

# VisitScotland Annual Procurement Report

For the Period: 1 April 2021 to 31 March 2022

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# Section 1 – Introduction/Executive Summary

The VisitScotland Group currently comprises of 2 operational entities, the NDPB (Non-departmental Public Body) VisitScotland and it's 100% owned subsidiary 2023 Cycling World Championships Ltd.

This report is prepared to cover the Group's procurement activity during the 12-month period of emergence from the Covid-19 pandemic. The pandemic has continued to affect people, businesses, and the way we work globally, including VisitScotland's ongoing commitment to hybrid working and changes to tourist behaviour, which have necessitated review of VisitScotland's, and the team's, way of working.

The operational plan has continued to evolve to meet the changing demands placed on the tourism industry, and therefore with procurement actions including:

- Updating and adjusting planned activity to meet fluctuating demand
- Continued monitoring of supplier resilience across the business
- Ongoing support for the extended Supplier Relief program including seconding a team member to the programme through the first half of the year

Russia's invasion of Ukraine in February 2022 brought additional challenges when Scottish Public Bodies were required to review their supply base and identify any links we have with Russia/ Russian businesses that could be viewed as having 'continued links with the country contrary to the government's position on sanctions.' Only one such supplier was identified and a replacement swiftly found.

**VisitScotland's** core purpose is to stimulate new and sustainable growth in the visitor economy. As the lead delivery agency for the visitor economy, VisitScotland focuses its resources on marketing Scotland as a tourism destination and the perfect stage for events, with the aim of attracting domestic and international visitors.

To deliver our vision and our core purpose VisitScotland will focus its activities across the following strategic pillars:

- Stimulating global demand – position Scotland as a responsible destination driving short term business and longer-term awareness and propensity to visit
- Supporting Scotland's tourism and events businesses – Support industry to stabilise and rebuild the sector in a responsible and inclusive way
- Working collaboratively with community, sector and destination organisations towards a responsible recovery – establishing new mechanisms and capability to ensure a truly collaborative and community-led approach
- Enhancing our organisation insight, capability, planning and compliance – maintain the momentum of our transformation programmes, enhancements to organisational processes and value from our insight programme
- Supporting and enabling our people – build internal advocates: A diverse, informed, empowered, agile and engaged team.

All the above will require to be delivered within the framework of the Scottish Governments New Strategy for Economic Transformation NSET which sets out the actions to transform the Scottish economy over the next ten years delivering a "wellbeing economy" which the Scottish Government defines as "an economy where good, secure and well-paid jobs and growing businesses have delivered a significant reduction in poverty".

**2023 Cycling World Championships Ltd** (hereinafter referred to as “The Championships”) is a company limited by guarantee that has been set up by VisitScotland to help promote and deliver the 2023 cycling world championship event. Glasgow & Scotland has been chosen as the inaugural host for this groundbreaking, multi-venue spectacular which is planned to take place over approximately 10 to 14 days in August 2023.

Serving as a key enabler for the VisitScotland Corporate Strategy and the Organisational Strategy of The Championships, the Procurement function aims to assist VisitScotland’s support of the Scottish Government’s Economic Strategy for sustainable economic growth and the Championships Operational Plan.

Through sustainable procurement, the VisitScotland Group seeks to grow the visitor economy directly to the benefit of Scottish based suppliers, accommodation providers and visitor attractions, many of which are SMEs.

As a public sector contracting authority, the VisitScotland Group is subject to Procurement Reform (Scotland) Act 2014. In accordance with the act, VisitScotland is required in law to produce an annual report on procurement activity.

Procurement is core to the successful delivery of VisitScotland’s Corporate and Operational Plan and The Championships’ Organisational Strategy.

Recognising an evolving procurement environment, our vision for procurement is one where “by supporting our stakeholders we can stimulate innovation so that the organisation will continue to make procurement decisions and delivering Value for Money in an open, transparent and sustainable manner”.

Key procurement activity in the period 1 Apr 2021 – 31 Mar 2022 supported capital investment in:

- Digital Transformation Projects
- iCentre Refurbishments (including relocation of Dundee, Ullapool upgrade)
- IT Infrastructure (replacement of the Service Desk)
- The Championships had no capital budget for the period 2021-22.

- Procurement Tendering and Contract Management activity for key projects included:
- VisitScotland
- Media Planning & Buying
- Content Marketing
- Creative Development & Planning (the Scotland is Calling campaign)
- An Overseas Travel Agency in China
- General Legal Services
- The Scottish Tourism Observatory
- Support for COP26, including Creative, Furniture, AV and registration

#### The Championships

- Spoke Contracts including Mountain Biking, Para Cycling & TT
- Workforce Clothing
- Master Licensee Concession

Detailed in this report, covering the periods **1 April 2021 to 31 March 2022**, VisitScotland Group will set out:

- A summary of regulated procurement activity
- A review of compliance with the Group’s Procurement Strategy
- For any procurements that did not comply, how the organisation plans to ensure future compliance
- A summary of steps taken to involve supported businesses, the third sector and charities
- A summary of community benefits imposed and fulfilled during the period
- A summary of the regulated procurements that the Group plans to undertake in the next two financial years.

# Section 2 – Compliance with Strategic Objectives

The activities summarised below in this Section 3 have been conducted in accordance with the Procurement Strategy and in support of the Group’s Strategic Objectives. VisitScotland Group can confirm that there are no reportable compliance issues.

## 2.1 EFFICIENCY AND COLLABORATION

### Efficiencies

Public Contracts Scotland (PCS) is used to publicly advertise all relevant tender opportunities with an aggregated value exceeding the current procurement thresholds. VisitScotland are long established on PCS, and The Championships have now been added as a standalone Contracting Authority. The volume of published Regulated Contract Notices is summarised as follows:

- Period: 1 April 2021 to 31 March 2022 VisitScotland published 20 (12 PY) Contract Notices\* through Public Contracts Scotland.
- Period: 1 April 2021 to 31 March 2022 the Championships published 10 (3 PY) Contract Notices\* through Public Contracts Scotland.

