



**TRANSPORT
SCOTLAND**
CÒMHDHAIL ALBA

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Annual Procurement Report 2021

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Foreword

Transport Scotland provides the people of Scotland with a sustainable, inclusive, safe and accessible transport system. This reinforces the aims of the Scottish Government to focus on helping to deliver a healthier, fairer and more prosperous Scotland for communities, businesses and visitors. Transport Scotland's Annual Procurement Report for 2021 illustrates how we are delivering the procurement commitments we made in our Procurement Strategy.

During the period covered by this report we faced the unprecedented challenges from the Covid-19 pandemic. We worked hard with our suppliers and other partner organisations to support businesses and keep Scotland moving during the period.

In addition to funding allocated by grants to public and private organisations, Transport Scotland's procurement spend during the financial year 2020-2021 was over £2.032 billion on contracts during the reporting period. A significant part of this (14%) was direct spend with Small to Medium Enterprises (SMEs).

Transport Scotland delivers many of its policies and priorities through its procurement activity, which in turn assists the Scottish Government in achieving the national outcomes. Our vision for procurement is:

“To support the delivery of value for money, sustainable and innovative infrastructure and services in fulfilment of the Scottish Government's ambition and vision for transport and Transport Scotland's corporate commitments through a strategic and systematic approach to procurement.”

Transport Scotland's Annual Procurement Report 2021 sets out how we are providing value for money and ensuring compliance with our legal obligations to ensure sustainable, inclusive, safe and accessible infrastructure.

Hugh Gillies

Interim Chief Executive

Transport Scotland

Executive summary

Transport Scotland's Annual Procurement Report illustrates delivery of the commitments made in our [Transport Scotland Corporate Procurement Strategy 2020-2021](#). The commitments interact with the Scottish Government's aims of having a sustainable, inclusive, safe and accessible transport system. During the reporting period Transport Scotland has undertaken 101 regulated procurements with a value in excess of £2.073 billion. We retain our commitment to continuous improvement and maintaining a high capability in terms of our procurement activity.

During the Covid-19 pandemic, public transport has played vital role in keeping Scotland moving safely, helping people attend vaccination appointments and other essential travel once lockdown restrictions were eased. A significant amount our procurement spend (over £685.5 million of our overall £2.032 billion spend) was allocated to keeping public transport operating effectively in the reporting period. Details of our regulated procurement activity is shown in Appendix A.

Undertaking sustainable procurement is a key element in the way in which Transport Scotland operates. Even during the pandemic Transport Scotland remained at the forefront of implementing a wide range of Community Benefits into our contracts and promoting our procurements to provide opportunities for SMEs and Supported Businesses. Transport Scotland plays a vital role in maximising employment opportunities, investing in skills training and supporting young people, adults and businesses throughout Scotland. Apprenticeship opportunities are central to our procurements and we support employers in developing standards for workplace training. Apprenticeships and jobs are key Community Benefits arising from the delivery of our contracts. In addition, our suppliers are also supporting communities by creating economic benefits for local people, community groups and other key stakeholders.

Community Benefits provided during the period include the creation of over 420 new entrants' positions, around 17 apprenticeships and 65 graduate positions and over 30 work placements. We highlight a range of Community Benefits provided by our suppliers over the reporting year in Appendix B. Our suppliers also awarded over 880 sub-contracts valued in excess of £300 million.

Transport Scotland supports the use of supported businesses and social enterprises where possible for our procurements and our suppliers have placed contracts and orders with a value in excess of £580,000 during this reporting year.

Transport Scotland maintains the use of Project Bank Accounts (PBAs) in works contracts over £5 million, in accordance with Scottish Government policy. To date we have utilised PBAs on six of our works contracts with more PBAs planned to be implemented this year.

Transport Scotland places great value in monitoring the performance of its suppliers effectively and uses a Supplier Performance Feedback system to ensure that performance across our works, services and supply contracts are accurately assessed. Feedback reports are issued to suppliers and can be used as a tool, by both Transport Scotland and the supplier, to enable comparison of performance across the supplier's current contracts.

Introduction

Procurement in Transport Scotland is undertaken by staff with Delegated Purchasing Authority (DPA) who have relevant expertise and training.

The Chief Executive is the accountable officer who has responsibility for the propriety, effectiveness, efficiency and economy of procurement activity within the Agency. The Chief Executive has appointed the Director of Purchasing to hold purchasing authority for all procurement relating to the management and operation of Transport Scotland. The Director of Purchasing has the authority to sub-delegate purchasing authority to members of staff within Transport Scotland as considered appropriate and is supported by the Deputy Director of Purchasing in this role.

The Director of Purchasing meets periodically with the Director of Procurement and Property Commercial, Nick Ford, from the Scottish Government's Scottish Procurement and Property Directorate to review and discuss procurement-related matters.

Transport Scotland's Procurement Team provides a central role in the Agency's procurement activity through the support and advice they offer to those officials undertaking their procurements.

Section 18 of the Procurement Reform (Scotland) Act 2014 stipulates that a contracting authority must publish a Procurement Strategy and subsequently produce an Annual Procurement Report. The Annual Procurement Report monitors the authority's delivery of regulated procurement activities against its Procurement Strategy and it should be published as soon as is reasonably practicable after the end of their financial year.

This Transport Scotland Annual Procurement Report covers all regulated procurements completed during the period 1 April 2020 to 31 March 2021 and provides details of how those procurements supported the commitments included in the [Transport Scotland Corporate Procurement Strategy 2020-2021](#).

Covid-19 caused significant pressures on society and the transport network during the reporting period and we worked with transport operators and our suppliers to support the Scottish Government's response to the pandemic. Public transport played a vital role in keeping Scotland moving safely during the pandemic by helping people attend vaccination appointments and enabling essential travel once lockdown restrictions were eased. Over £685.5 million of our procurement spend was provided throughout the reporting period to enable rail franchises and bus services to operate during Covid-19. This comprises of £421m million in emergency measures arrangements to our rail franchisees and around £264.5 million that was provided to bus operators.

Summary of regulated procurement

Transport Scotland's regulated procurements are governed by the policies and procedures described in the [Transport Scotland Corporate Procurement Strategy 2020-2021](#).

Transport Scotland makes use of existing framework agreements where appropriate, including Transport Scotland frameworks, Scottish Government frameworks and UK frameworks, as well as procuring new framework agreements and contracts where required.

Transport Scotland completed 101 regulated procurements as shown in Table 1, with a combined total value of £2.073 billion. This included 12 call-offs from collaborative frameworks owned by Scottish Government, Crown Commercial Services or Scotland Excel. A regulated procurement is any procurement for public supplies or services with a value of £50,000 or above, or of greater than £2,000,000 for works contracts. A regulated procurement is considered completed when the award notice is published on the Public Contracts Scotland portal, or where the procurement process otherwise comes to an end.

1/4/20 – 31/3/21	Restricted	Competitive dialogue /negotiated	Open	Non Competitive Action	TS Framework call-off	Collaborative Framework call-off	Total
Services and Supply	1	2	1	39*	42	12	97
Works	2	2	0	0	0	0	4
Total	3	4	1	39	42	12	101

Table 1 - Summary of Transport Scotland's regulated procurement activity

* 39 regulated contract award notices published on Public Contracts Scotland for contracts awarded to bus operators using non-competitive action, which facilitated payment of funding to keep public transport operating effectively during the pandemic.

Further detail on the procurements referred to in Table 1 is contained within Appendix A.

During the reporting period Transport Scotland's Procurement Team checked new contract notices prior to publication, to ensure that contract notices developed in Public Contracts Scotland included the relevant information and commitments.

Transport Scotland paid 95% of suppliers within ten days during the reporting period.

Review of regulated procurement compliance

Transport Scotland made four procurement commitments in section six of the [Transport Scotland Corporate Procurement Strategy 2020-2021](#).

The four commitments are:

- Undertake Transport Scotland procurements in a sustainable manner.
- Ensure Transport Scotland procurements comply with relevant EU and national legislation and internal policy and governance procedures.
- Add value through Transport Scotland procurements and promote collaborative procurement opportunities where appropriate to ensure Transport Scotland contracts represent value for money.
- Maintain a high standard of procurement capability across Transport Scotland through the implementation of best practice and continuous improvement.

These commitments were sub-divided into 28 delivery sub-actions. Comment on Transport Scotland's compliance with each of the 28 delivery sub-actions is provided below:

Commitment 1: Undertake Transport Scotland procurements in a sustainable manner

Delivery Sub-action 1.1

Ensure compliance with the sustainable procurement duty, such that Transport Scotland contracts are procured and managed in an economic, social and environmentally friendly manner, including the consideration of means of transporting materials.

Compliance: It is mandatory for all regulated procurements within Transport Scotland to have a Procurement Strategy that has been approved by the Director of Purchasing or the Depute Director of Purchasing. The Procurement Strategy records economic, social and environmental requirements and relevant issues, such as sustainability criteria, that should be considered for each procurement.

A sustainability test is considered in the Procurement Strategy for each regulated procurement to help embed relevant and proportionate sustainability requirements in the development of frameworks and contracts.

An example is where the Scottish Trunk Road Network Maintenance Contracts (NMC) for the South West and South East units, which commenced in August 2020, set global environmental requirements that oversee all operations performed under the contract. The contract has a specific staff role for an Environmental and Sustainability Manager who is tasked with providing expert advice and support on any matters associated with the design, operation or maintenance of the Scottish Trunk Road Network that have environmental impact implications. For example, the Operating Company is required to produce Carbon Emissions Reports, providing the carbon factor score for material usage and transportation in Schemes within the one-year programme to set a baseline for ongoing carbon reduction, and set and monitor targets to achieve continuous improvement within future programmes.

The operation of the NMC contracts is a key example of how public sector procurement can support benefits that contribute to climate change targets, air quality improvement and maximising the use of Scotland's renewable energy resources.

Delivery sub-action 1.2

Fully utilise the Scottish Government's suite of sustainability tools for all regulated procurements.

Compliance: Sustainability is fully considered in all regulated procurements as part of the sustainability test.

The Scottish Government sustainability test is considered in the Procurement Strategy for each regulated procurement. This places a mandatory requirement on the Project Manager to provide details of the social, economic and environmental elements of the proposed procurement that will be addressed through developing a suitable specification and evaluation criteria.

Delivery sub-action 1.3

Deliver community benefits through Transport Scotland's procurement activity and seek opportunities to enhance the scope of these benefits.

Compliance: Community benefits are considered in the Procurement Strategy for all regulated procurements. Community benefits are also reviewed as part of the lessons learned process.

Transport Scotland continues to investigate ways to further increase community engagement, provide improved community benefits, and further develop its engagement with the third sector and supported businesses.

Transport Scotland has guidance on its intranet to assist Project Managers when assessing the potential to include community benefits into their procurements. The guidance provides draft text and guidance for inclusion in procurement documents and activities, regardless of the value.

Appendix B contains examples of community benefits delivered during the reporting period.

Delivery sub-action 1.4

Ensure that opportunities for Small Medium enterprises (SMEs) to tender for Transport Scotland contracts and to tender for sub-contracts via main suppliers are maximised.

Compliance: The Quick Quote system on the Public contract Scotland Portal is used for non-regulated procurements.

Opportunities for SMEs are considered in the Procurement Strategy for all regulated procurements. This includes consideration being given to procuring the contract in Lots to facilitate opportunities for SMEs to bid. Commitments are made in the Procurement Strategy to ensure subcontracting opportunities are advertised on the Public Contracts Scotland Portal.

