

NHS National Services Scotland Annual Procurement Report

2023-24

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Introduction

Executive summary

This report demonstrates the considerable work and progress within NHS National Services Scotland (NSS) in leveraging third party trade spend to support local supply chains and deliver social value whilst also ensuring value for money and regulatory compliance.

There are several good examples within this report highlighting how NSS, as an anchor institution, works with local suppliers to support local communities, particularly in relation to employment, education and training.

Purpose

This annual report provides transparency regarding NSS purchasing activities and allows us to document and publicise our performance and accomplishments when implementing our procurement strategy. This report enables NSS to demonstrate to its stakeholders that its procurement activity is undertaken in a way that is aligned to Scottish public sector procurement priorities:

- good for businesses and employees
- good for society
- good for places and communities
- open and connected

In addition to our procurement strategy, this report serves as a key document to inform and engage our external and internal clients, strategic partners, suppliers, potential suppliers, and the public.

NHS National Services Scotland (NSS)

NSS provides national infrastructure services and solutions which are integral to the delivery of health and care services in Scotland – locally, regionally, and nationally.

Our national infrastructure is wide-ranging, covering clinical areas such as the safe supply of blood, tissues, and cells, through to non-clinical areas such as providing essential digital platforms and cyber security for health and care.

We work across health and social care, ensuring the benefits and value we achieve through our national solutions can help many different areas of front-line services to ensure value for the people of Scotland and attainment of the National Performance Framework goals.

We aim to achieve this through four strategic objectives:

- Service Excellence
- Workforce Sustainability
- Financial Sustainability
- Climate Sustainability

Procurement in NSS

There are several teams within NSS who provide procurement services to the wider NHS Scotland such as National Procurement and NHS Scotland Assure.

This report focuses on the annual NSS corporate expenditure of £112M, managed by the NSS Procurement team.

Scottish National Blood Transfusion Service (SNBTS)

Included within the remit of the NSS Procurement team is the management of SNBTS stores facilities. This includes the distribution of critical blood products across NHS Scotland from the Jack Copland Centre in Edinburgh. Our main distribution centre at the Jack Copland Centre in Edinburgh holds 800 product lines and had a stock turnover of £47M in 2023-24. We also have regional stores in Dundee and Aberdeen.

Collaboration and partnership working

The NSS Procurement team provides procurement services to Public Health Scotland and NHS Shetland via a shared services agreement. NSS also works closely with other national and territorial boards on a range of collaborative projects.

Procurement strategy and policy

NSS third party trade spend is managed in-line with the [NSS Procurement Strategy](#), NSS Standing Financial Instructions (SFIs) and relevant procurement regulations and government guidance.

Summary of procurement activity

In Scope spend - £111,928,186

SME spend - £57,001,305 (51%)

Suppliers - 1197

Average spend per supplier - £93,507

Supported business spend - £950,000

Transactions – 33,260

Cash releasing efficiency savings secured - £295,000

Cost Pressure - £303,000

Cost avoidances secured - £195,000

Government Procurement Card spend - £117,800

Payment performance to 10 days (invoice received date) – 85.68% by volume

Sustainability benefits secured - 10

Regulated procurements - 31

Value of regulated procurements - £10,034,330

In-scope suppliers paying real living wage – 100%

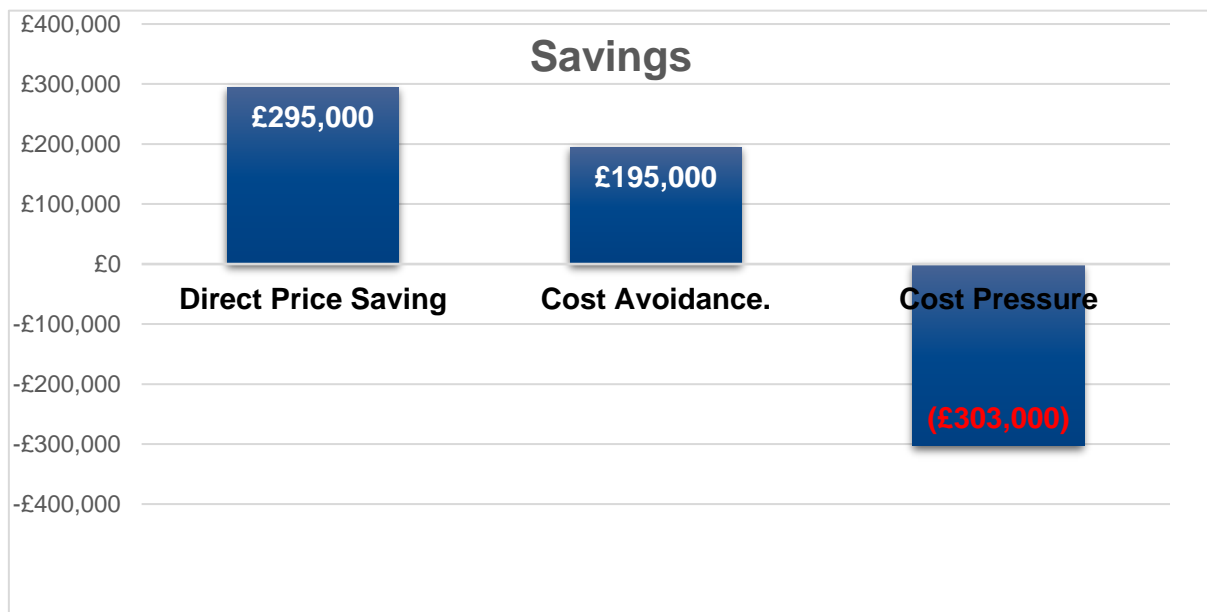
Key achievements and performance – financial sustainability

