



Glasgow City Council

Contracts and Property Committee

Report by Director of Legal and Administration

Contact: Maureen Fitzpatrick Ext: 76406

Item 7

28th August 2025

The Provision of Services for a Mass Automated Cycle Hire Scheme

Tender Reference: - GCC006234CPU

Purpose of Report:

To submit details of the tenders received for the provision of services for a mass automated cycle hire scheme and recommend acceptance of the most economically advantageous tender as detailed in this report.

Recommendations:

The Contracts and Property Committee is requested to approve the award of a contract for the provision of services for a mass automated cycle hire scheme to the supplier listed below:

VOI Technology UK Ltd
Companies House Number - 12616585

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

1 Background and Tender

- 1.1 Glasgow City Council's ("the council's") budget for the provision of services for a mass automated cycle hire scheme (MACH) is £1,000,000 over the five year contract duration.
- 1.2 As the largest City in Scotland, with a population in the region of 635,130, the council considers that there remains scope for the provision and development of the current MACH Scheme within Glasgow's environs. The council recognises the significant role cycling plays in reducing emissions and congestion by offering a healthy and efficient alternative for short journeys. By promoting bike usage, the scheme not only supports environmental goals but also encourages a healthier lifestyle. Therefore, the council is eager to expand the current scheme and encourage further growth.
- 1.3 The MACH scheme is supported by strategic objectives within the council's City Development Plan 2017, to develop the City's transport infrastructure to reduce the need to travel (particularly by car) and to meet the needs of residents, visitors, commerce and industry in line with sustainable transport objectives. Part 11, of the City Plan notes that walking and cycling are efficient, cost-effective, sustainable and healthy modes of travel. SG11 Sustainable transport outlines the requirements for pedestrians and cyclists needs in new developments. In addition, it would contribute to meeting many of the aims of both the Council's Transport Strategy 2022 and Glasgow's Strategic Plan for Cycling 2016 – 2025, by promoting a healthy and environmentally sustainable method of transport that minimises harmful emissions and energy consumption.
- 1.4 Since the launch of the 1st scheme in June 2014, a MACH scheme has been operated within the city which has involved 1239 bikes being distributed around 113 MACH Stations. As the scheme gained popularity, there has been an exponential increase in the number of people using it. Usage statistics for the current scheme have been provided below to understand current uptake:
- | | |
|-------------------------------|-----------|
| • Rentals in Glasgow | 2,689,499 |
| • Number of Bikes in Scheme | 1,030 |
| • Number of E-bikes in Scheme | 209 |
| • Number of MACH Stations | 113 |
| • Glasgow Registrations | 250,433 |
- 1.5 This contract will involve the supply, operation and maintenance of a publicly available on street cycle hire scheme with a minimum operation of 1000 e-bikes available 24 hours a day 7 days a week.
- 1.6 A commodity team consisting of stakeholders from Neighbourhood's Regeneration & Sustainability (NRS) and Corporate Procurement Unit (CPU) was formed to develop the sourcing strategy and deliver a new contract.

- 1.7 It was agreed that an open tender process would be the most appropriate method to deliver this contract. The opportunity was advertised via UK Find a Tender Service and Public Contracts Scotland.
- 1.8 The duration of the contract is 3 years with an option to extend for a further two periods of up to 12 months each.
- 1.9 The contract will be utilised by NRS.

2 Evaluation

- 2.1 12 suppliers expressed an interest and 3 submitted a bid. Of the 9 suppliers that failed to respond; 1 advised that due to commercial terms they were unable to proceed with a submission, 1 advised that the scope of the contract was too large for their organisation and the remaining 7 failed to state a reason for not bidding.
- 2.2 The award evaluation was based on the following criteria and weightings:-

Price	Quality	Quality Sub Criteria
*40%	60%	Resources - 3%
		Programme – 4%%
		Service & Contract Delivery – 7%
		Scheme Operation – 8%
		Product & Maintenance – 7%
		Marketing Plan & Partnership Working – 3%
		Business Plan – 7%
		Additional Information – 4%
		Membership Options – 7%
		Data – 5%
		Fair Work First (including the Real Living Wage) 5%

* The appointed supplier must provide to the council with a mandatory minimum financial payment of £50,000 for each operational year of the contract. As per the instructions in the tender pricing document, all bidders had the opportunity to improve their financial payment. The additional financial payment was evaluated at 10% of the 40% Price weighting.

- 2.3 The evaluation of award scoring and evaluation value of the supplier which has been recommended for award is shown in the table below:-

Description	Supplier	Total Evaluation Score
-------------	----------	------------------------

The Provision of services for a mass automated cycle hire scheme	VOI Technology UK Ltd	90.94
--	-----------------------	-------

A summary of the unsuccessful tender evaluation results can be found at Appendix A.

