



**Scottish  
Ambulance  
Service**

Working in Partnership with Universities



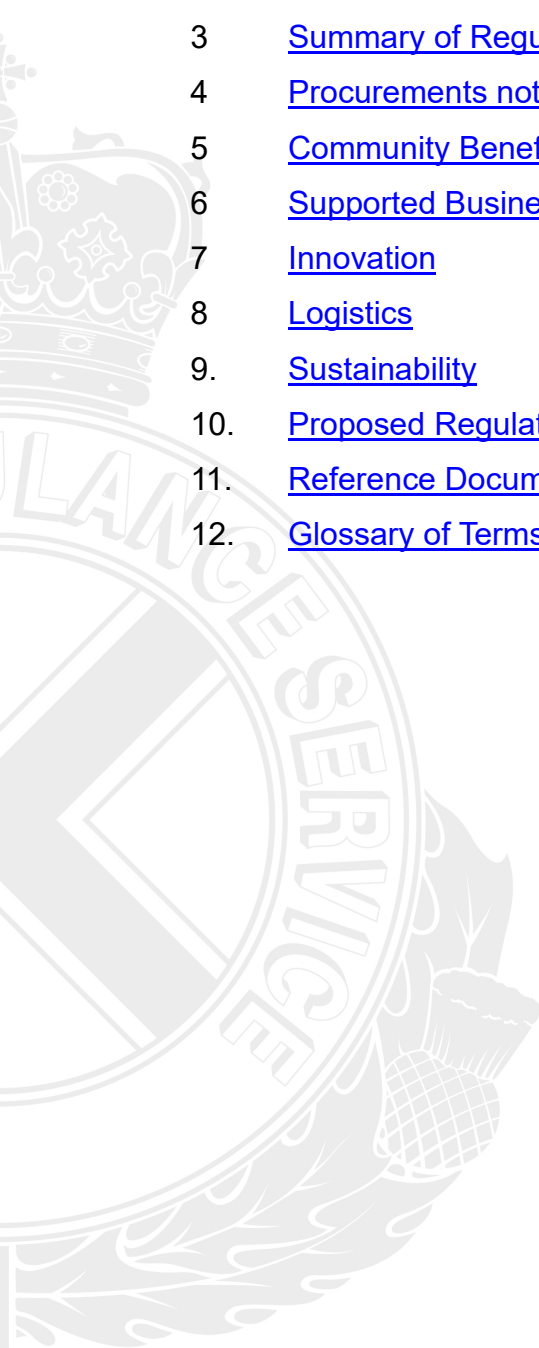
**Document Title: Annual Report 22-23**

**Department: Procurement  
Approval: Scottish Ambulance  
Service Executive Team**

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## 2 Introduction

To comply with the Procurement Reform (Scotland) Act 2014 (The Act), Scottish Ambulance Service 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 2022 to 31<sup>st</sup> March 2023. 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 2023 – 31<sup>st</sup> March 2025).

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 a crucial factor contributing towards the efficient operation of Scottish Ambulance Service and the attainment of corporate objectives as identified within the Service Local Delivery and Remobilisation Plan. It is essential for both patients and staff that quality projects, supplies and services are delivered on time to Scottish Ambulance Service within optimum commercial arrangements.

Scottish Ambulance Service had a total expenditure with 3<sup>rd</sup> party suppliers of £84,479,803 net of Vat (based on financial year 2022/23 data).

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

The current Procurement Strategy, this is due to be refreshed in 2023, 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.

The Head of Procurement has responsibility for procurement services that cover the Scottish Ambulance Service, NHS 24 and Health Improvement Scotland.

Please note that separate Procurement Annual Reports and Strategies will be prepared and published in respect of each individual Board's requirements with the compliance and outcomes set out within each of the individual documents.

The document attached refers only to the Scottish Ambulance Service.

The report owner is:  
**Brian Laughland**  
**Head of Procurement,**  
**Scottish Ambulance Service**  
**Gyle Sq**  
**Edinburgh**

### 3 Summary of Regulated Procurements 2022/2023

The following is a list of regulated procurements completed during the period 1 April 2022 to 31 March 2023.

