



Social Security
Scotland

Tèarainteachd Shòisealta Alba

Annual Procurement Report

April 2023 – March 2024

Dignity,
fairness,
respect.

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Glossary

Accessibility – the design of services, supplies and environments that are usable and accessible to people with disabilities. Accessibility issues are considered for all agreements and throughout the procurement strategy.

Annual Procurement Report – a report which any public organisation in Scotland with an estimated regulated spend of £5 million or more must publish each year to explain how its procurement activity has been in line with its published procurement strategy.

BASE (British Association for Supported Employment) – this organisation supports, promotes and develops the principles of supported employment. Supported employment means offering job opportunities to people who may have been out of the workforce due to disability, ill health, serving in the armed forces or other reasons.

Chartered Institute of Procurement and Supply (CIPS) – formerly known as the Chartered Institute of Purchasing and Supply, CIPS is a global professional body representing the procurement and supply profession in many regions of the world. It promotes best practice and provides services for non-professionals and over 64,000 members in 180 countries.

Climate Change – information for individuals and communities to know about and understand the impact of climate change and approaches to manage or reduce the effects.

Collaborative Frameworks – commercial agreements that are available for the whole of the Scottish public sector.

Community Benefits – requirements in a contract which are intended to improve the economic, social or environmental wellbeing of the local area in a way that is aligned with the main purpose of the contract. For example, a company could offer training or recruitment opportunities to people in their local area.

Community Wealth Building – is a people-centred approach to local economic development, which redirects wealth back into the local economy and places control and benefits into the hands of local people. It is designed to tackle long-standing economic challenges and transform local and regional economies by encouraging the public sector, in partnership with the private, third and community sectors, to ensure more wealth is generated, circulated and retained in communities.

Contracting Authority – means the state, a regional or local authority, body governed by public law or an association formed by one or more such authorities or bodies.

Corporate Procurement Strategy – The **Procurement Reform (Scotland) Act 2014** (the “Reform Act”) requires Scottish public bodies to produce and publish a Corporate Procurement Strategy when the sum of its Regulated Procurements in a year are equal to or greater than £5 million. The procurement strategy aligns with the organisation’s business objectives and direction and sets out how its regulated procurement activities comply with the statutory obligations set out in the Reform Act and Public Contracts (Scotland) Regulations 2015.

Crown Commercial Service - is an Executive Agency of the Cabinet Office. Crown Commercial Service use their expertise to help the UK public sector achieve commercial benefits when buying common services and supplies such as technology services and products. Their services include access to a range of commercial agreements for the purchase of goods and services.

Delegated Purchasing Authority (DPA) – is the authority to enter into a contract for services and supplies. In doing so, a Delegated Purchasing Officer takes responsibility for overseeing the process leading up to, and including, the award of a contract and any subsequent changes to that contract.

Delegated Purchasing Officer – a colleague who has delegated authority to purchase on behalf of Social Security Scotland.

Dynamic Purchasing System - an electronic method of procurement used to purchase services and supplies. The Dynamic Purchasing System (DPS) provides a buyer with a list of pre-qualified suppliers for commonly used goods and services. There is no limit to the number of suppliers that can participate in the DPS. Suppliers can apply to join at any time during the period of the DPS. Public sector organisations purchase services and supplies by inviting suppliers to submit proposals for specific commodities.

Executive Agency – although part of the Scottish Government, Executive Agencies have a strong focus on the management and direct delivery of public services which do not require day-to-day Ministerial oversight. In some cases, they may also have responsibility for a distinct area of government policy. They are staffed by civil servants, including the Chief Executive who is directly accountable to Ministers. They are not statutory bodies but operate to a Framework Document approved by Ministers, which may be reviewed, amended or revoked at any time. They can normally be set up by administrative action without the need for legislation.

Forward Plan - a list of potential upcoming projects that provides suppliers with information about possible future tendering opportunities.

Framework Agreement – a commercial agreement between a Contracting Authority (e.g., Social Security Scotland) and one or more suppliers. The purpose of the agreement is to establish the terms governing contracts to be awarded during a given period, in particular with regard to price and quality, and where appropriate, the quantity. A framework agreement is a compliant way to buy services and/or supplies from suppliers who have applied to be on the agreement and have been vetted to show they can supply the products and services listed.

Inclusive communication – an approach to all communications that means the largest number of people can take part. People receive information and can express themselves in ways they find easiest.

Lotting – where a contract is divided into different sections (lots) to allow smaller suppliers to bid for parts of a contract even if they are not able to provide all of it.

Lot-limiting – the number of lots that can be awarded to one supplier is limited.

MCIPS Accreditation – MCIPS stands for Member of the Chartered Institute of Procurement and Supply. Accreditation is achieved by completing the Level 6 Professional Diploma of this accredited qualification.

Meet the Buyer Events – events are an opportunity for suppliers to introduce themselves to public sector buyers and private sector primary contractors to learn about new projects, contracts, framework opportunities and supply chain opportunities. For buyers, these events enable them to increase their pool of potential suppliers and widen their supply chains.

National Procurement Competency Framework – this sets out the skills and competency levels of public-sector staff involved in the procurement process.

Purchase to Pay – using an automated Purchase to Pay system, public bodies can reduce the paperwork and inefficiencies associated with paper processing of purchase orders, goods receipts, invoices and returns.

Procurement Centres of Expertise – there are four Procurement Centres of Expertise in Scotland which provide support and guidance to all public sector bodies. They are Central Government Procurement, Advanced Procurement for Universities and Colleges, NHS National Procurement and Scotland Excel [Local Authorities].

Procurement Journey – guidance for public-sector buyers who buy services and supplies.

Procurement Procedures – the workflow or process for public sector bodies to source third party suppliers and award contract for services and supplies.

Public Contracts Scotland – the Scottish Government's national portal where suppliers can access public contract opportunities across Scotland.

Regulated Procurement – buying services and/or supplies where the total value over the term of the contract is more than £50,000.

Scotland's National Outcomes – are the Scottish Government's broad policy aims. They are part of the **National Performance Framework** which gives Scotland's public services a common set of outcomes to work towards.

Scottish Government Directorate Programme – is responsible for making sure benefits devolved under the Scotland Act 2016 transfer safely and securely from the Department for Work and Pensions to Social Security Scotland and for the creation of new benefits.

Scottish Government Sustainable Procurement Tools – tools designed to help public sector organisations identify and address how they can optimise the economic, social and environmental outcomes of their procurement activity.

Scottish Index of Multiple Deprivation – is the Scottish Government's standard approach to identify areas with different types of deprivation in Scotland. It can help improve understanding about the outcomes and circumstances of people living in the most deprived areas in Scotland and helps inform government policy and funding decisions.

Scottish Model of Procurement – this promotes the power of public spending to provide genuine public value that goes beyond simply looking at the cost and quality of services and/or supplies we buy. Although led by the Scottish Government, **Scottish Model of Procurement** is owned by all of the Scottish public sector.

Scottish Procurement Policy Notes – these give public bodies advice on their procurement policies.

Scottish Public Finance Manual (SPFM) - is issued by Scottish Ministers to provide guidance for government and other relevant bodies on the proper handling and reporting of public funds.

Services Contract – means a public contract having as its object the provision of Services.

Small to Medium-sized Enterprises – the category of micro, small and medium-sized enterprises (SMEs) is made up of businesses which employ fewer than 250 people and which have a turnover of less than 50 million euro a year or a yearly balance sheet total of less than 43 million euro.

Social Impact – the positive contribution that public bodies and other public-sector organisations can make to the local communities in which they operate.

Social Impact Pledge – this asks public-sector organisations across Scotland to commit to increasing their social impact by making a public commitment to change three aspects of their current operations or policies. These should be three things that they are not doing currently and have not done before.

Strategic Supplier – a supplier that is considered critical to the delivery of an organisation's objectives.

Supplier Development Programme – this programme is a partnership between Local Authorities, Scottish Government and other public bodies and provides Scottish-based small to medium-sized enterprises with free support in all aspects of tendering.

Supplies Contract – means a public contract having as its object the purchase, lease, rental or hire purchase of a products.

Supported Business – A business whose main aim is to integrate disabled or disadvantaged people socially and professionally. At least 30% of a supported business's employees must be disabled or disadvantaged.

Sustainable Development – development that meets the needs of the current population without making it more difficult for future generations to meet their own needs.