Transport Scotland exhibited at the Meet the Buyer North event in September 2020 to engage with SMEs. This provided an the opportunity to highlight forthcoming Transport Scotland contracts and discuss how SMEs could participate.

Delivery sub-action 1.5

Promote, and seek to increase opportunities for supported businesses to tender for Transport Scotland contracts and to tender for sub-contracts resulting from our main contracts.

Compliance: During the reporting period Transport Scotland:

- Continued to source Personal Protective Equipment (PPE) from Haven Products.
- Continued to contract with Haven Products for on-line translation and printing services.
- Procured printing services from Scotland's Bravest Manufacturing Company.
- Ensured that regulated Procurement Strategies consider whether any element of the contract could be provided by a supported business.
- Held awareness sessions for staff to provide examples of the products and services available from supported businesses.

Transport Scotland's suppliers continue to use supported businesses and social enterprises where possible. Contracts and orders with a value in excess of £450,000 were placed with supported businesses and just under £130,000 were placed with social enterprises during this reporting period.

Delivery sub-action 1.6

Promote, and seek to increase opportunities for the third sector to tender for Transport Scotland contracts and to tender for sub-contracts resulting from our main contracts.

Compliance: Consideration is given in each Procurement Strategy to the suitability of procuring using supported businesses and social enterprises.

Transport Scotland exhibited at the Meet the Buyer North event in September 2020 where opportunities for the third sector were highlighted.

Delivery sub-action 1.7

Ensure that Transport Scotland's procurement activity promotes Fair Work Practices, including the use of the Living Wage and the Modern Slavery Act and the procurement of fair and ethically traded goods and services.

Compliance: Transport Scotland has appointed a Fair Work Champion, responsible for ensuring that Fair Work Practices are considered in the Procurement Strategy for all regulated procurements. This includes ensuring that staff are kept up to date with the Scottish Government's guidance on Fair Work First, and ensuring our suppliers adhere to relevant legal obligations, including workplace standards and labour laws.

Transport Scotland includes fair work questions in the tender documents for selected regulated procurements. This requires suppliers to provide details which demonstrate their approach to fair work.

Delivery sub-action 1.8

Review and update the procurement page of the Transport Scotland website on a quarterly basis to ensure key information is visible to suppliers.

Compliance: The procurement pages of the Transport Scotland website are routinely reviewed and updated.

The pages explain how Transport Scotland does business and how suppliers can become involved in Transport Scotland procurements.

Commitment 2: Ensure Transport Scotland procurements comply with relevant legislation and internal policy and governance procedures

Delivery sub-action 2.1

Utilise and develop model contract documents for works, goods and services and ensure that documents are compliant with relevant legislation and policy.

Compliance: Bespoke model contract documents for highly specialist goods, services and works are subject to on-going review by Transport Scotland. They are held in centrally available templates, which are updated as practice develops and lessons learned are embedded.

For more routine needs, Transport Scotland uses the Scottish Government model contract documents for selected contracts, frameworks and call-offs.

Delivery sub-action 2.2

Provide consistent procurement advice and support to Transport Scotland staff who are undertaking procurement activity and ensure that all such activity is compliant with current legislation.

Compliance: Procurement Advisors in the Procurement Team meet regularly to discuss live procurement issues, to ensure that consistent advice is available to all staff across the Agency.

The Procurement Team operates a procurement query tracker which monitors the progress and outcome of all queries received. This tracker is reviewed regularly to ensure consistency of responses, and to identify training needs.

Transport Scotland has developed a Procurement Toolkit to provide staff with information, guidance and templates to ensure procurements comply with legislation, Scottish Procurement Policy Notes, internal policy and governance procedures.

Delivery sub-action 2.3

Deliver a programme of procurement training to Transport Scotland staff to ensure that procurement activity remains compliant with current European and Scottish and procurement legislation.

Compliance: DPA holders and other procurement staff are required to complete the Scottish Government Procurement Competency Framework to highlight areas where development is required.

Transport Scotland complete regular reviews of the procurement queries received to identify a programme of staff training. Procurement training requirements are reviewed on an annual basis and the training programme is also updated on an ad-hoc basis.

The training programme was delivered over 16 sessions during the reporting period using in-house training. Due to physical restraints during the Covid-19 pandemic, the sessions were hosted online to allow training to continue for 156 attendees. Sessions included procurement subjects on the evaluation of tenders, identifying and dealing with a conflict of interest, procurement legislation and compliance, procurement procedures and processes, how to approach and develop an effective procurement strategy, and on the role of the DPA holder.

Delivery sub-action 2.4

Review and update Transport Scotland procurement policy and governance processes and procedures to ensure compliance with legislation.

Compliance: The following activities were completed in the reporting period:

- The Transport Scotland Project Procurement Strategy template was last amended in January 2021.
- 13 Scottish Procurement Policy Notes and 10 Construction Policy Notes were shared with DPA holders in Transport Scotland.
- One Procurement Advice Note was published on the Transport Scotland procurement intranet site.
- The Director of Purchasing met with the Director of Procurement and Property from the Scottish Government's Scottish Procurement and Property Directorate in October 2020. This was a routine scheduled meeting to discuss policy and legislation which may impact on procurement activity, as well as progress on Transport Scotland's procurements.

Transport Scotland publishes a substantial amount of information in relation to major construction projects on its website and continues to identify further information suitable for proactive publication.

Delivery sub-action 2.5

Implement Project Bank Accounts on all Transport Scotland construction contracts of a value of £5 million and above.

Compliance: Transport Scotland implements Project Bank Accounts on all works contracts with a value in excess of £5 million. During the reporting year we operated a total of six works contracts with Project Bank Accounts.

Delivery sub-action 2.6

Review and update the procurement section of the Transport Scotland intranet to ensure that it remains an effective means of communicating policy, systems and guidance to Transport Scotland staff.

Compliance: The procurement intranet pages were reviewed and updated during the reporting period. The Procurement Team use the intranet to communicate policy, systems and guidance.

Transport Scotland staff use the intranet pages to access information about:

- how to contact the Procurement Team
- procurement policy and procedures
- procurement advice and support
- delegated purchasing authority
- sustainable procurement
- tender receipt and opening
- the contracts database
- contract reference numbers
- procurement feedback

Delivery sub-action 2.7

Utilise data gathered via Contracts Database to assist with monitoring and ensuring compliance.

Compliance: The Contracts Database is used to monitor the expiry dates for contracts and call-offs. This informs the need for future procurements and their programme.

Information from the Contracts Database is used to help to identify off-contract spend.

Work is underway to develop the Contracts Database by increasing the scope of the management information it holds and enhancing its reporting capability.

Commitment 3: Add value through Transport Scotland procurements and promote collaborative procurement opportunities where appropriate to ensure Transport Scotland Contracts represent value for money

Delivery sub-action 3.1

Utilise Scottish Government and UK wide collaborative contracts to secure a range of benefits and savings, where feasible.

Compliance: Transport Scotland seeks to use existing frameworks before tendering bespoke requirements.

Transport Scotland utilises frameworks from the Scottish Government, Crown Commercial Service (CCS), Department for Transport and Scotland Excel.

Transport Scotland expenditure on collaborative frameworks during the reporting period was over £9.3 million.

Transport Scotland saved £1.4 million by using Scottish Government collaborative frameworks during the reporting period.

Where other suitable frameworks are not available, Transport Scotland lets frameworks for its own bespoke needs, such as the Multi-Supplier Framework Agreement for Ground Investigation Works.

Delivery sub-action 3.2

Review performance of Transport Scotland frameworks prior to any re-let.

Compliance: Transport Scotland conducts periodic reviews of existing frameworks which consider:

- quality
- service
- sustainability
- cost

An evaluation of current frameworks is undertaken as part of each Procurement Strategy for any future re-tendering exercise for frameworks.

Lessons Learned are captured, reviewed periodically, and communicated to influence best practice procedures for future procurements.

Delivery sub-action 3.3

Continue to provide feedback to suppliers on a biannual basis and consider implementation of an electronic system to support activity.

Compliance: Supplier performance is reviewed biannually by Transport Scotland staff. Reports are subsequently issued to suppliers to provide feedback on their performance. The supplier performance feedback system can be used as a tool, by both Transport Scotland and the supplier, to enable comparison of performance across the supplier's current contracts.

Work has commenced on implementation of an electronic system which will improve efficiency of data gathering and reporting for supplier feedback in future reporting periods.

Delivery sub-action 3.4

Continue to undertake early market engagement, where appropriate.

Compliance: Every new procurement has a Procurement Strategy that identifies the extent of market engagement that is appropriate for each procurement. This must receive the necessary approvals prior to the procurement being progressed.

Transport Scotland considers the use of Prior Information Notices (PINs) and Supplier Information Events to support early market engagement on some procurements.

During the reporting period, ten PINs were published by Transport Scotland on the Public Contracts Scotland portal, including the competition for the A9 Dualling Glen Garry to Dalwhinnie and A9 Dualling Dalwhinnie to Crubenmore: Invasive Archaeological Investigations.

Transport Scotland routinely undertakes market engagement with the supply chain including:

- Association for Consultancy and Engineering
- Civil Engineering Contractors Association
- trunk road operating companies
- train operating companies
- freight operating companies
- software providers

Delivery sub-action 3.5

Ensure sub-contract opportunities continue to be advertised on Public Contracts Scotland, where appropriate.

Compliance: Transport Scotland utilised Public Contracts Scotland to advertise over £1.53 billion of contract opportunities during the reporting period.

Current infrastructure contracts in progress during the reporting period included:

- A9 Dualling: Luncarty to Pass of Birnam
- A92/A96 Haudagain Improvement
- A898 Erskine Bridge External Painting
- Scottish Trunk Road Network Maintenance Contracts

Transport Scotland has also mandated that all works procurements should encourage suppliers to use PCS to advertise sub-contract opportunities in line with SPPN 05/2019.

Delivery sub-action 3.6

Engage with suppliers to identify areas of savings, added value and innovation.

Compliance: Transport Scotland works with its supply chain to identify savings by:

- Undertaking effective engagement before the commencement of the procurement process.
- Effective use of value engineering clauses in contracts to deliver value for money for the public purse.
- Effective management of our contracts to ensure compliance with the contractual terms and conditions.
- Use of the competitive dialogue public procurement process for major projects that allows engagement of suppliers to encourage innovation and added value input prior to the issue of tender documents.
- An example of innovation is on the Scottish Trunk Roads Network Maintenance South East contract where the Operating company has deployed Advance Mobile Asset Collection to GPS (computer vision algorithms have been used to provide accurate and repeatable measurements of retro-reflectivity of road markings and traffic signs using mobile night-time surveys at traffic speed, which avoids the need for lane closures or operatives on the carriageway).

Delivery sub-action 3.7

Improve performance by keeping Transport Scotland's senior management appraised of supplier performance biannually.

Compliance: Supplier performance is shared biannually with Transport Scotland senior management in advance of this information being shared with suppliers.

This allows senior management to be appraised of performance results before suppliers are informed and also allows them to consider if any follow-up actions are required to improve performance.

Delivery sub-action 3.8

Use the data gathering function in the contracts database to enable more detailed market analysis and decision making.

Compliance: A Contracts Database is used to report contract and call-off information and to inform Procurement Strategies for future procurements.

Contract Managers use Transport Scotland systems to monitor spend on contracts, which also informs decision making in relation to the nature and scale of future contracts.

