

# Aberdeen City Council Annual Procurement Report



1<sup>st</sup> April 2023 – 31<sup>st</sup> March 2024



Commercial &  
Procurement  
Shared Service

## Contents

<b>Introduction</b> .....	3
<b>Section 1 – Summary of Regulated Procurements</b> .....	10
<b>Section 2 – Review of Regulated Procurement Compliance</b> .....	12
<b>Section 3 – Community Benefit Summary &amp; Community Outcomes</b> .....	20
<b>Section 4 – Supported Businesses Summary</b> .....	27
<b>Section 5 – Future Regulated Procurements Summary</b> .....	29
<b>Appendix 1 – Regulated Procurements - 1 April 2023 to 31 March 2024</b> .....	29
<b>Appendix 2 – Future Regulated Procurements 2024 - 2026</b> .....	33

## Introduction

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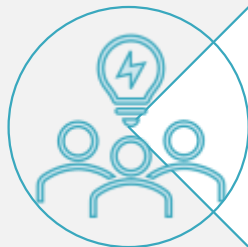
The Aberdeen City Council Annual Procurement Report 2023 - 2024 covers the Council's procurement activity from 1 April 2023 to 31 March 2024. The report includes anticipated future procurement activity over the next two financial years – 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2026.

The annual report records and publicises the Authorities performance and achievements in delivering its procurement strategy. This report has been produced in accordance with the guidance issued by the Scottish Government.

Aberdeen City Council's Procurement is delivered under a shared service agreement with Aberdeenshire Council and The Highland Council, - the Commercial & Procurement Shared Service (C&PSS).

The Joint Procurement Strategy 2023 - 2026 for the three Councils was published in October 2023, the Joint Procurement Strategy is designed to enable the partner Councils to ensure compliance with the Procurement Reform (Scotland) Act 2014, to achieve their strategic objectives and meaningfully contribute to national priorities through innovative, compliant and collaborative market solutions demonstrating value for money and genuine return on investment.

The Joint Procurement Strategy sets out the Procurement Vision and Mission Statement:



### **Procurement Vision**

*"to deliver innovative, sustainable, cost effective and high quality strategic procurement services, maximising outcomes and value and fostering collaboration"*



### **Mission Statement**

*"deliver procurement outcomes that support the wider strategic aims of the Councils and the communities they serve, furthering local and national priorities to the fullest extent possible"*

Within the Joint Procurement Strategy six key themes have been identified in line with local and national priorities, each strategy theme will support a key priority and support the enablement and delivery of procurement and commercial activity:

Theme	Strategic Driver
1. Governance	<ul style="list-style-type: none"> <li>- How procurement will support Council(s) functions and outcomes</li> <li>- Achievement of best value</li> <li>- Equal treatment, transparency</li> <li>- Procurement Priorities</li> </ul>
2. Policy	<ul style="list-style-type: none"> <li>- How the Council(s) will deliver Community Benefits (Social Value) through procurement activity</li> <li>- How the Council(s) will consult and engage with those affected by its procurements</li> <li>- How the Council will incorporate Fair Work Practices into procurement activity</li> <li>- How the Council(s) will Promote compliance by contractors and sub-contractors with the Health and Safety at Work etc. Act 1974 Act 1974 (c.37) and any provision made under that Act, and</li> <li>- Policy on the procurement of fairly and ethically traded goods and services,</li> <li>- Policy on prompt payment (ensuring payment to contractors and sub-contractors within 30 days)</li> </ul>
3. Food Procurement	<ul style="list-style-type: none"> <li>- Set out an approach to procurement of food related contracts which will</li> <li>- improve the health, wellbeing and education of communities in the Council(s) area, and</li> <li>- promote the highest standards of animal welfare</li> </ul>
4. Climate Change, Net Zero & Circular Economy	<ul style="list-style-type: none"> <li>- Policy on incorporation of Climate Change &amp; Circular Economy in procurement activity to support Net Zero targets</li> </ul>
5. Commercialisation	<ul style="list-style-type: none"> <li>- Strategy for Commercial activity which will allow for generation of income to support delivery of the Council(s) functions/outcomes</li> </ul>
6. Community Wealth Building	<ul style="list-style-type: none"> <li>- Set out how procurement activity can support Community Wealth Building, supporting local economic development, and redirecting wealth back into the local economy - placing control and benefits into the hands of local people.</li> </ul>

To support delivery of themes within the Joint Procurement Strategy, the Commercial & Procurement Shared Service offers a range of strategic services with dedicated teams providing these services to the partners to the Shared Service agreement, the teams include:

- Category & Commercial Management Team
- Commissioning, Procurement and Contracts (Social Care) Team
- Commercial Legal Team
- Shared Insurance Service

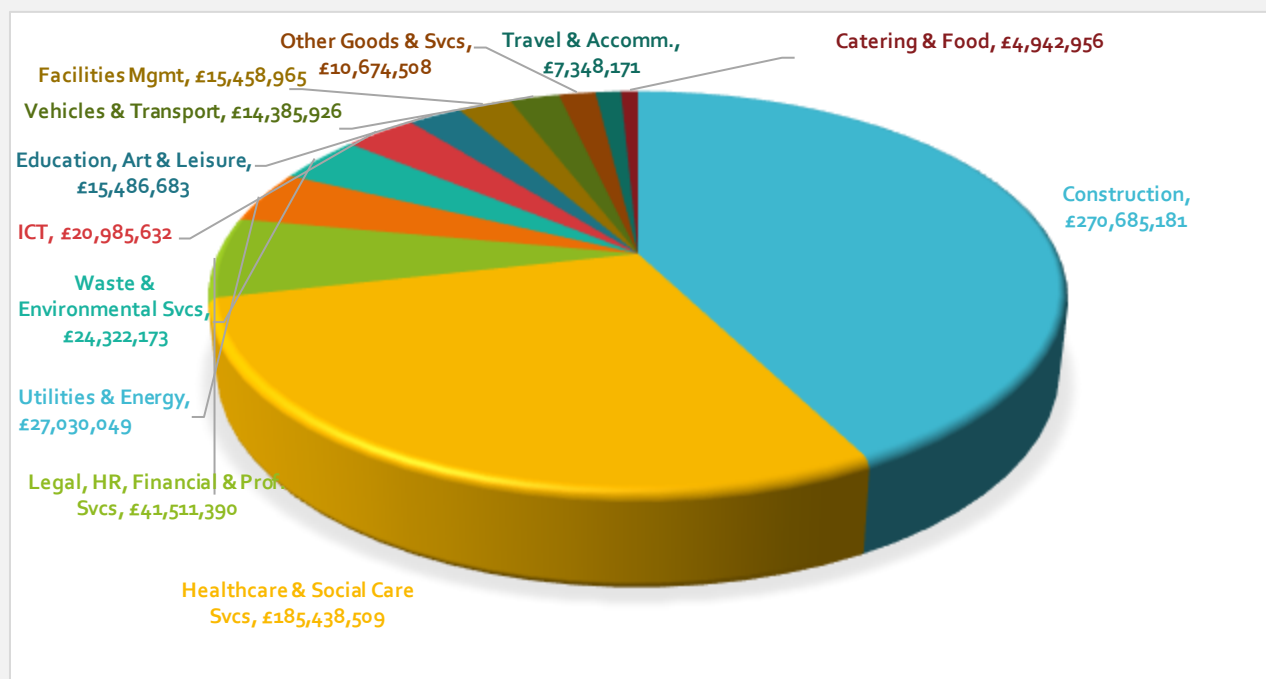
### Category & Commercial Management Team

The primary role of the Category & Commercial Management Team is to enable the partner councils to achieve their strategic objectives through the delivery of goods, works and services procured externally and to deliver improved value/increased revenue opportunity.

