

EAST RENFREWSHIRE COUNCIL
AUDIT AND SCRUTINY COMMITTEE

29 April 2021

Report by Clerk

CONSULTANCY EXPENDITURE AND RELATED LOG

PURPOSE OF REPORT

1. This report provides feedback on consultancy expenditure following the end of the 2020/21 financial year as referred to in the log created for this.

RECOMMENDATION

2. It is recommended that the committee:-
- (a) considers the feedback provided and discusses if any further action is to be taken regarding that; and
 - (b) otherwise, notes that a further report on such expenditure will be submitted to the committee after the end of the 2021/22 financial year.

REPORT

3. Reflecting the interest the Audit and Scrutiny Committee has taken over a number of years in the extent to which consultants have been used within the Council, in January 2019 the committee agreed, at the end of the 2019/20 financial year, to review the content of the log the Council had agreed to establish in relation to the appointment of consultants and related issues. A report on that issue, which included a summary of the discussions on consultancy expenditure by the committee thus far, was submitted to the committee in June 2020 [Consultancy Expenditure and Related Log](#).

4. Amongst other things, that report referred to concerns the Chair expressed at the Council meeting in October 2018 and subsequent Audit and Scrutiny Committee meeting on the extent to which external consultants were being used by the authority, following which the committee agreed to look at the level of and reasons for such expenditure; and which consultants had been used. The report also explained that in December 2018 the Council had decided to reduce the threshold for allowing directors to appoint consultants under Contract Standing Orders from £50k to £10k, and to approve related logging arrangements.

5. Reference was also made in the June 2020 report to work the committee had progressed during the previous Administration on consultancy expenditure during 2013/14 and 2014/15, related discussions then, why the committee had progressed that work, and the outcome of it.

6. Specifically, the report considered by the committee in June 2020 referred to feedback on the consultancy log for 2019/20 provided by the Chief Officer - Legal and Procurement, and confirmed that the log was also published on the corporate procurement section of the Council's website and updated on a 6-monthly basis.

7. When the committee considered the report in June 2020, in addition to noting the content of the log, it agreed that a report on such expenditure should be submitted to the committee annually after the end of each financial year. The updated log, which includes feedback on the 2020/21 log, has been provided by the Chief Officer - Legal and Procurement, a copy of which is appended.

RECOMMENDATIONS

8. It is recommended that the committee:-
- (a) consider the feedback provided and discuss if any further action is to be taken regarding that; and
 - (b) otherwise, note that a further report on such expenditure will be submitted to the committee after the end of the 2021/22 financial year.

Local Government Access to Information Act 1985

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Background Papers:-

1. Information provided by departments on the use and costs of consultants in 2013/14 and 2014/15 in accordance with the definition agreed by the committee
2. Reports submitted to the Committee on its previous work on consultants, including the meetings of the Committee held on March 2016, January 2019 and June 2020
3. Consultancy Log on Council Website

Contract Standing Orders
Clause 19 Contracts for the appointment of consultants

It is a requirement of Clause 19 that this log is completed within 14 days of the consultant being appointed. Please remember to update with the outstanding details required in Column F, actual spend incurred.

