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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

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

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

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](#)

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

Telephone

+44 2073030913

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

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

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

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](#)