Delivery sub-action 3.9

Ensure all staff undertake fraud training and are aware of the Transport Scotland Fraud Policy and Response Plan.

Compliance: All Transport Scotland staff who engage in procurement activity undertake counter-fraud training. An annual refresher course is mandatory for all procurement staff.

Transport Scotland's Fraud Policy and Response Plan is reviewed and updated twice yearly and also updated following any relevant legislative changes as they occur. This was updated in September 2020 and February 2021.

Commitment 4: Maintain a high standard of procurement capability across Transport Scotland through the implementation of best practice and continuous improvement

Delivery sub-action 4.1

Develop the central repository for procurement lessons learned feedback and review the process for analysis and change implementation.

Compliance: Transport Scotland has developed a central database to record lessons learned across its projects and procurements to ensure lessons are readily shared across teams. Lessons learned are captured, reviewed and shared on a quarterly basis, ensuring procurement lessons learned are incorporated into future procurement activity.

Delivery sub-action 4.2

Review and update the Transport Scotland Procurement Strategy template, Transport Scotland Procurement Toolkit and Procurement Compliance Check Procedure annually to take account of any legislative changes, internal policy changes and ensure consistency between documents.

Compliance: The Transport Scotland Procurement Strategy template is regularly reviewed and updated to ensure compliance with accordance with Scottish Government governance procedures and policy. This document was updated in 2020 and January 2021.

The Procurement Toolkit and the Procurement Compliance Check template are regularly reviewed and were most recently updated in January 2021.

Delivery sub-action 4.3

Engage with Scottish Government and wider public sector led initiatives, such as e-procurement and consider implementation within Transport Scotland.

Compliance: Transport Scotland supported a number of public sector led activities including:

- Attending Scottish Government collaborative meetings relating to procurement and Fair Work First.
- Ongoing stakeholder engagement with public bodies to share knowledge about implementing Project Bank Accounts.
- Attending a programme of UK Government led procurement and contract practice webinars.

- Using PECOS EASEBUY for e-Procurement and liaising with Scottish Government colleagues about the implementation of electronic invoicing.
- Liaison with the Scottish Government's capability team to consider how to implement initiatives to mitigate climate change.

Transport Scotland advertises procurements on Public Scotland Contracts, and uses the portal as a platform for managing the procurement process when possible.

Delivery sub-action 4.4

Engage with internal and external stakeholders, as appropriate, to facilitate sharing of best practice.

Compliance: Transport Scotland is an active, supportive member of the Scottish Government's Procurement Collaboration Group and routinely shares best practice with attendees. We have also been an active member of the Scottish Government's Construction Leadership Forum and are also assisting with the creation of the Scottish Government Multi-Supplier Civil Engineering Works Framework.

Transport Scotland has engaged with the following external organisations to facilitate sharing of best practice:

- Association for Consultancy and Engineering
- Civil Engineering Contractors Association
- Network Rail
- train operating companies
- freight operating companies
- Office of Rail and Road
- Rail Delivery Group
- Audit Scotland
- Highlands & Islands Enterprise

Summary of community benefits

Community benefits generated through Transport Scotland procurements can be a powerful catalyst to improving the economic, social and environmental wellbeing of communities. The Procurement Reform (Scotland) Act 2014 stipulates that community benefits must be considered for all procurements greater than £4 million.

In this reporting period, all five of the regulated procurements above the £4 million threshold contained community benefits requirements. These were:

- Scottish Trunk Road Network Management Contract - South West Unit
- Scottish Trunk Road Network Management Contract - South East Unit
- Northern Isles Ferry Service
- Multi-Supplier Framework Agreement for Ground Investigation Works - Lot 2

- A9 Dualling Programme: Commercial and Financial Advisory Services

There is a focus within Transport Scotland to deliver community benefits as part of any procurement activity and we have developed internal guidance to assist staff when assessing the potential to include community benefits in procurements. The guidance provides details on what is required and draft text for inclusion in procurement documents.

During the reporting period, live contracts delivered over 420 new entrants' positions, 17 apprenticeships and 65 graduate positions and over 30 work placements. Our suppliers also awarded over 880 sub-contracts valued in excess of £300 million.

Measures introduced as a result of the Covid-19 pandemic meant engagement with the community, including local schools and colleges, was challenging for our suppliers. This resulted in changes to how engagement was carried out and we have included some examples of the activities and opportunities that were delivered during this reporting period at Appendix B.

Supported businesses and social enterprise spend summary

Transport Scotland ensures that supported businesses are considered when a new Procurement Strategy is developed. Transport Scotland spent over £5,000 in direct spend with supported businesses during the reporting period for the following activities:

- Supply of personal protective equipment from Haven Products.
- On-line translation/printing services by Haven Products.
- Printing services from Scotland's Bravest Manufacturing Company.

Transport Scotland's suppliers continue to use supported businesses and social enterprises where possible. Contracts and orders with a value in excess of £450,000 were placed with supported businesses and just under £130,000 were placed with social enterprises during this reporting period. Organisations that have benefitted from engagement with Transport Scotland suppliers include:

Social enterprise

- [cfine](#) for the supply of foodstuffs for the Northern Isles Ferry Services contract
- [Cope Ltd](#) for the supply of Soap & Sandwiches for the Northern Isles Ferry Services contract
- [Glencraft Mattresses](#) for the supply of mattresses for the Northern Isles Ferry Services contract and the Caledonian Sleeper contract
- [Wildhearts](#) for the supply of stationery supplies for the Northern Isles Ferry Services contract
- [Shetland Soap Company](#) for the provision of toiletries for the Northern Isles Ferry Services contract

Supported business

- [Scotland's Bravest Manufacturing Company](#) for the supply of road signage and printing services for the trunk road operating companies, signage for the Clyde and Hebrides Ferry contract, and printing services for the Communications Support Services contract

Transport Scotland exhibited at the virtual Meet the Buyer North event in September 2020 where opportunities for the third sector were highlighted. Further supported business engagements will be planned once Covid-19 restrictions allow.

Information about some of the supported business and social enterprises who our suppliers order from are included at Appendix C.

Anticipated future regulated procurement summary

A list of anticipated regulated procurement activity over the next two years is shown in Appendix D.

Appendices

[Appendix A](#) - List of regulated procurement activity awarded during the reporting period

[Appendix B](#) - Portfolio of community benefits and engagement activities

[Appendix C](#) – Supported Business and Social Enterprise

[Appendix D](#) – Anticipated future procurement summary 1 April 2020 to 31 March 2022

Appendix A – List of regulated procurement activity awarded during the reporting period

Contract reference	Contract name	Contract type	Value
TS/TRBO/WKS/2018/02	Scottish Trunk Road Network Management Contract - South West Unit	Works	£690,000,000
TS/TRBO/WKS/2018/03	Scottish Trunk Road Network Management Contract - South East Unit	Works	£720,000,000
TS/AMFC/SER/2020/01	Skeleton Scheduled Air Network for the Scottish Islands	Service & Supply	£385,000
TS/AMFC/SER/2018/01	Northern Isles Ferry Services	Service & Supply	£370,000,000
TS/LCE/SER/2019/01	ChargePlace Scotland Charge Point Network Operator Services	Service & Supply	£1,107,170
TS/MP/WKS/2019/01 TS/MP/WKS/2020/01 TS/MP/WKS/2020/02 TS/MP/WKS/2020/03 TS/MP/WKS/2020/04	Multi-supplier Framework Agreement for Ground Investigation Works - Lot 1	Works	£2,000,000
TS/MP/WKS/2019/02 TS/MP/WKS/2019/03 TS/MP/WKS/2019/04 TS/MP/WKS/2019/05 TS/MP/WKS/2019/06	Multi-Supplier Framework Agreement for Ground Investigation Works - Lot 2	Works	£8,000,000
TS/MP/SER/2019/01	A9 Dualling Programme: Commercial and Financial Advisory Services	Service & Supply	£7,800,000
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – ARG Travel	Service & Supply	£89,344
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – Avondale Coaches	Service & Supply	£755,717
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Bains Coaches	Service & Supply	£448,993
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Bay Travel	Service & Supply	£678,620

Contract reference	Contract name	Contract type	Value
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – Bo’ness community bus association	Service & Supply	£78,905
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Canavan	Service & Supply	£560,130
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – Colchri Ltd	Service & Supply	£463,672
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – Deveron Coaches	Service & Supply	£123,498
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – Dunn’s Coaches	Service & Supply	£66,686
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – Ember	Service & Supply	£105,430
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – Eve Car and Coaches	Service & Supply	£151,169
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – Festival Travel	Service & Supply	£65,097
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - First Scotland	Service & Supply	£82,371,717
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Garelochhead Coaches	Service & Supply	£625,754
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Houstons Coaches	Service & Supply	£774,882
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - JMB Travel	Service & Supply	£2,903,202
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Loch Motors	Service & Supply	£295,380
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Lothian	Service & Supply	£56,265,738
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - McColls	Service & Supply	£485,487

Contract reference	Contract name	Contract type	Value
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - McGills	Service & Supply	£15,378,934
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - McNairn's Coaches	Service & Supply	£703,061
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – Midland Coaches	Service & Supply	£633,138
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Millport Motors	Service & Supply	£241,045
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Moffat and Williamson	Service & Supply	£1,897,056
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Park's of Hamilton	Service & Supply	£1,528,256
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – Pete's Taxis	Service & Supply	£436,391
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Prentice Coaches	Service & Supply	£660,885
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – SD Travel	Service & Supply	£205,902
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Scottish Borders Council	Service & Supply	£52,762
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – Scottish City Link	Service & Supply	£14,451,661
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Shiel Buses	Service & Supply	£1,122,387
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Stagecoach Group	Service & Supply	£61,888,625
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Stuarts Coaches	Service & Supply	£1,463,734
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – Telford Coaches	Service & Supply	£162,913

Contract reference	Contract name	Contract type	Value
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart – Travelsure Coaches	Service & Supply	£140,894
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - West Coast Motors and Borders buses	Service & Supply	£8,072,636
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Whitelaw	Service & Supply	£1,671,394
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Wilsons of Rhu	Service & Supply	£285,675
TS/BAAT/SER/2020/03	Covid-19 Support Grant Restart - Xplore Dundee	Service & Supply	£6,186,002

Table 2 – New regulated procurements and frameworks completed during the reporting period

Contract reference	Framework name	Call-off name	Call-off type	Call-off value
TS/SPCD/CC/2021/01/01	CivTech 5.0 Challenge 10 Programme	Pre Commercialisation Stage	Services & Supply	£210,000
TS/ROADS/SER/2018/04/04	Development Management and Road Safety Services - Lot 2	A9 North Kessock to Tore Options Appraisal	Services & Supply	£100,000
TS/ROADS/SER/2018/03/01	Development Management and Road Safety Services - Lot 2	EIA Advice and Auditor Support	Services & Supply	£120,000
TS/ROADS/SER/2018/05/02	Development Management and Road Safety Services - Lot 2	Modelling of A702/ A703 Junction and Broxden Roundabout	Services & Supply	£60,000
TS/ROADS/SER/2018/06/03	Development Management and Road Safety Services - Lot 2	Trunk Road Casualty Reduction Support	Services & Supply	£90,000
TS/SPCD/CC/2020/16/01	Digital Marketing Agreement	Redesign, development and management of Traffic Scotland Website	Services and Supply	£250,000
TS/SPCD/CC/2020/38/01	Digital Technology Services	Digital Travel Data Information Services - Stage 1 Managed Service	Services & Supply	£1,550,000
TS/SE/CC/2020/01/01	Engineering and Technical Consultancy Framework	Project Delivery Support	Services & Supply	£559,930