In accordance with the Public Contracts (Scotland) Act 2014, the Group has published and maintained a Contracts Register on [www.visitscotland.org](http://www.visitscotland.org) on a quarterly basis. This also includes detail of the contracts awarded for The Championships

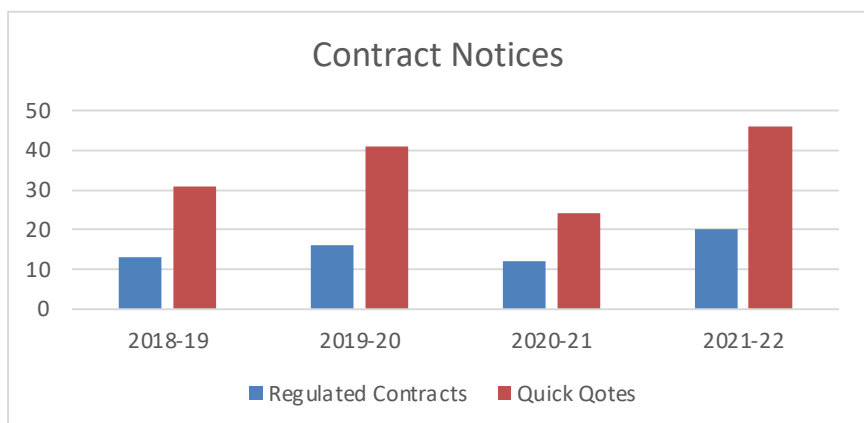
In addition, the Group has accessed Public Contracts Scotland to manage a programme of Quick Quotes. Quick Quote is used for lower value procurements with a value greater than £5,000, but less than a regulated procurement, or as a call-off contract from a pre-tendered framework contract. These can be summarised as follows:

- Period: 1 April 2021 to 31 March 2022 VisitScotland published 46 (24 PY) Quick Quote Notices\* through Public Contracts Scotland.
- Period: 1 April 2021 to 31 March 2022 the Championships published 10 (2 PY) Quick Quote Notices\* through Public Contracts Scotland.

In all relevant procurements, evaluation has been conducted against the criterion that will best deliver the operational objectives of the Corporate Plan of VisitScotland and the Organisational Strategy of The Championships. As required by the Procurement Reform (Scotland) Act 2014, contract award decisions were made on the basis of the Most Economically Advantageous Tender (MEAT).

\*Please note that contracts listed in this section 3.1 relate to tender activity that took place during the period 1 April 2021 to 31 March 2022 and may have a contract start at a future date. Contracts listed in Annex A have a start date within the period 1 April 2021 to 31 March 2022 and the tender activity may have taken place at some point prior to the reporting period.

### Four Year View - VisitScotland



## Collaboration

VisitScotland continues to provide contract and supplier management on collaborative tenders with input from the collaborative partners:

Contract Title	Contract Value	Collaborative Partners
Books and Maps for Retail	£2,310,000	Historic Environment Scotland and Scottish Parliamentary Corporate Body

In 2022, the team will lead on a relet of the Books & Maps contract and on a collaboration with the Scottish Government for PR Services in North America.

The organisation continues to support external collaborative contract, providing resource into key collaborative User Intelligence Groups (UIGs). This provides technical expertise into the procurement project and ensures that the organisation’s operational requirements are fully considered in specification and during contract development and management. In the period covered by this report, VisitScotland has contributed to the following collaborative UIGs:

- Media Planning, Buying & Associated Services (Scottish Government)
- International Media Planning, Buying & Associated Services (Scottish Government)

- Publishing, Print, Design and Associated Services (Scottish Government)
- Print and Associated Services (Scottish Government)

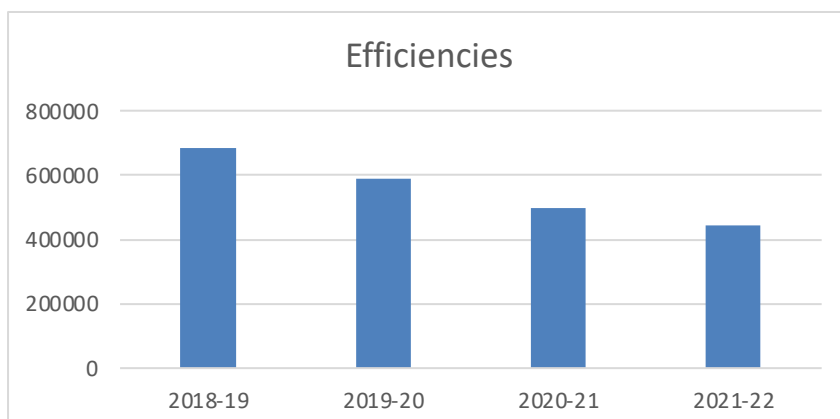
It has been noted that since the advent of the COVID-19 Pandemic, UIGs, especially Creative and Media, have reduced in frequency and VisitScotland have raised this with Scottish procurement in an effort to restore previous levels.

### 2.2 SAVINGS

Annual procurement efficiencies are forecast in the range of £400k - £700k per annum for the VisitScotland Group. The following efficiencies have been achieved:

- Full Financial year 2021/22 - £443k (£497 PY)

## Four Year View



## 2.3 SUSTAINABLE PROCUREMENT

### Sustainable Procurement Duty

The VisitScotland Group is committed to the sustainable duty of the Procurement Reform (Scotland) Act 2014. The Act requires that before the organisation buys anything it must consider how it can:

- a) Improve the social, environmental, and economic wellbeing of the area in which it operates.
- b) Facilitate the involvement of small and medium enterprises, third sector and supported businesses in the process, and.
- c) Promote innovation

The sustainable procurement duty applies to all regulated procurement exercises and subject to the Regulations. Whilst VisitScotland conforms to the Act, we also seek to embed sustainability as business as usual in all our procurement activity. The Championships operates to a Governance Manual that incorporates VisitScotland's Procurement Policy.