The strategic services provided by the team are:

- Data management, performance, analytics and insight.
- Procurement strategy, legislation, policy and advice.
- Strategic Category Management (for all strategic categories of spend).
- Commercial Management – covering revenue opportunities

The below graphic shows the annual expenditure by Category area.



**\*A breakdown of the categories included in Other Goods & Services can be found below:**

Category	Spend	Category	Spend
Marketing & Media	£ 3,081,613	Manufacturing & Machinery	£ 284,926
Security Equipment & Services	£ 1,845,013	Community Development	£ 237,449
Public Sector Bodies	£ 1,270,707	Economic Development	£ 221,259
Business Support Services	£ 1,150,468	Purchasing Services	£ 200,758
Not Classified	£ 865,997	Clothing	£ 190,687
Retail & Wholesale	£ 397,407	Charitable & Religious Activity	£ 57,868
Laboratory	£ 380,525	Animals & Farming	£ 38,803
Stationery & Office Products	£ 354,428	Personal Care	£ 6,600

*The data is obtained from Spikes Cavell (Scottish Procurement Hub for publication of annual procurement related spend) and is based on the VCode Classification system, which classifies suppliers by their business activities and is specifically designed to allow public sector organisations a more accurate method of classification of suppliers.*

### Commissioning, Procurement and Contracts (Social Care) Team

Because of the complex nature of health and social care services, procurement and contract management are conducted by a resolute Commercial and Procurement Shared Service team – the Commissioning, Procurement and Contracts (Social Care) Team.

The remit of the team is:

- Commissioning – supporting customers to develop and implement strategic commissioning plans
- Procurement – tenders; direct awards; compliance with governance
- Contract management – contract administration; routine monitoring; non-compliance activity; supplier relationship management

Social Care procurement of services is driven by strategic commissioning intentions for services listed under Schedule 3 – Social and Other Specific Services, of the Public Contracts (Scotland) Regulations 2015. Together with Aberdeen City & Aberdeenshire' Health and Social Care Partnerships the shared service social care team has established Commissioning and Procurement boards to create a clearer link between the programmes of work, the associated budgets, and the procurement work plan, in line with the Commissioning Cycle. Collaboration is central to the work of the social care team.

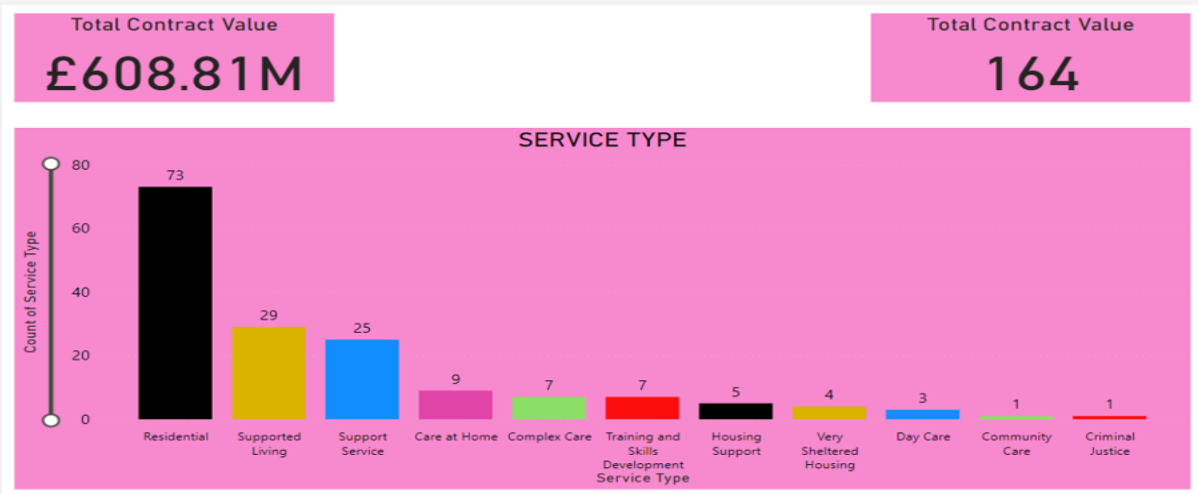
Similarly, the shared service social care team supports and manages the commissioning and strategic procurement of social care services for Aberdeen City and Aberdeenshire Council's Children's Services, Housing Services, and some Education provision.

The social care team's aim is to deliver innovative, cost effective and high-quality strategic procurement services that maximise best value from all commercial relationships, exploiting new opportunities, while ensuring a robust and effective governance framework in support of the wider strategic, financial, and operational needs of the individual Councils and their



partners. We procure high quality services delivering the right services to people in Aberdeen City/Aberdeenshire and commission these in a lawful, fair, and transparent manner.

The Social Care team manages 164 Aberdeen City contracts spread across eleven different functions. The dashboard below shows the split:



The below graphic details the client groups for the 164 contracts – the majority are Learning Disability and Older People which are reflected in the spend:



In this dashboard, you can see the split of the total contract spend of £608m:

Service Type	Count of Service Type	Total Contract Value £ :
Care at Home	9	£208,471,381.00
Community Care	1	£2,059,612.00
Complex Care	7	£0.00
Criminal Justice	1	
Day Care	3	£2,126,276.08
Housing Support	5	£5,939,020.92
Residential	73	£300,206,665.99
Support Service	25	£18,620,652.84
Supported Living	29	£59,783,112.19
Training and Skills Development	7	£6,650,605.00
Very Sheltered Housing	4	£4,953,436.00
<b>Total</b>	<b>164</b>	<b>£608,810,762.02</b>

*\*Spend over duration of contract and not annual value.*

## Strategic Procurement Board

The Shared Service is overseen by the Strategic Procurement Board, the board is comprised of Senior Leaders from across the three partner Councils and has responsibility for:

- Oversight of the delivery of the services set out in the Service Level Agreement (SLA) between the partners to the joint arrangement.
- Reviewing the performance of the service using Key Indicators (such as the following) and providing scrutiny and challenge, where appropriate:
  - Local Supplier Spend.
  - Collaborative Spend.
  - Community Benefits.
  - % of spend on and off contract.
  - Savings flowing from the joint arrangements.
- Oversight of a programme of digitisation of as many procurement processes as possible across the shared arrangement.
- Providing oversight of the roll out of a procurement capability programme across the shared arrangement.

## Supply Chain Challenges

The effects on the global economy and financial markets from geopolitical conflicts, inflation, recession and climate change impacts have made for another challenging year for the Council and its supply chain.

The Commercial & Procurement Shared Service have worked collaboratively with Services and Suppliers throughout the financial year, identifying solutions to challenges and minimising impacts of pricing increases as they have arisen (wherever possible), supporting delivery of vital frontline services whilst maintaining sustainability of our supply chain.