Sustainable Procurement Duty – the duty a Contracting Authority has under the Procurement Reform (Scotland) Act 2014 to make sure that, before we buy anything, we think about how we can improve the environmental and economic wellbeing of the local area and reduce inequalities.

Third-sector Organisations – organisations that are neither public sector nor private sector (for example, charities or voluntary organisations). Third-sector organisations are usually independent of government though they may receive funding from them.

Head of Procurement Introduction

I am proud to present Social Security Scotland's procurement report for the period 1st April 2023 to 31st March 2024.

This is our third annual procurement report and covers the final year of our **Corporate Procurement Strategy (2021-2024)**. The report details our procurement and commercial activities during the financial year and provides commentary on the progress made against the commitments and priorities set out in our Corporate Procurement Strategy.

Since 2021, we have successfully established and developed a procurement function within our organisation with both the capacity and capability to meet our organisation's procurement and commercial needs while protecting the public purse.

We have faced several challenges including navigating budgets during the cost-of-living crisis. This report sets out the range of new measures we have introduced to support our internal customers to make best use of available resources while managing our expenditure with third-party suppliers.

Our procurement approach during the period of this report included making best use of public money, addressing climate change issues, adhering to equality duties, and promoting fair work.

During the last year, we have become a significant partner for the Community Wealth Building initiative in Dundee, where our head office is situated on the waterfront. We will work in partnership with other local stakeholders to improve the local economy and maximise community benefits from our procurement activities.

In the year ahead, we will publish a new Corporate Procurement Strategy that will set out our commitments and priorities for the procurement function over the next three years. The strategy will focus on improving the efficiency and effectiveness of every aspect of our procurement work including spend with third-party suppliers, in particular small and medium-sized organisations, third sector organisations and Supported Businesses.

Natalie McCrindle
Head of Procurement & Commercial
September 2024



About us

Social Security Scotland is an Executive Agency of the Scottish Government and is responsible for the administration of devolved social security benefits to people in Scotland.

Our Chief Executive is accountable to Scottish Ministers who are in turn responsible to the Scottish Parliament for our work. Our Chief Executive leads the Executive Team and Executive Advisory Body, a team of independent advisers, who support him in his responsibilities.

Social Security Scotland's procurement and commercial function became operational in October 2021 and is responsible for managing the organisation's procurement and contract management activities.

Our Head of Procurement reports to the Deputy Director of Finance and Corporate Services who sits on the Executive Team and Executive Advisory Body.

We award our contracts on behalf of Scottish Ministers acting through Social Security Scotland. We award contracts based on value for money: the best balance between quality and cost. Cost includes the purchase price and all other associated costs over the lifetime of the requirement, such as maintenance and disposal.

This annual procurement report has been prepared and published to meet our statutory obligations set out in Section 15 of the Procurement Reform (Scotland) Act 2014.

It reflects on the commitments and priorities described in our [Corporate Procurement Strategy](#)

The report summarises:

- our regulated procurement activities completed during April 2023 to March 2024.
- our activities to increase the capabilities of our procurement and commercial function.
- our commitment to making a positive contribution to local economies and communities where we operate.
- the positive actions taken by us to address environmental and climate change issues.

Our Corporate Procurement Strategy and Annual Procurement Report are aligned with our [Corporate Plan 2020-2023](#) which sets out who we are, what we do and how we will do it. One of the main themes in our Corporate Plan was a commitment to provide our services in a responsible way. This theme is supported by four objectives, all of which are relevant to our procurement activity:

- make every penny count.
- gain people's trust by being open and honest.
- meet our legal obligations and protect our people and information; and
- reduce the effect our work has on the environment.

SECTION 1 – Summary of Regulated Procurements Completed

During the reporting period, we awarded **52** contracts with a combined value of **£44,968,596**. Of which:

- **17** were awarded to small and medium-sized enterprises with a combined value of **£3,269,964**; and
- **2** were awarded to Supported Businesses with a combined value of **£360,000**.

Appendix A provides a list of regulated procurements completed during the reporting period.

Our Corporate Procurement Strategy encourages our procurement officers to consider the use of existing contracts, framework agreements and dynamic purchasing systems for procuring services and supplies.

Our individual procurement strategies support a collaborative approach to public sector procurement, with particular focus on delivering maximum efficiencies and securing best value for money. Using framework agreements allowed our procurement officers to save time and money by removing the need to run lengthy and potentially expensive tender exercises.

What we bought

We have grown significantly in our six years of operation as an Executive Agency. Much of what we have bought during the period covered by this report reflects our approach to continuously improving the efficiency and effectiveness of our service delivery. The majority of our regulated procurement activities have focused on our IT systems and infrastructure and increasing our cyber resilience.

- **39 (75%)** of our regulated contract awards were for our Chief Digital Office. With a combined value of **£35,958,622**, our IT related contract awards equated to **80%** of the total value of contract awards.

Other contract awards related to postal and courier services, Human Resources services, furniture and fittings and business operations.

Non-Regulated Procurements

We also completed **15** non-regulated procurements with a combined value of **£328,188** during the reporting period. Purchases related to fleet, software licences, marketing services, and Human Resources services including staff training.

- **9 (60%)** of our non-regulated contract awards with a combined value of **£179,904** were to small and medium-sized enterprises.

Contract Activity and Savings

We actively monitor our contracts to identify savings at contract award and track delivered savings through the duration of the contract.

Delivered Savings from Live Contracts

During the reporting period we delivered savings of **£7,211,774**.

- **£6,878,774** were cash savings, of which **£693,356** were cash savings from collaborative frameworks.

We also delivered non cash savings of **£333,000** during the period covered by the report.

SECTION 2 – Review of Regulated Procurement Compliance

The Procurement Reform (Scotland) 2014 (the “Reform Act”) sets out the statutory obligations for public sector organisations in Scotland.

Section 18 of the Reform Act requires public sector organisations to publish an Annual Procurement Report that includes “a review of whether those procurements complied with the authority’s procurement strategy”.

Our Corporate Procurement Strategy, published in July 2021, set out how we will ensure:

- the services and supplies procured from third-party suppliers are legal compliant, fair and transparent.
- our procurement activities obtain value for money for Scottish taxpayers.
- our procurement and commercial activities contribute to the achievement of the broader aims and objectives of our organisation.

Our Corporate Procurement Strategy made six commitments (referred to below as ‘Priorities’) to:

- **Priority 1** - build a skilled and inclusive procurement and commercial function.
- **Priority 2** - develop an efficient procurement and commercial function.
- **Priority 3** - work with the supplier market and our contractors.
- **Priority 4** - ensure our procurement opportunities are accessible to small and medium-sized enterprises, third-sector organisations and Supported Businesses.
- **Priority 5** - comply with procurement legislation.
- **Priority 6** - contribute to sustainable development challenges.

This section of the report demonstrates how we have met the priorities set out in our Corporate Procurement Strategy.

Priority 1 - Building a skilled and inclusive procurement and commercial function.

We will build a skilled, diverse, and inclusive procurement and commercial team that considers our values in everything it does. This will help us to achieve the objective in our Corporate Plan, which is to deliver a social security system with dignity, fairness, and respect.

Progress with Priority 1

We have continued to build our Procurement team by recruiting staff with the relevant skills and experience to deliver our required procurement services. All of our procurement officers undertake a dual role of procurement and contract management activities.

Within the Procurement and Commercial function there are 22.5 full-time equivalent staff. We recognise the challenges faced when recruiting, developing and retaining procurement staff and the potential impact on delivery of longer-term plans. To respond to this, we recruited four trainee buyers from other functions within our organisation. We also employed two Modern Apprentices during 2023.

We actively encouraged our experienced procurement staff to continue their professional development through a variety of learning opportunities.

We also developed a 'trainee buyer programme' for staff recruited with no previous procurement or commercial experience. Our approach aims to build capability, address skills gaps, and increase retention rates.

We encouraged all team members, including trainee buyers to continue their professional development by:

- attending training sessions and webinars hosted by the Scottish Government, Scotland Excel, Crown Commercial Services, the Cabinet Office, the UK Government Commercial College and the Chartered Institute of Procurement and Supply (CIPS).
- studying for CIPS and other industry recognised procurement qualifications. We fund training and exams fees as well as allowing time off for study and exams.
- attending in-house & external training sessions on a range of business and procurement skills. We commissioned Morton Fraser MacRoberts LLP to deliver a legal session with particular focus on Regulation 72, Modification of Contract for our team in August 2023.
- Our senior procurement officers attended the Whitepaper Conference in Edinburgh in October 2023.
- Our procurement officers attended the Morton Fraser MacRoberts Public Procurement Policy training facilitated by Scottish Government in March 2024.

