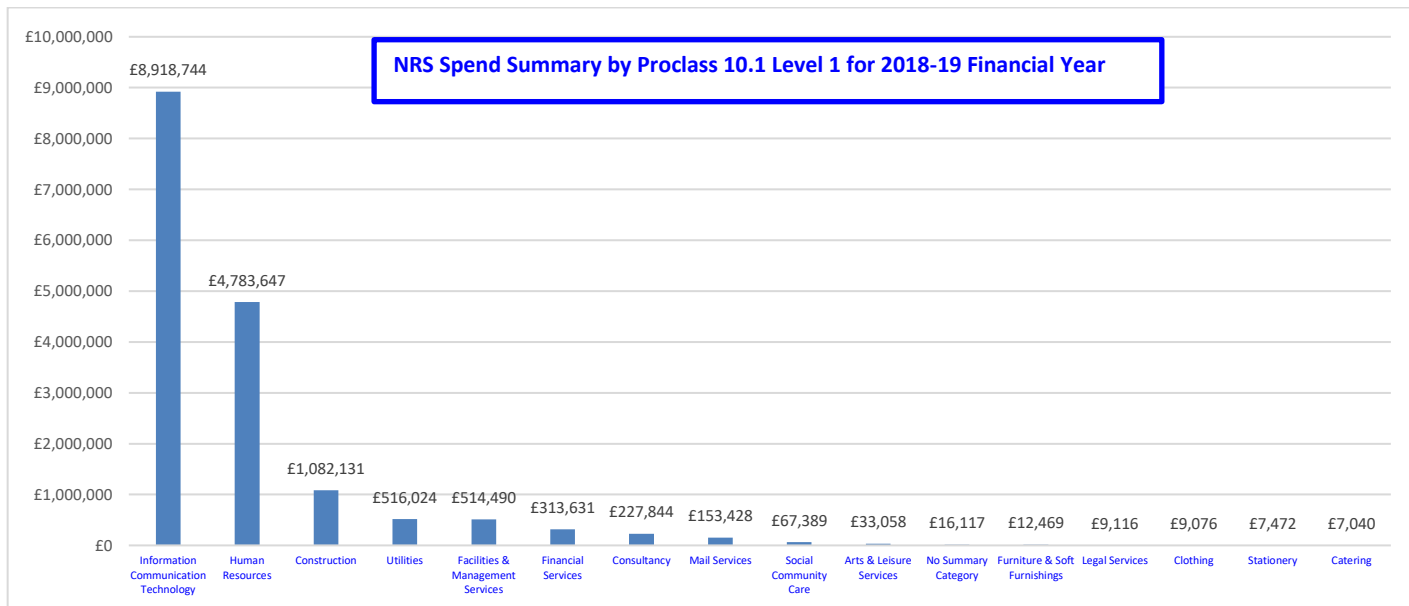
We promote the Living Wage in our tender documents for regulated procurements. All of our service contracts awarded support the Scottish living wage.

### 7.3 Payment to Our Suppliers

NRS remains committed to paying our Suppliers promptly for goods, services and works. Contractually we are committed to paying our Suppliers within 30 days of receipt of an invoice. In line with Scottish Government's payment performance targets we generally pay 98% of undisputed invoices within 10 working days of receipt of the invoice. Our performance against this target for the 2018-19 financial year was 99%

### 7.3 Expenditure with Core Trades During 2018-19

There were 215 direct suppliers to NRS during 2018-19. 79 of those were SME's (3 of which were supported businesses) representing 21% of our core trade spend:

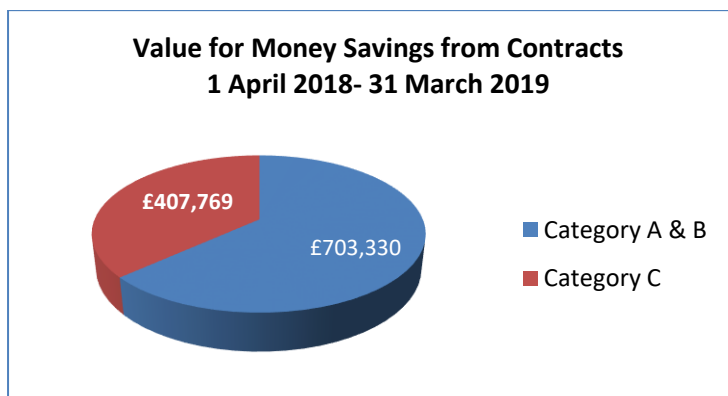


### 7.4 Procurement savings 2018 -19

Good public procurement makes the best use of public money to deliver value for money goods, services and works which benefit the Scottish economy as a whole. At the centre of this concept in procurement is finding the optimal balance between cost, quality and sustainability. Capturing value for money benefits and savings is becoming increasingly beneficial in understanding the part procurement can play in supporting the delivery of their organisations services at a time of resourcing constraints.

Value for money savings on contracts are calculated in accordance with the SG Procurement Benefits Reporting Guidance for Scottish Publically Funded Sectors.

The total value for money savings realised on contracts placed by NRS Procurement during the 2018-19 financial year are:





## 7.5 Collaborative Working

We continue to work in close partnership with other public bodies to support Collaborative working initiatives for Scottish Public Sector procurement reform driving these initiatives forward in NRS. This has included continued membership of the Procurement Cluster Group which builds procurement capability through supporting, mentoring and the sharing of best practice in addition to promoting collaborative contract opportunities.

## 8. Glossary (Key Terms)

Category	A collection of commodities or services sourced from the same or similar supply base, which meet a similar consumer need, or which are inter-related or substitutable. Category A – National Category B – Sector Specific Category C – Organisation Specific
Collaboration	When two or more groups of people or organisations engage in procurement work together for mutual benefit (CIPS).
Framework Agreement	An agreement or other arrangement between one or more contracting authorities and one or more economic operators which establishes the terms (in particular the terms as to price and, where appropriate, quantity) under which the economic operator will enter into one or more contracts with a contracting authority in the period during which the framework agreement applies.
Market Engagement	The Procurement function communicating with a supply chain prior to designing specification, either to seek feedback or collaboration, or to provide advance notice of future requirements.
Procurement Journey	Revised public procurement toolkit with guidance and templates on the procurement process or Construction manual when appropriate. The Procurement Journey is enhanced on an ongoing basis with any legislative updates, feedback from users and any other identified good practice guidance and tools where appropriate to ensure a standardised approach to the supply base.
Public Contracts Scotland	The national advertising portal used to advertise all Scottish Government goods, services or works contract opportunities.
Small Medium Enterprise (SME)	The category of micro, small and medium-sized enterprises (SMEs) is made up of enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding 50 million euro and/or an annual balance sheet total not exceeding 43 million euro.
Stakeholder	Any person or group who has a vested interest in the success of the procurement activity, i.e. either provides services to it, or receives services from it.
Supported Businesses	Are those where more than 30% of the workers are disabled or disadvantaged persons who by reason of the nature or severity of their disability/disadvantage are unable to take up work in the open labour market.