Description of the services to be provided	Rationale for appointment	Supplier Name	Town/City	Contract Award Sum	Actual spend incurred	Start date	End Date	Department	Section	Dept Contact Name
Provision of consultancy and community engagement services	Consultant's expertise to support Auchenback Local Outcome Improvement Plan	Pidgin Perfect	Glasgow	£12,000.00	£12,000.00	20/12/2018	03/31/19	31/03/2019	Strategic Services	
Early Years Projects - Archaeological Surveys to Overlee Nursery	Specialist skills required that were not available in house	Guard Archaeology Ltd	Glasgow	£2,275.00	£2,275.00	01/01/19		Environment	Technical Services	Alan Hook
1 – Budget Challenge – line by line Departmental challenge – Environment Department plus Housing Services	Recognised experts in Public Finance were engaged to offer bespoke review and advice	CIPFA	London	up to 20,000	£19,500.00	10/01/19	13/06/2019	Environment	Housing	
Barrhead Park & Ride Redesign	Consultant's previous experience with project made their direct appointment, following a quotation from them, the rational way to proceed. All with the agreement of Procurement.	WSP UK Ltd	Edinburgh	£15,653.00	£15,762.00	11/01/19	01/06/19	Environment	Roads	
GPRS Survey Consultancy Service	Early Years Projects - Specialist ground penetrating radar surveys (GPRS) - Various Locations	Phase Site Investigations	County Durham	up to 50,000	£10,780.00	01/02/19		Environment	Technical Services	
Early Years Projects - Tree condition Survey at Glenwood FC	Specialist skills required that were not available in house	Ayrshire Tree Surgeons Ltd	Kilmarnock	£2,100.00	£2,100.00	01/02/19		Environment	Technical Services	Alan Hook
Structural & Civil Engineering Consultancy Services	Early Years Projects - Specialist skills required that were not available in house	Harley Haddow (Glasgow) Ltd.	Glasgow	up to 50,000	£24,815.00	01/02/19	01/08/19	Environment	Technical Services	
Strategic Support Partnership Services re Eastwood Park Campus	Contract was awarded to HubWest and subsequently managed by them through the Strategic Support Partnership to provide Specialist Services required not available in house	HubWest Scotland	Glasgow	£50,207.00	£50,207.00	01/02/19	01/09/19	Environment	Director	
Coal Tar Testing - Aurs Road	No in house experience for Coal Tar testing as this is not a service that requires permanent in house resource	MAT Test Site Services Limited	Glasgow	£7,880.00	£7,880.00	17/02/19	01/04/19	Environment	Major Capital Projects	
Topographical Survey - Aurs Road	No in house experience for Topographical Surveys as this is not a service that requires permanent in house resource	Malcolm Hughes Land Surveys	Livingstone	£3,600.00	£3,600.00	17/02/19	01/04/19	Environment	Major Capital Projects	
City Deal - Aurs Road and Boardwalk traffic management for Aurs Road closure	No in house resource available	Coneworx	Glasgow	£1,058.00	£1,058.00	17/02/19	01/04/19	Environment	Major Capital Projects	
Quantity Surveying Consultancy Services	Additional temporary QS Services required to deliver Barnes Street due to additional staff requirements from this project. Procurement was chosen through 3 quotations	Storrier & Donaldson	Glasgow	£4,960.00	£3,480.00	27/02/19		Environment	Technical Services	
Civil Engineering Consultancy services	Early Years projects - Specialist topographical surveys for Glenwood Nursery	Loy Surveys	Renfrew	£650.00	£650.00	01/03/19		Environment	Technical Services	