We used the National Procurement Competency Framework to assess skills, identify training and development needs, and support career planning.

Our procurement officers also had the opportunity to access corporate training and development events that are part of our organisation's Talent Management Framework.

Priority 2 – Developing an efficient procurement and commercial function.

We will develop an efficient procurement function that helps us provide our services. This will help us achieve the objective in our Corporate Plan, which is to run our service in a responsible way.

Progress with Priority 2

During the reporting period we have consolidated our service to our internal customers through the review and refinement of our procurement and contract management activities. Our approach included:

- reviewing our procurement activities to identify lessons learned for individual procurement exercises. Lessons learned sessions were included as a standing agenda item at our team meetings. The time allocated to this agenda item allowed us to focus on improving our internal processes and sharing knowledge amongst the team.
- seeking feedback from internal customers and suppliers. Customer and supplier feedback has been used to inform refinements to our procurement processes which have contributed to us delivering an effective and efficient service.

During the reporting period we faced increased fiscal challenges as an organisation. The Procurement and Commercial team played an important role helping to address and meet these challenges.

Our procurement business partnering model supports our internal customers and senior leaders to forward plan, identify and mitigate risks and achieve value for money. During the reporting period, we supported our internal customers to make best use of available resources, managing expenditure with third-party suppliers and, where appropriate, driving efficiencies through our procurement processes. Our approach included introducing the following measures:

- In response to inflationary pressures we reviewed our approach to indexation. In all new contracts we limited future price uplifts for contract extension option years to the lower of 3% or Consumer Price Index.
- Where the market analysis is favourable, our invitation to tender documents state there will be no uplifts in price over the initial contract term, up to a maximum of three years.
- Evaluation of tenders based on a price/quality ratio of 50:50 which is a reduction on the previous default position of 60:40 in favour of quality.
- Issuing 'Contract Efficiencies and Savings Letter' to our suppliers. We encouraged our suppliers to submit proposals that could potentially generate contract savings and/or improve contract efficiencies during 2024 and 2025.

- Our procurement officers promoted a value for money focus post contract award by ensuring suppliers meet their contractual obligations by delivering to the required quality, time and cost. Value for money was fully considered in the management of any agreed contract changes.

Our procurement strategies for commodities/services adhered to the principles and priorities of our Corporate Procurement Strategy and our organisations Corporate Plan. Our commodity procurement strategies were proportionate to the service requirements and value of the service. During the reporting period, we introduced new procurement strategy templates for procurement officers to use as a basis for developing individual commodity strategies.



We actively managed our contracts by assigning team resource to manage individual contracts. Our approach ensured all parties were fully aware of their contractual obligations and key areas of service delivery, including key performance indicators. Where appropriate, identified risks were reviewed and mitigating action agreed.

- **Building Capability Across the Organisation**

We continued to develop our business partnering service to support senior leaders across the organisation, providing advice and support on a wide range of commercial activities.



During the reporting period, we worked collaboratively with our Finance and Learning and Development colleagues to develop an awareness session to improve procurement and financial knowledge across the organisation. The sessions will continue to be run throughout 2024.

Priority 3 – working with the supplier market and our contractors.

We will work with our contractors to improve performance, identify further opportunities for working more sustainably, promote fair working practices, support immediate and longer-term resilience in critical supply chains, and increase transparency in supply chains. This will help us achieve the objective in our Corporate Plan, which is to run our service in a responsible way.

Progress with Priority 3

We fully recognise the importance and value of working with the supplier market and suppliers across a range of commodities. In particular, we work with key suppliers to build and/or strengthen working relationships to ensure our procurement and contract management activities are effectively and efficiently delivered.



During the reporting period, our team engaged with Computacenter, the Scottish Government's new software value added reseller services framework supplier to initiate and develop a strategic relationship.

Our efforts to develop the relationship encouraged Computacenter to share their views with our Chief Digital Office team on areas where potential added value could be offered to support the purchase of software/software licence requirements; and how our organisation could potentially access community benefits agreed at framework level for the most deprived areas of Dundee.

Case Study: Multi-Channel Contact Centre Contract


The Multi-Channel Contact Centre & Telephony Service contract was commissioned by the Social Security Directorate and procured by the Scottish Government in summer 2020.

The contract transitioned to Social Security Scotland in October 2023. Working with our supplier and their sub-contractor we:

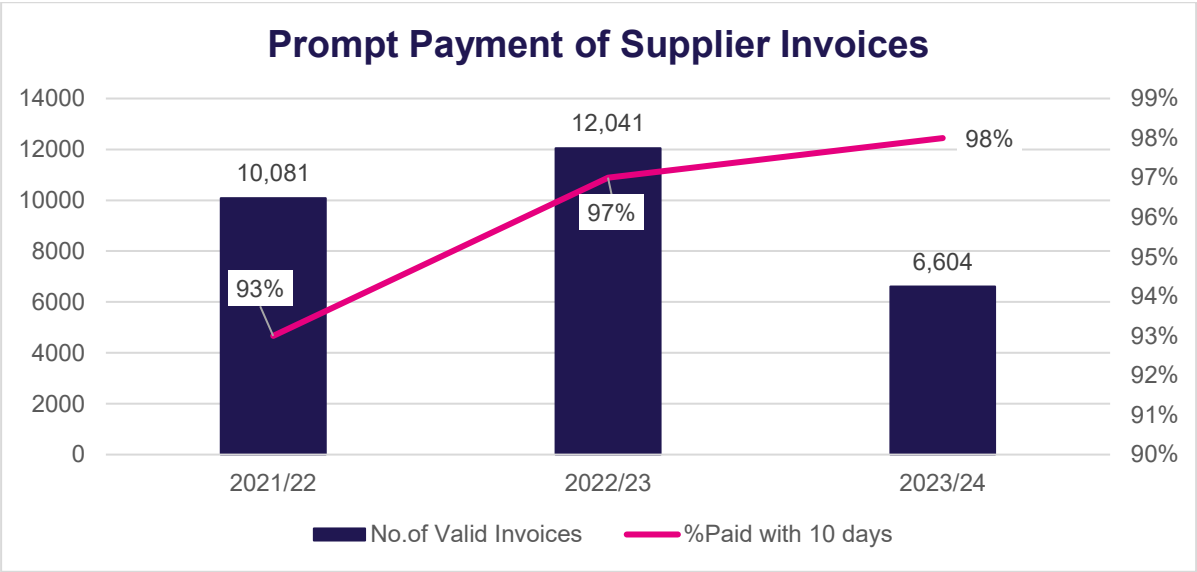
- improved working relationships to ensure that the telephony functionality was optimised to deliver an improved service for our clients.
- implemented a range of improvements in call handling and demand monitoring.
- increased transparency of contract costs.
- reduced call charges by 52% in the period April 2023 to December 2023 delivering savings of £53,839.

Prompt Payment of Suppliers

We recognise the importance of prompt payment of suppliers throughout the supply chain. We encourage Tier 1 suppliers to pay their supply chains within the 30 days contractual period.

 Our corporate website includes guidance on the prompt payment of invoices to our suppliers and supply chains. During the reporting period, we paid **98%** of all valid invoices from third-party suppliers within ten days.

The number of valid invoices received reduced significantly during the period covered by the report compared to the previous two years.



Our procurement team was also represented at “Meet the Buyer” events hosted by the Supplier Development Programme in Edinburgh in May 2023 and Dundee in February 2024. The event gave us the opportunity to raise our organisation’s profile with suppliers and promote our contract requirements.

Priority 4 – ensuring our procurement opportunities are accessible to small and medium-sized enterprises, third-sector organisations and Supported Businesses.

We will make sure our procurement opportunities are accessible to small and medium-sized enterprises, third-sector organisations and Supported Businesses. This will help us achieve the objective in our Corporate Plan, which is to run our service in a responsible way.