The Group's Application to Tender (ATT) process is effective for all regulated procurement activity (i.e. any procurement activity exceeding the threshold in operation at that time) and must give due consideration to Sustainable Procurement Duty. In 2021-2022, the ATT was updated to include more specific sections on Digital Accessibility, Fair Work, Climate Change and Equality while retaining the overall commitment to the Sustainability duty as detailed above.

Procurement is represented on VisitScotland's Internal Sustainability and Climate Change Group. The aim of the group is to reduce carbon emissions across VisitScotland, using procurement and contracts to assist:

- Exploring alternatives to gas heating systems across the estate
- Reviewing impact of car travel, by reduction in number of lease cars and use of car club (rather than taxis) or electric vehicles to reduce emissions
- Reducing unnecessary packaging throughout the organisation
- Recommending Sustainable catering options where required at internal meetings

- The Procurement team took part in the recent Print Strategy Review, following which VisitScotland took the decision to decrease its volume of print, including ceasing production of its regional, international and activity guides, in response to consumer trends and lower levels of visitors, and also supported a compliant solution with The Energy Savings Trust to manage Grant funding for Electric Vehicle Charge points on behalf of VisitScotland.

### Fair and Equal Treatment

VisitScotland is subject to specific equality duties that were introduced by Scottish Ministers through the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The duties came into force on 27 May 2012 and it is incumbent on the organisation to ensure that our tender processes comply with the legislation. The VisitScotland Group complies with the duties of the Act through our standard and 'long form' conditions of contract that explicitly refer to the legislation and employer's liabilities under the Equalities Act.

### Fair Work Practices, including the Living Wage

As part of the range of statutory guidance under the Procurement Reform (Scotland) 2014 Act, the guidance deals with fair work practices including the Living Wage as part of procurement processes.

The guidance makes clear that the Scottish Government considers payment of the Living Wage to be a significant indicator of an employer's commitment to fair work practices and that the payment of the Living Wage is one of the clearest ways that an employer can demonstrate that it takes a positive approach to its workforce. The VisitScotland Group complies with this requirement through the inclusion of 'Workforce Matters' clauses in appropriate tenders.

The VisitScotland Group operates in accordance with SPPN (Scottish Procurement Policy Note) 3/2021 -

Implementation of Fair Work First in Scottish Public Procurement. In doing so, the Group applies Fair Work First criteria in appropriate regulated procurements that commenced after 1 April 2021. Through tendering, Fair Work First asks businesses bidding for a public contract to commit to progressing towards adopting the five criteria:

- appropriate channels for effective voice, such as trade union recognition.

- investment in workforce development.
- no inappropriate use of zero hours contracts.
- action to tackle the gender pay gap and create a more diverse and inclusive workplace; and
- providing fair pay for workers (for example, payment of the real Living Wage).

In January 2021 the Scottish Government published Fair Work First: guidance to support the implementation of Fair Work First. The team has applied this as appropriate to 2021-22 contracts including:

- Stand Build & Management
- Staff Uniforms

Fair Work First is included as a criterion in all Championships tenders.

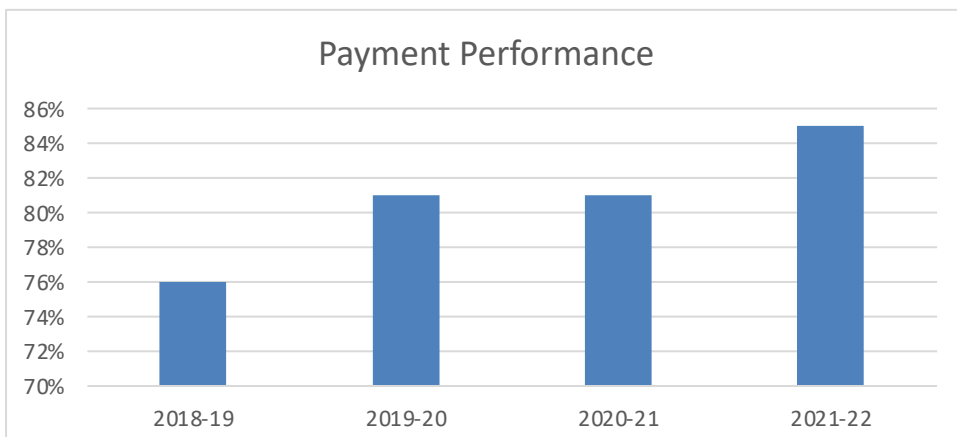
### Payment Performance

VisitScotland observes the Scottish Government’s policy for prompt payment to creditors and is committed to paying suppliers within 10 days of receipt of a valid invoice.

- Analysis of invoices received between 1 April 2021 and 31 March 2022 shows that VisitScotland paid 85% of valid invoices within 10 working days. This maintains the upward trend of the previous two years.

Conditions of contract are prepared to ensure that where a lead contractor is using the services of a sub-contractor, appropriate terms are in place to ensure that sub-contractor invoices are paid timeously.

### Four Year View



Payment of contractors and sub-contractors will form part of Contract and Supplier Management reviews in appropriate regulated contracts. This will be particularly pertinent as the procurement activity around the Championships develops, as extended supply chains are anticipated.

## 2.4 MONITORING, MEASUREMENT & REPORTING

### Contract & Supplier Management

VisitScotland has embarked on a program of contract and supplier management, by working closely with internal customers and contracted suppliers in a bid to maximise efficiency and reduce risk in the contract. The processes and procedures of the Scottish Government’s Procurement Journey are adopted and applied to contracts awarded where the total contract value for goods or services exceeds £50,000.