ELC 1140 Expansion update to Filemaker Database	Specialist knowledge of ERC policy and software used	Robert Tennent	Dunoon	£1,411.96	£1,411.96	04/03/19		Education	Central Admin	
To carry out audit of Adult Support and Protection work within East Renfrewshire HSCP	Independent Audit	Peter Jennow	Glasgow	£300.00	£300.00	20/02/2019	18/03/2020	HSCP	ASP	
Cost for STEM Working	Specialist knowledge of ERC schools and subject matter	Stuart Allison	Linlithgow	£3,600.00	£3,600.00	20/02/2019		Education	Central Admin	
To carry out audit of Adult Support and Protection work within East Renfrewshire HSCP	Independent Audit	Peter Jennow	Glasgow	£4,700.00	£4,375.00	21/01/2019	20/02/2019	HSCP	ASP	
Prep of Curriculum structures and timetabling. Software development. Prep of Training materials.	Specialist knowledge of ERC schools and timetabling	Robert Tennent	Dunoon	£15,840.00	£6,734.55	28/03/2019		Education	EMIS Unit	
Creating timetables for 7 schools. Software development. Training for EMIS staff in timetabling	Specialist knowledge of ERC schools and timetabling	Robert Tennent	Dunoon	£15,840.00	£5,555.88	28/03/2019		Education	EMIS Unit	
RECORD FROM THIS POINT FORWARD APRIL 2019 - 31 MARCH 2020										
Homecare review	Homecare consultancy	Dennis O'Donnell	Glasgow	£9,350.00	£9,350.00	01/04/19	01/11/19	HSCP	Homecare	Gayle Smart
Engagement activity in support of strategy development	To support engagement activity in support of strategy development	Thrive Associates Ltd	Edinburgh	£49,999.00	£38,749.37	01/07/19	01/07/19	HSCP	Commissioning	Kevin Beveridge
Consultant in Community Alarms, Home Care, Telecare and Telehealth	Support Improvement Activity in relation to TSA Quality Standards Framework (KPI's)	Doreen Watson	Newton Mearns	£3,000.00	£2,125.00	04/11/19	24/12/2019	HSCP	Homecare	Gayle Smart
Research and strategic development	Strategic Review	Matter of Focus	Edinburgh	£52,550.00	£52,550.00		28/02/2020	HSCP	Commissioning	Kevin Beveridge
Bluerock Consultancy	Specialist Service Support for Information Governance and Security	NVT	Glasgow	£2,375.00	£2,375.00	10.11.19	01.12.19	C & CS	ICT	Paul Lucas
Assistance is sought from an experienced individual/supplier to work with East Renfrewshire Council to review and refresh our Digital Strategy, ensuring it is fit for the future, taking account of new and emerging technology, and has ambitious targets and actions which will deliver on our significant ambitions across the next 5 years and beyond.	Required short term expertise of Digital strategy work and Digital expertise to cover the vacant Digital Programme Manager post	Gunn Stewart Solutions	Glasgow	£30,520.00	£24,979.00	01.11.19	31.03.20	C & CS	PMO	Lesley Anne Neil
Structural survey and repair solution for weighbridge at Greenhags waste transfer station	A full building survey indicated there may be excess corrosion to structural beams which may have significant Health & Safety implications – DBA are well known in this field and were able to assist within 24 hours.	Dougall Baillie Associates	East Kilbride	£10,000.00	£8,835.70	01.11.19	01.03.20	Environment	Neighbourhood Services	John Buchanan
Examination analysis and Timetabling preparation.	Specialist knowledge of ERC Schools and timetabling.	Robert Tennant	Dunoon	£15,840.00	£16,224.12	18.09.19	31.03.20	Education	Schools	Mark Ratter
7 2hr Learning and Teaching sessions for Sciences	Specialist knowledge of ERC schools and subject matter.	Stuart Allison	Linlithgow	£2,100.00	£2,100.00	16.10.19	31.03.20	Education	Schools	Mark Ratter