**REGULATED CONTRACTS AWARDED**  
**1 April 2018 to 31 March 2019**
**ANNEX 1**

Contract Ref	Contract Title/Subject Matter of Contract	Type of Contract	Supplier Name	Start Date	End Date	Estimated Contract Value (Ex. VAT)
RD 18/0372	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	15/10/2018	28/02/2020	£ 170,940.00
RD 18/0357A	Interim/temporary manager/professional	Services	Parity Professionals Ltd	05/09/2018	06/09/2019	£ 124,185.00
RD 18/0394	Interim/temporary manager/professional	Services	Spring Technology Staffing Services	05/09/2018	06/09/2019	£ 93,840.00
RD 18/0354	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	10/09/2018	06/09/2019	£ 206,640.00
RD 18/0357B	Interim/temporary manager/professional	Services	Parity Professionals Ltd	01/10/2018	27/09/2019	£ 106,344.00
RD 18/0106	Interim/temporary manager/professional	Services	Parity Professionals Ltd	14/05/2018	27/09/2019	£ 162,162.00
RD 18/0397	Interim/temporary manager/professional	Services	Parity Professionals Ltd	08/10/2018	04/10/2019	£ 128,520.00
RD 18/0625	Interim/temporary manager/professional	Services	ASA Recruitment	17/12/2018	27/09/2019	£ 79,162.81
RD 18/0430	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	15/10/2018	20/12/2019	£ 277,840.00
RD 18/0520	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	05/11/2018	08/11/2019	£ 146,490.00
RD 18/0785	Interim/temporary manager/professional	Services	ASA Recruitment	18/02/2019	16/08/2019	£ 72,467.89
RD 17/0520	Interim/temporary manager/professional	Services	Parity Professionals Ltd	14/05/2018	27/11/2019	£ 182,978.00
RD 17/0694	Interim/temporary manager/professional	Services	ASA Recruitment	23/04/2018	27/12/2019	£ 174,381.75
RD 18/0233	Interim/temporary manager/professional	Services	Parity Professionals Ltd	23/07/2018	30/08/2019	£ 145,794.00
RD 18/0523	Interim/temporary manager/professional	Services	Parity Professionals Ltd	07/01/2019	19/07/2019	£ 103,435.00
RD 18/0714	Interim/temporary manager/professional	Services	Parity Professionals Ltd	04/02/2019	03/01/2020	£ 101,384.00
RD 18/0717	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	14/01/2019	12/07/2019	£ 94,615.00
RD 18/0337	SAS Software Support	Services	SAS Software Ltd	01/08/2018	31/07/2019	£ 85,723.00
RD 18/0253	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	06/08/2018	09/08/2019	£ 75,000.00
RD 18/0312A	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	27/08/2018	23/08/2019	£ 72,625.00
RD 18/0312B	Interim/temporary manager/professional	Services	Parity Professionals Ltd	27/08/2018	23/08/2019	£ 64,000.00
RD 17/0910	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	16/04/2018	27/09/2019	£ 296,500.00
RD 17/0694	Interim/temporary manager/professional	Services	Parity Professionals Ltd	23/04/2018	31/12/2019	£ 121,451.76
17/08/003A	VMWare Production Support/VMWare Subscription vSphere, vRealize, vCenter, Horizon	Services	Software Box Ltd	29/03/2019	28/03/2022	£ 173,895.89

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RD 18/0286	Interim/temporary manager/professional	Services	Parity Professionals Ltd	19/11/2018	05/11/2020	£ 209,035.00
RD 18/0703	Executive programs - Gartner for Enterprise, Gartner for Technical Professional	Services	Gartner Group	01/01/2019	31/12/2020	£ 513,200.00
RD 17/0901	NASnet Ethernet Switches and 3 years Support	Goods & Services	Computacenter	16/04/2018	15/04/2021	£ 61,644.56
17/04/023	Print logistics and paper capture (PLPC) for Census 2021	Services	APS Group (Scotland) Ltd	28/09/2018	31/07/2021	£ 9,649,233.00
RD 17/0749	Compellent SAN hardware and software Support for LWH & NRH	Services	Dell	01/04/2018	28/02/2022	£ 142,137.79
17/04/021	Minimum Bit Preservation ICT Delivery	Services	Leidos Innovations UK Ltd	11/06/2018	12/05/2023	£ 89,525.00
17/05/011	West Register House External Fabric Repairs	Works	Ashwood Scotland Ltd	05/03/2019	31/05/2021	£ 1,623,524.17
RD 18/0669	Interim/temporary manager/professional	Services	Parity Professionals Ltd	07/01/2019	27/11/2019	£ 106,722.00
RD 19/0062	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	21/01/2019	20/12/2019	£ 103,840.00
RD 18/0697A	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	21/01/2019	20/12/2019	£ 103,840.00
RD 18/0697	Interim/temporary manager/professional	Services	Parity Professionals Ltd	21/01/2019	20/12/2019	£ 109,032.00
RD 18/0697B	Interim/temporary manager/professional	Services	Spring Technology Staffing Services	21/01/2019	20/12/2019	£ 89,208.00
RD 18/0126	Interim/temporary manager/professional	Services	Parity Professionals Ltd	04/06/2018	30/11/2018	£ 62,270.00
RD 17/0520	Interim/temporary manager/professional	Services	Parity Professionals Ltd	14/05/2018	26/02/2019	£ 61,791.00
RD 17/0519	Interim/temporary manager/professional	Services	Parity Professionals Ltd	02/06/2018	01/02/2019	£ 71,850.00
RD 18/0254	Interim/temporary manager/professional	Services	Harvey Nash	23/07/2018	23/01/2019	£ 79,375.00
RD 18/0043	Data Coms Rental - A/C 13162864	Services	Vodafone Ltd	01/04/2018	31/03/2018	£ 103,150.00
RD 17/0976	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	08/05/2018	29/03/2019	£ 96,570.00
RD 17/0785	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	29/05/2018	31/03/2019	£ 63,210.00
RD 18/0260	Interim/temporary manager/professional	Services	Parity Professionals Ltd	06/08/2018	01/02/2019	£ 99,062.00
RD 18/0403	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	01/10/2018	28/06/2019	£ 125,960.00
RD 18/0402	Interim/temporary manager/professional	Services	Harvey Nash Group Plc	08/10/2018	05/04/2019	£ 61,740.00
RD 18/0587	Interim/temporary manager/professional	Services	Parity Professionals Ltd	05/12/2018	04/06/2019	£ 70,785.00
RD 18/0182	Interim/temporary manager/professional	Services	Parity Professionals Ltd	06/09/2018	23/05/2019	£ 102,500.00
RD 18/0036	Ricoh MFDs	Services	Capital Solutions Ltd/BNP Parabis	01/04/2018	31/03/2019	£ 58,000.00
RD 17/0809	Interim/temporary manager/professional	Services	Pertemps	01/04/2018	30/06/2019	£ 75,344.85
RD 18/0135 & 18/0136	Natural Gas	Goods	Total Gas and Power Ltd	01/04/2018	31/03/2020	£ 68,500.00