All new regulated procurements have a commodity strategy where the level of Contract and Supplier Management required is identified through a Contract Management Assessment Tool (CMAT).

Procurement exercises necessary to deliver The Championships apply the same commodity strategy approach. As with VisitScotland, the Championships will require to ensure that risk of supplier failure in the supply chain is identified early in the procurement process and appropriate mitigating actions are put in place.

### Best Practice Indicators (BPIs)

VisitScotland continues to report procurement specific Best Practice Indicators (BPIs) to the Scottish Procurement Information Hub on a quarterly basis and submit our annual return (including spend data) within agreed deadlines. This year’s report is currently in preparation.



## 2.5 CAPABILITY

### The Procurement Team

The skills and knowledge of the Procurement team will continue to be developed through further education and internal training programmes to enhance the contribution and benefits delivered by the team

The Scottish Government developed Competency Matrix for Procurement professionals is used to identify development needs and contributes to the organisation's Performance and Career Development plans for Procurement team members.

Within a team of six, we currently have three MCIPS qualified colleagues and two colleagues studying towards a CIPS qualification. Two of three already qualified are working in support of the Championships Ltd. A new Head of Procurement will join the organisation at end of September 2022, and recruitment for two new members of the Championships team is underway.

Procurement is not taking part in the Modern Apprentice Procurement programme in the current cycle but we have recruited a Procurement Executive on secondment from the Information team who is encouraged to take part in any available training opportunities. All members of the team are encouraged to participate

The team participate in relevant vocational training appropriate to their role, this year that has included Public Contracts Scotland Tender (PCST) training via Scottish Government.

### Internal Colleagues

All colleagues, whether employed by VisitScotland or The Championships, that involved in the procurement process in any capacity, such as the purchase order process, tendering, or other, are provided with training relative to their involvement in the process. All new-starts who will access the Purchase-to-Pay system must undertake procurement training before they will gain system access rights. On a monthly basis, the Procurement team manage a training session for all new-starts.

When colleagues are involved in a competitive tender, specific training has been developed and is provided in advance of the tender process.

This will cover all colleagues in the VisitScotland Group.

### PCIP (Procurement and Commercial Improvement Programme)

In the 2019 PCIP, the organisation was assessed with an improved score of 77% that sits within the highest banding awarded to a medium sized organisation. A medium-sized organisation is defined as having expenditure in the range £15M - £50M per annum.

Recognising that this is a journey of continuous improvement, VisitScotland Procurement has developed an improvement plan which has been submitted to the Scottish Procurement Capability Team. The plan identifies key actions that will address perceived areas for improvement ensuring enhanced performance.

Taking recommendation from the PCIP Assessment team, the following improvement actions have been implemented:

- Commodity Strategies now consider exit planning, and transition between contracts / contractors
- Fraud Awareness training is included in the Procurement Overview training
- Business Updates included in Contract and Supplier Management process to identify early warning signs of potential supplier related business disruption.

The latest PCIP assessment, expected in 2022, has now been delayed to 2023 and these improvements will be taken into consideration then. However, VisitScotland may in that cycle be subject to more rigorous assessment as a large organisation (over £50M) due to the inclusion of the Championships budget.

## Section 3 – Governance, Audit and Risk



VisitScotland operates within a strict governance framework with is rigorously applied and subject to audit:

### 3.1 GOVERNANCE

VisitScotland Group ensures that all procurement decisions are made relative to with the Group's scheme of Delegated Purchase Authority (DPA), including those granted to the Championships, and in line with the organisation's Management Statement as agreed by Scottish Government (aligned to the Scottish Public Finance Manual). Appropriate separation of duties is in place and all procurement decisions are made within a regulated environment.

### 3.2 AUDIT

Audit services are provided to the Groups' procurement activity internally by our appointed internal auditors and externally via AuditScotland.

The Procurement team apply a number of processes and procedures that ensure that we will maintain absolute transparency in the procurement process. All procurement information is held centrally on the organisations SharePoint site or on the ERP system (Oracle) and always in accordance with Data Protection Regulations.

All questions raised by this year's External Audit were answered promptly by the Procurement team and no supplementary questions have been raised to date.

### 3.3 RISK

VisitScotland maintain a Risk Registers that shall continue to include entries for Procurement risk at a corporate level.

Risks identified and updated against include, but are not limited to:

- Risk of business disruption due to contractor issues
- Managing Health & Safety in the Supply Chain
- Data Protection
- Brexit impact on Procurement
- Impact of COVID
- Risks associated with Fraud

A separate Championships Risk Register is now established and mirrors the procurement risks reported against for VisitScotland.

### 3.4 FRAUD AVOIDANCE

The organisation maintains a fraud avoidance policy which provides guidance on the prevention, detection, reporting and handling of fraud within VisitScotland. Procurement is a key area where fraud prevention measures can have a major positive impact.

The following mitigating procedures have been put in place within the procurement environment:

- All Procurement team members have undertaken anti-fraud training.
- Fraud awareness is included in Procurement Awareness Training as recommended by the 2019 PCIP
- Separation of Duties is a guiding principle throughout the VisitScotland's Purchase-to-Pay process and system.
- Conflicts of Interest declarations are required within the Employee Handbook and the team are exploring ways to extend this to lower-level procurements using Oracle
- VisitScotland maintains a comprehensive Whistleblowing Policy within the Employee Handbook.
- VisitScotland Standard Conditions or Contract include anti-corruption and anti-fraud clauses aligned with the Bribery Act 2010.

### 3.5 COVID-19

Supplementary to regular contract and supplier management activity (Section 3.4), VisitScotland proactively identified and contacted the top 50 business critical suppliers at regular intervals between April 2020 and March 2021 to establish Supplier Resilience. In particular, we sought assurances that appropriate measures were in place to support delivery of contracts to VisitScotland. Results were extremely positive, and it can be reported that no support failure was recorded across the reporting period. The team has maintained regular communication with the same suppliers through 2021-2022 still with no supplier failures experienced.