Structural Engineer Consultancy - Hub West Scotland Framework Agreement	ERC has no in-house capacity but regularly requires structural advice	Cowal Design Consultants Ltd via sub-consultancy agreement with HubWest Scotland	Glasgow	£55,000.00	£22,950.00	11.12.19	9-12 months	Environment	Strategic Services	Alan Hook
Partnering Services in connection with Eastwood Park Campus Agreement: Framework Agreement - Hub West NQ71-ERC-01	Ongoing resource to an existing Hub West project including move from masterplan level area assessments and diagrams for buildings and open spaces to development of schedules of accommodation and plan diagrams which establish key briefing considerations.	Stallan Brand	Glasgow	£41,350.00			21.11.20	Environment	Strategic Services	Andy Cahill
Planning application consent for quarrying works at Floak Quarry	ERC have no experience in carrying out these works	Ironside Farrar	Bellshill	£1,200.00				Environment	Planning	Ian Walker
Advice and Analysis of Compensation Events on the Balgraystone Road Project.	Assistance required to assess Compensation Events that had arisen on site. Advice and analysis required by NEC Contract specialist.	GLEEDS	Glasgow	£5,500.00	£5,500.00	20/01/2020	31/07/2020	Environment	Economy & Infrastructure	James Mullen
Due to project contract being extended, continue with on-site support for Ecology at Balgraystone Road.	Supplier was appointed to supervise Ecology on site during works. Project faced delay and Contract Completion date was pushed out so supervision being provided required to be extended to cover new completion date.	Mott MacDonald	Surrey	£5,000.00	£5,000.00	01/04/20	01/06/20	Environment	Economy & Infrastructure	James Mullen
Options Analysis for roundabout position on Aurs Road.	Debate existed as to the best position of a new roundabout on Aurs Road in relation to potential development of adjacent land. Peter Brett Associates are the designers of Aurs Road so they were asked to consider various location options and report back on findings. Appointment made through Scotland Excel Engineering and Technical Consultancy Framework - Direct Award.	Peter Brett Associates	Glasgow	£7,857.00	£7,857.00	05/04/19	05/06/19	Environment	Economy & Infrastructure	James Mullen
Update Ardochrig SUDS Design, Flood Risk Assessment, independent certification and B of Q.	Update previous work completed 2016/17 to take account of proposed design changes.	Dougal Baillie Associates	East Kilbride	£4,050.00	£0.00	22/01/2020	TBC (work substantially complete)	Environment	Strategic Services	Nick Prower
Consultancy Services associated with Balgray Reservoir water safety audit.	To support the development of recreation and infrastructure proposals associated with Aurs Road and Balgray Reservoir.	RoSPA	Birmingham	£3,020.00	£3,020.00	11/10/19	12/02/19	Environment	Strategic Services	Stephen McHenry
Consultancy services for commercial and economic viability for proposals at Dams to Darnley Country Park.	Another supplier had previously prepared study so wanted a fresh look and sense check of project undertaken (concerns that previous study was out of date and heavily caveated). EKOS were familiar with project due to background work on SBC and OBC's for City Deal M77 Corridor Programme.	EKOS Limited	Glasgow	£6,050.00	£6,050.00	12/07/19	08/11/19	Environment	Economy & Infrastructure	Marie Mullen
Holmes Miller to revisit masterplan sketch from the Balgray Wake Park Feasibility report dated October 2017. To provide updated scheme proposals and costs.	Supplier had previously won tender competition to design new Wake Park. Wake Park was now being relocated to opposite side of reservoir to sit alongside proposed Visitor Centre. Work was being undertaken to scope and assess Visitor Centre project and masterplan sketch was required to consider options. Holmes Miller were knowledgeable of both projects.	Holmes Miller Architects	Glasgow	£9,600.00	£9,600.00	25/09/2019	02/10/19	Environment	Economy & Infrastructure	Marie Mullen