Contract reference	Framework name	Call-off name	Call-off type	Call-off value
TS/ROADS/SER/2019/09/02	Environmental Advisory And Auditing Services Framework	Historic Environment Specialist	Services & Supply	£79,990
TS/MTRIPS/SER/2017/06/17	Framework Agreement for Development, Update and Application of the Transport and Land-use Model of Scotland	Development of STPR2 scenarios in TELMoS18	Services & Supply	£75,000
TS/TPD/SER/2016/01/04	Framework Agreement for Low Carbon Travel and Transport Challenge Fund Services	Covid-19 Public Transport Fund Services	Services & Supply	£235,000
TS/CCS/CC/2020/25/01	G - Cloud	ESRI - Winter Gritter	Services and Supply	£50,000
TS/CCS/CC/2020/25/02	G - Cloud	Gazetteer Management system	Services and Supply	£100,000
TS/CCS/CC/2020/25/03	G - Cloud	Winter Gritter 2020- 22	Services and Supply	£100,000
TS/CCS/CC/2020/08/01	Management Consultancy Framework	Reconciliation of CSG-Restart Grant funding for bus	Services & Supply	£300,000
TS/CCS/CC/2020/08/06	Management Consultancy Framework	Covid-19 Restart Grant Reconciliation - Financial Consultancy	Services & Supply	£131,250
TS/CCS/CC/2020/17/02	Management Consultancy Framework Two	Project Neptune	Services & Supply	£156,000

Contract reference	Framework name	Call-off name	Call-off type	Call-off value
TS/CCS/CC/2020/17/01	Management Consultancy Framework Two	Covid-19 Bus Consultancy Services	Services & Supply	£147,900
TS/TRBO/SER/2018/03/25	MFA for Asset Management	AMPS Support	Services & Supply	£50,000
TS/TRBO/SER/2019/03/06	MFA for Asset Management	TRIM Update	Services & Supply	£85,000
TS/TRBO/SER/2019/04/01	MFA for Asset Management	NMC Inspector Training Certification Scheme	Services & Supply	£100,000
TS/TRBO/SER/2018/03/20	MFA for Asset Management	ISO Support	Services & Supply	£60,000
TS/MTRIPS/SER/2018/09/01	MFA for Claims Advice, Quantification and Cost Estimation Services – Lot 1	Claims Advisory Services in response to the Coronavirus (Covid-19) Pandemic	Services & Supply	£80,000
TS/MTRIPS/SER/2015/09/30	MFA for Data Collection Services Lot 1	Covid-19 Glasgow - LEZ Monitoring	Services & Supply	£97,146
TS/TRBO/SER/2015/01/21	MFA for Design Standards Advice and Professional Services	Cycling by Design - Stage 3	Services & Supply	£50,000
TS/TRBO/SER/2015/01/22	MFA for Design Standards Advice and Professional Services	Standards support	Services & Supply	£50,000

Contract reference	Framework name	Call-off name	Call-off type	Call-off value
TS/MTRIPS/SER/2018/17/03	MFA for Proposed Utility Diversions and/or Protection Audit & Advice Services	Central Section A9 Dualling Programme - Advice on utility diversions	Services & Supply	£100,000
TS/MTRIPS/SER/2018/18/02	MFA for Proposed Utility Diversions and/or Protection Audit & Advice Services	Northern Section A9 Dualling Programme - Advice on utility diversions	Services & Supply	£100,000
TS/MTRIPS/SER/2018/06/03	MFA for Proposed Utility Diversions and/or Protection Audit & Advice Services	Southern Section A9 Dualling Programme - Advice on utility diversions	Services & Supply	£100,000
TS/MTRIPS/SER/2016/09/06	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 1	Transport Data Management	Services & Supply	£50,000
TS/MTRIPS/SER/2016/10/02	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 1	TSA Support	Services & Supply	£60,000

Contract reference	Framework name	Call-off name	Call-off type	Call-off value
TS/MTRIPS/SER/2016/10/03	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 1	Fort William Transport Model	Services & Supply	£60,000
TS/MTRIPS/SER/2016/09/05	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 1	TSA Support	Services & Supply	£60,000
TS/MTRIPS/SER/2016/11/07	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 1	TSA Support	Services & Supply	£60,000
TS/MTRIPS/SER/2016/11/08	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 1	Traffic Modelling services to inform the development of the COP 26 Transport Plan	Services & Supply	£70,000
TS/MTRIPS/SER/2016/11/06	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 1	Tay Cities Regional Model	Services & Supply	£100,000

Contract reference	Framework name	Call-off name	Call-off type	Call-off value
TS/MTRIPS/SER/2016/11/13	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 1	COP26 Demand Modelling and Analysis	Services & Supply	£61,824
TS/MTRIPS/SER/2016/04/07	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 2	Roads Support	Services & Supply	£80,000
TS/MTRIPS/SER/2016/05/02	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 2	Local Rail Deployment Fund Support	Services & Supply	£50,000
TS/MTRIPS/SER/2016/05/03	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 2	Travel Demand Management Support (Covid-19)	Services & Supply	£50,000
TS/MTRIPS/SER/2016/02/08	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 2	A9 Dualling - Case for Investment	Services & Supply	£100,000

Contract reference	Framework name	Call-off name	Call-off type	Call-off value
TS/MTRIPS/SER/2016/04/09	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 2	Roads Support	Services & Supply	£124,094
TS/MTRIPS/SER/2016/07/17	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 4	Dundee Hydrogen Bus Project	Services & Supply	£95,000
TS/MTRIPS/SER/2016/08/10	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 4	Low Carbon Economy Support	Services & Supply	£54,907
TS/MTRIPS/SER/2016/07/13	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 4	Roads Support	Services & Supply	£239,135
TS/MTRIPS/SER/2016/06/04	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 4	Transport Scotland Covid-19 Public Attitudes survey	Services & Supply	£50,000

Contract reference	Framework name	Call-off name	Call-off type	Call-off value
TS/MTRIPS/SER/2016/06/08	MFA for Transport and Land-Use Modelling and Transport Appraisal and Planning Lot 4	Low Carbon Economy support	Services & Supply	£70,000
TS/TRBO/SER/2017/04/12	MFA for Transport Research	Early life pavement failure	Services & Supply	£69,500
TS/RAIL/SER/2019/03/01	Strategic Technical Advisors for Transport Scotland Rail Directorate	Levenmouth Railway Re-Opening Depot & Stabling Strategy	Services & Supply	£67,394
TS/RAIL/SER/2019/01/04	Strategic Technical Advisors for Transport Scotland Rail Directorate	Business Case Governance and Review	Services & Supply	£273,750
TS/RAIL/SER/2019/01/06	Strategic Technical Advisors for Transport Scotland Rail Directorate	Specialist advice in relation to timetabling, operations and rolling stock	Services & Supply	£709,250
TS/RAIL/SER/2019/01/03	Strategic Technical Advisors for Transport Scotland Rail Directorate	CP6 Pipeline Projects – Support for Transport Scotland Decarbonisation Strategy	Services & Supply	£722,700
TS/RAIL/SER/2019/01/05	Strategic Technical Advisors for Transport Scotland Rail Directorate	Emergency Measures Agreement	Services & Supply	£740,750

Contract reference	Framework name	Call-off name	Call-off type	Call-off value
TS/CCS/CC/2020/14/02	Traffic Management Technology 2	Average Speed Enforcement Systems	Services & Supply	£226,400

Table 3 – New regulated call-offs from existing frameworks completed during the period

Appendix B – Portfolio of community benefits and engagement activities

There is a focus on the provision and delivery of community benefits as part of our contracts. Transport Scotland has developed bespoke guidance to help Project Managers identify community benefits that could be included in their contracts.

Community benefits may include opportunities such as:

- generating employment and training opportunities for priority groups
- vocational training
- up-skilling of the existing workforce
- equality and diversity initiatives
- making sub-contracting opportunities available to SMEs, the third sector and supported businesses
- supply-chain development activities
- encouraging and developing capacity in community organisations
- educational support initiatives
- working with schools, colleges and universities to offer work experience, mentoring and curriculum development

minimising negative environmental impacts, e.g. impacts associated with vehicle movements and/or associated emissions and impacts on protected areas, buildings or sites

Measures introduced as a result of the Covid-19 pandemic meant engagement with the community, including local schools and colleges, was challenging for our suppliers, contractors and operators during this reporting period. This appendix provides details of community benefits that were successfully achieved during this difficult period, and contribute towards the Scottish Government's [National Performance Framework](#). Figures regarding employment, sub-contracting and training provided by our live contracts are shown in Table 8, followed by case studies under four headings:

- Community Engagement Activities
- Educational Engagement Activities
- Environmental Activities
- Additional Activities

Key Statistics during period 01 Apr 2020 – 31 Mar 2021	
Number of new entrant positions (excluding graduates and apprentices)	421.5
Number of graduate positions	64.5
Number of apprentice positions	17
Total number of new sub-contracts awarded	881
Total value of all sub-contracts	£305,989,009
Of these, total number new of sub-contracts awarded to Small Medium Enterprises (SME)	413
Total value of all sub-contracts awarded to SME's	£45,828,025
Total spend with supported business and social enterprise	£587,452
Number of work placements undertaken	36
Number of qualifications gained (SVQ2 and above)	264
Number of industry certification gained	872

Table 4: Key statistics from 01 April 2020 to 31 March 2021

Community Engagement Activities

Due to the on-set of the Covid-19 pandemic in March 2020, much of wide ranging community engagement activity usually undertaken by our contractors, suppliers and operators was suspended. When lockdown measures were lifted, physical distancing requirements meant engagement in the usual way was not possible. However, the following examples highlight some of the innovative ways that our suppliers engaged with the local communities:

A77 Maybole Bypass (Wills Bros Civil Engineering)



Construction of the new roundabout at Broomknowes

- Community engagement has been difficult during this reporting year due to the physical distancing requirements imposed as a result of the Covid-19 pandemic. However, the contractor was able to hold a series virtual meetings with:
 - Maybole Community Council to update them on the progress of the Maybole Bypass construction.
 - Maybole Regeneration Company to plan educational activities with young people aged 11-18 when Covid-19 restrictions eased.

- Department of Work and Pensions in January 2021 to work in partnership on their 'Circles of Mentoring' programme when Covid-19 restrictions eased.
- The contractor received a request from the Carrick Community Food Garden to assist with a fruit and vegetable community garden they were creating in Maybole. This initiative has been established to support and benefit foodbank users and others affected by social, economic and health issues, offering them the opportunity to create and maintain the community garden. Produce from the garden will be made available for use by the foodbank and the community. The contractor was pleased to assist with a donation of topsoil and provided site staff to assist with the levelling of the donated material.

A9 Dualling: Luncarty to Pass of Birnam Project (Balfour Beatty Civil Engineering)



Aerial view of the Luncarty Link Road

- The Stanley Development Trust (SDT) annual Christmas Lunch Club meal in December 2020 was conducted in a different format to the traditional sit-down meal format. Balfour Beatty worked with the Care and Wellbeing project coordinator at SDT to support the delivery of Christmas Afternoon Tea boxes for the lunch clubbers. Each box contained a hearty soup, festive themed filled rolls and a selection of cakes and sweet treats.