## Section 4 – Supplier Inclusion

### SME Expenditure

The duties of Sustainable Procurement include a requirement to “**facilitate the involvement of small and medium enterprises, third sector and supported businesses in the process**”. This is a duty that VisitScotland also places significant importance on.

- 49% of VisitScotland’s non-payroll expenditure is with Scottish-based SMEs

### SME Inclusion in Tendering

Public Contracts Scotland (PCS) is used as the tender portal for VisitScotland. As highlighted in Section 4.1 the volume of SME procurements is summarised as follows:

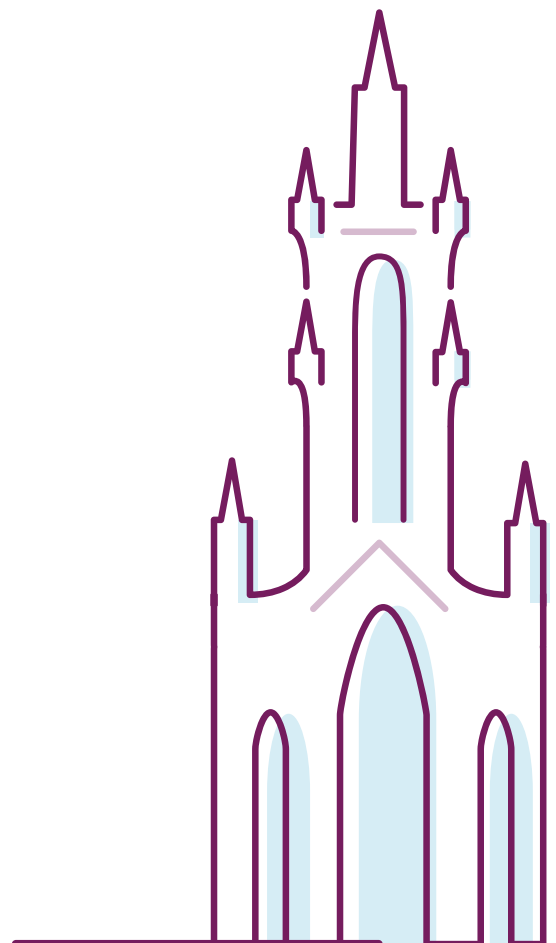
- Period: 1 April 2021 to 31 March 2022, VisitScotland awarded **62 (42 PY) tendered contracts, both regulated and Quick Quote. 40 (20 PY) were awarded to Scottish-based SMEs**
- Period: 1 April 2021 to 31 March 2022, 2023 Cycling World Championships Ltd awarded **-12 (5 PY) tendered contracts, both regulated and Quick Quote. -8 (2 PY) were awarded to Scottish-based SMEs**

### The Third Sector

‘Third Sector organisations’ is a term used to describe the range of organisations that are neither public sector nor private sector. It includes voluntary and community organisations such as charities, and social enterprises (including supported businesses).

VisitScotland is actively looking to grow the involvement of the third sector in the procurement process. As an organisation we are a participant in the Scottish Government led Supported Business Action Group (SBAG).

VisitScotland coordinates the ScotSpirit Holiday Voucher scheme in conjunction with the Family Holiday Association Charity. This initiative began in 2016 with around 100 partners, donating accommodation, transport and tickets for family-friendly visitor attractions and experiences. In 2022 that has increased to 215 and high demand is expected over the season.



## Section 5 – Community Benefits

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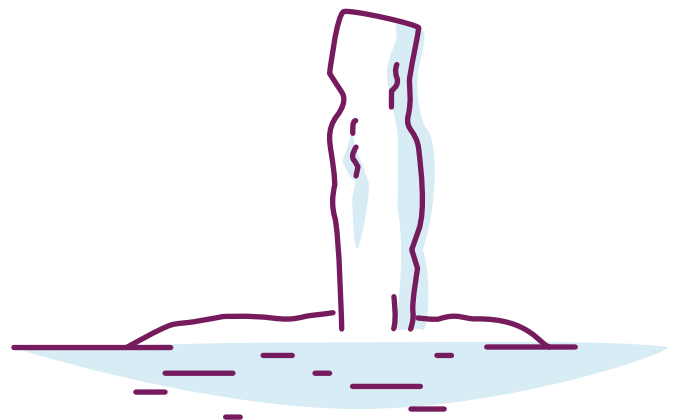
The potential to deliver Community Benefits is a consideration in all regulated procurements and in the event that the organisation has a procurement requirement greater than £4M in value then mandatory Community Benefits clauses will be applied in accordance with the Procurement Reform (Scotland) Act.

Community Benefits clauses are incorporated into all regulated procurements on a voluntary submission basis. Where a bidder offers Community Benefits within their tendered submission, these will be accepted as a contractual requirement.

Through tendering there is clear evidence that many of our contracted suppliers are providing significant and varied community benefits, with a number developing community benefits strategies and members of organisations such as Business in the Community Scotland. Others are also affiliated with organisations including Scottish Business Pledge and Scottish Government's Partnership for Change. In addition, our suppliers support programmes aimed at developing creative skills in secondary school pupils or offering their event space facilities free of charge to local colleges, universities, and organisations within creative industries.