Landscape design at Fairweather Park, Project Initiation, Surveys and Concept Design (RIBA 1 & 2), Detailed and Technical Design (RIBA 3 & 4), Implementation & Close out (RIBA 5-7)	Project funded through the Town Centre Regeneration Fund with contract to be awarded by the 31st March 20. Permission to proceed given at the end of November 19. AMEY, who were ranked first on the South Lanarkshire Consultancy Framework were approached but confirmed that they were unable to meet our timescales. Ironside Farrar, who were ranked second, were then approached and confirmed that they could meet the timescales.	Ironside Farrar	Edinburgh	£9,750.00	£0.00 Still to be invoiced	01/12/19	Design works have been completed but End date at present unknown until lockdown is lifted and contractor can be appointed	Environment	Economy & Infrastructure	Jeanne Black
Road safety and active travel study at Glasgow Road, Eaglesham, Project Initiation, Surveys and Concept Design (RIBA 1 & 2), Detailed and Technical Design (RIBA 3 & 4), Implementation & Close out (RIBA 5-7)	Project funded through the Town Centre Regeneration Fund with contract to be awarded by the 31st March 20. Permission to proceed given at the end of November 19. T,P & E had previously provided work of a similar nature at another location and confirmed that they could meet the very tight timescales.	T, P & E	Glasgow	£9,065.00	£6,185.00 paid to date	01/12/19	Design works have been completed but End date at present unknown until lockdown is lifted and contractor can be appointed	Environment	Economy & Infrastructure	Jeanne Black
Design works have been completed but End date at present unknown until lockdown is lifted and contractor can be appointed	Continuity of work - AECOM are the consultant for the STAG 1 Transportation appraisal for Barrhead South	AECOM	Glasgow	£4,950.00	£4,950.00	05/01/20	31/03/2020	Environment	Economy & Infrastructure	Jeanne Black
Creation of a brand for Greenlaw (The Greenlaw Works), layout and furniture selection	Expertise in business centre interior design for Greenlaw. Recommendation for similar services obtained from Clyde Gateway.	Graven Images	Glasgow	£9,900.00	£9,900.00	01/10/19	31/01/2020	Environment	Economy & Infrastructure	Catherine McKay
Cartography	Update Site Maps	Peel Land Surveys	Sheffield	£1,000.00	£950.00	01/11/19	31/03/2020	Environment	Economy & Infrastructure	Nick Prower
Advice on service charges for Greenlaw Business Centre	Property agent practice familiar with the building	Savills	Glasgow	£200.00	£200.00	01/05/19	31/08/2019	Environment	Economy & Infrastructure	Alan Robertson
City Deal Business Boost Business Plan update	Provided previous Business Plan advice	EKOS Limited	Glasgow	£9,500.00	£8,500.00	01/07/19	31/08/2019	Environment	Economy & Infrastructure	Alan Robertson
Advice on operating costs and income for Greenlaw Business Centre	Experience of business centre finances	CIM Accountancy	Kilmarnock	£9,500.00	£2,625.00	01/03/19	31/07/2019	Environment	Economy & Infrastructure	Alan Robertson
Preparation of fire strategy plan for Greenlaw Business Centre	Recommendation of Greenlaw building surveyor	BB7 Fire & Security Consulting	Glasgow	£5,000.00	£1,850.00	01/06/19	31/08/2019	Environment	Economy & Infrastructure	Alan Robertson
Design work & CDM plan for new pedestrian crossing, Capelrig Road, Newton Mearns	Consultant familiar project/locale	Ian Routledge Consultants	Upper Poppleton	£4,600.00	£4,300.00	01/12/19	31/08/2019	Environment	Economy & Infrastructure	Alan Robertson
Design work & CDM for new signalised junction, Barrhead Road, Newton Mearns	Consultant familiar with project/locale	Ian Routledge Consultants	Upper Poppleton	£8,800.00	£8,500.00	01/12/19	31/08/2019	Environment	Economy & Infrastructure	Alan Robertson
Audit of the BRP guidance and its implementation. Analysis of compliance with the document and any measures for improvement required	Head of Service request – this consultant experienced in the nature of the work	Turner and Townsend	Edinburgh	£9980	£9840 (incl VAT)	30/11/19	01/06/20	Environment	CHSU	Alison Drummond