Volunteers delivered festive themed boxes

Multi-Disciplinary Programme Support Services Contract for the A9 Trunk Road Dualling Lot 3 - Dalraddy to Inverness (Atkins Mouchel Joint Venture)

An online engagement event was held in November and December 2020 for the [Aviemore to Carrbridge Non Motorised User Route Study Options Appraisal](#). The engagement event was made up of a virtual exhibition room and an online webinar. The exhibition room received 954 unique hits and the online webinar attracted 64 attendees. A total of 93 pieces of formal feedback were received from the public.

- Atkins Mouchel Joint Venture's stakeholder team facilitated 50 landowner and stakeholder meetings. Due to Covid-19 physical distancing restrictions alternative methods of engagement were used, with 37 of the meetings held virtually, online. The virtual meetings were widely welcomed by the affected parties as they eliminated travel and therefore reduced CO2 emissions.



Plan of route options on the scheme

Clyde and Hebrides Ferry Service (CaMac)



CaMac is the UK's largest ferry operator, running 29 routes to over 50 destinations, across 200 miles of Scotland's west coast.

- The CalMac [Community Fund](#), in partnership with Foundation Scotland, was created in 2019 to make a difference and benefit people most in need, supporting non-profit organisations registered to ports and islands along its routes, supporting vital community services, in particular any service or activity that address social isolation or mental health and well-being.

Projects tackling social issues arising from Covid-19 in west coast communities have been awarded funding from the CalMac Community Fund. Groups and charities working to help people experiencing mental health issues, social isolation, loneliness and or poverty have successfully applied to the Community Fund for awards of between £500 and £2,000.



Beneficiaries of the CalMac Community Fund.

- Some of the initiatives supported by the fund during the period include a baby bank in Perth, Barvas food bank in Lewis and a school trip to France organised by Sgoil Lionacleit which teaches pupils from Berneray, North Uist, Benbecula, South Uist and Eriskay. With support from the Fund they took a

group of S2 and S3 pupils to France for an educational trip involving a range of challenging activities.

Northern Isles Ferry Service (SERCO Ltd)

- NorthLink Ferries celebrated Purple Tuesday on 03 November 2020, a day dedicated to improving the customer experience for people with disabilities. The operator is proud of the measures that have been put in place to help improve access to travel. These include the 'Welcome' app by Neatebox, the 'Recite Me' website accessibility tool, regular work with Guide Dogs Scotland, dementia and accessibility training programmes, pre-site visits and Changing Places toilets.
- During April 2020, staff created their own rainbow of hope and paid tribute to the NHS and key workers. Crew and shore staff came together across the NorthLink Ferries operating network at 1100hrs on Tuesday 28 April 2020 to remember and pay tribute to those key workers lost to Covid-19.



NorthLink Ferries MV Hjaltland, Lerwick



Figure Staff on board the M.V.Hjaltland created a rainbow of hope on the ship

Scotrail Franchise (Abellio ScotRail)



Train travelling on the picturesque West Highland Line

- Scotrail provided over £100,000 of support to Community Rail Partnerships.
- 180 people attended the annual 'Scotrail in the Community' Awards, which were held virtually this year.
- ScotRail has been at the forefront of LGBTQI+ inclusion for a number of years, regularly taking part in events across the country such as Pride parades. Due to restrictions imposed by the Covid-19 outbreak, they hosted a virtual movie night as part of the Pride 2020 celebrations.
- Funding provided of more than £280,000 to projects through the Station Regeneration Fund. This included work to convert an unused space at Saltcoats railway station into a 'training station' for the local Shibumi Karate Club. The large multi-functional space includes the construction of a toilet and changing room, Wi-Fi network, and a multimedia screen and projector for training, local meetings, and presentations.



Karate Club members training in the updated station

Caledonian Sleeper (Serco Caledonian Sleeper Ltd)

- Serco Caledonian Sleeper improved accessibility for disabled guests through the publication of its accessible travel policy.

Scottish Trunk Road Network Management Contract - South West Unit (Amey)

- Amey has developed a Stakeholder-focused [Quarterly Newsletter](#) with an emphasis on successful schemes, forthcoming major works and community projects. The first issue was issued in March 2021.
- A fleet of new 'mini' pavement gritters have been [named after key workers and community heroes](#) from across south west Scotland, after being nominated by members of their community. The pavement gritters will service towns and villages across the south-west network, clearing footpaths and other areas that their larger counterparts cannot easily access. The gritter names were chosen as part of a public appeal, which ran between 23rd December 2020 and January 15th 2021. Over 500 nominations were received for Key Workers, Community Champions and Volunteers who have made a real difference to their communities during the 2020/2021 Covid-19 pandemic. The first seven successful community champions were revealed as part of the annual [Random Acts of Kindness Day 2021](#)



Mini gritter 'Lochside Community Association'

Scottish Trunk Road Management Contract - North East, North West, South East Units (BEAR Scotland)

- In February 2021, during extreme winter conditions, the team took time to clear the route to a care home to ensure access for emergency vehicles.
- The winter saw some new quirky-names added to BEAR Scotland's 70-strong winter fleet thanks to the help of some winners from competitions on local radio. Competitions were also held in local primary schools. Winning entries include BEAR Chills, Mary Queen of Salt and Gonnae Snow Dae that.



Mary Queen of Salt

Educational Engagement Activities

Engagement with students from local schools, colleges and universities was challenging due to remote learning during periods of lockdown, and physical distancing requirements when pupils returned to the learning environment. The examples below provide an insight into how our contractors, suppliers and operators were able to continue to engage with local students.

Academy 9 (Transport Scotland)

Academy9 aims to maximise the benefit of the A9 Dualling programme by infusing elements of the various activities involved in this major infrastructure project into the education curriculum. As well as providing added value to community engagement, we are increasing pupils' awareness of science, technology, engineering and mathematics (STEM) and civil engineering-related careers. During the periods of lockdown no external Academy9 STEM activities could take place, so some of our activities were converted to an online format.



Members of the Academy9 team with S3 mentors from Grantown Grammar at their Gateway training. (Photo taken pre Covid-19).

Examples of the educational engagement undertaken this year are:

- Transport Scotland, through Academy9, is the proud sponsor of two students from Inverness College UHI who are currently undertaking their Masters in Research courses. The information gathered by the students, along with their findings, will not only be of benefit to Transport Scotland, but also the communities affected by the A9 Dualling programme. Course subjects are:
 - MRes Archaeology - Evaluating and reviewing the structure and public benefits realised by archaeological investigations undertaken as a consequence of major road infrastructure development in Scotland.
 - MRes Aquatic Biodiversity - Ponding/release of salt run-off and implications for freshwater biodiversity.
- A bespoke course, 'Academy9 Foundations', was developed for professionals currently working on the A9 Dualling programme who want to get involved with Academy9 to inspire the next generation of engineers and associated STEM careers. This has expanded the team and made them better equipped to meet the delivery challenges we face while on location at schools or online.
- During lockdown we have made a shift from face-to-face to digital experiences for secondary schools, including presenting:
 - Our 'Town Planning' series of lessons aimed at S1 and S2 that culminated in a judging event.
 - Transport Scotland's Customised Award (Civil and Infrastructure Engineering Projects: An Overview) accredited by the Scottish Qualifications Authority. This award gives pupils an understanding of what a civil and infrastructure engineering project is and jobs associated with it. Successful candidates receive an award equivalent to two Scottish Credit and Qualifications Framework credits. This allowed S3, S4 and S5 pupils a valuable opportunity to consider their options after leaving school and future careers.
 - The 'Next Steps Conference' was targeted at pupils preparing to leave school. Delegates were shown good and bad examples of interview techniques, how to use social media to their advantage, and the difference between an apprenticeship and a graduate route to education and employment. An accompanying delegate pack was provided, which included advice on how to write a CV and cover letter and other useful resources.
 - Following an invitation from Education Scotland as part of their 'Developing the Young Workforce Live' initiative, our Next Steps Conference for P6 and P7 pupils was offered to all Scottish Schools.



Figure Next Steps Conference at Kingussie High School. Photo taken pre-Covid-19.

A77 Maybole Bypass (Wills Bros Civil Engineering)

- Two new apprentice graduates joined the project as part of the Graduate Apprenticeship Civil Engineering scheme that the contractor operates in partnership with University of Strathclyde. This bespoke programme develops apprentices' knowledge, skills, competencies, and professional behaviours. Both are local to Maybole and will be working towards their university degree whilst also working on the project.
- Two interns who are studying in their fourth year of university, working in the quantity surveying team and the environmental team, were also welcomed to the project.



Two new apprentice graduates on the project are local to Maybole.

A9 Dualling: Luncarty to Pass of Birnam Project (Balfour Beatty Civil Engineering)

- In May 2020, the project provided five students from schools local to the project with an opportunity to take part in a national work experience programme delivered entirely online. The 'Learning in Lockdown' programme was devised by [SCAPE Procurement](#), [Class of Your Own](#), [Engineering Development Trust](#), [LearnLive](#) and Heriot Watt University. This gave students the opportunity to learn about design and construction through a syllabus based on a national competition, the Esteem Pavilion Challenge. Five students from Perth High and Blairgowrie High schools joined 2000 students from 300 schools across the UK taking part in this ambitious course. All of the participants received silver accreditation from the Engineering Development Trust's Industrial Cadets programme and a letter from Hector MacAulay, Balfour Beatty Scotland and Ireland's Managing Director. Further details are available in the [Summer 2020 Project Newsletter](#)



Internal 3D design using Minecraft by Blairgowrie High School team

- The project team improved the outdoor space at Auchtergaven Primary School in Bankfoot, allowing them to use it more freely during the winter months. The outdoor classroom was a great resource for the school, but the paths surrounding it were badly in need of improvement. One of the project's subcontractors, Breedon, generously donated gravel worth more than £1,000 to the school to improve access around the shelter and volunteers spent time improving the nurse's garden. Reconomy, the project's waste management supplier, donated the use of a skip to allow the school to dispose of old planters and equipment being stored in the playground to make more space for the pupils to play.



Two new apprentice graduates on the project are local to Maybole.



Levelling off gravel around the outdoor classroom

A96 Dualling Inverness to Nairn (incl. Nairn Bypass) Multi-Disciplinary Support Services Contract (Jacobs UK)

- The consultant arranged a remote learning STEM event as part of Inverness Science Festival, with 65 school pupils taking part. The consultant also supported Charleston Academy, Inverness with three virtual sessions for their STEM after school club.

A96 Dualling Hardmuir to Fochabers Multi-disciplinary Support Services Contract (Mott MacDonald Sweco Joint Venture)

- The consultant produced a short skills video for Forres Academy to highlight what skills young people need to develop for careers in civil engineering.
- The consultant also participated in an on-line event with DYW Moray to explain Civil Engineering related careers to P4 – P7 classes in over 40 Moray primary schools.
- The Consultant hosted the ‘If You Were an Engineer’ Leaders Award across five local schools, engaging 90 students.

Clyde and Hebrides Ferry Service (CalMac)

- CalMac Modern Apprenticeship Programme has seen 19 graduates, who are from islands across the network as well as the mainland, gain full-time permanent positions with the ferry operator after completing the sought-after scheme. CalMac is a recognised leader of seagoing apprenticeships and the Merchant Navy Training Board has named it as one of the top five UK companies for maritime apprentice schemes. A total of 120 young people have been trained through the scheme since its inception in 2013.



Pupils from Campbeltown Grammar School, one of the schools partnered in the Youth and Philanthropic Initiative, collect an award for their involvement on the scheme.