## Covid-19 Pandemic – Supplier Relief

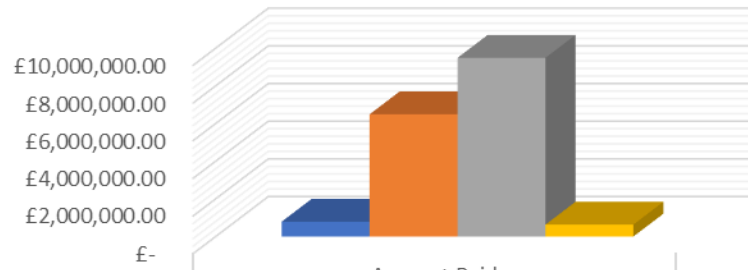
The “Supplier Sustainability Scheme” came to its conclusion on the 31<sup>st</sup> of March 2023, with the final application processed and paid a year later in March 2024.

Following an audit of all the claims made up to and including Period 34 there were in total 1618 applications received and processed for the duration of the scheme for Aberdeen City Council. The total amount claimed by Providers was £21m, however each claim was subject to a forensic review and the actual amount paid to the providers totalled just under £17.5m.

The following graph and table shows the breakdown of the funding paid out for each sector and the difference between claim amount and actual claims paid:



## Aberdeen City Applications



	Amount Paid
■ Adult Residential	£787,473.06
■ Care at Home	£6,487,630.70
■ OP & PD Residential	£9,486,969.62
■ Supported Living	£631,694.99

## Aberdeen City Applications

	Claimed Amount	Amount Paid	Amount Saved
Adult Residential	£ 894,091	£ 787,473	£ 106,618
Care at Home	£ 7,027,314	£ 6,487,631	£ 539,684
OP & PD Residential	£ 12,350,537	£ 9,486,970	£ 2,863,567
Supported Living	£ 725,948	£ 631,695	£ 94,253
<b>Total</b>	<b>£ 20,997,890</b>	<b>£ 17,393,768</b>	<b>£ 3,604,121</b>

A report and presentation have been produced detailing all the work involved, the results and lessons learned.

## Section 1 – Summary of Regulated Procurements

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Section 18(2)(a) of the Procurement Reform (Scotland) Act 2014 requires organisations to include: “a summary of the regulated procurements that have been completed during the year covered by the report”

Regulated procurements are any procurement for goods and services with a value above £50,000 and works contracts with a value of above £2 million. A summary of the regulated procurements awarded within financial year 1 April 2023 and 31 March 2024 is provided in the table below.

The information below includes the award of mini-competitions or call-offs from established frameworks. The Council use several national framework providers including Scotland Excel and Scottish Government.

The Council maintains and publishes a contract register of contracts awarded on its website. The contract register provides information on current contracts and can be viewed by suppliers to identify any future opportunities they may be interested in.

***A detailed list of the regulated procurements can be found in Appendix 1 – Details of Regulated Procurements.***

### Regulated Procurements from 1 April 2023 until 31 March 2024

Regulated Procurements	
Number of regulated procurements awarded	36
Total estimated value of procurement contracts awarded	£103,652,978
Number of regulated service contracts awarded	31
Number of regulated supply/goods contracts awarded	2
Number of regulated works contracts awarded	3

### Low value/Non-regulated Procurements

The Council promotes the utilisation of Public Contracts Scotland for low value procurements, by facilitating quotes via Quick Quotes for requirements above £10,000 (supply/goods and services) above £50,000 (works), below regulated procurement threshold.

## Low value/Non-regulated Procurements from 1 April 2023 until 31 March 2024

Low value/Non-regulated Procurements	
Number of low value/non-regulated procurements awarded	113
Total estimated value of procurement contracts awarded	£11,059,251
Number of low value/non-regulated service contracts awarded	44
Number of low value/non-regulated supply/goods contracts awarded	2
Number of low value/non-regulated works contracts awarded	67

## External Framework Use (Scotland Excel Membership) 1<sup>st</sup> April 23 – 31<sup>st</sup> March 24

Management information from Scotland Excel at the end of Quarter Four 23/24 shows that Aberdeen City Council participated in fifty-three out of sixty-three (84%) of the available framework agreements. Local suppliers being available for use across these frameworks on 31st March 2024 are as shown below:

Suppliers/Providers	Contracts	All Councils Actual Spend	Aberdeen City Spend	Council % Spend
31	22	£33M	£5M	16.6%

Location of the framework suppliers by postcode is as shown below:



The Aberdeen City Council spend was £5,000,000 with local suppliers on Scotland Excel framework agreements, which is consistent with spend level in the last financial year.

## Section 2 – Review of Regulated Procurement Compliance

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Section 17 of the Procurement Reform (Scotland) Act 2014 requires that regulated procurements be carried out in accordance with the organisation's procurement strategy, so far as reasonably practical. Section 18(2) states that an annual procurement report must include, at 18(2)(b), "a review of whether those procurements complied with the authority's procurement strategy" and, at 18(2)(c), "to the extent that any regulated procurements did not comply, a statement of how the authority intends to ensure that future regulated procurements do comply".

In the Governance Theme of the Joint Procurement Strategy the approach agreed by the three partner Councils to the below is outlined:

- How procurement will support Council(s) functions/outcomes
- Achievement of best value
- Equal treatment, transparency
- Procurement Priorities

### Deliver Value and Innovation and increased collaboration and standardisation

C&PSS enables a greater level of collaboration and standardisation across the three partner councils in the following areas: -

- Identification of consolidation and aggregation of spend opportunities to generate best value
- Identification of product rationalisation and alternatives to generate best value
- Sharing of best practice and processes
- Identification and delivery of commercial opportunities, i.e. - Electric Vehicle Infrastructure and Heat Networks. These commercial projects will also deliver significant Community Benefits, Environmental and Economic Outcomes
- Maximising the benefits of digital technology for example p2p processes, electronic tendering, e-auctions and dynamic purchasing systems

### Financial Efficiencies

The financial situation remained challenging in the period 2023 – 2024 as higher inflation continued to impact the costs of supplies and services, fuel, and energy. Despite these challenges the team supported and enabled the delivery of £820,000 financial efficiencies which resulted in a budget reduction (Revenue Budget) during the period 01 April 2023 to 31 March 2024.

In addition, the Social Care team supported delivery of cost avoidance savings in relation to Social Care details can be found in Section 3 under Social Care outcomes.

## Review of Regulated Procurement Compliance

All regulated procurement in the Council is undertaken in accordance with a legal and procedural framework which ensures that each procurement is compliant with Procurement Regulations and supports delivery of the outcomes within the Joint Procurement Strategy. Legal requirements are set out in the Council's Procurement Regulations and procedural requirements are set out in the Scottish Government Procurement Journey (for general procurement best practice) and through our Procurement Manual (used in conjunction with the internal Procurement Regulations and the Scheme of Governance).

Processes, procedures and guidance are subject to regular review to ensure that all procurement activity is compliant with internal and external regulations. Within the continuous improvement section are details of improvement actions carried out in this financial year and planned activity for next financial year.

## Continuous Improvement

The Commercial & Procurement Shared Services are continually driving improvement, through innovative approaches to delivery of projects and provision of comprehensive guidance and training, all members of staff involved in procurement activity across Aberdeen City Council are required to be approved to a certain Delegated Procurement Authority (or DPA) level, depending on the procurement tasks they perform - from low level purchases to full competitive tenders. Please see below for continuous improvement highlights for financial year 2023-24.

