



Glasgow City Council

Contracts and Property Committee

Report by Director of Legal and Administration

Contact: Maureen Fitzpatrick Ext: 6406

Item 5

11th June 2026

The Provision of Washroom Solution Services

Tender Reference: - GCC006659CPU

Purpose of Report:

To submit details of the Direct Award of Contract for the provision of washroom solution services 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 Direct Award of a contract for the provision of washroom solution services to the supplier listed below -

Rentokil Initial UK Ltd
Companies House Number - 00301044

Ward No(s): Xxxxxxxx

Citywide: ✓

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

1 Background and Tender

- 1.1 Glasgow City Council's ("the council's") annual spend for the provision of washroom solution services is £446,361.
- 1.2 The council oversees a portfolio of over 500 sites with approximately 1500 washroom solution service requirements, incorporating the provision and collection of free on loan receptacles for the removal of sanitary, nappy and medical waste.
- 1.3 A commodity team consisting of stakeholders from Neighbourhood and Regeneration Services (NRS), Glasgow Life, Social Work, Education Services and the Corporate Procurement Unit (CPU) was formed to develop the sourcing strategy and deliver a new contract.
- 1.4 In line with the effective and efficient objective within the Council's Sustainable Procurement Strategy 2023-2027, which can be located [here](#), and to support the national agenda in utilising national collaborative frameworks, it was agreed that a direct award process from Lot 1 – Washroom Solutions of Scotland Excel's Washroom Solutions framework, reference 0122, would be the most appropriate method to deliver this contract.
- 1.5 The contract will commence on the 8 July 2026 for a period of 12 months with the option to extend for 1 further period of up to 12 months. This period reflects our ambition to consider the new Scotland excel framework in 2027 and the potential mobilisation period required if a new supplier is successful.
- 1.6 The contract will be utilised primarily by NRS, Glasgow Life and Education Services, however all council services have access to this contract.

2 SXL Framework Evaluation

- 2.1 23 suppliers expressed an interest and 11 submitted a bid. No suppliers were excluded from the evaluation.
- 2.2 The award evaluation was based on the following criteria and weightings:-

Lot	Price	Quality	Quality Sub Criteria
1	70%	30%	Customer Communications and Staff Resources - 4%
			Community Benefits - 5%
			Recycling and Waste Disposal - 8%
			Service Provision - 8%
			Fair Work First (including the Real Living Wage) - 5%

3 Direct Award Process

- 3.1 The Direct Award, with a benchmarking exercise, complies with the rules of the SXL framework buying guide.
- 3.2 The benchmark exercise was undertaken against the four suppliers which provided rates for the council's core requirements. The evaluation was based on a 40% Price and 60% Quality. The quality scores were derived by pro-rating the suppliers quality score achieved when appointed to the framework and the commercial score was based on the cost of our service requirements and the suppliers framework rates.
- 3.3 The benchmark score and value of the supplier which has been recommended for the direct award is shown in the table below:-

Lot	Description	Supplier	Total Evaluation Score	Evaluation Score	Rank
1	Provision of Washroom Solutions	Rentokil Initial UK Ltd	84.91	£471,985	1

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

4 Contract implementation and Supplier Management

- 4.1 The Corporate Procurement Unit (CPU) will monitor the supplier's operational performance and will report any issues to Scotland Excel who will perform the overall framework management.
- 4.2 The outcome of our Contract Management Assessment Tool (CMAT) has deemed this contract to be categorised as a 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.
- 4.3 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.
- 4.4 The Purchase to Pay route is SAP Non-PO.

5 Policy and Resource Implications

Resource Implications:

Financial: The estimated annual contract value is £500,000, totaling £1,000,000 if the 12 month extension is

implemented. This will be met by the service areas revenue budgets.

The contract has resulted in an annual increase of £53,639 (12%). This takes account of anticipated price increase between now and the end 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:

A direct award process as detailed in paragraph 1.4 of this report.

Council Strategic Plan:

This supports Grand Challenges 3 and 4.

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 there is no impact.

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

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

The supplier recommended for award, Rentokil Initial UK Ltd, has confirmed the following Fair Work First policies within its tender submission

- Payment of the Real Living Wage
- No inappropriate use of zero hour contracts
- Offer flexible and family friendly working practices for all workers from day one of employment

Community Benefit was included as part of the tender process. Community Benefits are based on spend with the supplier. Scotland Excel will monitor spend levels and advise the council of points earned in the preceding financial year.

The council's community Benefits officer will establish the required community benefit outcomes with the recommended supplier for the projected spend thresholds and these will be monitored via Cenefits.

Climate Impacts:

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

Yes - action 4 is supported via this contract.

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

A quality question was included as part of the tender relating to the environment and sustainability including carbon emission reduction and packaging with a weighting of 8%.

The supplier was required to indicate the types of vehicles they would be using to conduct these services and their adherence to the LEZ, and also their policy around recycle and reuse.

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

Yes, as above.

Privacy and Data Protection impacts:

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

No

6 Recommendations

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Appendix A – Unsuccessful Suppliers Benchmark Scores

Supplier	Score
Elis UK Ltd	80.50
Personnel Hygiene	80.57
Citron Hygiene	67.94