Financial savings

Key objectives of the procurement function are to support the NSS Financial Sustainability Strategy and ensuring value for money for Scottish taxpayers. Throughout the reporting year we faced challenging market conditions, characterised by high inflation levels, increased energy costs, global supply chain issues and labour shortages. These factors exerted significant cost pressures, amounting to a net -£6,000 cost pressure for 2023-24.

However, despite these challenges our procurement team managed to achieve a cost avoidance of £195,000. This substantial saving was the result of effective supplier engagement and the implementation of competitive tendering processes.

For example, we reduced costs and secured financial savings through the implementation of strategic sourcing processes and re-evaluating our procurement strategies. This resulted in cost avoidances in various areas, including clinical apheresis (£87k), blood analysers (£85k) and reagents (£23k).



The NSS Procurement team proactively addressed the impact of inflation and increased energy costs by closely monitoring the market, engaging with suppliers, and exploring alternative solutions. By leveraging our commercial expertise and seeking competitive bids, we successfully mitigated the full financial impact of these external factors.

These achievements highlight the dedication and strategic approach of our procurement team in driving cost efficiencies and delivering value for money. We remain committed to continuous improvement and proactive engagement with suppliers to navigate evolving market conditions and optimise our procurement processes.

Cost and Commercial Steering Group

To maximise the value derived from NSS' third-party spend and contribute to the organisation's core budget and overall financial performance, NSS established a Cost and Commercial Steering Group (CCSG). This group comprises senior-level representatives from across the organisation and is chaired by the Director of Finance. The primary purpose of the CCSG is to ensure compliance with Standing Financial Instructions (SFIs) and procurement legislation, while also focusing on effective contract and supplier management and cost optimisation.

The CCSG consists of representatives from our directorates and corporate support functions, including Procurement and Management Accounting teams. They collaborate closely to identify opportunities and drive value through regular review meetings to help control costs and identify efficiencies relating to our third-party spend.

During the FY year, the CCSG accomplished notable achievements, including:

ICT: The CCSG successfully achieved savings by reviewing and reducing demand for mobile and landline connections.

Catalogues: A project was undertaken to increase catalogue usage and develop limited core product ranges to reduce variation and cost across key areas of expenditure including furniture, workwear and stationery.

Compliance

The NSS Procurement team diligently reviews all purchase orders exceeding £10k to ensure compliance with regulations and our Standing Financial Instructions (SFIs). Throughout the reporting period, the team meticulously checked and approved over 1429 purchase orders, covering expenditure from across all NSS services.

During this period, we remained committed to enhancing the quality of data included in purchase orders. As a result, we maintained the high percentage of purchase orders containing a valid contract reference achieving 82%, which is a slight decrease compared to 89% the previous year. However, this surpasses our benchmark of 54% in 2020-21, significantly contributing to our ability to track expenditure and identify any areas that may not align with our procurement strategy.

To support the NSS Financial Sustainability Strategy, we placed strong emphasis on bolstering accountability and scrutiny of third-party spend. Throughout the reporting period, contracts worth £992,529, which were previously awarded via our Sole Source Justification process, underwent open competition through tendering. This approach not only enhanced opportunities for suppliers, including SMEs, to collaborate with NSS but also elevated the level of governance and scrutiny surrounding these contract awards, ultimately ensuring best value for NSS.