3 Contract implementation and Supplier Management

- 3.1 The outcome of our Contract Management Assessment Tool (CMAT) has deemed this contract/framework to be categorised as low. The supplier will be monitored in line with our contract and supplier management process which includes tracking the suppliers performance against the key performance indicators and working collaboratively to identify opportunities of improvement and innovation.
- 3.2 A four months mobilisation period was considered appropriate should a new provider be successful in winning this contract, allowing them to make arrangements for the purchase of 1000 e-bikes and the transfer of customer data.
- 3.3 The agreed community benefits outcomes commitments will be monitored via Cenefits which is a web based monitoring tool. We will also capture sustainable commitments within the CPU Sustainable Register.

4 Policy and Resource Implications

Resource Implications:

Financial: The overall anticipated spend, if utilised over the five year contract duration, will be £1,000,000.

This will be met by NRS 's capital budget.

Legal: The report raises no new legal issues.

The Director of Legal and Administration will be responsible for concluding the contract.

Personnel: No direct personnel implications.

Procurement: An Open tender process as detailed in section 1.7.

Council Strategic Plan:

The MACH scheme contributes to the council Strategic Plan 2022 - 2027, Grand Challenge 3 - Mission 1: Deliver sustainable transport and travel aligned with the city region.

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25

Yes - the Sustainable Procurement Duty requires that before a contracting authority buys anything, it must think about how it can improve the social, environmental and economic wellbeing of the area in which it operates, with a particular focus on reducing inequality.

What are the potential equality impacts as a result of this report?

The EQIA, in summary, does not detail any negative impacts by implementing this contract.

Please see the link -

<https://glasgow.gov.uk/article/1328/Equality-Impact-Assessment-EqIA>

Please highlight if the policy/proposal will help address socio economic disadvantage.

Fair Work First was included as part of the award criteria with a weighting of 5%.

The supplier recommended for the award, VOI Technology UK Ltd, has confirmed the following policies within its tender submission;

- Payment of at least the Real living Wage
- Provide appropriate channels for effective workers voice
- Investment in workforce development
- No inappropriate use of zero hour contracts
- Action to tackle the gender pay gap and create a more diverse and inclusive workforce
- Offer flexible and family friendly working practices for all workers from day one of employment
- Oppose the use of fire and rehire practice

Community Benefit was included as part of the tender process. The supplier recommended for award, VOI Technology UK Ltd has confirmed the outcomes as set out below:

40 x New Employee - Full Time Job (from Priority Group)

15 x New Employee - Full Time Job (non-Priority Group)

12 x Apprentice New Start - Full Time (from Priority Group)
 12 x Undergraduate Internship (unemployed)
 10 x MCR Pathways 1-2-1 Mentoring Programme (or equivalent Programme)
 6 x Work Experience Placement - Foundation Apprenticeship
 12 x Taster Sessions (Council or Delivery Partner Programmes)
 18 x Work Experience Placement – School
 18 x Career Event
 16 x Work Experience Summer Placement (Paid)
 6 x Supply Chain Briefings
 36 x Business Mentoring
 50 x Community Engagement - Financial Support - [min. of £1,000]
 180 x Community Engagement - Non-Financial Support - [min. of 10 hrs.]

The proposal supports outcome 1 of the councils Equality Outcomes 2021 to 2025.

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:

Yes, 51 - Delivers a comprehensive active travel network, incorporating the spaces for people measures

What are the potential climate impacts as a result of this proposal?

This contract has the potential to reduce the climate impact on Glasgow by encouraging more users of low carbon active travel.

VOI Technology UK Ltd e-bikes are designed with a 15-year lifespan in mind. This longevity is achieved through circular vehicle design, as well as rigorous maintenance and repair programmes. The durability of its vehicles has been independently verified in a life cycle assessment (LCA) conducted by third-party LCA specialists and further supported by the very low churn rates observed in its fleets, approximately 2%.

Recycling is strictly a last resort, ensuring materials remain in circulation for as long as possible. When e-bikes do reach the end of their operational life, their materials are recycled via specialist partners, looping them back into

productive use.

*Will the proposal
contribute to Glasgow's
net zero carbon target?*

Yes encouraging active travel

**Privacy and Data
Protection impacts:**

No data protection impacts identified.

5 Recommendations

The Contracts and Property Committee is requested to approve the award of a contract for the provision of services for a mass automated cycle hire scheme to the supplier listed below:

VOI Technology UK Ltd
Companies House Number - 12616585

Appendix A – Unsuccessful Suppliers

Supplier	Total Evaluation Score	Rank
Tier Operations Limited (12640257)	85.62	2
Tripy Mobility Teknoloji Anonim Sirketi (481067)	59.60	3