

**Subject:** Request for information about Procurement Strategies in the Public Sector.

**FOI reference:** FOI/19/02182

**Date received:** 23/09/2019

**Date responded:** 5/12/2019

**Information requested:**

Information “about the Procurement Strategies in the Public Sector; specifically within Local Authorities and around the take up of G Cloud”. In particular answers to questions listed at [1] to [9] below :

- 1) Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?
- 2) Please provide the full name and version of the ITSM software application in use?
- 3) What is the lifetime value of the contract and over how many years?
- 4) As part of the existing contract how many support operatives (agents) are licenced/subscribed to use the solution? (These are individuals who work on the desk in resolver groups, not customers using a Self-Service function).
- 5) When is the contract due for renewal?
- 6) How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?
- 7) What are your published procurement thresholds for tendering purposes?
- 8) What is the Authority’s strategy with regards to Cloud solutions as opposed to In House installations?
- 9) Has the organisation ever procured through the G Cloud Framework?

**NRS Response:**

In our clarification response of 24 October 2019 we explained that National Records of Scotland (NRS) is part of central government and not a local authority.

In response to questions 1, 2, 3, 4, 5, 6 and 8 NRS is a Non-Ministerial Department (NMD) within the Scottish Administration and our IT Service Management technology is provided by the Scottish Government (SG) who follow a cloud first approach. We have a small in house service management team who liaise with the SG IT Service Management technology colleagues.

In response to questions 7 and 9 some of this information is already available on the NRS website. In line with the obligations under the Procurement Reform (Scotland) Act 2014 Section 18(2) NRS publishes an Annual Procurement Report of our procurement activities on regulated procurements (those tendered with a value of £50k and over). Information on individual regulated procurements completed (including procurements through collaborative framework contracts) are detailed in the Annual Procurement Report. A copy of the reports for the previous two financial years can be found on the documents section of NRS buyers page on Public Contracts Scotland at

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00474](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00474) or on the Procurement page on the NRS website <https://www.nrscotland.gov.uk/about-us/procurement> .

Under section 25(1) of FOISA, we do not have to provide you with information if it is already reasonably accessible to you. If, however, you do not have internet access to obtain this information from the website(s) listed, then please contact me again and I will send you a paper copy.

To further answer the questions NRS procures goods and services through Scottish Government and Crown Commercial Services collaborative framework contracts where the requirements for the goods or services being procured can be fully met by using a framework contract. Where the requirements cannot be fully and practically met through a live collaborative framework contract the contract will be advertised and tendered through Public Contracts Scotland (PCS).

NRS has procured services through G-Cloud in the past. However, collaborative frameworks are considered in the order of Scottish Government and then Crown Commercial Services. Scottish Government Procurement have introduced a Dynamic Purchasing System (DPS) for Scottish Public Sector organisations to tender their requirements through. This Scottish Governments Digital Technology Services Dynamic Purchasing System is run independently of the Public Contracts Scotland website (although there is a requirement from organisations to place contract award notices for DPS contracts on Public Contracts Scotland following award).

The DPS is predominantly run through the Scottish Governments Public Contract Scotland Tender (PCST portal) which is essentially separate to PCS. I understand that the process to gain access to any of the Lots involves submitting a completed ESPD to Scottish Government and, assuming there are no issues, suppliers can join the DPS within one to two weeks.

Further details on the Technology Services DPS can be found here - <https://www.gov.scot/publications/digital-technology-services-dynamic-purchasing-system-guide/> with the Suppliers Guide (including details on how to register) being available here

<https://www.gov.scot/binaries/content/documents/govscot/publications/advice-and-guidance/2019/01/digital-technology-services-dynamic-purchasing-system-guide/documents/digital-technology-services-dynamic-purchasing-system-suppliers-guide-march-2019/digital-technology-services-dynamic-purchasing-system-suppliers-guide-march-2019/govscot%3Adocument/Digital%2BTechnology%2BServices%2BDPS%2B2.0%2B-%2BSupplier%2BGuide%2B-%2BMarch%2B2019.pdf>

There is also a Scottish Government DPS for Internet of Things (IoT) - <https://www.gov.scot/publications/internet-of-things-iot-technologies-and-services-dynamic-purchasing-system/> .

For further details on the Technology Services DPS, or how to apply, the contact details at Scottish Government are:

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