Supplier management

NSS Procurement team employ a Balanced Scorecard (BSC) approach to effectively manage our suppliers. This strategic framework allows us to assess supplier performance based on multiple dimensions, ensuring a comprehensive evaluation that goes beyond just cost considerations. By utilising the BSC approach, we can measure supplier performance across various key performance areas that align with our organisational goals and objectives such as quality, service, and sustainability.

This holistic assessment provides a more comprehensive and balanced view of supplier performance, allowing us to make informed decisions and cultivate strong and mutually beneficial relationships with our suppliers.

During the reporting year 80% of our tier 1 and 2 suppliers' performance was measured using the BSC approach with average scores out of 5, with 5 being exceeding expectations, for suppliers during 2023-24 as follows:

Service

2.9

Cost

3.9

Quality

3.9

Sustainability

2.7

Although the results show that supplier performance is at an acceptable level in relation to Cost and Quality, further work is needed to enhance performance in relating to Service and Sustainability.

Prompt payment of suppliers

At NSS, we prioritise prompt payment to our suppliers. We've implemented a clause in our standard terms and conditions that clearly states our commitment to paying undisputed invoices within 30 days from the date of receipt. However, we work to an internal target of 10-days. In the fiscal year ending on March 31, 2024, NSS successfully paid 85.68% of suppliers' invoices within this timeframe. The average number of days taken to pay valid invoices throughout that period was 7 days.

To further ensure that timely payment practices extend throughout the entire supply chain, we also include a clause in our standard terms and conditions stipulating that any sub-contracted work must incorporate a provision mandating payment to the sub-contractor within 30 days of receiving a valid invoice.

Whole life costing

For NSS capital requirements we have made it a priority to incorporate whole life costing into all relevant procurement exercises. Whole life costing involves considering the complete cost of a product or service from inception to disposal, encompassing not only the purchase cost but also the operation, ownership, and disposal expenses.

By adopting this approach, we can make informed decisions that consider the long-term financial implications associated with the entire lifecycle of the procured assets. This ensures we assess the true cost and value of a product or service, enabling us to make strategic choices that align with our financial goals and sustainability objectives.

Buy alternatives

To proactively address demand reduction and its subsequent impact on third-party spend and our carbon footprint, we have actively collaborated with colleagues from across NSS. Our aim has been to explore alternatives to purchasing goods or services wherever possible. For instance, we have focused on maximising the utilisation of our existing IT infrastructure and evaluating the feasibility of repairing capital assets to extend their lifespan.

By adopting this approach, we seek to minimise unnecessary expenditures while also promoting sustainability practices. This not only helps us achieve cost savings but also reduces our environmental impact by reducing waste and promoting resource efficiency.

Key achievements and performance – sustainable procurement

NSS - an anchor institution

NSS serves as an anchor institution, embodying the characteristics of large, locally rooted organisations with a substantial presence in their communities. As an anchor institution, NSS fulfils various crucial roles, including employing a significant workforce, making substantial financial investments, owning and managing land and assets, and delivering essential services. This substantial presence contributes significantly to the local communities and economies in multiple areas across central Scotland, notably in the vicinity of our distribution centres located in Larkhall and Holytown.

This report highlights the pivotal role that procurement plays in supporting NSS as an anchor institution.

General policy

As outlined in our Procurement Strategy, NSS actively utilises the following Scottish Government recommended tools to achieve our sustainability objectives. By incorporating these tools and adhering to the statutory guidance, we have successfully implemented the community benefits outlined in this section.

- Scottish Public Procurement Prioritisation Tool
- The Scottish Flexible Framework
- The Sustainability Test
- Life cycle impact mapping

These tools have enabled us to prioritise community benefits in our procurement processes, assess sustainability considerations, map out the life cycle impacts of our procurements, and align with the Scottish Flexible Framework.

Benefits secured during the reporting period

Throughout the year, we engaged in tender exercises, contract extensions, and supplier management activities that aimed to secure benefits through our contracted supply base. Benefits included:

Community activity

- A construction supplier assisted a charity with the purchase of uniforms and with the purchase and installation of a community shed

Employment

- Four jobs within a supported business directly linked to NSS continuing to contract for GP Records Scanning with all staff paid the Scottish Real Living wage

Supporting education, learning and schools

- An IT supplier committed to providing work placement for 2 school pupils
- Data centre supplier utilised via Scottish government framework supports apprenticeships and graduate programmes

Economic

- We awarded contracts to 6 suppliers who are certified Real Living wage employers

Supported businesses

- £950k spent with supported businesses in the reporting year

Environmental

- We secured funding to transition our managed transport contract to hydrotreated vegetable oil fuel which will reduce CO2 emissions by up to 90%
- One of our labs suppliers in SNBTS reduced packing by 100% for test kits reducing the volume of waste sent to landfill by NSS
- Where there is any requirement to dispose of IT hardware, the reuse channel, provided via the national contracts for laptops (SP-19-020) and desktop (SP-22-019) is used