Progress with Priority 4

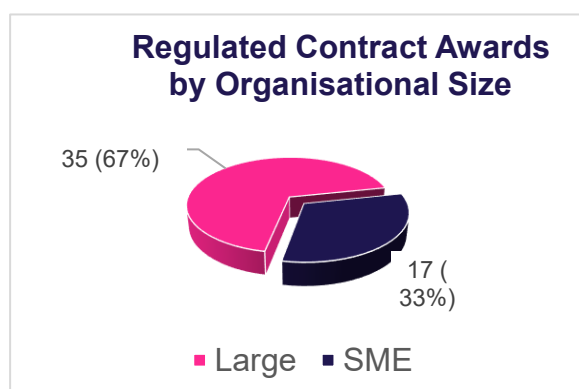
We recognise the important role played by small to medium-sized enterprises, third-sector organisations and Supported Businesses in the areas where they operate and the contribution they make to economic growth.

Our procurement strategies for all regulated procurements require consideration of lotting and lot-limiting approaches to facilitate the involvement of small to medium-sized enterprises, third-sector organisations and Supported Businesses.

We proactively encourage small to medium-sized enterprises, third-sector organisations and Supported Businesses operating in Dundee and Glasgow to consider our tender opportunities (both regulated and non-regulated contracts) through forums such as the 'Meet the Buyer' events and other local forums.

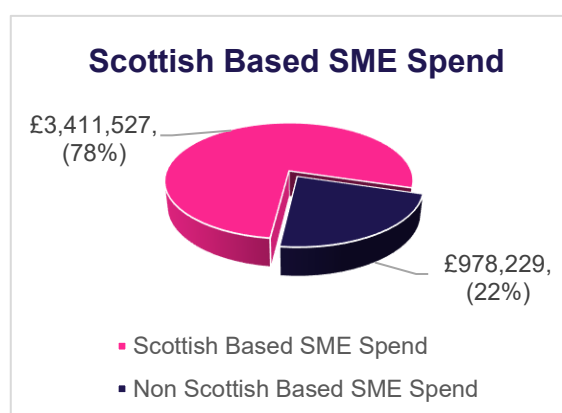
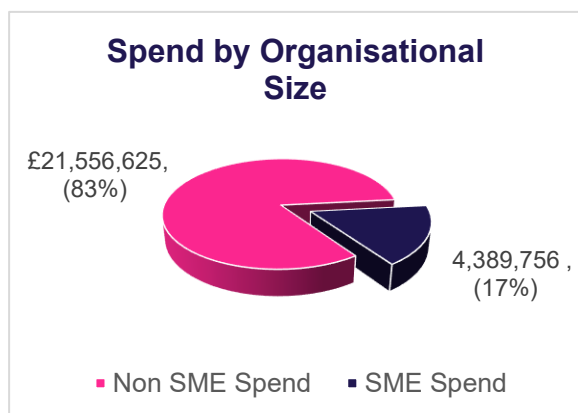
During the reporting period:

- **17 (33%)** of all regulated contracts were awarded to small and medium-sized enterprise (SME) suppliers. Of which, **13 (76%)** contracts were awarded to SME suppliers with a postcode in Scotland.
- **9 (60%)** of all non-regulated contracts were awarded to SME suppliers. Of which **5 (56%)** were awarded to SME suppliers with a postcode in Scotland.
- **26 (39%)** of all regulated **and** non-regulated contracts were awarded to SME suppliers. Of which **18 (69%)** were awarded to SME suppliers with a postcode in Scotland.



Small to Medium-Sized Enterprise Spend

Our total SME supplier spend in the reporting period was £4,389,756 (17% of our total spend). Of which £3,411,527 (78%) was paid to Scottish-based SME suppliers.



Supported Businesses

We consider Supported Businesses for our contract opportunities. During the reporting period we awarded two contracts to Supported Businesses for furniture and associated products. Contracts were awarded to the two Supported Businesses with a combined value of £360,000.

Through our procurement and contract management activity we work with our suppliers to encourage small to medium sized-enterprises, third-sector organisations and Supported Businesses to be a part of the supply chain.

See Section 4 on Supported Businesses for more detail on how we have worked with Supported Businesses.

Priority 5 – complying with procurement legislation.

We will make sure our procurement activities meet legislation. This will help us to achieve the objective in our Corporate Plan ‘to run our service in a responsible way’.

Progress with Priority 5

Statutory Obligations and Governance

Our procurement activities comply with Scottish public procurement legislation and the obligations required by the World Trade Organisation Government Procurement Agreement.

The Procurement Reform (Scotland) Act 2014

The [Procurement Reform \(Scotland\) Act 2014](#) (the “Reform Act”) sets out the statutory obligations that public sector organisations in Scotland must meet when carrying out their procurement activities.

Section 18 of the Reform Act requires public sector organisations to publish an Annual Procurement Report. This Annual Procurement Report complies with the Reform Act by including a summary of the:

- regulated procurements and contracts awards.
- community benefit requirements fulfilled by our suppliers.
- actions taken to involve Supported Businesses in regulated procurements.
- actions taken to address climate change challenges and meet the Scottish Government aims to achieve net zero carbon emissions.
- actions taken to promote fair work, including payment of the living wage and the procurement of fairly and ethically traded goods and services.
- regulated procurements expected to commence in the next two financial years.

Public Contracts (Scotland) Regulations 2015

[The Public Contracts \(Scotland\) Regulations 2015](#) is the primary legislation governing public procurement in Scotland.

We comply with the Regulations when carrying out our procurement and contract management activities, including the criteria for selecting suppliers, the procedures for awarding contracts and any agreed modifications to contracts.

Procurement (Scotland) Regulations 2016

[The Procurement \(Scotland\) Regulations 2016](#) is secondary legislation made under the Reform Act that makes further provision about regulated contracts, dynamic purchasing system, general and specific duties.

We comply with the Regulations when carrying out our procurement and contract management activities, including the criteria for selecting suppliers, the procedures for awarding contracts and any agreed modifications to contracts.

The Scottish Public Finance Manual

The [Scottish Public Finance Manual](#) sets out the relevant statutory, Parliamentary and administrative requirements; emphasises the need for economy, efficiency and effectiveness; and promotes good practice and high standards of propriety.

We comply with all requirements set out in the Scottish Public Sector Finance Manual when carrying out our procurement and contract management activities.

Scottish Procurement Policy Handbook

The [Scottish Procurement Policy Handbook](#) provides guidance on the rules and policies that apply to the procurement activities of public bodies in Scotland.

We comply with all requirements set out in the Scottish Public Procurement Policy Handbook when carrying out our procurement and contract management activities.

Public Contracts Register

To meet the Scottish Government “Open Contracting Strategy” we publish all contract award information for our procurements via the [Public Contracts Scotland](#) website.

Transparency - Supplier Transactions Spend Data



We published monthly spend data on payments of £25,000 and over made to our suppliers on our [Social Security Scotland](#) website.

We also publish monthly spend data on payments of £500 or above made by our staff using Social Security Scotland electronic purchasing cards on our [Social Security Scotland](#) website. Our procurement officers were required to review transactions to mitigate the risk of non-procurement staff awarding contracts non-compliantly and without appropriate procurement input and/or management.

Procurement and Commercial Improvement Programme

During the reporting period, we participated in the Scottish Government’s Procurement & Commercial Improvement Programme (PCIP) which supports and encourages public sector organisations to continuously improve their procurement and commercial practices.

In December 2023, we participated in a trial assessment exercise in preparation for our full assessment in May 2024. We will report the outcome of our full assessment in our next annual procurement report.

Internal Audit Review

During the reporting period, the Scottish Government's Internal Audit and Assurance Team carried out a review of our internal controls for governance and risk management. The scope of the review included our compliance with relevant legislation and alignment of our procurement and contract management processes to the Scottish Public Finance Manual, the Scottish Government Procurement Policy Manual and Procurement Journey.

The Audit Review of our procurement and contract activities found many areas of good practice and identified that some processes were still in development or needed strengthening. There were three medium priority recommendations with an overall Reasonable Assurance rating given.

The first medium priority recommendation covered 'contract management' and we have taken appropriate steps to:

- ensure accuracy and verification of data on our contract register.
- mitigate the risk of colleagues awarding contracts non-compliantly and without appropriate procurement input and/or management.
- improve the process for Equality Impact Assessment for procurement requests.

The second medium priority recommendation covered 'monitoring and scrutiny' and we have now developed and documented the process for analysis of monthly finance reports including recording and tracking completion and improved the process for validating the accuracy of the savings reported.