Through contract and supplier management, the following benefits can be reported:

- A digital supplier paid and contracted internships that have contributed directly to the contract delivery to VisitScotland (Content Marketing and, the Hosting & Maintenance of Pre-existing Digital Assets)



## Appendix A – Summary of Regulated Procurements: with contracts that commenced within the Period: 1 April 2020 to 31 March 2021

### VisitScotland

Contract Title	Contractor	Contract Start Date*	Contract Period (Months)	Total Value (ex VAT)
Social Media Listening Tool	Fenix Media Ltd	Apr-21	24+12	£108,000
Soft Skills Training	Elite Training and Consultancy Ltd	Apr-21	12+12+12	£120,000
User Experience Tool	Decibel	Apr-21	24+12	£62,100
Digital Media Library	E-see International Ltd	May-21	36	£67,104
Creative Development & Planning	Union	Jun-21	12+12	£750,000
Media Buy - Expedia	Carat	Jun-21	4	£100,000
Hosting, Support & Maintenance	Whitespace	Jul-21	12+12	£300,000
Content Marketing	Whitespace	Jul-21	24	£2,000,000
Media Buy - PM21 You Tube	Carat	Jul-21	4	£100,000
Cleaning - icentres	Various	From July-21	12+12+12	£75,000
Climate Proposition - Creative	Stand	Aug-21	5	£106,000
Media Planning & Buying (Domestic	Carat	Aug-21	27	£15,000,000
Event Staging & Management (Europe)	The Rocket Group	Sep-21	4	£127,500
Event Staging & Management (US)	The Rocket Group	Sep-21	4	£50,000
AV fo Scotland Hub (COP26)	Cameron Presentations	Sep-21	2	£150,000
Audio Visual Services at Scotland Stakeholder Hub	Cameron Presentations Ltd	Sep-21	3	£150,000
Medical Cash Plan	UK Healthcare	Oct-21	24+12	£82,000
Digital Signage - iCentres	Ajar-Tec	Nov-21	24+12	£50,000
Content Aggregation Tool	Stackla Ltd	Dec-21	12+12+12	£71,165
General Legal Services	DWF	Feb-22	36	£600,000
Firewall Replacement	Computacenter UK Ltd	Feb-22	36	£97,500
Media Evaluation - Consumer	Carma	Mar-22	12+12+12	£90,000
Website Development - ST Observatory	Storm ID	Mar-22	12	£80,000
OTA China	Ctrip	Mar-22	12+12+12	£675,000
Sales Agency Services - France	Interface Tourism France	Mar-22	12+12+12	£106,800
IT Service Desk	Softcat	Mar-22	36	£116,574

### 2023 Cycling World Championship Ltd

Contract Title	Contractor(s)	Contract Start Date*	Contract Period	Total Value (ex VAT)
PR Agency	Frame Creative PR Ltd	Jan-22	24	£119,976
Glentress Mountain Bike X Country	Enduro Sports	Feb-22	19	£1,590,000
Website/digital provider	Storm ID Ltd	Mar-22	18	£123,588
Competition Spoke – Mountain Bike Downhill	Rare Management	Feb-22	18	£1,000,000

\*Please note that contracts listed in this Annex A have a start date within the period 1 April 2021 to 31 March 2022 and the tender activity may have taken place at some point prior to the reporting period. Contracts listed in Section 3.1 relate to tender activity that took place during the period 1 April 2021 to 31 March 2022 and may have a contract start at a future date.

## Appendix B - Summary of Regulated Procurements expected to commence during the period 1 April 2020 to 31 March 2022

Please note this list is provisional and subject to change.

### VisitScotland

Month	Contract Title	Contract Start Date (forecast)	Period of Contract (Months)	Anticipated Value
Apr-22	Insurance Services	May-22	36	£168,900
Apr-22	Search Engine Optimisation	May-22	36	£600,000
Apr-22	Books & Maps - Retail	May-22	36	£1,650,000
Apr-22	Estates Professional Services	May-22	36	£225,000
Apr-22	Office Furniture	Jul-22	36	£450,000
Apr-22	Web and Backup Server Hosting	May-22	36	£114,000
Apr-22	iCentre Design & Build	Sep-22	36	£1,350,000
Apr-22	Storage	May-22	36	£120,000
Apr-22	Cloud Hosting Services	Jul-22	36	£175,500
Apr-22	Event & Stand Management US	Sep-22	60	£725,000
Apr-22	Event & Stand Management Europe	Sep-22	60	£1,215,000
Apr-22	Accessibility Guide Tool	Jul-22	60	£50,000
Apr-22	NA PR	Oct-22	36	£935,000
May-22	UK & Global PR	Jul-22	36	£279,000
May-22	Social Media Support China	Aug-22	36	£147,600
Jul-22	L&D Leadership Foundations	Sep-22	36	£78,000
Jul-22	SAOS	Sep-22	36	£240,000
Jul-22	OP Cleaning	Sep-22	24	£100,000
Jul-22	Courier Services	Sep-22	36	£85,500
Jul-22	Fire & Security Alarms	Oct-22	36	£75,000
Sep-22	Scotland Visitor Survey	Nov-22	16	£150,000
Sep-22	UK&I Effectiveness Research	Nov-22	36	£90,000
Oct-22	iCentre Maps (Concession)	Apr-23	36	£500,000
Oct-22	Office Equipment	Dec-22	36	£120,000
Oct-22	EVOCAST Support	Jan-23	36	£150,000
Oct-22	Creative Development	Dec-22	36	£750,000
Oct-22	Google Analytics	Nov-22	12	£95,000
Nov-22	UK & I Segmentation	Feb-23	6	£75,000
Nov-22	Adobe Licences	Mar-23	36	£75,000
Dec-22	Leaflet Storage & Distribution	Mar-23	36	£120,000
Dec-22	Scottish Tourism Observatory - Hosting	Mar-23	36	£75,000
Dec-22	Social Listening	Mar-23	24	£72,000
Dec-22	Marketing Automation - Licence/Support	Mar-24	60	£1,700,000