- NSS awarded a courier contract to carbon neutral supplier

Small and Medium Enterprises (SMEs)

In the fiscal year 2023/24, we remained committed to promoting access to our contracting opportunities for Small and Medium Enterprises (SMEs). We took proactive steps to minimise barriers that could impede their participation in our procurement processes. These measures encompassed breaking down larger contracts into smaller lots where feasible, ensuring that financial thresholds and other short-listing criteria were equitable and free from discrimination, while upholding equality principles throughout all stages of our procurement processes.

As a result of these initiatives, during the reporting period, approximately 54% of our trade spend was allocated to SMEs.

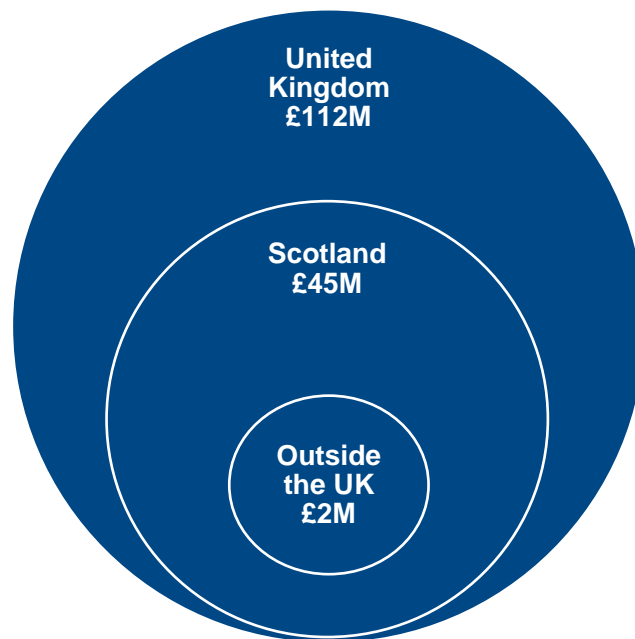
Local supply chains

Procurement plays a vital role in community wealth building by maximising local spend. By prioritising purchases from local businesses, organisations can stimulate economic circulation within the community, retaining wealth and creating job opportunities. This approach supports the growth and sustainability of local businesses, fosters diversity among suppliers, strengthens community networks, reduces environmental impact, and generates tax revenue for public services. Overall, local spend promotes economic resilience, equity, and prosperity at the local level, making it a crucial strategy for building and retaining wealth within communities.

This is a key area of focus for NSS both in terms of maximising our own local expenditure and working with partners including Scottish Government and Public Health Scotland to develop approaches to increasing local progressive procurement through the Anchors network in NHS Scotland.

During the reporting year, we achieved success in engaging local suppliers for requirements under £50k. A significant accomplishment was that 75% of the suppliers invited to quote for these requirements were Scottish-owned businesses. This reflects our commitment to supporting and nurturing local enterprises, contributing to the economic growth and prosperity of the communities we serve.

Below is an overview of the NSS spend profile by locality for the fiscal year 2023-24:



This breakdown provides insights into the allocation of NSS expenditure and the significant value which remains in Scotland.

Fair Work First

In line with our commitment to promoting fair work practices, we ensured that 2 regulated procurement exercises conducted during the reporting year included a scored question specifically addressing the Fair Work First criteria. In cases where it was deemed disproportionate to include a scored question, the Fair Work First criteria were still incorporated into the tender documents.

Community benefits

Community benefits play a crucial role in fulfilling the requirements of the Sustainable Procurement Duty by linking tangible benefits around improvements to the economic, social, and environmental wellbeing of the communities in which we operate to our contracts. To uphold our commitment to promoting community benefits, we took proactive measures during the reporting year.

In a total of 4 regulated procurement exercises, we included a scored question specifically addressing community benefits. This ensured that suppliers' proposals were evaluated based on their commitment and ability to deliver meaningful

community benefits. In cases where including a scored question was not proportionate, community benefits were still incorporated into the tender documents with suppliers required to collaborate with NSS to identify and implement community benefits throughout the duration of the contract. To support this, we provided a link to our Community Benefits Gateway, serving as a valuable resource for suppliers to explore opportunities and initiatives related to community benefits.

By incorporating community benefits into our procurement processes, we strive to create sustainable, positive impacts within the communities we serve.