- Further development of Procurement Compliance reporting in conjunction with Internal Audit, compliance issues will be reported through the Aberdeen City Council Risk Board
- Development of a Procurement Blog, providing delegated procurers with regular updates/guidance
- Inclusion of Supplier Development consideration in business case and procurement documents (support Community Wealth Building)
- Revision and consultation on the Joint Procurement Strategy
- Establishment of a regional procurement group with other public sector anchor Institutions to identify areas for regional collaboration to support the aims of Community Wealth Building
- Pilot of a system to capture Community Benefits, Fair Work and Climate data to aid reporting
- Implementation of a new Contract Register Platform, with changes made to improve functionality based on feedback from key stakeholders

## Overview of highlights of 2023/24 for the Social Care Team include:

- All team procedures have been reviewed and updated, as appropriate, including the procurement process documents
- Leading on ensuring all necessary work around supporting services to meet savings target has been completed
- Completing the work to support providers through the “Covid-19 Pandemic – Supplier Relief”
- Further development of Social Care Contract Monitoring– further detail of the monitoring process for 2023/24 can be found below
- Quality Assurance Processes completed in 2023/34 – further detail can be found below on assurance processes conducted for this financial year and the impact on internal audits on Social Care Procurement
- Co-design of Bon Accord Care service specifications for inclusion in new contract from 1 April 2024.
- Participation in Scottish Government’s testing of reporting for the Health & Care (Staffing) Act 2019 which becomes legislation from 1 April 2024.

### **Social Care Contact Monitoring 2023/2024**

The following details some of the outcomes from the contract monitoring. The team’s Information Analyst provided data on the following service descriptors:

Residential; Care at Home; Day Care; Supported Living; Training & Skills Development; Support Service; Housing; Very Sheltered Housing

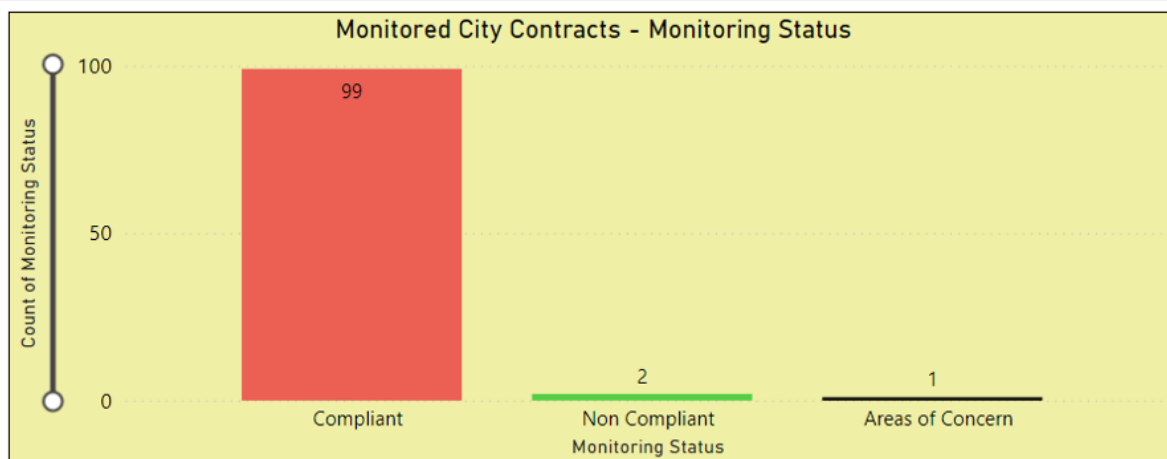
#### Contract Description

In total, **102 Aberdeen City contracts were included in this monitoring cycle.** Although we have 164 current contracts in the portfolio, a number were excluded for example, contracts with zero spend or where they were deemed too new in 2023/2024. Each contract is risk assessed in terms of financial and service risks. The following are highlights from the full report, which is available, on request:

#### Monitoring Status

The monitoring status of the contract tells us if there are any outstanding/current issues with the provider. These issues will be reported to the service managers who are the purchasers of services to inform their placing decisions.





As you can see from the above, we have the following information:

- 97% of contracts are deemed “compliant”. This means the Contract Manager is assured that all reporting and all checks (including a credit check) have come back with no concerns. This suggests a solid working relationship between purchasers and providers. There are no current issues
- One contract is deemed to be in areas of concerns. For the contracts under “areas of concern,” the provider has either failed to respond or failed to provide all the requested information. Information missing is either the ER/BC checklist, fire inspection letter, or the monitoring form. As of the date of the report, the contract under “areas of concern” has been moved to “compliant”.
- Two contracts are currently “non-compliant” and are separate from this process. They are services where there are serious issues and placements will currently be suspended until the appropriate action is taken to ensure high quality services are restored. In general (and in the case of these three contracts), these are care homes for older people.
- Overall, the response rate has improved each of the last three years and is now 100%. The response rate has improved partly down to a) providers being familiar with the ask and b) Contract Managers diligently chasing up and collaborating with providers

### Real Living Wage

The monitoring process also covered Real Living Wage payments to staff delivering care and support, an approach which encourages providers to pay staff at least the Real Living Wage has seen a positive result with all contracts now paying, as a minimum, the Real Living Wage of £12 per hour to social care staff.

### Community Benefits

Over the last four years, Community Benefits have been included in social care contracts, 97% of Social Care contracts now include Community Benefits.

## Further Development of Contract Monitoring

For 2023/2024, additional questions were added to the desktop monitoring process:

- Fair Work First has been expanded from 5 to 7 elements. Can you detail the appropriate channels you have in place to ensure that staff have an 'effective voice'?
- How is your organisation meeting the national drive regarding climate change and circular economy?
- What do you feel is putting your service delivery most at risk?
- How are you mitigating the service delivery risk or risks?
- How do you involve People with Lived Experience?

Why did we ask these questions?

- Since the pandemic, "provider risk" has heightened and managing risk has been supported by working in partnership. As we look forward, it is important to gauge and understand the current risks to the delivery of high-quality services.
- Alongside risk to services, developing a healthy and encouraging workforce is key to service quality – our awareness to staff needs was heightened during the pandemic.
- Collaboration with providers supports an increased understanding of the barriers and enablers of meaningful and inclusive participation of people with lived experience, and recognises the impact of engaging people with lived experience to improve social care outcomes. Providers were asked to detail how they involve those with lived experience in the development of services.
- Finally, there is an ever-increasing demand to address climate change and circular economy in social care. In the main the provider responses showed an understanding commitment to focus on this area.

## What has this round of monitoring told us about the state of the social care market across Aberdeen City?

- Most contracts are compliant with their terms and conditions
- Most contracts are classified as medium risk (based on financial value and service user vulnerability), with the rest being equally split between high and low risk
- A significant majority of contracts have demonstrated compliance with business continuity, insurance, and fire safety (where appropriate) requirements
- For the first time, we have evidence of over 90% of contracts delivering community benefits in the social care sector, including employment opportunities offered and types of employment contracts.
- 100% of social care contracts monitoring in 2023/2024 are paying the Real Living Wage to social care staff.
- Contracts Managers will continue to monitor all contracts, as appropriate

## Internal Audit

Colleagues from internal audit conducted the following audit in October 2023: “Assurance Review of Social Work Procurement”. The outcome was “minor” for net risk rating and “substantial” for assurance assessment. Although the outcome was the recognition for which the team had hoped, we were able to tighten up in a couple of areas: contract award notices and supporting the service to ensure those involved in procurements were appropriately trained.

