



**Document Title:**

**Department:**

**Approval:**

**Annual Report 2020-21**

**Procurement**

**NHS 24 Board**

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To comply with the Procurement Reform (Scotland) Act 2014 (The Act), NHS 24 is required to publish Procurement Report annually detailing information on all regulated procurement activity. This report reflects information for the period 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021. In addition to reporting previous activity, the report includes information on all regulated procurements that are planned for the next two-year period (1<sup>st</sup> April 2021 – 31<sup>st</sup> March 2023).

A regulated procurement is any procurement for goods or services with an estimated value over the life of the contract of £50,000 or more and any such procurement for works with an estimated value over the life of the contract of £2,000,000 or more.

The professional management of procurement activity is an important factor contributing towards the efficient operation of NHS 24 and the attainment of corporate objectives as identified within the Annual Operating Plan. It is essential for both patients and staff that quality projects, supplies and services are delivered on time to NHS 24 within optimum commercial arrangements.

NHS 24 Board had a total expenditure with 3<sup>rd</sup> party suppliers of £27,893,841 net of Vat (based on financial year 2020/21 data).

This is expenditure that is influenced by procurement and subject to contract and/or tendering activity.

The Procurement Strategy positions procurement activity visibly within the organisation, establishing Board level commitment to and involvement in the management of the Health Board's procurement deliverables. It additionally sets out clear, measurable objectives and priorities for improvement which are closely monitored. Progress against strategic objectives is reported annually to the NHS 24 Board, by the Director of Finance who is the nominated Director within the Board with overall responsibility for Procurement Services. The strategy addresses key procurement issues over a 3-year time frame and is subject to annual review.

The strategy is pursued through the line management accountability structures, with clear targets and timescales being established in relation to improvement in procurement activity undertaken at strategic and operational levels. These targets are reflected within NHS 24's service level agreement for procurement services.

The Head of Procurement has responsibility for procurement services that cover both the Scottish Ambulance Service and NHS 24. Therefore the compliance and outcomes set out within each of the individual Strategy documents apply to all parts of both organisations and all procurement activity undertaken by SAS and NHS 24.

Please note that a separate Procurement Annual Report will be prepared and published in respect of SAS procurement activity.

The report owner is:

**Brian Laughland**  
**Head of Procurement,**  
**Scottish Ambulance Service**  
**Gyle Sq**  
**South Gyle**  
**Edinburgh**

### 3 Summary of Regulated Procurements 2020/21

The following is a list of regulated procurements completed during the period April 2020 to March 2021

Supplier	Description	Complied with Procurement Strategy	Community Benefits
Republic of Media	NHS24 Mini Comp NP830/19 (SP-18-007) Provision of Media Planning, Buying and Associated Services	Yes	No
Redpoll Group	NHS24 Connect Programme	Yes	No
Tactuum	NHS24/2020/476 - GP.Scot Website Provision	Yes	No
Tactuum	NHS24/2020/509 - GP.Scot Website Improvements	Yes	No

Further detail for procurement exercises is contained in Appendix 1.

### 4 Procurements not complying with NHS 24 Strategy

In compliance with the Procurement Reform (Scotland) Act 2014 (The Act) NHS 24 is required to provide information on any Procurement that did not comply with the NHS 24's Procurement Strategy.

This confirms that all of the regulated procurements awarded over the period April 2020 to March 2021 complied with the NHS 24's current Procurement Strategy requirements.

### 5 Community Benefits

Boards are required to provide details of community benefits where they exist. Confirmation is given that no procurement activity undertaken was of a value that required the inclusion of community benefits within the tender process.

All formally tendered contractors are requested to provide information on their previous, ongoing and or future commitment community benefit initiatives, in relation to supporting economic development, training and employment opportunities, partnership work with local people and other appropriate local agencies and a commitment to pay the "Real Living Wage".

### 6 Supported Businesses

The Scottish Government encourages public sector bodies to utilise the services of supported businesses whenever appropriate opportunities arise and to seek the services of those companies on the framework agreement.