- In partnership with the Wood Foundation, CalMac is involved in their Youth and Philanthropy Initiative. This initiative helps young people and charities tackle social issues within the coastal communities, while building new life skills with support from CalMac employees. Pupils from participating schools form teams to research social issues in their area and the charities working to address them. They then make a case for their chosen charity as to why they should receive a £3000 grant to help with their work.

Northern Isles Ferry Service (SERCO Ltd)

- Following publication of exam results in August 2020, the operator again teamed up with Developing the Young Workforce to promote the #NoWrongPath campaign, which aims to provide inspiration and reassurance to young people receiving their exam results. The campaign aims to show young people the options that are available to them and that exams results are not necessarily the only key to unlocking future success. Indeed, many people in interesting job roles across Scotland may not have taken a straight, obvious or traditional path to get there.



#NoWrongPath2020

- In February 2021, SERCO Ltd presented at, and provided materials for, a virtual Careers Fayre in Aberdeenshire.
- During Scottish Apprenticeship Week in March, SERCO Ltd posted case studies from past and present apprentices on its social media channels to promote the wide range of apprenticeships on shore side and aboard vessels.

ScotRail Franchise (Abellio ScotRail)

- ScotRail's graduates completed their two-year training programme during the period, developing their skills in engineering, commercial, safety and operations teams. The graduates also successfully completed a Chartered Management Institution course to help prepare them for their future careers, and one secured permanent employment with Network Rail Scotland.
- ScotRail ran an Impact Arts 'Creative Pathways' for primary school pupils to work on creating nature related crafts. This resulted in new station artwork following the joint project between Dalry station adopters and a group of 16-17 year olds.



The new artwork at Dalry station

Caledonian Sleeper (Serco Caledonian Sleeper Ltd)

- Serco Caledonian Sleeper Ltd hosted their second foundation apprentice during the reporting period. A foundation apprenticeship is when a student who still attends school works towards a vocational qualification, and in doing so they spend one day per week working in a business environment. The Covid-19 restrictions this year required an alternate approach, but by working remotely the programme was delivered successfully and the foundation apprentice achieved his qualification.

Scottish Trunk Road Network Management Contract - South West Unit (Amey)

- The Communications team at Amey engaged with 30 high school students from the Dumfries & Galloway area in September 2020 to prepare and provide online course work material to students in relation to a Creative Media Course.

Scottish Trunk Road Management Contract - North East, North West, South East Units (BEAR Scotland)

- BEAR Scotland worked in partnership with various universities to undertake initiatives, including:
 - the extension of the Bill Taylor Scholarship for civil engineering students to include both Abertay and Edinburgh Napier Universities
 - presentations for students about the organisation
 - attendance at virtual careers days
 - undertaking virtual mock interviews with students
- The contractor supported Scottish Apprenticeship Week, creating and sharing video and articles featuring apprentices on social media.
- The Winter Ready logo competition was launched in schools in the South East Unit area. The Winter Ready logo winner was announced during November 2020 as part of the winter launch. The winning logo and slogan

was designed by a P7 pupil from Holy Cross Primary School, North Lanarkshire.



The Winter Ready logo winning competition entry

Environmental Activities

Environmental considerations are an important part of the contracts that Transport Scotland procure. Some of the ways our suppliers have contributed to this are shown below.

A77 Maybole Bypass (Wills Bros Civil Engineering)

- As part of the contractor's commitment to ensure environmental excellence, all commercial waste is diverted from landfill. All non-recoverable waste types are shredded, baled, and air-dried and then exported to be used in energy production through a fully audited Scottish Environment Protection Agency accredited route. This has resulted in 100% zero waste being sent to landfill.
- The contractor is working with Ayrshire Rivers Trust, Scottish Environmental Protection Agency, and NatureScot to assist in the monitoring and management of environmental and ecological works. These include exclusion zones for trees, badgers and otters, as well as undertaking fish rescue plans to facilitate river works.

A9 Dualling: Luncarty to Pass of Birnam Project (Balfour Beatty Civil Engineering)

More than 57,000 new trees and thousands more plants and shrubs were required to be planted to replace vegetation that was removed to make way for the new road and associated structures. To protect young saplings from wildlife and weather as they lay roots, it is necessary to use tree protection sleeves. Traditionally, these sleeves are made from plastic and once the trees reach a suitable height, the sleeves are collected by the project team and re-used or recycled where possible. To reduce environmental impacts from the use of plastic products, the project embarked on a trial to use an innovative biodegradable product instead of plastic tree shelters. 5,000 non-plastic shelters were installed at four locations across the site with diverse micro-climates to allow environmental specialists to monitor and understand the performance of the shelters in different conditions. The outcome of the trial is intended to provide an informed basis for the use of non-plastic tree shelters on other Transport Scotland projects. Monitoring of the installation, performance and lifespan of the biodegradable tree shelters commenced in October 2020 and will continue as the young trees establish.



The biodegradable tree shelters being utilised in an area of planting adjacent to a SuDS pond



Close up of a biodegradable tree shelter

A9 Berriedale Braes (RJ McLeod Contractors Ltd)



The new improved section of the A9 at Berriedale Braes opened to traffic in August 2020

- Three low-emission hybrid vehicles were provided by the contractor for use by the Scottish Minister's site monitoring team.
- The main earthworks operation involved the removal of 40,000m³ of rock and 20,000m³ of subsoil. Much of this material was processed and reused in other areas of the project.
- The contractor used alternative techniques to remove a vast quantity of rock to avoid disturbance of the nearby coastal bird colony during breeding season.

Multi-Disciplinary Programme Support Services Contract for the A9 Trunk Road Dualling (Lot 2 – Birnam to Glengarry – Jacobs UK) (Lot 3 - Dalraddy to Inverness - Atkins Mouchel Joint Venture)

- Lot 2 - Cluniemore Retaining Wall (Project 4): The team designed out the need for a retaining wall when developing the specimen design on the project, resulting in cost savings of £44,203 and carbon emission saving of 23 tonnes CO₂.
- Lot 2 – Public Local Inquiry / Digital Documents (Project 5): The approach taken to delivering the Public Local Inquiry resulted in cost savings of £9,620 and two tonnes of CO₂.

- Lot 3 - Several surveys were undertaken to assess the potential impact of the scheme on the environment and update baseline information previously obtained.
- Lot 3 - 10 A9 Dualling Environmental Steering Group Meetings were held virtually to engage with Historic Environment Scotland, NatureScot, Cairngorms National Park Authority, The Highland Council, Perth & Kinross Council, Perth & Kinross Heritage Trust, Scottish Environmental Protection Agency.



Wood ant nest within woodland surveyed as part of proposed Aviemore to Carrbridge Non-Motorised User scheme

Clyde and Hebrides Ferry Service (CalMac)

- A group dedicated to conserve Cumbrae's fragile environment received funding from CalMac's Community Fund. Cumbrae Beecology, a non-profit, environmental group founded in Millport in 2018, aims to attract anyone with an interest in environmental matters who wants to make a difference on the island, with the aim to run an educational beekeeping experience.



Cumbrae Beecology

Keep Scotland Beautiful has recognised CalMac's commitment to protecting the environment with a host of awards.

- Harbour and port staff had their hard work to keep sites clean, attractive and litter-free rewarded by accolades from the environmental charity.
- A total of 26 sites earned gold or silver status Environmental Awards, which help organisations to improve the quality of local places and raise understanding of sustainability. Armadale achieved the highest score of all sites, thanks to clear signage, excellent cleanliness and a well-maintained bin storage area.
- As well as individual site awards, CalMac and CMAL achieved an overall silver level environmental award for their management of all sites.
- More than 100 laptops donated by CalMac to Inverclyde causes as part of the company's commitment to support communities and reduce waste. A total of 121 CalMac devices have been donated to Inverclyde causes in the past year.

Northern Isles Ferry Service (SERCO Ltd)

- The winter is grey seal breeding season in Orkney and Shetland when seals come ashore to give birth to fluffy white seal pups. The operator supports the Sanday Seal Cam, so that the cycle of birth, feeding, weaning, and the first swims of the pups can be observed without disturbance.



Grey Seals in Orkney

ScotRail Franchise (Abellio ScotRail)

- ScotRail has reduced its overall carbon footprint by 30,002 tonnes in its operations. An additional 9,831 tonnes of carbon was saved against its target.
- ScotRail have trialled the use of EcoClean, a fuel additive or 'detergent', that cleans engines, injectors and fuel systems, and provides benefits, most notably fuel economy and emissions improvements. It is estimated this

measure will deliver a 3 per cent reduction in diesel usage with further associated savings in emissions.

- ScotRail has invested in electric vehicle charging points at 56 locations during the period. All new stations will have charging points, including Robroyston and Kintore, the most recent new stations. Together with our cycling and new facilities, we are investing to help our customers make sustainable travel choices



One of the new electric vehicle charging points

Caledonian Sleeper (Serco Caledonian Sleeper Ltd)

- Serco Caledonian Sleeper Ltd (SCSL) began the process of transferring laundry volumes to a new supplier that will utilise the new OZONE technology. This cleaning method and technology will see a reduction in the amount of chemicals required in the laundries by 90%. The use of OZONE in a commercial laundry environment has been proven to be very effective in that there is a much-reduced reliance on chemical detergents as well as heat. OZONE works most effectively at a lower temperature as it does not require that water is heated to 72 Degrees Celsius. This will further reduce their carbon footprint. Currently, 50% of SCSL laundry requirements are using the OZONE cleaning method and technology.
- SCSL have replaced all plastic eating utensils on-board their services. This has resulted in a reduction of 1000 kg of plastics per annum.
- All waste from SCSL trains collected at the depots is either recycled or recovered. No waste from trains is transferred to landfill.

Scottish Trunk Road Network Management Contract - South West Unit (Amey)

- Amey have recycled 18,823 tonnes of waste, recovered from their maintenance work projects during the period.
- Liaison has taken place with Viewpark Conservation Group about improving forest footpaths for a nature trail and camper van sites by using recycled road planings from road re-surfacing schemes. In April, during a resurfacing project

on the M74 at Junction 3 Carmyle, 350 tons of waste was removed with 100 tonnes of road planings donated to the conservation group.



Renewed footpath at Viewpark Conservation Group

Scottish Trunk Road Management Contract - North East, North West, South East Units (BEAR Scotland)

- BEAR ran prominent twitter campaigns to promote monthly litter collection totals, and undertake additional liaison with Keep Scotland Beautiful to amplifying their litter campaigns.
- BEAR also liaise with Visit Scotland and Zero Waste Scotland to support the 'Scotland is Stunning' campaign.
- BEAR supported Earth Hour on 27 March highlighting savings made at the Queensferry Depot since Aug 2020 – including lighting upgraded with over 50 LED lights resulting in approximately 22,442 kWh of energy and over five tonnes of carbon emissions.

 **BEAR SE Trunk Roads**
@SETrunkRoads

Our teams are working hard to keep the verges of motorways and dual carriageways in SE Scotland tidy and Keep Scotland Beautiful @KSBScotland

#GiveYourLitterALift
#TakeItHome



Tweet from Bear South East Trunk Roads

Additional Activities

Some of the additional activities our suppliers have undertaken to provide community benefits are shown below.

A77 Maybole Bypass (Wills Bros Civil Engineering)

- Partnership work is ongoing with Maybole Regeneration Company, South Ayrshire Council and Department for Work and Pensions on planning post Covid-19 training and employment activities/opportunities for young people aged 11-18 in the local area.