Supplier	Description	Complied with Procurement Strategy	Community Benefits
The British Red Cross Society	<p>SAS/2022/617 – Patient Transport Service</p> <p>The Service required additional Patient Transfer Services (PTS) to support system pressure. These additional services encompassed the following levels:</p> <ul style="list-style-type: none"> <li>• Emergency</li> <li>• Health Care Professional (HCP) Scheduled</li> <li>• Routine</li> <li>• Ad hoc provision</li> </ul> <p>Cost - £800,000</p>	Yes	<p>SAS Tender.</p> <p>Sustainable procurement aspects, including CWB tender responses were evaluated and scored. No specific benefits were required due to the contract value.</p>
Interact Interiors Ltd	<p>SAS/2022/634 – Glenrothes Ambulance Station Refurbishment</p> <p>To carry out refurbishment works to isolated areas within the premises including formation of an additional locker room, refurbishment of male and female toilets and refurbishment of existing shower room.</p> <p>Cost - £42,089.86</p>	Yes	Awarded via a National Framework
Interact Interiors Ltd	<p>SAS/2022/642- Hawick Ambulance Station Refurbishment</p> <p>To carry our refurbishment works to isolated areas within the premises including formation of an additional locker room, refurbishment of male and female toilets and refurbishment of existing shower room.</p> <p>Cost - £127,027.24</p>	Yes	Awarded via a National Framework.
MPMH Construction Ltd	<p>SAS/2022/646 – Lighting Upgrade Scheme to Various Ambulance Stations</p> <p>To carry out lighting upgrades to various Scottish Ambulance Service stations.</p> <p>Cost £159,525.02</p>	Yes	Awarded via a National Framework.
MPMH Construction Ltd	<p>SAS/2022/655 – Atrium Expansion Works at Caledonian House (West Ambulance Control</p>	Yes	Awarded via a National

	Centre)  The works consists of isolated layout reconfiguration including minor refurbishment works incorporating updating M&E services to facilitate upgrading power and comms to office desks.  Cost £356,160.17		Framework.
CHAP Group	SAS/2022/668 – Minor Works – Aberdeen Ambulance Station & Divisional Headquarters (DHQ)  To carry out refurbishment works at Aberdeen Ambulance Station and DHQ.  Cost £47,830.59	Yes	Awarded via a National Framework.
SWARCO Smart Charging	SAS/2022/633 – Electric Vehicle Charging Points  To install electric vehicle charging points across the Service.  Cost £2 million estimated.	Yes	Awarded via a National Framework.
FTS Solutions	SAS/2022/598 Emergency Driver Training Provision of C1 Emergency driver training across the service.  Cost: Circa £600,000	Yes	Awarded via a National Framework.

Details of these contracts are noted below:

Title	Contract Type	Total Value (p.a.)	Contract Awarded To	Procedure	Framework or other	Regulated Procurement
SAS/2022/617 – Patient Transport Service	Recurring	£800,000	The British Red Cross Society	Open	Framework	Yes
SAS/2022/634 – Glenrothes Ambulance Station Refurbishment	One-off	£42,089.86	Interact Interiors Ltd	Open	Framework	Yes

SAS/2022/642- Hawick Ambulance Station Refurbishment	One-off	£127,027.24	Interact Interiors Ltd	Open	Framework	Yes
SAS/2022/646 – Lighting Upgrade Scheme to Various Ambulance Stations	One-off	£159,525.02	MPMH Construction Ltd	Open	Framework	Yes
SAS/2022/655 – Atrium Expansion Works at Caledonian House (West Ambulance Control Centre)	One-off	£356,160.17	MPMH Construction Ltd	Open	Framework	Yes
SAS/2022/668 – Minor Works – Aberdeen Ambulance Station & Divisional Headquarters (DHQ)	One-off	£47,830.59	CHAP Group	Open	Framework	Yes
SAS/2022/633 – Electric Vehicle Charging Points	Recurring	£2,000,000	SWARCO Smart Charging	Open	Framework	Yes
SAS/2022/598 Emergency Driver Training	Recurring	£600,000	FTS Solutions	Open	Framework	Yes

#### 4 Procurement Strategy Procurements not complying with SAS

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

This annual report confirms that all the regulated procurements awarded over the period 1 April 2022 to 31 March 2023 complied with the SAS's Procurement Strategy requirements.

#### 5 Community Benefits

The value of procurement activity is currently set at £4m or above where the procuring organisation must consider during the design of the tender to impose community benefits requirements.

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.

Whilst the requirement for the inclusion of community benefits is set at £4m, the Board has included scoring criteria against a range of community benefits responses in two recent larger value contracts awarded.

The Service 2030 strategy and the planned refreshed 2023 Procurement Strategy has a key strategic aim to maximise the Service Corporate Social Responsibility and actively demonstrate contractors commitment to society.

This includes our ambition to maximise our role as an Anchor Institution.

## **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.

Our 2023 refreshed strategy describes the SAS commitment 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 'Meet the Buyer' event as part of the P4 Health Conference, where suppliers have previously been given the opportunity to discuss issues and opportunities with procurement professionals.

In addition, as an Anchor institution the SAS Procurement team continues to promote the Supplier Development Programme aimed at Scottish Small and Medium Enterprises and 3<sup>rd</sup> sector suppliers and consideration is made within the tendering strategy process where we include the LOT structure. This ensures that SME's are not disadvantaged in the tendering process, with the provision of smaller volume / value and regional lots whenever possible.

