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Contract

## **Provision of Programme and Digital Services Delivery Provider(s)**

National Records of Scotland

F03: Contract award notice

Notice identifier: 2025/S 000-043678

Procurement identifier (OCID): ocids-h6vhtk-04ac39

Published 29 July 2025, 8:43am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

National Records of Scotland

General Register House, 3 Princes Street

Edinburgh

EH1 3YY

#### **Contact**

Leanne Gourlay

#### **Email**

[leanne.gourlay@nrscotland.gov.uk](mailto:leanne.gourlay@nrscotland.gov.uk)

#### **Telephone**

+44 7765220118

#### **Country**

United Kingdom

**NUTS code**

UKM75 - Edinburgh, City of

**Internet address(es)**

Main address

<http://www.nrscotland.gov.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00474](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00474)

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Provision of Programme and Digital Services Delivery Provider(s)

Reference number

17/05/41 - Lot 2

#### **II.1.2) Main CPV code**

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

1.1 This document specifies the requirements for a specialised provider(s) in programme management, business and process transformation and digital/operational service delivery to work collaboratively in support of the strategic goals and delivery of major programmes within National Records of Scotland (NRS). We are looking for delivery provider(s) with experience in major public sector programmes and in delivering digital and business transformation with associated operational process and business change to provide programme, service, capability and process re-design together with operational delivery skills, intelligent client advice and short term targeted digital and programme expertise.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £6,000,000

## **II.2) Description**

### **II.2.1) Title**

Lot 2 - Provision of Service Re-design and Business Transformation and Operating Model

/ Business Change

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

### **II.2.3) Place of performance**

NUTS codes

- UKM75 - Edinburgh, City of

Main site or place of performance

Generally delivered remotely. If office presence required it will be at General Register House, 3 Princes Street, Edinburgh, EH1 3YY

### **II.2.4) Description of the procurement**

Lot 2: Provision of Service Re-design and Business Transformation and Operating Model / Business Change

Service Re-design and Business Transformation

- Service Redesign: support NRS in redesigning services to progress business transformation, complying with the Digital Service Standard and enhancing user experience. (Skills and expertise in service design, user research and user-centred design, accessibility and assisted digital skills and expertise, content design and business transformation, Digital Service Standard)

- Process Re-engineering: provide process mapping, HEAT mapping of processes to identify efficiencies and alignment to improve optimisation within programme delivery. This could augment aspects of routine business analysis and process redesign delivery or in one-off reviews and production of materials to support Programmes with immediate milestones. (Skills and expertise in business analysis, process mapping and re-design for organisations)

- Capability Mapping: business capability mapping to inform service and user centred design at an organisational and programme level to maximise programme delivery priorities, outcomes and business change aspirations. (Skills and expertise in business capability mapping for programmes)

## Operating Model / Business Change

- Operating Model: develop Target Operating Models for key programmes to underpin the delivery of NRS strategic objectives and portfolio and their target benefits. (Skills and expertise in operating model development for operational and large scale logistical service delivery)
- Business Change: deliver a controlled business change approach to operational and digital transition and delivery, critical to ensuring we maximise opportunities and re-usability of NRS Programme investment. This would include work to augment existing operational and business change functions, potentially in routine delivery and also in one-off reviews and production of materials to support Programmes with immediate milestones. (Skills and expertise in change management).

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-033161](#)

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## **Section V. Award of contract**

### **Lot No**

2

### **Title**

Lot 2 - Provision of Service Re-design and Business Transformation and Operating Model / Business Change

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

17 July 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 6

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 6

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Deloitte LLP

2, NEW STREET SQUARE

London

EC4A 3BZ

Email

[ismillie@deloitte.com](mailto:ismillie@deloitte.com)

Telephone

+44 2073030913

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.deloitte.com](http://www.deloitte.com)

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £6,000,000

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## **Section VI. Complementary information**

### **VI.3) Additional information**

A contract value of 6,000,000 GBP has been stated in this notice, as portal restrictions only allow a single value to be stated. It should be noted that the advertised contract value was up to 5,000,000 GBP to 6,000,000 GBP. Work packages will be let through this contract on an as required basis and as such the stated contract value may not be fully realised.

This contract delivers Community Benefits, for every 1,000,000 GBP spend a minimum of 50 points must be delivered on an annual basis. In the first year this will consist of 2x New Entrant Job (40 points) and 2x Education Support Initiatives (10 points) in the first year.

(SC Ref:805519)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Edinburgh Sheriff Court

Sheriff Court House, 27 Chambers Street

Edinburgh

EH1 1LB

Email

[Enquiries@scotcourts.gov.uk](mailto:Enquiries@scotcourts.gov.uk)

Telephone

+44 1312252525

Country

United Kingdom

Internet address

<https://scotcourts.gov.uk/the-courts/court-locations/edinburgh-sheriff-court-and-justice-of->

[the-peace-court](#)