The third medium priority recommendation covered 'lessons learned and continuous improvement' and we have introduced processes to ensure that our lessons learned log is actively used to help identify repeating themes and track corrective action and continuous improvement.

Following receipt of the report, all issues and risks identified by the Audit team have been addressed and we have improved our processes to ensure we are fully compliant with relevant legislation and policies.

Evidence of the steps taken has been provided and accepted by the Audit team.

Priority 6 - Sustainable Development Challenges

We will make sure that our contributions to sustainable development challenges are included within our procurement practices. This will help us to achieve the objective to run our service in a responsible way in our Corporate Plan.

Progress with Priority 6

We have ensured that our procurement and contract management activities contribute to the sustainable development challenges set out in the Procurement Reform (Scotland) Act 2014.

Our procurement strategies include consideration of how we improve the social, environmental and economic wellbeing of Scotland and in particular Dundee – the location of our Head Office.

Our primary purpose is to administer the devolved social security benefits for people in Scotland.

Best Use of Public Money

During the reporting period, our organisation introduced new governance procedures for all procurement requests submitted in relation to new requirements, re-lets and extensions to current contracts. Where the anticipated contract value/spend is over £50,000 including VAT, our internal customer must submit a business justification for endorsement & approval by our internal Finance and Investment Forum.

Our third-party supplier contracts to support the delivery of our services are awarded on the basis of value for money: the best balance between quality and cost. Cost includes the purchase price and all other associated costs over the lifetime of the requirement, such as maintenance and disposal.

Community Benefits

Our procurement officers considered community benefits where appropriate and proportionate for all our regulated procurements. Section 3 of this report provides information about our secured and delivered community benefits during the period covered by this report.

Climate Change

Our organisation believes tackling climate change is a collective effort. All colleagues, including procurement staff, have a part to play and are responsible for supporting the organisations activities to minimise its carbon emissions. Section 8 of this report provides information about our activities to minimise our carbon emissions and support the Scottish Government's transition to Net Zero economy and society by 2045.

Procurement Equality Duties

We comply with the **Procurement Equality Duties** and public procurement regulations and national policy and guidance. Our procurement processes require consideration of an equality impact assessment at the point of project inception. The Equality Impact Assessment informs the procurement approach, procurement requirements and evaluation criteria for tenders and service delivery proposals.

During the reporting period, our procurement officers increased their understanding of equality and diversity issues through the setting of individual performance appraisal objectives, self-learning and attending presentations delivered by our organisation's Equality and Diversity officers.

Fair Work

Our contract award criteria for all our regulated procurement exercises and where appropriate, non-regulated procurement exercises includes evaluation of supplier responses to **Fair Work Criterion**.

During the period covered by the report, **33 (63%)** of our awarded contracts included fair work criterion. **16 (84%)** out of our **19** unique suppliers who were awarded a regulated contract confirmed that they paid the Real Living Wage to those staff involved in the delivery of the contract.

Supplier Markets

Our procurement officers continued to develop their supplier market knowledge and our procurement strategies considered opportunities for engaging with small to medium enterprises, Supported Businesses, social enterprises and third-sector organisations based in Scotland.

SECTION 3 – Community Benefit Summary

Section 18(2) of the Procurement Reform (Scotland) Act 2014 states that it is mandatory for an Annual Procurement Report to include “a summary of any community benefit requirements imposed as part of a regulated procurement that were fulfilled during the year covered by the report”.

Our Corporate Procurement Strategy commits us to ensure community benefits are specified clearly and included in procurements over £4 million. We consider Community Benefits to be an important requirement of our procurement process and seek to include community benefit opportunities in all other regulated procurement activity where it is appropriate and possible to do so.

Our approach aims to encourage our supply chains to deliver a range of initiatives that deliver economic, social and environmental benefits to local communities across Scotland with a focus on Dundee and Glasgow, where our main offices are based.

Our Community Benefit Strategy was refreshed during the reporting period and is used by our procurement staff to develop community benefit strategies for individual procurements.

Community Benefit Requirements in Procurement during 2023/24

Total Number of Regulated Contracts Awarded	52
Total Number of Regulated Contracts Awarded for Interim Staff	26
Total Number of Regulated Contracts Awarded for requirements other than Interim Staff	26
Total Number of Contracts Awarded Over £4 million	3
Total Number of Contracts Awarded Over £4 million with Community Benefit Requirements	1
Total Number of Regulated Contracts Awarded with a value of less than £4 million with Community Benefit Requirements	9

**Community Benefits Agreed in Regulated Contracts in excess of £4 million
Awarded Between April 2023 and March 2024**

Contract	Community Benefit Commitment
Cloud Engineering Services	<ul style="list-style-type: none"> commitment to employ three Modern Apprentices in Cloud-based roles with a focus on local and underserved communities and advocating diversity and inclusion. commitment to three hours of Community Benefits a month bridging the skills gap in cloud-based roles and offering educational support to under-represented groups. a charitable contribution of £10 for every hour an IBM employee volunteers. Commitment to run an annual charity event or support a jointly agreed cause.'
Cloud Hosting Services	<ul style="list-style-type: none"> Ongoing discussions with our supplier to agree community benefits.
Postal Services	<ul style="list-style-type: none"> Royal Mail Group Limited was asked to provide a proposal of Community Benefits to be delivered under this call-off contract. However, no specific benefits were offered as Royal Mail Group Limited takes a nationwide approach to delivering benefits within communities. Details of this can be found within their Environment, Social and Governance Performance Report for 2023/24.

Community Benefits Agreed for Regulated Contracts Below £4 million Awarded Between April 2023 and March 2024




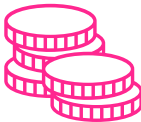
Contract	Community Benefit Commitment
Furniture & Associated Services (Lot 1)	Commitment to provide work placements to school pupils.
Furniture & Associated Services (Lot 2)	Commitment to hire additional disabled and disadvantaged members of staff to directly play an active role in managing the contract and requirements for Social Security Scotland.
Support of Applications on the OutSystems Low Code Platform	<p>Fujitsu team will use volunteer days to work with local charities to provide activities such as:</p> <ul style="list-style-type: none"> • CV and Interview techniques • Coaching and mentoring • Career stories <p>Fujitsu proposes to engage with secondary schools and provide meaningful work placements for people who live locally, focusing on those who may not see ICT as a potential career path.</p> <p>Fujitsu will work with Social Security Scotland to identify schools and colleges and invite all students to take part in Work X, a Pre-Employment/Virtual Work Experience Programme.</p>

Community Benefits Delivered for Live Contracts Awarded Prior to April 2023

Contract	Community Benefits Delivered in 2023/24
Engineering and Cloud Services - Hosting Platform and Operations	<ul style="list-style-type: none"> • Three people volunteered for litter picking with Keep Scotland Beautiful in Edinburgh on 12 April, one hour organising, nine hours volunteering, £60 donated. • 25 volunteers built young planters kit to be given to and inspire future environmental stewards, one hour organising, 25 hours volunteering, £250 donated to charity. • Big yearly fundraiser, completing over 10 million steps and a full week of activities to raise money, 12 hours organising, £2,022 donated. • 20 volunteers took part in a session to make no-sew blankets for St Mungo's to be given to people experiencing homelessness, three hours organising, 20 hours volunteering, £180 donated to charity. • 25 volunteers took part in a session to pack wellness kits for breast cancer patients, three hours organising, 25 hours volunteering, £286.10 donated. • Collected two boxes filled with food donations which was donated to Rutherglen and Cambuslang foodbank. • Five volunteers helped the Rutherglen and Cambuslang foodbank warehouse, three hours organising, 20 hours volunteering, £223.80 donated. • Christmas jumpers in the office with donation to Save the Children, £122.07 donated to Save the Children. • Recipe card making for inexpensive and easy to make dishes to help Children 1st UK. Recipe cards, fresh farm produce and £300 donated. • Creating internet safety guidebooks to be distributed to empower young women and girls to navigate the digital world safely. Additional £260 donated to Children 1st UK.