A9 Dualling: Luncarty to Pass of Birnam Project (Balfour Beatty Civil Engineering)

- [Project RECCE](#) is an organisation that provides a pathway for military veterans to acquire skills in preparation for a new career in the construction industry. The name is an acronym for Resettlement, Education, Construction, Community, Employment. The Project RECCE training programme is sponsored by the Armed Forces Covenant Trust, and consists of employability support, construction specific training, work placements and assistance in securing an interview with an industry partner.

Balfour Beatty and the Project RECCE team adapted quickly during the Covid-19 pandemic to continue to provide their services by moving to an online delivery model. With support from the site project team, placements resumed on site following completion of the online programme after lockdown restrictions were lifted.

During September and October 2020, the A9 Dualling: Luncarty to Pass of Birnam site welcomed the first of the Project RECCE participants for their two-week work placements.

To the end of March 2021, eight veterans had completed placements, resulting in two job offers from project supply chain partners. Further details are available in the [Autumn 2020 Project Newsletter](#)



One of the Project Recce participants received two job offers after his placement

A9 Berriedale Braes (RJ McLeod Contractors Ltd)

- RJ McLeod Contractors Ltd, who were awarded the contract to construct the project, are a north-east based company and were able to continue to support a well-established local workforce and supply chain partners. The contractor supplemented this with subcontracting opportunities for SMEs. Opportunities were advertised through the Public Contract Scotland procurement portal, where applicable, and provided appointment of local businesses for recruitment consultants, rock crushing, road surfacing, drilling, formwork providers, traffic management, plant hire, operatives, metal and signage fabricators and piling operations.
- Almost 30% of the project workforce were based in the immediate local area of Caithness and Sutherland, with 70% of the workforce based as close as Inverness-shire.
- Further to these specific benefits associated with provision of the project additional community benefits the construction project brought to the locale, including:

Working in Area

- Requirement for lodgings – Self-catering houses & B&B
- Purchase of fuel/ oil
- Increased trade for local shops
- Increased revenue at local hotels/ pubs
- Purchase of catering for meetings etc.

Employment

- Cleaner for offices
- Administration persons
- Local Labour
- Machine Operators
- Local fitters

Suppliers/ Sub-contractors

- Plant Hire and Tool Hire
- Waste Management
- Testing
- Material supply – ready-mix, quarry, pipes, timber
- Car Hire/Van Hire
- Electrician/plumber for site set-up

- Transport – use of local airports/ ferry
- Garage Services (service and repair of vehicles)
- Local haulage
- Local training

Legacy benefits

- Following completion, five operatives that were employed on the project and lived in the local area were retained and are employed elsewhere in the company.
- One graduate engineer from the local area who began his employment on the project has continued his employment with the contractor.
- One new local sub-contractor employed on the project has continued to work with the contractor on other projects.

Northern Isles Ferry Service (SERCO Ltd)

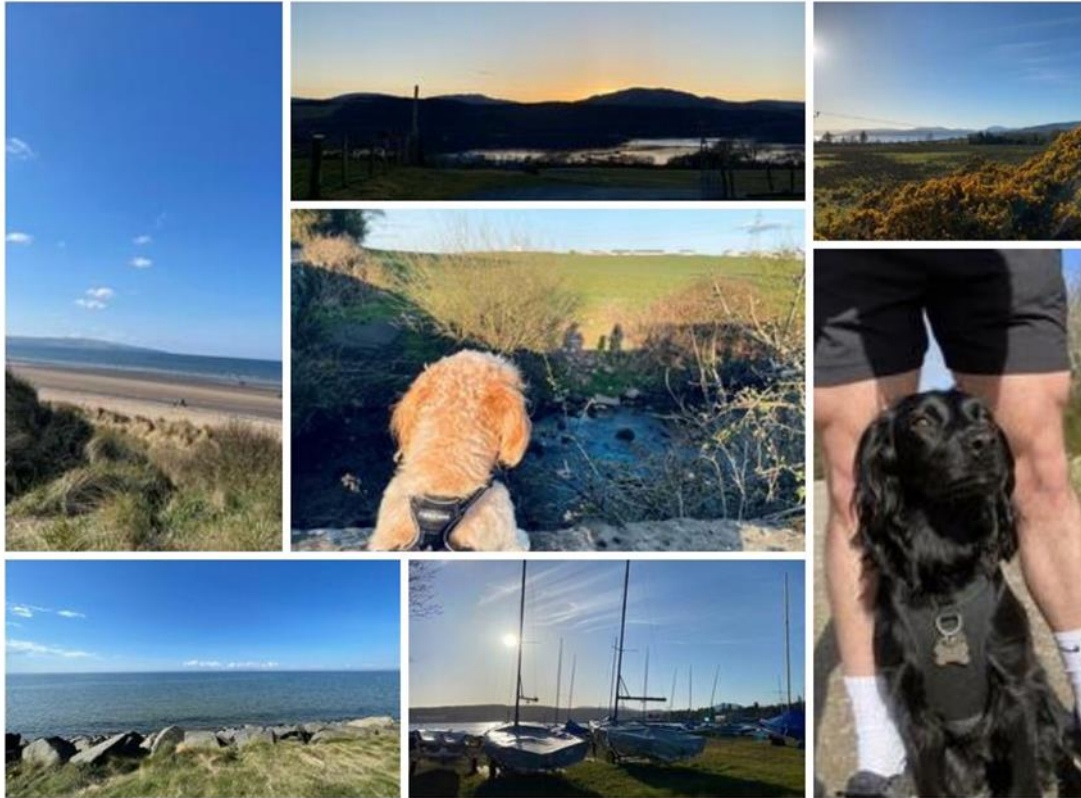
- In August 2020, SERCO Ltd was delighted to welcome new local suppliers [WowDog](#), who are providing treats for the dogs who can travel in pet friendly cabins. WowDog was founded by Aberdeenshire based husband and wife team Louisa and Steve Cannon in 2011. They work from the kitchen of their home to bake premium quality, natural, healthy treats specially created for dogs.
- SERCO Ltd is proud to provide sponsorship to local communities, and over the past year this has included:
 - Sponsoring a young participant in the Scottish Motorcross Championship, and two members of Orkney Athletic Club who travelled to Tranent to take part in the Scottish athletics 4J open series.
 - Sponsoring the Orcadian 'Ready, Set, Show' on-line agricultural shows.
 - Sponsorship of the annual Taste of Shetland food and drink festival. Due to Covid-19 restrictions, the festival was held online, with attendees tuning into Facebook Live to learn how some of Shetland's leading producers make their products and to view live cooking demonstrations. There was a Taste of Shetland Online Festival Raffle also, with a prize from NorthLink Ferries up for grabs!
 - Continued support to the RNLI's volunteer lifesavers. For every fish supper sold on board between 9 - 25 October 2020, £1 was donated to the RNLI.
- The operator made cheque donations to RNLI stations at Lerwick and Kirkwall Stations.

- Along with Northwards Ltd, the operator transported the St Magnus Cathedral Christmas tree to Orkney again this year. A symbol of the lasting friendship between the county of Vestland in Norway and Orkney, the tree's arrival always heralds the start of the festive season in the islands.

Caledonian Sleeper (Serco Caledonian Sleeper Ltd)

- During the Covid-19 pandemic SCSL worked very closely with all its suppliers, especially local suppliers, to ensure that they were able to support them where possible.
- SCSL committed to spend an increasing percentage of annual hospitality and catering budget with SMEs.
- SCSL Community Investment Group partnered again with the Give a Dog a Bone charity during this reporting period. This small Scottish charity works with elderly people and dogs to tackle loneliness. Caledonian Sleeper Club room return tickets were donated and were raffled for more than ten times their value.

SCSL also supported the Railway Benefit Fund (RBF) charity by taking part in their annual Golf Day. The RBF Golf Day is one of the charity's headline events of the year and is vital in them continuing to support the UK Railway Family. Caledonian Sleeper Club room return tickets were donated for their raffle. SCSL also supported the RBFs 'Railway Family Week', a weeklong fundraising event organised and hosted by RBF. The RBF is the only UK charity solely dedicated to supporting current, former and retired railway people and their families.



The Caledonian Sleeper team during Railway Family week

Scotrail Franchise (Abellio ScotRail)

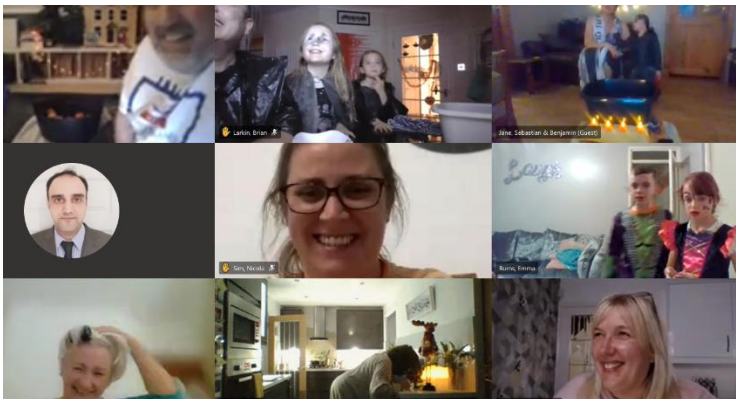
- During the period ScotRail signed up to the 'Rail to Refuge' scheme, which offers free train tickets for women or men and their children who are escaping domestic abuse to travel to a recognised refuge. Since the beginning of the scheme in April 2020, the number of people carried by a ScotRail service is 21 adults and 14 children and the ticket value is £2,521.
- Sustainable procurement clauses continue to be embedded within ScotRail's standard contract conditions, ensuring sustainability is part of normal business practices. Procuring sustainably allows ScotRail to deliver aspirations in a manner that benefits not only the organisation but also the wider economy. They continue to work with suppliers to upskill them in sustainable procurement and responsible material sourcing. This results in promoting local employment, including graduate programmes, apprenticeships and use of local labour, materials and products, with a focus on economically inactive and disadvantaged groups or individuals.
- Colleagues working for ScotRail raised almost £43,000 for charities close to their hearts, including:
 - A team of colleagues from the head office in Glasgow ran and cycled the length of Scotland's Railway and back, a total of 5,638 km, in aid of MND Scotland and NHS Charities. This was organised by a group of head office staff, 'Nic's Noon Runners', who normally spend their lunch break running laps around Glasgow City centre. They completed the

feat by running in their gardens and using home exercise machines. With matched funding through ScotRail's employee support fund, the team raised an incredible £2,610.25, which was shared between the two charities.

- Train drivers at Bathgate depot were aware that lockdown was having a huge financial impact on their community, so they all contributed to raise more than £600, which was used to buy food and supplies for local foodbanks.

Scottish Trunk Road Network Management Contract - South West Unit (Amey)

- Amey UK staff collectively nominated Cancer Research UK to be their charity of choice to raise funds for over the next 2-year period. It is hoped that they will reach or exceed the target of £200k fundraising during that period. Fundraising undertaken to date includes:
 - A 'Pennies from Heaven' initiative, where staff are encouraged to volunteer to donate the pennies from their monthly wage, which are automatically deducted and donated to Cancer Research UK. So far over 550 Amey employees in the UK have signed up to this process.
 - Staff took part in a virtual Halloween Party, with scary outfits and games played by staff and family members, raising a total of £255.
 - Staff were encouraged to get outside for health and wellbeing reasons and complete a 100m and make a donation of £5.
 - Staff took part in a Dart challenge to celebrate Amey's 100-year anniversary. The closest to 100 after throwing 3 darts winning a £25 shopping voucher. Staff paid £5 for entry and raised £585.