The development of open drop in sessions for suppliers to engage with the Procurement team to ask questions and for the Team to share best practice guidance on what is expected and required as part of the tendering process, is also being developed for implementation in 2023/24.

This will be promoted as part of the engagement with the Supplier Development Programme.

## **7 Supporting Innovation**

Procurement has been identified as a key enabler in the continuing development and delivery of the Service's Research, Development and Innovation strategy that was published in October 2021.

The Service is actively working on remote monitoring systems, use of drones, use of Artificial Intelligence in our ambulance control centres and engaged in a number of research projects with Academia.

Our service leads are also actively engaged with other Blue light Services in several areas trialling new and innovative solutions, example areas are body worn cameras, drone technology and telecommunication airwave systems.

## **8 Procurement – Logistics and Inventory Management Systems**

The Procurement team have implemented a new logistics and inventory management service to support operational demands and needs over 100 stations around the country.

The stations are supported via three regional Hubs, servicing the West, East and North regions.

Each hub holds over 200x Ambulance related consumable products, that are managed via a digital inventory stock management system that integrates with our Purchase order system. This system provides information on current Hub product stock levels and station stock demand, allowing for rapid response to changing product or service demands.

The Logistics service has delivered benefits and savings via the following;

- Product waste reduction, with excess stock being recirculated around the service to ensure usage before the product expiry date.
- Delivering efficiencies through economies of scale with reduced product costs via bulk ordering.
- Reduced carriage fees via centralised regional delivery points.
- Reduction of circa 40% in purchase orders and invoices against the core complement of Hub suppliers.

As this function and service is now being carried out by Logistics staff, valuable operational time for clinical staff and managers has also been released.

## 9 Sustainability

The Scottish Government introduced the [Sustainable Procurement Duty](#) (following [The Procurement Reform \(Scotland\) Act 2014 \(the Act\)](#)) requiring public bodies to consider how they can improve the economic, social and environmental wellbeing of their constituency, and act in a way to secure improvements identified.

In response to this, when procuring goods and services, SAS (Scottish Ambulance Service) recognise that supply chain sustainability must be considered to help determine the extent of the potential improvements and benefits that can be secured and delivered.

SAS is committed to utilising the suite of sustainable procurement tools and guidance ([Sustainable Procurement \(sustainableprocurementtools.scot\)](#)) that Scottish Government has made available to all public bodies to inform the actions required to embed good procurement practice to realise intended sustainable outcomes.

Currently all tendering opportunities require suppliers to outline their position, compliance, and future strategic intent in relation to 'sustainability' and 'community benefits' as a non-scoring considering aspect within our tenders as a minimum.

As outlined, where possible and suitable, supplier responses are weighted and scored as part of the tendering evaluation methodology.

We will continue to develop our practice with respect to sustainable procurement, this will include looking for ways to broaden access to contracts for Small and Medium Sized Enterprises (SMEs), the third sector and supported businesses.

## 10 Proposed Regulated Procurements 2023/24 and 2024/25

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.

### Financial Year – 2023-24 & 24-25

Title	Annual Budget or Budget Allocation	Start Date	Go Live Date



Electric Vehicle - Back-office support and reporting	TBC	Jun-23	Sep-23
PTS (Patient Transfer Services) System / Cleric	This is likely to be a joint procurement of these systems to gain best value for interface and resilience. Total estimated cost is estimated at £6m	as a minimum likely to be 24/25	TBC
Command and Control System (C3) / MIS	This is likely to be a joint procurement of these systems to gain best value for interface and resilience. Total estimated cost is estimated at £6m	as a minimum likely to be 24/25	TBC
Provision of cleaning services for Lothian stations & vehicles	£165,710	Aug-23	Dec-23
Aircraft service fixed and rotary provision re-procurement	£18,000,000	Sep-23	Apr-24
Cleaning at Aberdeen Station, DHQ and North SORT	£160,000	Nov-23	Jan-24
Convert, response & specialist vehicle conversions	£3,300,000	Dec-23	Mar-24
Safe Working at heights training	£70,000	Aug-23	Nov-23
Trolley Cots	£2,500,000	Dec-23	Mar-24

**As part of the formal tendering process, all suppliers are requested to provide details on their organisation's commitment and or compliance to the following. This information is then used to inform the tender evaluation process.**

1. Environmental and Sustainability policy and strategy
2. Ethical trading policy
3. Compliance to Modern Slavery Act 2015
4. Provision of the Real Living Wage
5. Whistleblowing Policy
6. Cyber security credentials
7. Fair works policies in place

## 11 Reference Documents/Appendices

[Procurement Reform \(Scotland\) Act 2014](#)

### Supplier Development Programme

<https://www.sdpscotland.co.uk/>

<https://www.scotlandsbravest.org.uk/>

## 12 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.