RECORD FROM THIS POINT FORWARD 1 APRIL 2020 - 31 MARCH 2021

Draft up a potential and suitable project specification for ERC - Better Points initiative.	At the moment no other known consultancy that can deliver Better Points or a similar project in Scotland (Ansons currently have a contract with Better Points). For any potential project ERC require council wide consultation on a project scope which Ansons are doing as part of this project.	Ansons	East Renfrewshire as a whole	£4,750 (+VAT)	£5,000.00	1st June	Around the 10th July	Environment	Traffic & Lighting	Richard Hughes / Malcolm Matheson
Pre and post contract engineering consultancy services for the Maidenhill Safe Route to School	Blyth and Blyth was the engineering consultant on the Maidenhill Primary School and has been involved with an earlier feasibility study for the upgrading of this Path. This is a direct award under £10,000	Blyth and Blyth	Glasgow	£9,999	TBC	20-Jun	21-Oct	Environment	Strategic Services	Jeanne Black
Topographical Survey at Maidenhill Path	Direct award under Lot 4, Scotland Excel Engineering and Consultancy Framework	RPS Environmental Management Ltd.	Edinburgh	£2,600	£2,600.00	20-Jun	20-Jul	Environment	Strategic Services	Jeanne Black
Assistance is sought from an experienced individual/supplier to work with East Renfrewshire Council to review and refresh our Digital Strategy, ensuring it is fit for the future, taking account of new and emerging technology, and has ambitious targets and actions which will deliver on our significant ambitions across the next 5 years and beyond. Support on our Digital Programme and Projects.	Required short term expertise of Digital strategy work within the authority.	Gunn Stewart Solutions	Glasgow	£8,750	£8,750.00	01-Apr-20	03-Aug-20	C & CS	PMO	Lesley Anne Neil
Examination analysis and Timetabling preparation.	Specialist knowledge of ERC Schools and timetabling.	Robert Tennant	Dunoon	£15,510.00	£15,510.00	18/09/20	31/03/21	Education	Schools	Mark Ratter
Assistance is sought from an experienced individual/supplier to work with East Renfrewshire Council to review and refresh our Digital Strategy, ensuring it is fit for the future, taking account of new and emerging technology, and has ambitious targets and actions which will deliver on our significant ambitions across the next 5 years and beyond. Support on our Digital Programme and Projects.	Required short term expertise of Digital strategy work within the authority.	Gunn Stewart Solutions	Glasgow	£30,644	For October to December £10,060	01/04/2020	31/03/2021	Corporate & Community Services	PMO	Lesley Anne Neill
IT Technical partner to support development and further implementation of M365 and to work with records management consultancy and internal staff to deliver both a technical and organisational framework to support ERC's record management strategic direction and roll out. All reports or documentation provided as part of the contract will be fully owned by ERC.	Required short term expertise of technical experience in the implementation of M365 to help ICT gap in skills	Company Net	Edinburgh	£44,840	For October to December £12908.80	24/08/2020	31/03/2021	Corporate & Community Services	PMO	Lesley Anne Neill
To provide support for the development of a records management plan which can be used to engage services developing business rules, processes and procedures implementing Microsoft 365.	Required short term expertise in developing a records management plan fit for Digital records	HJBS Ltd	Glasgow	£30,000	For October to December £11,424	24/08/2020	30/06/2021	Corporate & Community Services	PMO	Lesley Anne Neill
To ensure new file maker (ELC Database) is secure prior to their use on web.	Specialist knowledge of ERC schools and ELC Database.	Tim Anderson Group	Larbert	£900	£900	12/01/2021	15/01/2021	Education	Schools	James Murphy
Project management and Multi Disciplinary Team to deliver Eastwood Leisure project upto RIBA stage 4	Previous understanding / Involvement of the project and owning rights to original RIBA Stage	Turner and Townsend	Glasgow	£2,614,500.00		14/12/2020	14/12/2023	Environment	Economy & Infrastructure	Andrew Cahill
Pre and post contract engineering consultancy services Newton Mearns Capelrig Road: new pedestrian crossing	This is a direct award under £10,000. The consultant has experience of this type of civil engineering commission and is registered with Scotland Excel and on South Ayrshire Council's Framework	Charles Scott & Partners	Glasgow	£8,815	£5,000.00	Dec-20	Apr-22	Environment	Economic Development	Alan Robertson