A second audit on “Social Care Commissioning Support at Home” in which the Health & Social Care Partnership was the process owner resulted in no recommendations for the CPSS Social Care team

## **A look ahead to objectives for delivery in financial year 2024-25:**

- Further development of the system to capture Community Benefits, Fair Work Practices, Sustainability and Climate data
- A comprehensive review and revision will be completed of the Community Benefit and Sustainable Procurement Policy
- A review of Delegated Procurer E-Learning will be undertaken
- A programme of events will be developed in conjunction with the Supplier Development Programme to facilitate involvement of the local supply chain linked to aims of Community Wealth Building
- Identification of opportunities for regional collaboration with members of the North-East Procurement Anchor Group, the group will identify areas of focus to progress in financial year 2024-25
- Development and/or support for Commercial Opportunities, including:
  - o Electric Vehicle Infrastructure – Aberdeen City is a partner in the EVIF project which will support development of a regional electric vehicle (EV) network in collaboration with Aberdeenshire, Highland and Moray Councils, this will further support the Council’s climate change commitments and accelerate the transition to low carbon transport for the Council and its communities along with providing an income stream for the Council.
- Green Energy Revenue Opportunities – review of potential opportunities for the Council including market engagement, route to market development to identify future income streams.

## Supporting the local economy

**Local Supplier Spend** - The Accounts Commission (the public spending watchdog for local government) has a statutory power to specify information that councils must publish about their performance. They do this through statutory performance indicators (SPIs). Each Council collects and publishes its information.

The remit for SPI reporting requirement was amended during 2018-19; with a request that all local authorities report on spend with Core Trade suppliers only. Core Trade being defined as: Suppliers with whom over £1000 has been spent in a 12-month period, that have also been classified as a health, social care, arts, political, religious or trading organization.

Two SPIs relevant to the local economy and procurement related spend are - spend with local suppliers and local SMEs.

The procurement and commissioning of goods and services by local authorities and key anchor institutions is a crucial lever in the building of community wealth. Procurement is one of the five core principles of Community Wealth Building, which has been incorporated into the revised Joint Procurement Strategy for 2023-2026.

The Annual Procurement Report 2023-2024 provides details of spend and percentage of spend with local suppliers, the percentage of spend with local businesses is 33% the percentage remains comfortably above the target of 30%, and above the national average.

The Commercial and Procurement team have been working in collaboration with officers in City Growth who are leading the Councils Community Wealth Building Group to deliver the CWB Action Plan and as part of this identifying upcoming opportunities from the council's contract pipelines for targeted supplier engagement and support. Engagement is planned around specific opportunities in the pipeline to encourage the local supply chain to explore public sector opportunities to support building wealth within the local and regional economy, as well as hosting of events providing general advice on how businesses can be supported, helped and grow by supplying the Council or wider public sector locally through direct or sub-contracting opportunities.

The data on local supplier spend is obtained from Spikes Cavell (Scottish Procurement Hub for publication of annual procurement related spend) and is based on locality and size of business. The table below shows a comparison of core trade spend with local businesses and SME's in financial year 2023-24 and 2022-23:

Categories	22/23 (£)	23/24 (£)	22/23 (% of Total Spend)	23/24 (% of Total Spend)	22/23 - Suppliers	23/24 - Suppliers
Core Trade - All Suppliers	£588,325,940	£618,933,475	100%	100%	2078	1961
Core Trade - Local Suppliers	£208,794,801	£201,185,621	35%	33%	465	396
Core Trade - Local SME's	£138,140,474	£148,806,766	23%	24%	336	291

SME definition as per Spikes is:

Legend	Details
Small	Less than 50 employees, regardless of turnover, or, if the number of employees is unknown, then turnover of less than £5.6m will be taken as an indicator that it is a small enterprise.
Medium	Between 50 and 249 employees, regardless of turnover, or, if the number of employees is unknown, then turnover of greater than or equal to £5.6m and less than £22.8m will be taken as an indicator that it is a medium enterprise.
Large	Greater than or equal to 250 employees, regardless of turnover, or, if the number of employees is unknown, then turnover of greater than or equal to £22.8m will be taken as an indicator that it is a large enterprise.

Spend in the annual report is based on spend by local authority area based on core trade creditors only; the Local authority areas as defined by the ONS (Office of National Statistics); Core-Trade: Suppliers with whom over £1000 has been spent in a 12 month period, that have also been classed as a trading organisation or as a non-trade social care provider.

## Supplier Development Programme

The Supplier Development Programme (SDP) was established in 2008, and is a partnership of Local Authorities, Scottish Government and other public bodies that works together to bring free support in all aspects of tendering to Scottish-based SMEs. Commercial & Procurement Shared Services (CPSS) including Aberdeen City, Aberdeenshire and Highland Councils have participated in the below events and activities with the Supplier Development Programme over the period 1 April 2023 - 31 Mar 2024.

### Meet the Buyer National 2023 - EICC Edinburgh - 17 May 2023

In total, 2,657 suppliers pre-registered interest on the SDP website for the Meet the Buyer National event. There were 1,396 actual attendees on the day. Of those, 862 attendees were from 626 unique Scottish SME businesses with 11 unique Scottish SMEs based in Aberdeen City Council area.

### Meet the Buyer North 2023 – The Music Hall Aberdeen – 12 September 2023

In total, 842 suppliers pre-registered interest on the SDP website for the Meet the Buyer North event. There were 389 actual attendees on the day. Of those, 248 attendees were from 201 unique Scottish SME businesses with 56 unique Scottish SMEs based in Aberdeen City Council area.

### Share your views: Aberdeen City, Aberdeenshire & Highland Council Procurement Strategy Email – 2 May 2023

On 2 May 2023, CPSS worked with SDP to email SDP supplier members in the Aberdeen City, Aberdeenshire and Highland Council regions, asking their views on the authorities' Joint Procurement Strategy 01 April 2023 – 31 March 2026. The email was sent to 1,739 suppliers, it received 47 clicks through to the Aberdeen City, Aberdeenshire, and Highland Council Joint Procurement Strategy Document, and 25 downloads of the CPSS Joint Procurement Strategy Consultation Survey.

## Section 3 – Community Benefit Summary & Community Outcomes

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### Statutory Requirement

Section 18(2) (d) of the Procurement Reform (Scotland) Act 2014 requires annual procurement reports to contain: *“a summary of any community benefit requirements **imposed** as part of a regulated procurement **that were fulfilled** during the year covered by the report”.*

### Interpretation

“**Imposed**” has been interpreted to mean community benefit requirements **included** within regulated procurements published in the reporting period. Reporting is intended to capture community benefit inclusion at all stages of incorporation, implementation and fulfilment.