End date excludes any optional extensions permitted under the contract

Estimated contract value excludes amounts for VAT

\*\*Denotes a direct award following the procedure outlined in Section 3 above.

## FUTURE ANTICIPATED REGULATED PROCUREMENTS

## ANNEX 2

* Contract Title	Contract Status	Expected Start/ Award Date in 2019-20 Financial Year	Expected Start/Award Date in 2020-21 Financial Year
Application Management (Software) Service Management Systems Management (Monitoring tools)	New	✓	
Hosting and Cloud Services	New	✓	
Field Force Tools (Software, Mobile Devices & Network Services)	New	✓	
Contact Centre (Public Assistance) for Scotland's Census 2021	New	✓	
Census Coverage Survey	New	✓	
** Interim/temporary managers/professionals (Multiple Contracts for Various Roles)	New	✓	✓
Field Force for Scotland's Census 2021 (recruitment, pay & training)	New	✓	
Translation Services for Scotland's Census 2021	New	✓	
IT Health Checks	New	✓	✓
Access Management Services	New		✓
Managed Microsoft Office 365 Replacement	New		✓
Data Services	New		✓
Scotlandspeople Website Services	Re-tender		✓
Digital Strategy & Services	New		✓
Electronic Indexing of 1921 Census Records	New	✓	
Digital Imaging Units Replacements	New	✓	
Facilities Management Professional Services	Re-tender	✓	
Facilities Management Services (Hard & Soft Services)	Re-tender		✓
Listed Building Roof Works	New		✓
Storage Facility Improvements & Expansion	New	✓	
Web Continuity / Archiving	Re-tender		✓
Network Services	New	✓	
Privilege Access Management	New	✓	
Security Operations Centre/Security Incident Events Management	New	✓	
Security Tooling	New	✓	
Provision Of Programme And Digital Service/Operational Delivery Provider(s) for NRS (4 Lots – potentially 4 separate contracts)	New	✓	

\*NRS takes the opportunity to utilise collaborative contracts set up by Scottish Government, Crown Commercial Services and other public bodies where contract requirements can be met by tendering through one of those collaborative contracts. Consequently, where some NRS purchasing requirements/contracts listed above can be met via one of these sources it will not be advertised.

**\*\* Future Anticipated Temporary and Interim Professionals/IT Specialists Contracts**

Throughout the next 2 Financial Years NRS expects to require a number of interim/temporary managers/professionals with specialist skills in ICT and related areas to support our business programmes where we experience a skills shortage, or to supplement work on time critical projects etc. These interim specialists are procured through the Scottish Government's Temporary Interim Professionals/IT Specialists contracts. Where any of these contract requirements were known at the time of this report they have been included in the future contracts list.