Virtual Halloween party

- 24 Christmas Hampers were donated to the North Glasgow Foodbank in Scotstoun. The North Glasgow Foodbank was also given a large cash donation of £19,000 by Amey's parent company Ferrovial. Ferrovial had set up a fund from which Amey successfully claimed monetary support for this foodbank during the Covid-19 pandemic. Amey staff across Scotland also contributed to provide donations to 26 different local authority foodbanks

across the country. Ten of these foodbanks were in the South West Unit area and a total of £2,600 was donated, consisting of either a £200 or £300 donation to each depending on population size.



Hampers donated to Glasgow North Foodbank

Scottish Trunk Road Management Contract - North East, North West, South East Units (BEAR Scotland)

- BEAR have assisted with many charitable donations including a number of initiatives undertaken to support Cash for Kids including [Walktober](#), [Mission Christmas](#) and the annual staff raffle. They also match funded for employee [Movember](#) fundraising activity and confirmed silver sponsorship the C2C24 Challenge in aid of My [Name'5 Doddie Foundation](#).



The annual staff raffle raised £1,350 for Cash for Kids.

- Scotland's Bravest Manufacturing Company (SBMC) won an award at the Highways Magazine Highways Awards held in January 2021 for its partnership with BEAR Scotland. Since SBMC opened for business in 2018, BEAR Scotland have time and again proved their commitment to supporting the country's ex-service personnel by buying thousands of road signs produced by SBMC's team of skilled veterans. The project was described as 'An exceptional initiative, truly sustainable, delivering social, environmental and economic value'.



BEAR Scotland and Scotland's Bravest Manufacturing Company - an award winning partnership

Appendix C – Supported Business and Social Enterprises

Transport Scotland is at the forefront of promoting social and economic benefits to communities through its public procurement, as required under the Procurement Reform (Scotland) Act 2014. It recognises that in order to reduce poverty, economic growth must be inclusive.

Supported businesses and social enterprises can contribute in a significant way to reduce inequality. Our suppliers continue to use supported businesses and social enterprises where possible, with contracts and orders with a value in excess of £580,000 placed during 2020/2021. A brief overview of some of the organisations used by our suppliers over this reporting period is provided below:

Community Food Initiatives North East (CFINE) Enterprise Ltd

CFINE improves health and well-being and the environment, tackles poverty and builds resilience through a range of support and services for disadvantaged, vulnerable, low-income individuals, families and communities in North East Scotland. CFINE has 42 staff and is a social enterprise committed to social, environmental and economic development. It works to cooperative, community development principles which underpin and permeate the organisation and its activities.

CFINE has supplied the Northern Isles Ferry Service with fruit, vegetables, eggs and dried fruits since August 2016. All profits from the purchase of produce by Northlink are re-invested and ensures that CFINE can successfully deliver its social aims, including:

- Increased engagement with volunteers.
- Increased engagement with foodbank beneficiaries and individuals experiencing social isolation, through cooking and training (e.g. food hygiene training).
- The provision of low-cost fruit and vegetables to individuals and families in the regeneration areas of Aberdeen & Aberdeenshire.
- Access to sanitary products, by supplying free sanitary products to NE Scotland, Highlands and Islands and Western Isles.
- The delivery of food and other essential items to over 250 organisations throughout NE Scotland and Highlands using FareShare (1,036.31 tonnes were delivered in 2020-2021).
- Community Pantry Development. CFINE opened Scotland's first community pantry in Feb 2019, followed by 3 further pantries. A process to develop two mobile pantries which will provide essential services to Aberdeen and Aberdeenshire is underway.

- Digital Participation. CFINE provided access to computers for individuals who require technology to complete benefit forms, job applications etc. Training is also provided by members of the CFINE SAFE Team.
- Employability. CFINE engage with 'hard to reach' individuals and focus on warehouse and forklift training to support trainees into full-time employment.



The CFINE fleet – ready for deliveries

Scotland's Bravest Manufacturing Company (SBMC)

SBMC provides employment and development opportunities for Armed Forces Veterans and others with disabilities in Scotland who may need support adjusting to life after service, enabling them to move forward in a supportive, professional workplace, delivering high quality products and services.

The signs produced by SBMC are used by our Operating Companies on the trunk road network, and are also used by CalMac Ferries. The BIG Partnership, suppliers on the Communications Support Services Contract, used printing services from SBMC to produce leaflets for a Low Emission Zones project, and plan to use supported businesses for provision of relevant services as much as possible.

Dealing with the Covid-19 pandemic over this last year was dynamic and intense for SBMC, presenting complex challenges as a high number of the team have disabilities and underlying health concerns. Thanks to Transport Scotland and the contractors across the trunk road network, SBMC has grown to a team of 22, of which 78% were unemployed prior to joining. The absolute commitment demonstrated by network contractors like BEAR Scotland, who awarded an additional temporary signage contract to SBMC and also extended the original contract to 2027, gave stability to the business during a time when most organisations were limiting their orders.



A road sign produced by Scotland's Bravest Manufacturing Company

COPE Ltd

COPE Ltd, who provide food to the Northern Isles Ferry Service, is a well-established and successful social enterprise and charity which provides employment and skill development for adults with learning disabilities or autism spectrum disorders.

COPE Ltd are committed to giving people with disabilities the opportunity to participate in a supportive and inclusive work environment, free from stigma and discrimination. Everyone is valued for their abilities and are appropriately supported and encouraged to fully participate in all aspects of running the business. A range of volunteer skill development placements and supported employee positions are provided for staff.

COPE Ltd employ 45 staff, 5 supported employees and offer 100 placements a week to adults with a learning disability.

Shetland Soap Company

At Shetland Soap Company, adults with learning disabilities are employed as part of the team producing a range of handmade soap and skincare products, inspired by the beauty of the Shetland Islands.

The Shetland Soap company has supplied the Northern Isles Ferry Service for the last 12 years, providing hand soap and shower gels for all the cabins and public

bathrooms. This contract is their biggest and ensures a confident footing to start on every year, knowing they have the support of such a large organisation.

Shetland Soap also provide gifts and products to the on-board shops, ensuring that travellers are aware of the company's social purpose and know that every purchase made makes a difference to someone's life.

Appendix D – Anticipated Future Regulated Procurement summary | April 2021 to 31 March 2023

Name	New or Re-let	Procurement Type
Multi-Supplier Framework Agreement for Maritime Consultancy Services	New	Service & Supply
Clyde and Hebrides Ferry Service Contract	Re-let	Service & Supply
Smart Technical Evaluation and Support Services	New	Service & Supply
Transport Scotland Model Office/Test Suite	New	Service & Supply
Digital Travel Information Services - Stage 2	New	Service & Supply
Transport Scotland Multi-Function Device and Print Services	New	Service & Supply
Covid -19 Support Grant - restart - Financial Reconciliation	New	Service & Supply
Low Carbon Transport Loan - Financial Administration	New	Service & Supply
Public Sector Fleet - Annual Review	New	Service & Supply
Consultancy to support the Heavy Goods Vehicle Decarbonisation Project	New	Service & Supply
Zero Emission Energy for Transport Project Analysis	New	Service & Supply
Archaeological Framework	New	Service & Supply
Multi-Supplier Framework Agreement for Roads Based Transportation Multi-Disciplinary Consultancy Services: 2021-2025	New	Service & Supply
A737 Improvements at Beith	New	Works
A9 Dualling - P02 - Pass of Birnam to Tay Crossing (Procurement of this scheme is dependent on the successful completion of the Statutory Processes)	New	Works

Name	New or Re-let	Procurement Type
A9 Dualling - P03 - Tay Crossing to Balinluig (Procurement of this scheme is dependent on the successful completion of the Statutory Processes)	New	Works
A9 Dualling - P04 - Pitlochry to Killiecrankie (Procurement of this scheme is dependent on the successful completion of the Statutory Processes)	New	Works
A9 Dualling - P05 - Killiecrankie to Glen Garry (Procurement of this scheme is dependent on the successful completion of the Statutory Processes)	New	Works
A9 Dualling - P07 - Glengarry to Dalwhinnie (Procurement of this scheme is dependent on the successful completion of the Statutory Processes)	New	Works
A9 Dualling - P08 - Dalwhinnie to Crubenmore (Procurement of this scheme is dependent on the successful completion of the Statutory Processes)	New	Works
A9 Dualling - P09 - Crubenmore to Kincaig (Procurement of this scheme is dependent on the successful completion of the Statutory Processes)	New	Works
A9 Dualling - P11 - Dalraddy to Slochd (Procurement of this scheme is dependent on the successful completion of the Statutory Processes)	New	Works
A9 Dualling - P12 - Tomatin To Moy	New	Works
A9 Dualling - P12 - Tomatin to Moy - Advanced Archaeological Survey	New	Services & Supply
A9 Dualling: Native Seed Supply Contract	New	Service & Supply
A96 Dualling Inverness to Nairn(including Nairn Bypass) - Advanced Archaeological Survey (Procurement of this is dependent on the successful completion of the Statutory Processes)	New	Works
Access to Argyle and Bute (A83) Multi-disciplinary Support Services	New	Service & Supply
A9 Dualling - P9 - Supplementary Geotechnical Investigation	New	Works
Transport Scotland Communications Support Services Contract	Re-let	Service & Supply
Proposed Utility Diversions and/or Protection Audit and Advice Services Multi-supplier Framework Agreement	New	Service & Supply
A9 Dualling Programme: Utilities Audit & Advisory Services (call-off)	New	Service & Supply

Name	New or Re-let	Procurement Type
A9 Dualling Programme: Insurance Advisory Services	New	Service & Supply
Rolling Stock	New	Service & Supply
Transport Scotland Systems Contract	Re-let	Service & Supply
A898 Erskine Bridge - Dehumidification System	New	Works
A828 Connel Bridge Deck Replacement	New	Works
A828 Connel Bridge Deck Repainting	New	Works
A9 Kessock Bridge Painting over 4 summers	New	Works
A9 Kessock Bridge Fender Replacement	New	Works
A90 FRB - Parapet Replacement	New	Works
A90 FRB - suspended Span Painting & Strengthening	New	Works
A985 Kincardine Bridge Concrete Approach Viaduct Replacement	New	Works
A985 Kincardine Bridge Painting	New	Works
M8 Kingston Complex - North Approaches and Parapet	New	Works
M8 White Cart Viaduct - Painting & Concrete Repairs - Phase 4	New	Works
M90 Friarton Bridge - Edge Beam Refurbishment	New	Works
Scottish Trunk Road Network Management Contract – North East Unit	New	Works
Scottish Trunk Road Network Management Contract – North West Unit	New	Works
Performance Audit Group 2021	New	Service & Supply
Road Condition Surveys	New	Service & Supply
A82 Ballachulish Bridge – Bearing Replacement	New	Works

Name	New or Re-let	Procurement Type
A830 Shlatach Bridge Replacement	New	Works
A9 Findhorn Bridge – Bearing Replacement	New	Works
M8 Woodside Viaduct Repair	New	Works
Land-use and Transport Integrations in Scotland (LATIS) Framework	Re-let	Service & Supply
Levenmouth Rail Project Baseline Data Collection	New	Service & Supply
Data Collection Framework	Re-let	Service & Supply
National Transport Strategy People’s Panel	New	Service & Supply
Low Carbon Travel and Transport Challenge Fund Services	New	Service & Supply

Table 5 – Anticipated Future Regulated Procurement Summary



**TRANSPORT
SCOTLAND**

CÒMHDHAIL ALBA

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