Supported businesses and third sector

According to procurement legislation, supported businesses are defined as businesses that primarily focus on the social and professional integration of disabled or disadvantaged individuals, with at least 30% of their employees falling into these categories. NSS is dedicated to fostering collaboration with supported businesses and third sector organisations whenever possible. We have consistently provided and will continue to offer opportunities for these entities to participate in public procurement processes.

During the fiscal year 2023/24, NSS spent £950,000 with supported businesses, further demonstrating our commitment to supporting their important work.

Equality

In April 2018, the Fairer Scotland Duty, which is Part 1 of the Equality Act 2010, was implemented in Scotland. This legislation places an obligation on public authorities to consider how they can address inequalities arising from socio-economic disadvantages in their strategic decision-making processes. As part of our compliance with this duty, we have actively prioritised equality throughout our tender processes in accordance with the Equality Act 2010 and the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

In the reporting year NSS demonstrated our commitment to the duty by diligently conducting an Equality Impact Assessment (EQIA) for all regulated procurement activities. This comprehensive approach has significantly contributed to the integration of equality considerations within our contracts.

Whistleblowing

The Independent National Whistleblowing Officer (INWO) service for the NHS in Scotland started in full on 1 April 2021. By when, any supplier providing an NHS service had to have procedures in place that enable their staff to access the National Whistleblowing Standards. The INWO will then be able to investigate complaints about concerns made through the local whistleblowing process.

During the reporting year we had to ensure that for all our suppliers on contracts where a patient service is delivered, and not just a product supply, have an appropriate whistleblowing process in place and that any whistleblowing incidents are reported on quarterly basis.

During the reporting year we achieved 100% compliance to the policy and no whistleblowing incidents were raised.

Health and safety

In line with the National Procurement Health Safety and Wellbeing Safety Strategy, we have initiated an Operational Risk Reduction (ORR) programme at the Jack Copland Centre (JCC) site. The aim of the ORR is to increase levels of co-ordination and cooperation in relation to the safe operation of workplace transport practices across the JCC site and to identify and implement additional measures to increase levels of operator and contractor safety.

The scope of the ORR is to cover the three main areas which contribute to workplace safety.

- Site safety, design, and activity
- Operator and contractor behaviours
- Operational co-ordination and co-operation

Strategy performance review

This section demonstrates how NSS Procurement team has contributed to the achievement of the procurement priorities defined within the 2020-25 NSS Procurement Strategy during the reporting year.

Priority - Balancing increasing service demand

- During the reporting period, we continued to maximise our use of new Microsoft Office 365 (O365) applications. This initiative aimed to leverage the full potential of these tools to enhance our productivity, collaboration, and overall efficiency within the organisation. This included fully utilising O365 to digitally manage our strategic supplier management activity.
- To enable efficient and expedited procurement processes, we continued to maximise our use of Dynamic Purchasing Systems (DPS). These systems have proven to be highly effective in issuing multiple tenders within tight timeframes, thereby streamlining the procurement process, particularly for professional services.

One of the key advantages of the DPS is its ability to lower entry barriers, particularly benefiting Small and Medium Enterprises (SMEs). By reducing bureaucratic obstacles and administrative burdens, we have created a procurement platform that is well-suited for SMEs to participate and compete for contracts.

Priority – People

- We continued to support a procurement and supply graduate within the team demonstrating our commitment to investing in the development of emerging talent within the procurement field. By providing opportunities for recent graduates to apply their skills and gain practical experience, we are not only strengthening our team but also contributing to the growth and advancement of the procurement profession.
- Several members of our team are actively pursuing a professional qualification with the Chartered Institute of Procurement and Supply (CIPS).

Priority – Customers and stakeholders

- Customer satisfaction result 98% (NSS Target 70%)

Methodology: On a scale of 1 – 10, 'Overall how satisfied are you with X?'

- To ensure seamless collaboration and strategic alignment, our procurement business partners are strategically positioned within key areas of our organisation. Specifically, they are embedded within the facilities and estates, logistics, and Scottish National Blood Transfusion Service (SNBTS). This placement enables them to provide valuable strategic advice and offer their expertise in all commercial aspects related to procurement.

Priority – Value delivery

- We committed to obtaining value for money through best practice contracting and supplier management and through undertaking key strategic procurement activities and we delivered over £295k in cash releasing efficiency savings and £195k in cost avoidances in the reporting period.
- As well as delivering financial benefits we have also been able to leverage our third party spend to deliver benefits to the wider community as demonstrated in by the non-financial benefits detailed on page 14.

Summary of regulated procurement activity

During the reporting period, NSS engaged in a range of regulated procurement activities to meet our operational and strategic needs. These activities encompassed the procurement of goods, services, and works in compliance with applicable regulations and internal governance requirements.