Contract	Community Benefits Delivered in 2023/24
	<ul style="list-style-type: none"> Packing and donating of menstrual products for underserved women in collaboration with Goodera.
Provision of Specialist Office Equipment	<ul style="list-style-type: none"> Hours of Work Provided SME – cumulative total of 145.65 hours (March 2024 Key Performance Indicators). Nineteen days of vehicle/driver donation for food banks. Three Trees Grown Appoint of a Modern Apprentice.
Management of Cards to deliver Best Start Food	<ul style="list-style-type: none"> Charitable donations to support the delivery of educational sessions on topics such as wellbeing, employability, financial literacy and digital technology.
Catering Services for Dundee and Glasgow Sites	<ul style="list-style-type: none"> Five part time trainee apprentices across both Social Security Scotland offices in Dundee and Glasgow. All trainees successfully completed Food Safety and Health & Safety training for working in a catering setting. Trainees receive ongoing support from BaxterStorey managers and colleagues. BaxterStorey continue to work closely with Dundee and Glasgow Health and Social Care Partnerships. The trainees are paid the current Real Living Wage of £12.00 per hour.
Creative Services	<ul style="list-style-type: none"> Two paid work placements in the studio during summer 2023. Both meet the criteria of offering placements with inclusivity and diversity.
Interpretation, Translation and Transcription Services	<ul style="list-style-type: none"> Educational Support Initiatives with local schools to promote the study of foreign languages and highlight careers opportunities within the language services sector.

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

8	1	3	£280,366
			
jobs filled by priority groups	apprenticeships filled by priority groups	work placements filled by priority groups	value of contracts sub-contracted to SMEs

During the reporting period we introduced catering services in our Dundee and Glasgow offices. The delivery of the services was via the Scottish Government's contract for catering services. As part of the service agreement for our offices, we included a special contract condition which required the catering provider to offer apprenticeships to our priority groups (e.g. disabled and/or disadvantaged people). Our approach ensured that our priority groups were represented in the workforce for the delivery of the contract.

SECTION 4 – Supported Businesses Summary

We consider Supported Businesses for our contract opportunities and in doing so aim to help to support the integration of disabled and disadvantaged people into the mainstream workforce in Scotland.

During the reporting period we awarded two contracts to Supported Businesses. These contracts were re-lets for existing contracts to provide furniture and associated products. We also managed a live contract with a Supported Business to provide signage and wayfinding products.

The contracts awarded to Supported Businesses had a combined value of **£360,000**.

Our total spend during the reporting period for contracts awarded to Supported Businesses was **£31,393**.

Through our procurement and contract management activity we worked with our suppliers to encourage them to include Supported Businesses as part of their supply chain. We currently have two Supported Businesses included in primary contractor supply chains.

Mitie, our facilities management supplier source period products from Hey Girls, a Supported Business based in Scotland for our Dundee head office and we source directly from Hey Girls for our Glasgow office.

We continued to engage with the British Association for Supported Employment (BASE) in Scotland to discuss contract opportunities for its members, as well as work placements, employment and employability support opportunities.

Our procurement staff continue to develop their knowledge and understanding of Supported Businesses. During the reporting period, procurement officers attended:

- the Scottish Government's presentation about new Dynamic Purchasing system for Supported Businesses at the Procurex Scotland Event in October 2023; and
- the Scotland Excel Supported Businesses event in December 2023.

SECTION 5 – Future Regulated Procurements

A forward plan of anticipated procurements projected to commence in the next two financial years (2024/25 and 2025/26) is provided at Appendix B.

SECTION 6 – Contract and Supplier Management

During the reporting period, we continued to develop and refine our contract management approach. We recognise the importance of effective contract management and the need to ensure our suppliers fulfil their contractual obligations through effective and efficient service delivery.

During the period we managed **194** contracts with a value in excess of **£183,660,217**. Our total procurement spend for April 2023 to March 2024 was **£25,946,381**. Of which our procurement spend via Scottish Government collaborative frameworks was **£11,765,562**.

We continued to use a contract management prioritisation tool to prioritise our contract management activities based on risk value and complexity of individual contracts. We determined a high/medium/low rating for all our contracts and individual contracts were assigned a procurement contract owner to support the business/technical owner.

The Procurement Team was responsible for managing all high-risk and/or high-value contracts on behalf of the organisation. Contract management responsibilities and activities included organising and facilitating monthly contract review meetings, reviewing service delivery and key performance indicators, risk profiles and spend data.

To support our procurement officers to effectively manage their contracts, we produced guidance on key performance indicators including ongoing evaluation and measurement.

Our procurement officers were required to complete the Scottish Government's 'role of a Contract Manager eLearning' programme. The eLearning programme has given our procurement officers knowledge and greater understanding of the key contract management tasks.

Our approach to the monitoring of contracts and associated spend provided an assurance that the contracts are delivering value for money for Scottish taxpayers and our commercial activities contributed to the achievement of the broader aims of our organisation.

In response to fiscal challenges, our contract management activities included issuing 'Contract Efficiencies and Savings Letter' to our suppliers in January 2024. We encouraged our suppliers to submit proposals that could potentially generate contract savings and/or improve contract efficiencies during 2024 and 2025.

Many of our suppliers responded positively to our approach and suggested a range of potential efficiencies and savings. The supplier suggestions are being reviewed and progressed by procurement officers and business owners – outcomes will be reported in our 2024/25 annual procurement report.

Case Study 1: Postal Services Contract

Our Chief Digital Office is leading a review of costs for our mailroom facilities. To date, the working group has identified a number of potential cost-saving initiatives and efficiencies.

These initiatives ranged from commercial activities with Royal Mail to activities which seek to reduce the demand put through the Postal Services contract. Work is ongoing to prioritise the improvements and establish with Royal Mail the financial and process savings that can be realised.

SECTION 7 – Innovation in Procurement

We are a significant partner in the Dundee Community Wealth Building initiative. We are defined as an 'anchor institution' which are "typically large employers with a strong local presence in the area who can exert sizable influence through their commissioning and purchasing of goods and services, their workforce and employment capacity, and by creative use of their facilities and land assets."

The Community Wealth Building initiative seeks to direct and retain more wealth in communities by creating new fair work opportunities; helping local businesses and inclusive business models to expand; and placing more assets in the hands of local people and communities, ensuring that our collective wealth works better for people, place and planet.

As a 'anchor institution' we are working with other organisations to secure more benefits from our procurement activities and to develop the local economy through greater local spend and promoting a more diverse business base which ensures that greater wealth is retained locally and benefits local people.

Our Head of Procurement is a member of the Dundee Community Wealth Building Procurement Working Group which includes procurement representation from other anchor institutions in the Dundee area such as Dundee City Council, NHS Tayside, Dundee University, and the Tayside Procurement consortium.

Through our engagement with Dundee City Council as part of the Community Wealth Building initiative we have had the opportunity to work with other organisations including Dundee Business Gateway and The Circle to develop our strategy for our future catering service requirements.



SECTION 8 – Sustainability and Climate Change

As an Executive Agency of the Scottish Government, our operations are within the scope of the Scottish Government's policies for climate change and the transition to a Net Zero economy and society by 2045.

We have committed to developing and implementing a Net Zero Strategy during 2024. The strategy will formalise many of the measures already introduced to support the transition to Net Zero. The strategy will take account of our procurement activities which are aligned to the Scottish Government's procurement policies and guidance on climate change duties.

The sustainable procurement duty, as defined in section 9 of the Procurement Reform (Scotland) Act 2014, applies to all our regulated procurements and the Scottish Procurement Policy Notice: SPPN 3/2022 - Taking Account of Climate and Circular Economy Considerations is considered for all our individual procurement strategies.

We regularly considered how our procurement activities could improve the economic, social and environmental wellbeing of Scotland. Our specifications for services included statements on our commitment to reducing Scotland's environmental impact and creating a cleaner, greener and healthier country.

We include relevant information in our Invitation to Tender documents relating to climate change and the Net Zero aims of the Scottish Government. Our tender documents included relevant questions related to supplier approaches to reducing emission levels.

We have supported our procurement officers to develop their knowledge of the sustainable duty requirements for public sector procurements. Our procurement officers have completed the Scottish Government's Climate Literacy for Procurers eLearning that provides buyers with an understanding of the climate emergency challenges and how their procurement activity can contribute to the Net Zero carbon emission target.

We actively worked with our Place Services Team to support and address climate change duties on behalf of our organisation and ensured that the goods and services we purchase reduce our emissions and are an efficient use of resources wherever possible.

How our work contributes to environmental challenges

Clean Zero

Clean Zero is a cleaning initiative introduced by Mitie Facilities Management Ltd which has been used within our Dundee Offices (Agnes Husband House and Enterprise House) since March 2024.