## 2023 Cycling World Championships Ltd

Month	Contract Title	Contract Start Date (forecast)	Period of Contract (Months)	Anticipated Value
Sep-21	IT & Technology Services	Jan-22	20	£490,000
Sep-21	Hosting Co-operation	Q4 2022	12	£10,000,000
Sep-21	Content Development	Jan-22	20	£300,000
Oct-21	Sponsorship Valuation Agency	Jan-22	20	£180,000
Oct-21	Ticketing Platform	Feb-22	19	£400,000
Oct-21	Competition Spoke – Road Time trial	Mar-22	18	£1,100,000
Oct-21	Competition Spoke – Road Gran Fondo	May-22	16	£450,000
Oct-21	Competition Spoke – Road remote Starts	Jun-22	15	£300,000
Oct-21	Competition Spoke – Road Para Cycling	Jul-22	14	£1,000,000
Oct-21	Spoke contract TT	May-22	14	£1,120,000
Jan-22	Workforce Clothing	May-22	16	£356,000
Jan-22	Fleet	Sep-22	12	£715,000
Feb-22	Video and Image Production	Jul-22	14	£200,000
Feb-22	Event Branding Agency	Sep-22	12	£1,980,000
Feb-22	Ticketing Agent	Nov-22	12	£300,000
Mar-22	Championship Application	Dec-22	9	£60,000
Apr-22	Insurance Broker	Aug-22	13	£60,000
Apr-22	Backbone Connectivity Services	Nov-22	10	£1,000,000
May-22	Marketing Strategy and Creative Development	Jul-22	14	£200,000
May-22	Master Licensee (Concession)	Aug-22	13	£250,000
May-22	Evaluation	Oct-22	11	£150,000
May-22	Hospitality delivery partner	Dec-22	9	£114,000
Mar-22	Brand and Sponsor Activation	Aug-22	13	£230,000
May-22	Social Content Creation	Aug-22	13	£100,000
Q4-22	National Escort Group	Nov-22	13	£90,000
Q4-22	Sports Presentation	Nov-22	11	£60,000
Q4-22	Transport provision: Shuttle buses & Public Transport	Nov-22	11	£109,000
Q4-22	Logistics Services	Nov-22	10	£50,000
Q4-22	Race Radio and in car technology	Dec-22	9	£200,000
Q4-22	Cabins	Dec-22	9	£160,000
Q4-22	Access control/stewarding	Dec-22	9	£76,000
Q4-22	Temporary Power (potential VIK sponsorship)	Jan-23	8	TBC
Q4-22	Temporary Power	Apr-23	6	£75,000

# Annex A - Annual Procurement Report template

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

## 1. Organisation and report details

- a) Contracting Authority Name
- b) Period of the annual procurement report
- c) Required by s18 Procurement Reform (Scotland) Act 2014 to prepare an annual procurement report? (Yes / No)

VisitScotland
Apr 21-Mar 22
Yes

## 2. Summary of Regulated Procurements Completed

- a) Total number of regulated contracts awarded within the report period
- b) Total value of regulated contracts awarded within the report period
- c) Total number of unique suppliers awarded a place on a regulated contract awarded during the period
  - i) how many of these unique suppliers are SMEs
  - ii) how many of these unique suppliers how many are Third sector bodies

30
£24,068,307
23
16
Nil

## 3. Review of Regulated Procurements Compliance

- a) Number of regulated contracts awarded within the period that complied with your Procurement Strategy
- b) Number of regulated contracts awarded within the period that did not comply with your Procurement Strategy

30
N/A

## 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.
- b) Total Number of regulated contracts awarded with a value of £4 million or greater that contain Community Benefit Requirements.
- c) Total Number of regulated contracts awarded with a value of less than £4 million that contain Community Benefit Requirements

Nil
N/A
N/A



**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)

N/A

e) Number of Apprenticeships Filled by Priority Groups

N/A

f) Number of Work Placements for Priority Groups

N/A

g) Number of Qualifications Achieved Through Training by Priority Groups

N/A

h) Total Value of contracts sub-contracted to SMEs

N/A

i) Total Value of contracts sub-contracted to Social Enterprises

N/A

j) Total Value of contracts sub-contracted to Supported Businesses

N/A

k) Other community benefit(s) fulfilled

N/A

**5. Fair Work and the real Living Wage**

a) Number of regulated contracts awarded during the period that included a Fair Work First criterion.

N/A

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.

N/A

c) Number of unique suppliers who are accredited Living Wage employers and were awarded a regulated contract during the period.

N/A

d) Number of unique suppliers who have signed up to the Scottish Business Pledge and were awarded regulated contract during the period.

N/A

**6. Payment performance**

a) Number of valid invoices received during the reporting period.

7133

b) Percentage of invoices paid on time during the period (“On time” means within the time period set out in the contract terms.)

85.1%

c) Number of regulated contracts awarded during the period containing a contract term requiring the prompt payment of invoices in public contract supply chains.

30

d) Number of concerns raised by sub-contractors about the timely payment of invoices within the supply chain of public contracts.

N/A

## 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

N/A
«Value (£)»
«Value (£)»
«Value (£)»

## 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.

£39,275,590
£17,280,000
N/A
£16,738,938

- e) Total targeted cash savings for the period covered by the annual procurement report
  - i) targeted cash savings for Cat A contracts
  - ii) targeted cash savings for Cat B contracts
  - iii) targeted cash savings for Cat C contracts

£400,000-£700,000
N/A
N/A
N/A

- f) Total delivered cash savings for the period covered by the annual procurement report
  - i) delivered cash savings for Cat A contracts
  - ii) delivered cash savings for Cat B contracts
  - iii) delivered cash savings for Cat C contracts

£443,000
N/A
N/A
N/A

- g) Total non-cash savings value for the period covered by the annual procurement report

£200,000
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## 9. Future regulated procurements

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

98
£35,000,000

## NOTES

- Reference to contract is also to be construed as meaning a framework agreement.
- Please provide exact figures wherever possible, rather than estimations.
- Please distinguish between the '0' value and where information is either not recorded or not available.