As highlighted in the table below, the volume and value of procurement activity has decreased over the last 3-financial years which is reflective of the reduction in Covid-19 related activity.

	2021-22	2022-23	2023-24
Regulated contracts awarded	49	39	31
Value of regulated contracts awarded £	62M	21M	10M
NSS Expenditure managed by team £	102M	107M	112M
Savings £	2.6M	1M	0.5M

Key awards

Finance

The NSS procurement team completed a mini competition for the provision of VAT Advisory Services for NSS and other National Health Boards including NHS National Education for Scotland (NES) and Public Health Scotland (PHS). Based on agreed maximum framework rates the mini competition has resulted in a cost avoidance of £34k. Additionally the successful bidder pays all employees the real Living Wage, and they require employees of their suppliers, who provide on-site services in UK offices, to also be paid the real Living Wage.

Scottish National Blood Transfusion Service

The Procurement team embedded within SNBTS work closely with stakeholders to ensure their quality and regulatory requirements are considered for all procurements. The team also work on a range of collaborative contracts with stakeholders across

other blood services from England, Wales, Northern Ireland, Ireland, New Zealand, and Australia. This helps to harness buying power across these areas and allows the ability to share expertise.

- A wide range of critical and complex contracts were put in place during the reporting year to support SNBTS.
- This included the retender of contracts for Microbiological Test Kits, Courier Services, Sample Archive Service, Irradiator Indicator Labels, Anti Sera Reagents and Clean Room Laundry Services.
- New first-generation contracts were also established in the following areas: Glasgow Taxis and ISBT Labels. Spend for Glasgow Taxis was previously covered by SSJs.

SNBTS Procurement also provided advice and guidance to SNBTS Capital team and assisted with contracts across several capital projects. This meant that these procurements were all conducted in line with the NSS Procurement Strategy.

Review of regulatory compliance

How we review our regulated procurements

NSS Procurement observes the 'procurement journey' methodology including application of the sustainable procurement tools for all 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 30% (c.£33 million) of our contracts are call-offs from these sources.

We review all direct award contract awards through our sole source justification procedure. This procedure mandates 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.

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. We performed 31 regulated procurements over the period of which 28 of these complied with our strategy with 3 being non-compliant. This represents 98% of our regulated procurements by value over the period as compliant.

The three areas of non-compliance were as follows:

Supplier	Contract Description	Start date	End date	Value
Avison Young	Professional Services for Lease Negotiations	25/03/2024	28/03/2024	£72,942
Wipro	Data Protection Officer	03/01/2024	29/03/2024	£83,200
Wipro	Data Protection Officer	01/09/2023	22/12/2023	£61,200

Non-compliance issues were driven by urgent business requirements and the Procurement team has been working with colleagues across NSS to identify compliant procurement solutions to support these going forward.

Due to our sole source justification process, we can easily identify those procurements that don't comply with our strategy, 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 plan any follow-on purchases through a regulated procurement process. During the reporting period we undertook 7 procurements with a value of £992,529 procurements under open competition to replace agreements previously put in place via our sole source justification 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 with our message clear we prize transparency in spend very highly and will publish non conformant spend within this report to reinforce our commitment to that transparency.

Risk management

Throughout the reporting year, we have actively collaborated with Counter Fraud Services (CFS) to proactively address and mitigate the risks associated with procurement fraud.

For all Route 2 and 3 procurement exercises we utilise the integrated risk management approach to identify any supply chain or project specific risks.