Clean Zero removes the need for chemical-based cleaning solutions. No electricity is required during the production of Clean Zero and the items needed are kept in cabinets on site (in Agnes Husband House), eradicating carbon emissions, single-use plastics and cardboard used in traditional chemical manufacturing and distribution processes.

Clean Zero has been a great success in the Dundee offices, resulting in cleaner surfaces throughout Agnes Husband House and Enterprise House, with a reduction in the use of chemicals. We are investigating continuing with the initiative throughout Social Security Scotland's estate.

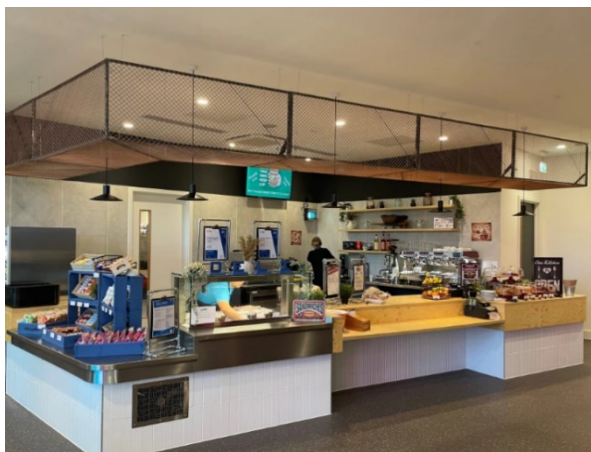
Furniture Contract

During the reporting period we relet our furniture contracts. Our contract specification included the following requirements:

- Suppliers must comply with the requirements of the European Commission Green Public Procurement Criteria for Furniture as currently published (the "Green Criteria").
- Suppliers must procure and ensure that all timber wood derived products originate from an independently verifiable legal and sustainable source or Forest Law Enforcement, Governance and Trade (FLEGT) licensed timber.
- Suppliers must offer a waste management service to uplift furniture and allocate for repair, refurbishment, re-use, or breakdown the product appropriately for recycling or disposal in an environmentally friendly manner.

The contract requires our suppliers to provide appropriate evidence to confirm that the supply and disposal of goods comply with the specification requirements.

Catering Services



During the reporting period we introduced catering services to our Dundee head office and Glasgow office. Our catering provider operation aims to minimise their impact on the environment, based on the principles of 'reduce, reuse, recycle and recover'. Their operations include a range of environmentally friendly measures including:

- the efficient use of energy and water.
- the use of biodegradable cleaning materials.
- the avoidance of products containing ozone depleting substances and sprays containing propellants.
- the reduction of packaging on foods, or replacement with environmentally friendly packaging, where food safety is not compromised.
- the separation of food waste for off-site digestion.
- the recycling of waste including cans, bottles, glass and plastic cups.
- the purchase of recycled items, where available.
- the purchase of biodegradable or recyclable disposables.

Fleet

In April 2023, we replaced three hybrid cars with three fully electric cars. During the reporting period our fleet comprised of six fully electric vehicles which provided our staff with a sustainable alternative if they are unable to use public transport.

Volunteering



During the reporting period, eleven members of our procurement team participated in a volunteering day in the Hilltown area of Dundee. The team cleared twenty bags of rubbish from two play parks as well as general street litter clearing.

Appendix A – List of regulated procurements completed during the reporting period

Contract Award Date	Supplier Name	Subject Matter	Estimated Contract Value	Contract Start Date	Contract End Date (including extension options)
5/4/2023	CDG (Scotland) LTD	Secure File Transfer Protocol Transition and Support Services	£80,000	10/04/2023	9/10/2024
6/4/2023	Harvey Nash Group PLC	Solutions Architect – Interim Worker	£165,370	30/06/2024	30/06/2023
12/4/2023	Harvey Nash Group PLC	Solutions Architect – Interim Worker	£324,904	19/04/2023	19/03/2025
2/5/2023	Hackajob	Technical and Digital Resource Generation	£146,160	02/05/2023	01/05/2025
2/6/2023	Computacenter (UK) Ltd	Document Management Enhanced Support – Software Licences	£428,184	02/06/2023	01/06/2025
13/6/2023	City Sprint Ltd	Same Day and Next Day Courier Services	£200,000	15/05/2023	14/05/2025
13/6/2023	Lorien Resourcing Ltd	Senior Data Engineers – Interim Worker	£307,326	18/07/2023	18/06/2025
19/6/2023	Venesky-Brown Recruitment Ltd	Senior Data Engineers – Interim Worker	£306,959	18/07/2023	18/06/2025
21/6/2023	Royal Mail Group	Postal Services	£6,800,000	26/06/2023	25/06/2027
27/6/2023	LinkedIn Ireland Unlimited Company	Talent Acquisition Tool – Software Licences	£157,974	01/07/2023	30/06/2025
27/6/2023	Venesky-Brown Recruitment Ltd	Transition Project Lead – Interim Worker	£134,769	17/07/2023	30/09/2023

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Contract Award Date	Supplier Name	Subject Matter	Estimated Contract Value	Contract Start Date	Contract End Date (including extension options)
29/6/2023	Venesky-Brown Recruitment Ltd	Solutions Architect – Interim Worker	£30,234	17/07/2023	17/06/2025
5/7/2023	Venesky-Brown Recruitment Ltd	Senior Finance Manager – Interim Worker	£253,050	07/08/2023	07/07/2025
6/7/2023	City Buildings (Contracts) LLP/RSBI	Furniture and Associated Products (General Office Furniture)	£180,000	12/07/2023	11/07/2026
6/7/2023	Dovetail Enterprises Ltd	Furniture and Associated Products (Work Spaces Furniture)	£180,000	12/7/2023	11/7/2026
13/7/2023	Lorien Resourcing Ltd	JAMF Engineer – Interim Worker	£242,150	01/8/2023	01/7/2025
13/7/2023	Harvey Nash Group PLC	Organisational Design Lead – Interim Worker	£293,500	15/08/2023	15/07/2025
27/7/2023	Computacenter (UK) Ltd	Enterprise Architecture Tool – Software Licences	£278,959	01/8/2023	31/07/2026
8/9/2023	Computacenter (UK) Ltd	Software Licences	£87,729	07/09/2023	06/09/2025
20/9/2023	Global Connections (Scotland) Ltd	Transcription Services	£126,671	14/09/2023	13/09/2027
26/9/2023	ASA Recruitment	Senior Communications Manager – Interim Worker	£165,911	05/10/2023	05/09/2025
26/9/2023	Fujitsu Services Limited	Support of Applications on the OutSystems Platform	£1,000,000	26/09/2023	25/09/2027
27/9/2023	ASA Recruitment	Senior DevOps Engineer – Interim Worker	£161,290	02/10/2023	30/09/2024

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Contract Award Date	Supplier Name	Subject Matter	Estimated Contract Value	Contract Start Date	Contract End Date (including extension options)
26/10/2023	Harvey Nash Group PLC	Enterprise Architect – Interim Worker	£285,084	13/11/2023	12/10/2025
7/11/2023	Harvey Nash Group PLC	Solution Architect – Interim Worker	£310,086	29/11/2023	29/10/2025
7/11/2023	Harvey Nash Group PLC	Infrastructure Architect – Interim Worker	£343,500	13/11/2023	13/10/2025
7/11/2023	Harvey Nash Group PLC	Solution Architect – Interim Worker	£286,456	08/01/2024	08/12/2025
15/11/2023	Lorien Resourcing Ltd	Senior Business Analysts – Interim Worker	£40,500	27/11/2023	31/03/2024
15/11/2023	Harvey Nash Group PLC	Senior Business Analysts – Interim Worker	£40,500	27/11/2023	31/03/2024
15/11/2023	Harvey Nash Group PLC	Senior Business Analysts – Interim Worker	£225,000	27/11/2023	27/10/2025
15/11/2023	Lorien Resourcing Ltd	Senior Business Analysts – Interim Worker	£40,500	27/11/2023	31/03/2024
21/11/2023	Harvey Nash Group PLC	Data Quality Analyst– Interim Worker	£42,750	27/11/2023	31/03/2024
23/11/2023	Venesky-Brown Recruitment Ltd	Portfolio Manager – Interim Worker	£360,572	18/12/2023	17/11/2025
13/12/2023	Computacenter (UK) Ltd	Test Software Licences	£848,686	11/12/2023	10/12/2025
19/12/2023	Venesky-Brown Recruitment Ltd	Service Designer – Interim Worker	£32,896	15/01/2024	31/12/2025
19/12/2023	Harvey Nash Group PLC	Senior Service Designer – Interim Worker	£260,000	08/01/2024	07/08/2025
20/12/2023	Lorien Resourcing Ltd	JAMF Engineer – Interim Worker	£242,150	08/01/2024	08/12/2025
21/12/2023	Computacenter (UK) Ltd	Integration Platform (Platform as a Service)	£1,026,501	01/01/2024	31/12/2024