The point at which community benefit requirements are “fulfilled” can be a matter of interpretation. Some community benefits outcomes can take a period of years to complete. “Fulfilled” has been interpreted to include community benefits “**underway**” and “**in process.**” Maximum flexibility is offered to suppliers as to when community benefit requirements commence and are ultimately “fulfilled”. Community benefit requirements and quantities are commonly designed in terms of the total number of outcomes to be delivered over the entire contract term. Suppliers are held to their total community benefit commitments (imposed and volunteered) over the life of the contract

### Reporting Period

In the reporting period, the approach to community benefits within procurement activity has been guided by the commitments and aspirations expressed in our Joint Procurement Strategy. Our “Mission Statement” commits to delivery of:

“ethical and sustainable value for money solutions that support the operational needs and wider strategic aims of the councils and the communities they serve to further local and national priorities to the fullest extent possible.”

Beyond mandatory (£4M) and regulated thresholds (£50K for goods and services/£2M for works) the partner councils routinely seek:

“leverage opportunities (including social, economic and environmental value) aligned to the needs and priorities of our communities”

Our themed approach to community benefits continues to evolve and improve in close alignment with the following local and national priorities, As detailed in the Community Benefits Analysis Summary as an organisation we have included, in process or delivered a total of 1062 Community Benefits in this period 01 April 2023 – 31 March 2024.



## Non-financial efficiencies Community Benefits (CB).

In total, **(1062)** community benefit outcomes were included, are in process or were delivered in the reporting



**(18) of (19)**

Regulated contracts

**(95%)** included requirements relating to Fair Work Practices (including Real Living Wage).











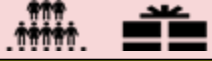







**(18) of (19)**

Regulated contracts

**(95%)** included Community Benefit requirements

**783** Community benefit outcomes delivered across regulated contracts in the reporting year. **Highlights:** volume of new employment and apprenticeship opportunities created, 1082 hours of volunteering support to the local 3<sup>rd</sup> sector and £30,866 donated to local good causes.

Fair Work/real Living Wage <b>11</b> 	Jobs Created <b>31</b> 	Apprenticeships <b>18</b> 	Placements <b>26</b> 
Developing the Workforce <b>259</b> 	Further/Higher Education Engagement <b>130</b> 	Graduate Placement Opportunities <b>4</b> 	School Engagement Activity <b>161</b> 
Employability Engagement Activity <b>39</b> 	Vacancy Sharing <b>5</b> 	Community/3 <sup>rd</sup> Sector Support <b>28</b> (1082 hours/£30,866 donated) 	Local Economic Development Measures <b>21</b> 
Prompt Payment In the Supply Chain <b>8</b> 	Environmental Measures, Fuel Poverty and Climate Literacy <b>12</b> 	Promotion of Adoption & Fostering <b>7</b> 	Innovation/Case Studies <b>23</b> 

## Highlights

In relation to Hydrogen Hub, bp provided funding for 2.5 additional staff at Scarf (a valued, local social enterprise). In the reporting year, this allowed Scarf to make a significant, positive difference to the local community, supporting local people through:

- 920 Enquiries (76 P/m)
- 504 Home visits (42 p/m)
- 870 Advice tips (72 p/m) from advice - estimated total consumer cost savings £27,000
- £7,216 Total fuel bill savings (£601 p/m)
- £21,774 of debt written off (£1814 p/m)

- 76.24t Co2 Savings


















Advice requested and given on topics such as:

- 37% High Bills /Energy/Fuel Debt
- 18% General Energy Advice
- 14 % Grants and funding

Bp has also provided significant funding and corporate support to Scarf's Digital Transformation Programme to be delivered in 2024, which encompasses a bespoke CRM system, updated website and launch of a specific app to ensure Scarf's services are more accessible and inclusive.

The new CRM system represents a significant innovation by enabling staff to enter information into the system when they are on home visits, ensuring better data management. The system automation frees up staff resources as less time is required to manually record essential customer data originating from home visits. The website refresh makes it considerably easier for people (especially individuals with less advanced digital skills) to navigate the website and find the information they require. It is recognised that not every service user has access to a PC or laptop so as a result of the innovations derived from the app, Scarf can reach out to an increasing number of people in communities across the city, providing bespoke support, advice and practical assistance.

**279** Community benefit outcomes imposed across 19 regulated contracts in the reporting year. **Highlights:** volume of apprenticeship opportunities in addition to 360 hours of volunteering support to the local 3<sup>rd</sup> sector.

<p>Fair Work/real Living Wage 18</p> 	<p>Jobs Created (anticipated) 4</p> 	<p>Apprenticeships 36</p> 	<p>Placements 37</p> 
<p>Developing the Workforce 93</p> 	<p>Further/Higher Education Engagement 9</p> 	<p>Graduate Placement Opportunities 1</p> 	<p>School Engagement Activity 9</p> 
<p>Employability Engagement Activity 14</p> 	<p>Vacancy Sharing 3</p> 	<p>Community/3<sup>rd</sup> Sector Support 6 (360 hrs)</p> 	<p>Local Economic Development Measures 4</p> 
<p>Prompt Payment In the Supply Chain 5</p> 	<p>Environmental Measures, Fuel Poverty and Climate Literacy 21</p> 	<p>Promotion of Adoption &amp; Fostering 6</p> 	<p>Innovation/Case Studies 11</p> 
<p>Support Formation of Resident's Association 2</p> 			

## Social Care Community Outcomes Summary 2023/24

The following contains further details on how our communities have benefitted from the social care regulated procurements in 2023/2024, along with details of the good practice outcomes to further develop outcomes for communities and details of cost avoidance activities for Social Care spend:

### Outcomes

- Community Mental Health Interventions Service: It was identified that there were several community-based mental health interventions and therapies being delivered within Aberdeen City. These service models had been developed over time to meet presenting need. As a result of strategic review of these services and a collaborative commissioning process involving mental health professionals, providers and people with lived experience, the requirement for a single service was identified. A tender for this service will be conducted in 2024. A key driver is to improve mental health and wellbeing by promoting early intervention and building resilience of individuals in addition to providing timely and responsive support in periods of distress or crisis.
- Supported Living Service for Young Adults with Learning Disabilities: The Commissioning, Procurement and Contracts Team worked in partnership with Housing Services and the Learning Disability Service to develop a new supported living service for young people with a learning disability. The service has a focus a trauma informed/nurturing approach to support, enablement, and support for individuals to engage in their local community and move into employment/volunteering. It is not envisaged that the service will provide a 'home for life' but that the young people will be supported to move on to mainstream housing as and when appropriate. The service opened in December 2023, although early days in the development of this new model of service, the outcomes for the individuals have been very positive, as they are supported to be effective and active members of their local community.
- Enhanced Monitoring of 4 care homes has prevented closure by facilitating significant improvements and therefore improved outcomes for individuals as a result.
- 43 Interim beds – establish and monitor their effectiveness. By freeing up scarce hospital beds, having the interim beds prevented ambulance stacking and subsequently ambulance availability throughout Grampian throughout 22/23 and into 2024.
- Ensuring individuals with lived experience were able to be consulted and participate in the tendering process for the new Alcohol and Drugs Service; their input and ideas were invaluable to the overall process for e.g. suggestions that individuals could access both alcohol and drugs services by separate entrances was agreed by commissioners and the service.