Report ownership and contact details

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

Report Owner: Kris Lindsay

Designation: NHS National Services Scotland Head of Procurement

Email: kris.lindsay@nhs.scot

Telephone: 0131 275 7454

Appendix 1 – Regulated procurements in period

TITLE	START DATE	END DATE	EXT END DATE	VALUE	SUPPLIER NAME
Clinical Apheresis	01/11/2023	01/11/2030	01/11/2033	£ 5,228,000	Fresenius Kabi Limited (GB) / Terumo BCT NV (BE)
NSS00223 Travel Management Services	03/04/2023	03/09/2025	-	£ 820,000	Corporate Travel Management (North) Limited (GB)
NSS02123 Aberdeen Steam room replacement	14/12/2023	14/05/2024	14/08/2024	£ 549,000	Clark Contracts Limited (GB)
NSS01623 Vat advisory services	12/02/2024	12/02/2027	12/02/2028	£ 443,720	Ernst & Young LLP (EY) (GB)
PPE Distribution to Public Sector services	12/02/2024	12/02/2026	12/02/2028	£ 362,700	DHL Supply Chain (GB)
Award of NSS00423 NDC Canderside Asset & Infrastructure Works Mini Competition				£ 354,495	MPMH Construction Ltd (GB)
ISBT 128 Donation Identification Number Barcode Labels	27/11/2023	27/11/2028	27/11/2030	£ 246,000	Mercian Labels Ltd (GB)
Shrink Wrap and Boxes	01/11/2023	01/11/2027	-	£ 182,400	Maxpack (GB)
NSS222372 Implementing GS1 standards in healthcare	01/03/2023	01/10/2023	01/04/2025	£ 156,000	Definitive Ltd (GB)
NSS00723 Commercial Improvement Taskforce	01/11/2023	01/01/2024	-	£ 150,000	Deloitte LLP (GB)
NSS222373 eRostering Technical Solution Resource	22/05/2023	22/08/2023	22/11/2023	£ 143,100	Capgemini (GB)
NSS01923 Blackline Systems Software	18/03/2024	18/03/2025	-	£ 115,560	Computacenter (GB)
Dry ice	01/01/2024	01/01/2025	-	£ 92,000	BOC
Microbiological Safety Cabinets	03/04/2023	03/04/2028	-	£ 85,500	Scientific Laboratory Supplies Ltd. (GB)
Specialist IT resources	03/01/2024	29/03/2024	-	£ 83,200	Wipro
Maintenance contract for CliniMACS Prodigy	01/01/2024	31/12/2024	-	£ 79,201	Miltenyi
Safety testing on a pluripotent stem cell (PSC) bank	15/06/2023	31/12/2023	-	£ 76,501	SGS
FM professional services	25/03/2024	28/03/2024	-	£ 72,942	Avison Young
Provision of clinical informatics advice	03/04/2023	31/03/2024	-	£ 70,000	Dr Ian Thompson
Orthodontic dental adviser	01/04/2023	31/03/2024	-	£ 67,800	Andrew P Griffiths

Trend IQ software	10/03/2024	24/03/2024	-	£	67,758	Chartwell
Maintenance contract for Optia machines and Cobe 2991 machines	01/04/2023	30/04/2024	-	£	67,385	Terumo
Information security consultants	30/10/2023	25/07/2024	-	£	67,142	Wipro
NSS222364 Annual Support for Oracle servers and storage	02/10/2023	02/10/2024	-	£	63,459	Esteem Systems Ltd (GB)
Networking services	01/03/2024	31/03/2024	-	£	62,717	Vodafone
Information security consultants	01/09/2023	22/12/2023	-	£	61,200	Wipro
Blast freezer	01/11/2023	31/03/2024	-	£	55,788	Medical Supply Co Ltd
Pipettes service	01/03/2024	28/02/2025	-	£	55,625	Mettler Toledo (Anachem)
Inverted Microscopes with Imaging Capability	21/12/2023	22/12/2023	-	£	55,136	Carl Zeiss Ltd (GB)
Supply of cytokines	01/06/2023	31/12/2023	-	£	50,000	Biotechne (R&D Systems)
Creative services	27/03/2024	01/09/2024	-	£	50,000	Union Direct

Appendix 2 – Future regulated procurements

Project Name	Forecast Annual Spend	Expected Notice Publication Date	Expected Award Date	Expected Contract Start Date
NP6026/16 Managed Service Hepatitis E Nucleic Acid Testing (NAT) Technology	£ 658,667	Published	Awarded	01/04/2024
NSS03423 VMWare licenses	£ 116,637	Published	Awarded	01/04/2024
NSS04224 Occupational Health Services	£ 50,000	Published	Awarded	01/04/2024
NSS04324 NSD Capacity Planning Data Consultant	£ 75,000	Published	Awarded	03/06/2024
NP80324 Recyclates and General Waste Management	£ 240,000	Published	Awarded	01/07/2024
NSS02725 Pre-implantation Genetic Testing (PGT) in Scotland	£ 600,000	Published	Awarded	01/07/2024
NSS05424 Vodafone Network Services - Call off from RM6116	£ 271,491	Published	Awarded	15/07/2024
NSS05024 CLO English Law Provision call off from CCS RM6240	£ 50,000	Published	Awarded	19/07/2024
NSS232409 - Cleanroom Laundry	£ 105,342	Published	Awarded	01/08/2024
NSS02624 Courier Services- Blood Products	£ 195,000	Published	Awarded	01/08/2024
NSS05124 Write-off Stock Uplift and Disposal - Mini Comp from NP80324	£ 249,524	Published	Awarded	01/08/2024
Travel Services for mesh patients	£ 265,000	Published	Awarded	01/08/2024
NSS232412 Pallet Uplift	£ 150,000	Published	Awarded	22/08/2024
NSS05724 SNBTS Foresterhill - Phase 3 - Steam System Upgrades	£ 275,720	Published	Awarded	23/09/2024
NSS05524 Replacement Storage arrays	£ 172,000	Published	Awarded	23/09/2024
SNBTS Fleet Modernisation & Replacement 2024-2025	£ 800,000	Published	Awarded	01/10/2024
NSS04124 - SNBTS Media Buying, Planning & Associated Services	£ 1,200,000	Published	Awarded	27/10/2024
NSS192032 Security Gateway Appliances	£ 150,000	27/07/2024	25/10/2024	24/12/2024
Workforce Specialist Services	£ 1,800,000	08/08/2024	06/11/2024	05/01/2025
NSS000523 Microbiology Testing Managed Services	£ 800,000	24/08/2024	22/11/2024	21/01/2025
NSS212221 NHS Scotland Assure Research Service Commissioning Partner	£ 109,236	05/09/2024	04/12/2024	02/02/2025
NSS212247 Calibration Services	£ 18,000	02/11/2024	31/01/2025	01/04/2025