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Contract Award Date	Supplier Name	Subject Matter	Estimated Contract Value	Contract Start Date	Contract End Date (including extension options)
22/12/2023	Harvey Nash Group PLC	Service Design Lead – Interim Worker	£350,000	09/01/2024	09/12/2025
22/12/2023	ASA Recruitment	Business Analyst – Interim Worker	£23,400	08/1/2024	08/12/2025
5/1/2024	Computacenter (UK) Ltd	Threat Intelligence Platform – Software Licences	£473,607	14/12/2023	13/12/2026
26/1/2024	Sight and Sound technology	Assistive Technology Training	£50,000	29/01/2024	28/01/2026
22/2/2024	Computacenter (UK) Ltd	Operational Resourcing Tool	£400,000	21/02/2024	20/02/2028
28/2/2024	Computacenter (UK) Ltd	Software Analysis and Containers Scanner	£116,667	01/03/2024	28/02/2027
28/2/2024	Computacenter (UK) Ltd	Cloud Compliance Software	£140,446	29/02/2024	28/02/2026
28/2/2024	Computacenter (UK) Ltd	Cloud Protective Monitoring Software Licences	£353,008	01/03/2024	28/02/2025
5/3/2024	Invotra Limited	Internal Knowledge Management Hub	£296,000	17/02/2024	16/02/2028
6/3/2024	Gartner UK Ltd	Research Software Licences	£68,100	01/03/2024	28/02/2027
14/3/2024	Computacenter (UK) Ltd	Content Threat Removal Solution	£207,290	01/01/2024	31/12/2026
25/3/2024	Amazon Web Services EMEA SARL	Cloud Hosting Services	£11,700,000	01/04/2024	31/03/2026
28/3/2024	IBM UK Limited	Cloud Engineering Services	£14,250,984	01/04/2024	31/03/2028
28/3/2024	Computacenter (UK) Ltd	Web Based DevOps Lifecycle Tool Licences	£102,773	01/04/2024	31/03/2025

Appendix B – Future Regulated Procurements

The table below lists regulated procurements anticipated in the next two financial years. This list is subject to future changes.

Requirement	New /Re-let	Expected Contract Start Date	Estimated Contract Value
Digital Forms Software	Re-let	01/11/2024	£150,000
Secure Mail Couriers	New	01/02/2025	£50,000
Specialist Office Equipment	Extension	01/11/2024	£150,000
Debt Management: Case Management System	Re-let	19/11/2024	£330,000
Mobile Phone Signal Boosting	Extension	29/11/2024	£10,000
Integration Platform PaaS	Re-let	01/01/2025	£800,000
Low Code Technology Platform Licences	Re-let	04/01/2025	£3,500,000
SPM Live Service	Extension	06/01/2025	£3,700,000
Assistive Technology Training	Extension	29/01/2025	£50,000
IT Healthchecks and Related Services	Extension	01/03/2025	£100,000
IT Testing Services	Re-let	01/03/2025	£25,000,000
Lease of Web Based and Proprietary Devices	New	01/04/2025	£80,000
Identity Verification Solution	Re-let	01/04/2025	£2,200,000
Multi-Channel Contact Centre and Telephony Services	Extension	01/04/2025	£2,500,000
Property Advisor Services	Extension	24/04/2025	£200,000

Requirement	New /Re-let	Expected Contract Start Date	Estimated Contract Value
Security Software Licences	Re-let	27/04/2025	£120,000
Same Day and Next Day Courier Services	Re-let	01/05/2025	£50,000
Document Management Advanced Implementation Support	Re-let	14/05/2025	£359,937
Management of Cards to deliver Best Start Food	Extension	01/06/2025	£550,000
Interim Digital Resource Services	Re-Let	01/06/2025	£7,500,000
Document Management Enhanced Support	Re-let	01/06/2025	£220,861
Postal Services (Document Management - Outbound)	Extension	30/06/2025	£2,400,000
Talent Acquisition Tool	Re-let	01/07/2025	£80,000
Furniture and Associated Products	Re-let	12/07/2025	£120,000
Recruit, Train, Deploy services	Re-let	18/07/2025	£2,000,000
Support of Applications on the OutSystems Platform	Extension	26/09/2025	£500,000
Debt Case Management System	Re-let	19/11/2025	£300,000
Mail Screening	New	10/12/2025	£100,000
Test Software	Re-let	11/12/2025	£286,000
Travel Services	Extension	20/12/2025	£700,000
Interpretation, Translation and Transcription Services	New	31/12/2025	£890,000
SPM Live Service	Re-let	06/01/2026	£14,000,000

Requirement	New /Re-let	Expected Contract Start Date	Estimated Contract Value
Creative Services	Re-let	23/03/2026	£900,000
Workload Security Licences	Re-let	01/04/2026	£400,000
Cloud Engineering Service	Extension	01/04/2026	£3,600,000
Multi-Channel Contact Centre and Telephony Services	Re-let	01/04/2026	£20,000,000
Catering Services	New	01/08/2026	£100,000
Threat Intelligence Platform	Re-let	13/12/2026	£380,000
Content Threat Removal Solution for Document Upload	Re-let	01/01/2027	£270,000
OutSystems Services Dynamic Purchasing System	Extension	20/01/2027	£2,000,000
Internal Knowledge Management Hub	Extension	17/02/2027	£88,800
SPM Software Licences	Extension	31/03/2027	£816,390

Annex A – Annual Procurement Report Management Information

[NOTE: reference to contract is also to be construed as meaning a framework agreement]

1. Organisation and report details	
a) Contracting Authority Name	Social Security Scotland
b) Period of the annual procurement report	Financial Year 2023 - 2024
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	52
b) Total value of regulated contracts awarded within the report period	£44,968,596
c) Total number of unique suppliers awarded a place on a regulated contract awarded during the period	19
i) how many of these unique suppliers are SMEs	10
ii) how many of these unique suppliers 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	52
b) Number of regulated contracts awarded within the period that did not comply with your Procurement Strategy	0
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.	3

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	9
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)	8
e) Number of Apprenticeships Filled by Priority Groups	1
f) Number of Work Placements for Priority Groups	3
g) Number of Qualifications Achieved Through Training by Priority Groups	0
h) Total Value of contracts sub-contracted to SMEs	£280,366
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	See Annual Report Section 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.	33
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.	16
c) Number of unique suppliers who are accredited Living Wage employers and were awarded a regulated contract during the period.	11

6. Payment performance

- a) Number of valid invoices received during the reporting period.
- b) Percentage of invoices paid on time during the period (“On time” means within the time period set out in the contract terms.)
- c) Number of regulated contracts awarded during the period containing a contract term requiring the prompt payment of invoices in public contract supply chains.
- d) Number of concerns raised by sub-contractors about the timely payment of invoices within the supply chain of public contracts.

6,322
98%
52
0

7. Supported Businesses Summary

- a) Total number of regulated contracts awarded to Supported Businesses during the period
- b) Total spend with Supported Businesses during the period covered by the report, including:
- i) spend within the reporting year on regulated contracts
 - ii) spend within the reporting year on non-regulated contracts

2
£31,392
£31,392
£0

8. Spend and Savings Summary

- a) Total procurement spend for the period covered by the annual procurement report.
- b) Total procurement spend with SMEs during the period covered by the annual procurement report.
- c) Total procurement spend with third sector bodies during the period covered by the report.
- d) Percentage of total procurement spend through collaborative contracts.
- e) Total delivered cash savings for the period covered by the annual procurement report
- f) Total non-cash savings value for the period covered by the annual procurement report

£25,946,381
£4,389,756
£29,510
93.11%
£6,878,774
£333,000

9. Future regulated procurements

a) Total number of regulated procurements expected to commence in the next two financial years

42

b) Total estimated value of regulated procurements expected to commence in the next two financial years

£97,551,988



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