## Savings:

For the full financial year 2023/2024, the total efficiencies (cost avoidance savings) realised by Aberdeen City Social Care Contracts Team were **£2,442,260** for Aberdeen City. These efficiencies were realised through robust scrutiny of spend and by ensuring the following:

- Where block bookings for interim beds were in place the team adjusted the number of beds used i.e. approval was in place for 43 block funded beds but a reduction was seen in the beds paid for, by setting the terms out clearly in the contract and by making variations to make savings.
- Beds that were not being used appropriately were decommissioned, these were specialist beds and the team have worked with NHS colleagues to 'upskill' several providers so that a greater number of provider beds can be utilised at no extra cost with staff now trained to manage the specialism.
- Individual placements were scrutinised so that it was clear what services would be provided and work was carried out in conjunction with the Care Management service in costing out the true cost of the service, this has allowed enabled the team to ensure the client receives the service commissioned for them.
- Seven bed services were moved to a 'spot purchase' model, to avoid payment when these were unused.
- Work is ongoing to ensure client contributions are received by the council.
- Contract monitoring identified where services were not being delivered in line with the contract service specification, following negotiations with the provider in one instance this led to a proportion of the budget being returned to the Partnership. This reduction in funding will be incorporated into the future funding for this service.



## Section 4 – Supported Businesses Summary

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### Statutory Requirement

Section 18(2) (e) of the Procurement Reform (Scotland) Act 2014 requires annual procurement reports to contain: **“a summary of any steps taken to facilitate the involvement of supported businesses in regulated procurements during the year covered by the report”**.

### Related Duties

- Engaging with those affected by our procurements;
- Ensuring regulated procurements contribute to the carrying out of our functions/achieving our purposes;
- Acting in a transparent and proportionate manner;
- Policy on the use of community benefit requirements;
- Compliance with the sustainable procurement duty.

Details of the total spend in 2023-2024 with supported businesses is shown below.

### Contracted Supported Businesses



#### Contract with Passion4Social: IT services website design

*(\*Contract for services to the Commercial & Procurement Shared Service covering Aberdeen City, Aberdeenshire, Highland Councils)*



Report Images © Norman Rose, Audio Visual Content Officer, Aberdeen City Council

## Section 5 – Future Regulated Procurements Summary

### Appendix 1 – Regulated Procurements - 1 April 2023 to 31 March 2024

PCS Document ID	Description	Contract Type	Total Value	Supplier Name(s)	Award Date
761546	Award of Bulk Print and Mailing Service	Services	£ 950,000	Critiqom Limited (trading as Adare SEC) (GB)	28/03/2024
761618	District Energy Transmission Pipeline - Feasibility Study and Design to RIBA Stage 3	Services	£ 142,467	WSP UK Ltd (GB)	20/03/2024
760628	Award of Mini Comp for wheeled and bulk bins	Supply	£ 1,162,288	Storm Environmental Ltd (GB) / MGB PLASTICS (GB)	11/03/2024
757526	Provision of Sheriff Officer Services	Services	£ 2,000,000	Scott & Co (Scotland) LLP (GB)	07/02/2024
757472	Care At Home & Housing Support Service in Victoria Grange Very Sheltered Housing, Aberdeen	Services	£ 1,858,936	My Care (Grampian) Limited (GB)	07/02/2024
755959	Award of Employability Provision to Provide English for Speakers of Other Languages (E	Services	£ 65,250	Pitman Training Aberdeen (GB) / Parker Enterprise Company Ltd (GB)	23/01/2024
755019	Award of Pavement Parking Survey in Aberdeen City	Services	£ 53,150	Jacobs U.K. Limited (GB)	11/01/2024
754987	Award of Aberdeen City Council Maintenance 23-24 Central	Services	£ 79,816	CHAP Group (Aberdeen) Ltd (GB)	11/01/2024

PCS Document ID	Description	Contract Type	Total Value	Supplier Name(s)	Award Date
754776	Older People's Residential Care Home Aberdeenshire	Services	£ 2,772,120	Parklands Ltd (GB)	09/01/2024
754623	Dynamic Purchasing System for the Provision of Contracted Passenger Transport Services (Q3 2023/24)	Services	£ 117,934	Falcon Coach Hire Ltd (GB) / First Group t/a First Aberdeen Limited, First Glasgow Limited, First Scotland East Limited (GB) / WILLIAM ANDERSON CARS LTD. (GB)	08/01/2024
754376	2023 Alcohol and Drugs Support Service - Aberdeen City	Services	£ 8,668,939	Alcohol and Drugs Action (GB)	03/01/2024
753865	Award of Contract - Network Technology Partner - CCS Framework	Supply	£ 4,650,872	Roc Technologies Limited (GB)	20/12/2023
753787	Structural Testing of Street Lighting Apparatus in Aberdeen City and Aberdeenshire	Services	£ 79,557	Electrical Testing Ltd (GB)	20/12/2023
753084	Award of Invitation To Mini Comp For The Provision Of Prepaid Card Services	Services	£ 80,000	Prepaid Financial Services (Trading as EML Payments) (GB)	12/12/2023
752345	Retail capacity turnover and opportunity in Aberdeen City/Aberdeenshire	Services	£ 73,938	Hargest Planning Ltd (GB)	05/12/2023
750994	Hire, laundry and repair of coveralls and workshop rags	Services	£ 50,000	Johnsons Workwear (GB)	21/11/2023
750850	Award of Rosemount Square Window Replacements - RE-ISSUE	Works	£ 2,665,247	North Contracts (GB)	17/11/2023

PCS Document ID	Description	Contract Type	Total Value	Supplier Name(s)	Award Date
749370	Award of Lease Agreement 5yrs for ZIP Taps at Marischal Towns House and Spring Garden	Services	£ 122,940	Zip Water UK (GB)	03/11/2023
747805	Dynamic Purchasing System for the Provision of Contracted Passenger Transport Services (Q2 2023/24)	Services	£ 1,691,021	Central Taxis (abdn) Ltd (GB) / Watermill Coaches Ltd (GB) / WILLIAM ANDERSON CARS LTD. (GB) / AJS Contract Cars Ltd (GB) / Fairview Executive Hire (GB) / First Group t/a First Aberdeen Limited, First Glasgow Limited, First Scotland East Limited (GB) / Falcon Coach Hire Ltd (GB)	18/10/2023
746971	Award of Library Management System	Services	£ 160,000	Civica UK Limited (GB)	09/10/2023
746043	Aberdeen City Council - Dementia Services - Adults	Services	£ 495,299	Alzheimer Scotland (GB)	02/10/2023
745146	Provision of Electoral Services to the Returning Officer	Services	£ 1,100,000	Idox Software Ltd (GB)	19/09/2023
745074	Dynamic Purchasing System for the Provision of Contracted Passenger Transport Services	Services	£ 17,303,360	Aberdeen Taxis Ltd (GB) / AJS Contract Cars Ltd (GB) / Bluebird Buses Ltd (GB) / Central Taxis (abdn) Ltd (GB) / ComCab (GB) / DAb plus CIC (GB) / D A Travel Ltd (GB) / Fairview Executive Hire (GB) / Falcon Coach Hire Ltd (GB) / First Group t/a First Aberdeen Limited, First Glasgow Limited, First Scotland East Limited (GB) / newmacharcoaches (GB) / Pele's taxis (GB) / Watermill Coaches Ltd (GB) / WILLIAM ANDERSON CARS LTD. (GB)	18/09/2023
744632	Award of A96 Transport Corridor Study - STAG Detailed Options Appraisal & Outline Business Case	Services	£ 119,260	Stantec UK Limited (GB)	13/09/2023
742992	Delivery of Spectra Festival of Light 2024	Services	£ 400,000	Live Event Management LTD (GB)	28/08/2023
742281	Aberdeen City Advocacy Services	Services	£ 2,008,500	Advocacy Service Aberdeen (GB)	21/08/2023