NSS181949 Haemoglobin Testing	£	33,125	01/02/2025	02/05/2025	01/07/2025
Fully integrated microbiology managed service system for NAT (Nucleic Acid Testing)	£	700,700	04/06/2025	02/09/2025	01/11/2025



Appendix 3 – Reporting metrics

1. Organisation and report details	
a) Contracting Authority Name	NHS National Services Scotland
b) Period of the annual procurement report	23-24
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	31
b) Total value of regulated contracts awarded within the report period	£10,034,330
c) Total number of unique suppliers awarded a place on a regulated contract awarded during the period	29
i) how many of these unique suppliers are SMEs	19
ii) how many of these unique suppliers how many are Third sector bodies	0
3. Review of Regulated Procurements Compliance	
a) Number of regulated contracts awarded within the period that complied with your Procurement Strategy	28
b) Number of regulated contracts awarded within the period that did not comply with your Procurement Strategy	3
4. Community Benefit Requirements Summary	
Use of Community Benefit Requirements in Procurement:	
a) Total Number of regulated contracts awarded with a value of £4 million or greater.	1
b) Total Number of regulated contracts awarded with a value of £4 million or greater that contain Community Benefit Requirements.	1

c) Total Number of regulated contracts awarded with a value of less than £4 million that contain Community Benefit Requirements	3
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	2
g) Number of Qualifications Achieved Through Training by Priority Groups	Not recorded
h) Total Value of contracts sub-contracted to SMEs	Not recorded
i) Total Value of contracts sub-contracted to Social Enterprises	Not recorded
j) Total Value of contracts sub-contracted to Supported Businesses	Not recorded
k) Other community benefit(s) fulfilled	3
5. Fair Work and the real Living Wage	
a) Number of regulated contracts awarded during the period that included a Fair Work First criterion.	2
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 during the period.	6
d) Number of unique suppliers who have signed up to the Scottish Business Pledge and were awarded a regulated contract during the period.	Not recorded

6. Payment performance

a) Number of valid invoices received during the reporting period.	104,292
b) Percentage of invoices paid on time during the period (“On time” means within the time period set out in the contract terms.)	94.55%
c) Number of regulated contracts awarded during the period containing a contract term requiring the prompt payment of invoices in public contract supply chains.	31
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:	£950,000
i) spend within the reporting year on regulated contracts	£950,000
ii) spend within the reporting year on non-regulated contracts	0

8. Spend and Savings Summary

a) Total procurement spend for the period covered by the annual procurement report.	£111,928,186
b) Total procurement spend with SMEs during the period covered by the annual procurement report.	£57,001,305
c) Total procurement spend with third sector bodies during the period covered by the report.	£210,036
d) Percentage of total procurement spend through collaborative contracts.	30%
e) Total targeted cash savings for the period covered by the annual procurement report	£0

i) targeted cash savings for Cat A contracts	£0
ii) targeted cash savings for Cat B contracts	£0
iii) targeted cash savings for Cat C contracts	£0
f) Total delivered cash savings for the period covered by the annual procurement report	-£6,000
i) delivered cash savings for Cat A contracts	£0
ii) delivered cash savings for Cat B contracts	£0
iii) delivered cash savings for Cat C contracts	-£6,000
g) Total non-cash savings value for the period covered by the annual procurement report	£195,000
9. Future regulated procurements	
a) Total number of regulated procurements expected to commence in the next two financial years	24
b) Total estimated value of regulated procurements expected to commence in the next two financial years	£9M