



**Glasgow City Council**

**Contracts and Property Committee**

**Report by Director of Legal and Administration**

**Contact: Maureen Fitzpatrick**

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**Item 6**

**30th April 2026**

**The Provision of Repair, Service and Maintenance of Hoists and Stand Aids**

**Tender Reference: - GCC006553CPU**

**Purpose of Report:**

To submit details of the tenders received for the provision of repair, service and maintenance of hoists and stand aids 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 repair, service and maintenance of hoists and stand aids to the supplier listed below.

Drive DeVilbiss Sidhil Ltd  
Companies House Number – 00495946

Ward No(s):

Citywide: ✓

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

## **1 Background and Tender**

- 1.1 The EquipU partnership including the council's annual budget for the provision of repairs, service and maintenance of hoists and stand aids is £139,704.
- 1.2 Post transfer of Cordia (Services) LLP to the council on 30 September 2018, all Care Services, including the EquipU store service, transferred to Glasgow City Health and Social Care Partnership ("GCHSCP").
- 1.3 This contract is to support the EquipU store service requirements. EquipU is a multi-authority collaboration established between South Lanarkshire, East Dunbartonshire, Renfrewshire, East Renfrewshire, West Dunbartonshire, the council, NHS Greater Glasgow and Clyde with the council acting as the lead partner. It provides and maintains assistive technologies for vulnerable citizens across six council partners and NHS Greater Glasgow and Clyde Valley. Since inception in August 2002, EquipU has continually developed to become the largest and most successful service of its kind in the UK. EquipU is based in the east end of the city, where the EquipU team oversee the entire process of providing assistive technologies to Service Users, including delivery, installation, maintenance, removal and recycling of an entire range of equipment.
- 1.4 Assistive technologies aid service users to live as independently and comfortable as possible in their own home. Recycling is at the heart of EquipU and, on average, the service recycles over four million pounds worth of equipment annually. All equipment returned to the EquipU store is processed through a recycling and decontamination centre before being inspected and placed back into stock ready to be re-used.
- 1.5 In March 2022, the council established a DPS for the supply, delivery and installation, repair and maintenance of community equipment. The DPS consists of 18 distinct categories which the council can utilise to tender for community equipment and services. As a procurement tool, it has some aspects that are similar to a framework agreement. However, the main difference is new suppliers can join at any time throughout the duration of the DPS along with some other conditions (as set out in Regulation 35 of the Public Contracts (Scotland) Regulations 2015).
- 1.6 A commodity team consisting of stakeholders from GCHSCP and the CPU was formed and it was agreed that conducting a tender via Category 16 – Repairs, Maintenance and Servicing of Community Equipment, of the DPS as stated in paragraph 1.5, would be the most appropriate method to deliver this contract.
- 1.7 The duration of the contract is for a period of 60 months with an option to extend for a further period of up to 2 years. The contract length shall enable continuity of the service across the EquipU partnership.
- 1.8 The contract will be utilised by GCHSCP.

## 2 Evaluation

- 2.1 All 9 suppliers appointed to category 16 of the DPS were invited to submit a bid. Of the 9 invited, 4 suppliers submitted a bid. Of the 5 suppliers that failed to respond 4 of them declined and 1 responded that it did not align with their core business. Market research undertaken by the council expected a minimum of 6 bids for this tender.
- 2.2 The award evaluation was based on the following criteria and weightings: -

Price	Quality	Quality Sub Criteria
55%	45%	Methodology – 35%
		Innovation - 2%
		Sustainability – 3%
		Fair Work First - 5%

- 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: -

Supplier	Total Evaluation Score	Estimated Contract Value (Per Annum)
Drive DeVilbiss Sidhil Ltd Companies House Number: 00495946	100%	£139,704

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

- 2.4 Following the regulative requirement for the segregation of engineer's duties a new commercial model was required to be developed for this tender. Therefore, a direct comparison in rates was not possible. However, market analysis highlights an increase of 22.6% over the previous schedule of rates based on the new commercial model. Within that analysis a like for like comparison on call outs and out-of-hour service has resulted in an increase of 2.46% on the previous spend. The main cost driver in this industry is labour and since this was last tendered the average cost of labour has increased by 13.4%. The remaining increase can be attributed to the change in cost model.

## 3 Contract implementation and Supplier Management

- 3.1 GCHSCP will monitor the supplier's day-to-day operational performance. CPU will undertake 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 supplier's performance against the key performance indicators and working collaboratively to identify opportunities of improvement and innovation.

- 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 estimated annual contract value is £139,704 totaling £977,928 over the 84 months duration of the contract (including the extensions if implemented).

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

An increase of 22.6% over the previous schedule of rates. Additionally, the call outs and out-of-hour service has resulted in an increase of 2.46%.

*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:*

Tender via DPS 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 2025-29? Please Specify.*

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, Drive DeVilbiss Sidhil Ltd, has confirmed the following policies within its tender submission:

- Payment of at least the real living wage.
- Provide appropriate channels for effective worker's voice
- Investment in workforce development.
- No inappropriate use of zero-hour contracts.
- Address workplace inequalities, 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, Drive DeVilbiss Sidhil Ltd, has confirmed the following outcomes:

- Career Events x 3
- Workplace Visit x 3
- Financial Support x 7
- Non-Financial Support x 2

**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

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

Yes, as above.

The key mitigations are as follows:

- All engineers' vehicles use TransSend for route optimisation to aid in carbon reduction.
- Waste reduction – all packaging is returned for reuse and recycling

**Privacy and Data  
Protection impacts:**

Are there any potential data protection impacts as a result of the report  
Y/N

No

If Yes, please confirm that a Data Protection Impact Assessment (DPIA) has been carried out

N/A

**5 Recommendations**

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## Appendix A – Unsuccessful Suppliers

Supplier	Total Evaluation Score
ARJO UK LTD Companies House Number:10842512	95.82%
Prism Medical UK Ltd Companies House Number:04992349	89.60%
Direct Healthcare Group Ltd Companies House Number: 5252571	49.64%