Provision of Consultancy Services for the Barrhead South Transportation Accessibility Appraisal STAG II and New Rail Station Work Packages	AECOM was the Transport Consultant on the STAG I report. This appointment is a direct award through the South Lanarkshire Professional Services Consultancy Framework.	AECOM Ltd	Glasgow	£120,900	£18,000.00	Jan-21	Jul-21	Environment	Strategic Services	Jeanne Black
Project Management and other Professional Services in Connection with Options appraisal – St Marks PS	Hub West were engaged to provide an options appraisal for the demolition of the former Auchenback Nursery located in the grounds of St Mark's Primary School, Barrhead	hub West Territory Partnering Agreement	Glasgow	£13,117.00	£13,117.00	Oct-20	Dec-20	Environment	Strategic Services	Alan Hook
Homecare review	Homecare consultancy	Dennis O'Donnell	Glasgow	£687.50	£687.50	April 2020	April 2020	HSCP	Homecare	Gayle Smart
Strategic planning and partnership support	To support engagement activity in support of strategy development	Thrive Associates Ltd	Edinburgh	£10,416.46	£10,416.46	November 2020	November 2020	HSCP	Commissioning	Lesley Bairden
Independent social work consultant	Providing independent chairing of looked after reviews which were significantly impacted due to Covid-19. Providing coaching and mentoring to new team leaders.	CGCC 'Celia Gray Cares Consultancy'	Strathaven	£9,000.00	£5,590.00	27/11/2020	17/03/2021	HSCP	Children & Families	Kate Rocks
Carers Information Strategy	Tailored support for carers team and partners and developing outcome map for co-production strategy. 'OutNav' outcome monitoring and evaluation analysis sessions.	Matter of Focus	Edinburgh	£2,950.00	£2,950.00	22/02/2021	22/02/2021	HSCP	Finance & Resources	Lesley Bairden
Consulting fees for development of Peer Research Programme - Alcohol & Drugs.	Recruitment of and support to peer researchers, preparation and delivery of training programme and scoping work with local team for OST study.	Figure 8 Consultancy Services Ltd	Dundee	£8,900.00	£8,900.00	March 2021	March 2021	HSCP	Recovery Services	Tracy Butler
Assistance is sought from an experienced individual/supplier to work with East Renfrewshire Council to review and refresh our Digital Strategy, ensuring it is fit for the future, taking account of new and emerging technology, and has ambitious targets and actions which will deliver on our significant ambitions across the next 5 years and beyond. Support on our Digital Programme and Projects.	Required short term expertise of Digital strategy work within the authority. Quick Quote: QQ 19 20 032	Gunn Stewart Solutions	Glasgow	£34,330	For October 2020 to December 2021 £12,000	01/04/2020	31/03/2021	Corporate & Community Services	PMO	Lesley Anne Neill
East Renfrewshire Council is inviting quotes from suitably qualified consultant to provide to support its Customer Experience vision including implementation of its Customer Experience Management system	Required short term expertise and support to assist in developing our Customer Experience and management system within the authority. Quick Quote: QQ 20 21 021	Gunn Stewart Solutions	Glasgow	£49,999	For October 2020 to December 2021 £11,262	01/11/2021	30/09/2021	Corporate & Community Services	PMO	Lesley Anne Neill
IT Technical partner to support development and further implementation of M365 and to work with records management consultancy and internal staff to deliver both a technical and organisational framework to support ERC's record management strategic direction and roll out.	Required short term expertise of technical experience in the implementation of M365 to help ICT gap in skills. Quick Quote QQ 20 21 010	Company Net	Edinburgh	£44,840	For October 2020 to December 2021 £25,538.80	24/08/2020	30/06/2021	Corporate & Community Services	PMO	Lesley Anne Neill
To provide support for the development of a records management plan which can be used to engage services developing business rules, processes and procedures implementing Microsoft 365.	Required short term expertise in developing a records management plan fit for Digital records. Quick Quote QQ 20 21 009	HJBS Ltd	Glasgow	£30,000	For October 2020 to December 2021 £24,640	24/08/2020	30/06/2021	Corporate & Community Services	PMO	Lesley Anne Neill

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