### 1. Organisation and report details

- a) Enter the name of the contracting authority to which the report refers.
- b) Enter the actual period of the report (for example, 01 April 21 to 31 March 22 or 1 August 21 to 31 July 22.)
- c) Has the report been prepared because there is a requirement to do so under Section 18 of the 2014 Act?

### 2. Summary of regulated procurements completed

- a) This is the total number of all regulated contracts that were awarded during the reporting period as a result of regulated procurements.
- b) This is the total estimated value (excluding VAT) of all regulated contracts that were awarded during the reporting period as a result of regulated procurements.
- c) This is the total number of unique suppliers that were awarded a place on a regulated contract which was awarded during the reporting period (where a supplier has been awarded more than one framework, or contract only one instance should be recorded).
  - i) Number of unique SME suppliers that were awarded a place on a contract awarded during the reporting period (an SME means an enterprise which employs less than 250 staff).
  - ii) Number of unique third sector suppliers that were awarded a place on a contract awarded during the reporting period.

### 3. Review of regulated procurements compliance

- a) Total number of regulated contracts awarded within the reporting period that complied with the commitments and policies set out in your corporate procurement strategy.
- b) Total number of regulated contracts awarded within the reporting period that did not comply with commitments and policies set out in the corporate procurement strategy.

### 4. Community benefit requirements summary

- a) Total number of individual regulated contracts awarded within the reporting period with a value of £4 million or greater.
- b) Total number of individual regulated contracts awarded within the reporting period with a value of £4 million or greater that contain Community Benefit requirements.
- c) Total number of regulated contracts with a value of less than £4 million that contain Community Benefit requirements.
- d) Total number of jobs filled by individuals within a priority group during the period of the report.
- e) Total number of apprenticeships filled by priority groups during the period of the report.
- f) Total number of work placements delivered for priority groups during the period of the report.

- g) Number of qualifications achieved during the period of the report through training by priority groups.
- h) Total value of contracts subcontracted to SMEs during the period of the report
- i) Total value of contracts subcontracted to Social Enterprises during the period of the report.
- j) Total value of contracts subcontracted to Supported Businesses during the period of the report.
- k) Other community benefits that were fulfilled during the period of the report that do not fall into one of the preceding categories.

#### 5. Fair Work and the real Living Wage

- a) Number of regulated contracts awarded during the reporting period that include a scored Fair Work First criterion where it was relevant to do so. The Scottish Government asks employers to adopt fair working practices, specifically: Appropriate channels for effective voice, such as trade union recognition; Investment in workforce development; No inappropriate use of zero-hours contracts; Action to tackle the gender pay gap and create a more diverse and inclusive workplace; Payment of the real Living Wage; Offer flexible and family friendly working practices for all workers from day one of employment; Oppose the use of fire and rehire practice.
- b) Total number of unique suppliers that have committed to pay the real Living Wage to persons involved in producing, providing or constructing the subject matter of regulated procurements; this number will include suppliers who are awarded onto a framework agreement and will also reflect those suppliers who are accredited as Living Wage employers.
- c) Number of unique suppliers who are accredited Living Wage employers and were awarded a regulated contract during the period of the report; this number will include suppliers who are awarded onto a framework agreement.
- d) Number of unique suppliers signed up to the Scottish Business Pledge and were awarded a regulated contract during the period of the report; this number will include suppliers who are awarded onto a framework agreement.

**Fair Work First: guidance** outlines our Fair Work First approach and exemplifies the Fair Work First criteria in practice. It should be used by those involved in awarding public sector grants, other funding and public contracts as well as those who receive funding through public sector grants, sponsorship arrangements with the Scottish Government and/or are involved in the delivery of contracts.

#### 6. Payment performance

- a) Total number of valid invoices received during the period of the report.
- b) The percentage of valid invoices received during the period of the report that were paid on time (for example, within the time period set out in the contract terms).
- c) Total number of regulated contracts awarded during the period of the report that contained a contract term requiring the prompt payment of invoices in public contract supply chains.
- d) Total number of concerns raised by sub-contractors within the timeframe covered by the report about timely payment of invoices relating to the supply chain of public contracts.

## 7. Supported businesses summary

- a) Total number of all regulated contracts that were awarded to supported businesses during the reporting period (this includes contracts reserved for supported businesses)
- b) Total amount of spend with supported businesses during the reporting period (through regulated and non-regulated contracts).
  - i) Total spend with supported businesses during the reporting period through regulated contracts (including spend within the period on contracts placed before the period).
  - ii) Total spend with supported businesses during the reporting period through non-regulated contracts (including spend within the period on contracts placed before the period).

## 8. Spend and savings summary

- a) Total amount of procurement spend during the reporting period.
- b) Total amount of procurement spend with SMEs during the reporting period.
- c) Total amount of procurement spend with third Sector bodies during the reporting period.
- d) Percentage of total procurement spend during the reporting period that is through collaborative contracts.
- e) Total amount of cash savings that was targeted / forecast for the period of the report.
  - i) Total amount of cash savings that was forecast for the period of the report through Cat A (National) contracts.
  - ii) Total amount of cash savings that was forecast for the period of the report through Cat B (Sectoral) contracts.
  - iii) Total amount of cash savings that was forecast for the period of the report through Cat C contracts.
- f) Total amount of cash savings delivered for the period of the report.
  - i) Total amount of cash savings delivered during the period of the report through Cat A (National) contracts.
  - ii) Total amount of cash savings delivered during the period of the report through Cat B (Sectoral) contracts.
  - iii) Total amount of cash savings delivered during the period of the report through Cat C contracts.

\* - **Procurement benefits reporting: guidance** is available to help procurement teams identify savings and benefits from procurement activity. It is also important that these savings and benefits are reported in a consistent manner across sectors.

## 9. Future regulated procurements

- a) Total number of all regulated contracts that are expected to commence in the next two financial years.
- b) Total estimated value of all regulated contracts that are expected to commence in the next two financial years.



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