In its Procurement Strategy, NHS 24 is committed to ensuring that the framework agreement will be utilised whenever appropriate and consideration will be given to supported business contractors during each tendering exercise.

Procurement team members participated in the annual 'Procurement 4 Health (P4H)' Health Conference, where suppliers were given the opportunity to discuss issues and opportunities with procurement professionals in a 'Meet the Buyer' type format.  
Due to the Covid pandemic the event was carried out virtually in September 2020.

In addition, Procurement team continues to promote the Supplier Development Programme aimed at Scottish SME and 3<sup>rd</sup> sector suppliers wherever possible.

## 7 Proposed Regulated Procurements 2021/22 and 2022/23

The following is a list of regulated procurements likely to be undertaken during the next two financial years. Definitive start dates and go live dates are dependent on allocated funding and final approval to proceed.

Title	Annual Budget or Budget Allocation	Start Date	Go Live date
Occupational Health Services	TBC	TBC	TBC
Creative Services	TBC	TBC	TBC
Live Chat Services (Webchat Solutions)	60,000	04/01/21	01/08/21
NHS24/2021/517 – NHS24 Health Information Helplines	1,800,000	23/02/21	01/04/21
Be Health Wise advertising Campaign	50,000	TBC	15/08/21
Aurora House ,Clydebank re-fit	500,000	01/05/21	TBC
Digital Support Maintenance	600,000	01/02/22	TBC
Chat bots	50,000	01/09/21	TBC
Voice bots	60,000	01/09/21	TBC
NHS 24 Estates Strategy Fit out	1,000,000	01/07/21	TBC

As part of the formal tendering process, all suppliers are requested to provide details on their organisations commitment and or compliance to the following;

- Environmental and Sustainability policy and strategy
- Ethical trading policy
- Compliance to Modern Slavery Act 2015
- Provision of the Real Living Wage
- Whistleblowing Policy

## **8 Reference Documents / Appendices**

### **Procurement Reform (Scotland) Act 2014**

[\*https://www.legislation.gov.uk/asp/2014/12/contents\*](https://www.legislation.gov.uk/asp/2014/12/contents)

### **The Public Contracts (Scotland) Regulations 2015**

[\*https://www.legislation.gov.uk/ssi/2015/446/contents/made\*](https://www.legislation.gov.uk/ssi/2015/446/contents/made)

### **Procurement Strategy**

### **Appendix 1**

Please see Appendix 1 details further below

### **Supplier Development Programme**

[\*https://www.sdpscotland.co.uk/\*](https://www.sdpscotland.co.uk/)

[\*https://www.scotlandsbravest.org.uk/\*](https://www.scotlandsbravest.org.uk/)

[\*http://www.hiap-scotland.org/\*](http://www.hiap-scotland.org/)

## 9 Glossary of Terms

TBC	value and/or start date subject to confirmation
Framework Agreement	In the context of this document, a contract establishing a supplier or suppliers with agreed terms and conditions for the supply of goods services or works established for one or more health board who will call off as required.

## Appendix 1

Ref Number	Description	START DATE	END DATE	MAX EXTENSION MONTHS	VALUE (£)	VALUE PER ANNUM (£)	SUPPLIER NAME
595625	Computerised Cognitive Behaviour Therapy (Ccbt) Software	21/08/2019	20/08/2024	24	2,100,000	420,000	365 Health and Wellbeing
NP830/19 (SP-18-007)	NHS24 Mini Comp NP830/19 (SP-18-007) Provision of Media Planning, Buying and Associated Services	19/03/2020	18/03/2022	24	365,859	182,929	Republic of Media
N24010/19	NHS24 Connect Programme	01/04/2020	30/06/2020	0	349,210	349,210	Redpoll Group
NHS24/2020/476	NHS24/2020/476 - GP.Scot Website Provision	17/08//2020	31/10/2020	0	48,313	48,313	Tactuum
NHS24/2020/509	NHS24/2020/509 - GP.Scot Website Improvements	11/12/2020	28/02/2021	0	45,375	45,375	Tactuum