



Glasgow City Council

Contracts and Property Committee

Report by Director of Legal and Administration

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Item 8

7th August 2025

The Provision of Stair lifts and Access Lifts

Tender Reference: - GCC006384CPU

Purpose of Report:

To submit details of the tenders received for the provision of stair lifts and access lifts 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 stairlifts and access lifts to the supplier listed below.

Handicare Accessibility Limited
Companies House Number – 04109393

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") historical annual spend for the provision of stairlifts and access lifts is £1,419,818.
- 1.2 This contract will be utilised by Glasgow City Health and Social Care Partnership (GCHSCP) to deliver a fully managed service in relation to Stairlifts and access lifts for the following local authorities and public sector organisations; Angus Council, Clackmannanshire Council, Dumfries and Galloway Council, East Dunbartonshire council, East Renfrewshire council, Falkirk Council, Glasgow City Council., North Ayrshire Council., Renfrewshire Council, Scottish Borders Council., South Lanarkshire Council. and West Dunbartonshire Council and NHS Greater Glasgow and Clyde.
- 1.3 The managed service provided by the council includes the supply, delivery, installation removal, storage, recondition, repair, and servicing of stair lifts and access lifts.
- 1.4 The other local authorities and public Sector organisations historical spend for provision of stairlifts and access lifts is £3,120,986.
- 1.5 A commodity team consisting of stakeholders from GCHSCP and the CPU was formed to develop the sourcing strategy and deliver a new contract.
- 1.6 It was agreed that an open procedure would be the most appropriate method to deliver this contract. The opportunity was advertised via UK Find a Tender Service and Public Contracts Scotland.
- 1.7 The duration of the contract is for a period of 5 years with the option to extend for a further period of up to 24 months.
- 1.8 The contract will be utilised by GCHSCP.

2 Evaluation

- 2.1 9 suppliers expressed an interest and 1 supplier submitted a bid. Of the 8 suppliers that failed to respond, 1 sited competing priorities, 1 sited insufficient capacity and 6 did not respond.
- 2.2 From market research undertaken the council would have expected a minimum of 2 bids for this tender. As part of the tender process the expected bidders reviewed the documentation and a potential 3rd bidder requested an extension to the closing date which was granted, however only 1 bid was received.
- 2.3 The award evaluation was based on the following criteria and weightings: -

Price	Quality	Quality Sub Criteria
40%	60%	Contract Delivery – 38%
		Business Continuity - 5%

		Reporting and Invoicing – 3%
		Training And Product Demonstration – 2%
		Innovation - 3%
		Sustainability – 4%
		Fair Work First (including the Real Living Wage) 5%

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

Supplier	Total Evaluation Score	Value (per annum)	Rank
Handicare Accessibility Limited Companies house number 04109393	94.20%	£4,838,572	1

2.5 The tender has resulted in an increase of £297,747 (6.6%) when benchmarked against current rates. This increase is below expectations; considering that the majority of the current rates were fixed over the last 4 years and the Customer Price Index (CPI) has increased by 25.32%, fleet maintenance costs have risen by 26.9%, average salaries in the UK have risen by 22.8% with salaries specifically in manufacturing and transport and storage rising by 75.9% and 60.3% respectively.

3 Contract implementation and Supplier Management

3.1 GCHSCP will monitor the supplier's day to day operational performance. CPU will undertake the overall contract management.

3.2 The outcome of our Contract Management Assessment Tool (CMAT) has deemed this contract to be categorised as a high. 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.

3.3 Management information will be monitored over the contract duration to ensure usage is consistent with the forecasted model and volumes.

3.4 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 estimated annual contract value is £4,838,572, totaling £33,870,004 over the 7-year duration, if the extension period is implemented.

The council's estimated annual contract value is £1,540,943, totaling £10,786,601 over the 7-year period.

The tender has resulted in an increase of £297,747 (6.6%) as set out in paragraph 2.4 and an impact of £121,125 to the council's budget.

The total contract spend will be met by each participating local authority and the public sector's allocated budget and influenced by the level of demand.

The contract will be awarded based on the schedule of tendered rates. The rates are fixed for the first 24 months of the contract.

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:

Open Tender as detailed in Section 1.6.

Council Strategic Plan:

This supports Grand Challenges 1,3 and 4 and Missions 1-3,3-2 and 4-3.

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?

An EQIA was not required for this contract as the service provision and product specification supports this agenda.

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 award, Handicare Accessibility Limited, has confirmed the following policies within its tender submission;

- 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 friendly family 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, Handicare Accessibility Limited, has confirmed the following outcomes:

- 2 x New Employee – Full Time Job (From Priority Group)
- 5 x New Employee – Full Time Job (Non-Priority Group)
- 2 x Apprentice New Start – Full Time (From Priority Group)
- 2 x Career Event
- 2 x Business Mentoring

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 - Action 45 is supported via this contract

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

A reduction in emissions and carbon footprint by recycling stair lifts and access lifts rather than purchasing new. This is realised at the point of survey, where recycled stock is reviewed and allocated for future installation.

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

Yes, as above.

The key mitigations are as follows: -

- Updating the existing fleet where possible with electric vehicles to reduce carbon emissions.
- Installation of LED lighting at manufacturing facilities.
- Introduction of fully electric forklift trucks.
- Zero Waste to Landfill from manufacturing and distribution hub.
- Reduction of business travel emissions.
- Reduction in energy consumption in relation to gas and electricity.

Privacy and Data Protection impacts:

No data protection impacts identified.

5 Recommendations

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