PCS Document ID	Description	Contract Type	Total Value	Supplier Name(s)	Award Date
741581	Dynamic Purchasing System for the Provision of Contracted Passenger Transport Services (Q1 2023/24)	Services	£ 451,000	Bluebird Buses Ltd (GB) / Falcon Coach Hire Ltd (GB) / Central Taxis (abdn) Ltd (GB) / WILLIAM ANDERSON CARS LTD. (GB) / AJS Contract Cars Ltd (GB)	14/08/2023
740461	Framework Agreement for the Provision of Teaching Agency Services	Services	£ 11,000,000	Seven Resourcing Limited (GB) / Timeplan Education Group Ltd (GB) / Uteach Ltd (GB) / Career Teachers Ltd (GB) / Hays Specialist Recruitment Ltd (GB) / Hammond Recruiting Specialists Limited (GB)	02/08/2023
737712	Roads Maintenance Framework	Works	£ 5,500,000	CHAP Group (GB) / Tayside Contracts (GB) / Breedon Trading Limited (GB) / Lightways Contractors Limited (GB) / KIELY BROS LTD (GB) / Markon Limited (GB) / John McGeady Ltd (GB) / Hunter Construction (Aberdeen) limited (GB) / Highland Surfacing& Contracting (GB) / Leiths (Scotland) Ltd (GB) / W M Donald Ltd (GB)	04/07/2023
736269	Award of Fire Alarm Panels (Housing) Revised Weekly Charge	Services	£ 51,018	Realm Fire & Security Ltd (GB)	22/06/2023
731996	Care Home Service for Adults with Neurodisabilities (DVC)	Services	£ 18,593,030	Sue Ryder Care (GB)	12/05/2023
731980	Adult Learning Disability Residential Service	Services	£ 8,385,288	Camphill Ruldolf Steiner Schools Limited (GB)	12/05/2023
731938	Care Home for Adults with Physical Disabilities	Services	£ 5,036,154	Blackwood Homes and Care (GB)	12/05/2023
730722	Award of Faulds Gate Network Renewal	Works	£ 5,531,398	Leiths (Scotland) Ltd (GB)	28/04/2023
729245	Independent delay expert in relation to disputes	Services	£ 74,190	GPW UK Ltd (GB)	14/04/2023
720935	Independent quantum expert in relation to disputes	Services	£ 160,007	GPW UK Ltd (GB)	14/04/2023

## Appendix 2 – Future Regulated Procurements 2024 - 2026

Contract Name	Type of Contract	Estimated Contract Notice Publication Date	Estimated Contract Value	Comments
Pilot Scheme for Communal Cleaning	New Procurement	Jun-2024	£80,000	
Mechanical and Electrical Engineering	New Procurement	Jan-2025	£2,000,000	
Tree Works	New Procurement	Jul-2024	£500,000	
Portable Toilets and Welfare Units	New Procurement	Aug-2024	£165,000	
Facilities Contract - NESPF	New Procurement	Jul-2024	£175,000	
Opentext - Invoice Management	Direct Award	Apr-2024	£92,000	
Datacentre	Direct Award	Jun-2024	£1,100,000	
Microsoft - Anywhere 365	Direct Award	Aug-2025	£297,000	
Capita One Revs & Bens	Direct Award	Mar-2026	£543,000	
Master Data Management	Direct Award	Mar-2026	£379,000	
Hydraulic Hoses	New Procurement	Aug-2024	£128,840	
North of Scotland Electric Vehicle Charging Infrastructure Initiative	New Procurement	Apr-2024	£7,000,000	
Tyres and related services	Direct Award	Aug-2024	£234,000	
Visible Learning Teacher Training	Direct Award	Sep-2025	£150,000	
Curriculum Support for SVQ, Foundation and Modern Apprenticeships	Direct Award	Sep-2025	£110,000	



Contract Name	Type of Contract	Estimated Contract Notice Publication Date	Estimated Contract Value	Comments
Butchered and Cooked Meat	Call Off	Apr-2024	£2,000,000	
National Assistance Funeral Services	New Procurement	Apr-2024	£92,000	
Supply and Installation of an Integrated CCTV Control System for Aberdeen	Extension	Aug-2024	£412,000	
Groceries & Provisions	Call Off	Nov-2024	£2,400,000	
PPE & Workwear	Extension	Dec-2024	£300,000	
Water Coolers	Extension	Jun-2025	£200,000	
Supply of Electricity	Extension	Oct-2025	£10,000,000	
Frozen Food	Call Off	Oct-2025	£3,000,000	
Commercial Catering Equipment	Extension	Nov-2025	£80,000	
Oxygen Supplier incentive service	Direct Award	May-2024	£250,000	
Treasury Management Services	Mini Competition	May-2024	£68,000	
Cash in Transit	Renewal	May-2024	£185,000	
Banking Services	Renewal	May-2024	£232,000	
Skip hire general	Renewal	Mar-2026	£1,800,000	
Bird Hazard Management	Renewal	Dec-2024	£193,500	
National Care Home Contract (24 Care Homes) & Respite Beds	Service	01/04/2025	£37,000,000	

<b>Contract Name</b>	<b>Type of Contract</b>	<b>Estimated Contract Notice Publication Date</b>	<b>Estimated Contract Value</b>	<b>Comments</b>
Supported Living Framework agreement (spot purchase contracts)	Service	March 2024	£80 million	
Care and Support at Home Contract	Service	May 2024	£117 million	
Complex Care Framework	Service	June 2024	tbc	
Out of area placement standalone contracts	Service	April 2024	£2 million	
Criminal Justice Outreach Support	Service	April 2024	£477,829	
Criminal Justice Employability Support	Service	April 2024	£334,405	
Mental Health Community Services	Service	March 2024	£3,753,925	
Castlehill Housing Support	Service	March 2024		
Suicide Prevention Services	Service	March 2024	£500,000	
Bon Accord Care	Services	March 2024	£146 million	
Dual Sensory Service0	Services	March 2025	£3.5 million	
Housing First and Outreach Support Services	Service - Tender	Published 22/04/2024	£6,375,750	
Young Carers	Service - Tender	September/October 2024	£750,000	
Linksfild - Residential	Service – Direct Award	September 2024	£4,470,300	
Clifton Road – Throughcare and Aftercare	Service – Direct Award	September 2024	£4,025,392	
Scotland Excel Framework – 0219 Secure Care	Renewal	TBC	TBC	

<b>Contract Name</b>	<b>Type of Contract</b>	<b>Estimated Contract Notice Publication Date</b>	<b>Estimated Contract Value</b>	<b>Comments</b>
Aberlour - CWD	Service -Tender/Direct Award	TBC	TBC	
Aberdeen City & Aberdeenshire - 1140 hours	Service – Direct Award	TBC	TBC	
Community Hosting	Service - Tender	TBC	TBC	