Item 9

26th November 2026

Glasgow City Council

Contracts and Property Committee

Report by Director of Legal and Administration

Contact: Maureen Fitzpatrick Ext: 76406

The Provision of Courier Services for the Delivery of Prepared Meals and Related Sundry Products

Tender Reference: - GCC006633CPU

Purpose of Report:

To provide details of the tenders received to be appointed to the ranked framework agreement for the provision of courier services for the delivery of prepared meals and related sundry products and recommend acceptance of the most economically advantageous tenders as detailed in this report.

Recommendations:

The Contracts and Property Committee is requested to approve the award of a ranked framework agreement for the provision of courier services for the delivery of prepared meals and related sundry products and to appoint the following suppliers in the ranking order set out below:

- Rank 1 - Sheridan Myers Management Services LLP
  Companies House Number – OC347547

- Rank 2 - Routd Software Technologies Limited
  Companies House Number – 14958677

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 courier services for the delivery of prepared meals and related sundry products is £631,106.

1.2 The council requires courier services to deliver food from council production sites to Catering and Facilities Management (CFM), Education, Social Work, and Encore locations. This is partly due to certain locations not having adequate facilities within their premises to cook the volume of meals required. This requirement was previously delivered in house by Neighbourhoods, Regeneration and Sustainability (NRS), however over time NRS' capacity has reduced.

1.3 The current delivery schedule is comprised of 124 runs. This schedule provides for collections from 65 council production locations, serving 145 named delivery destinations. It comprises 123 scheduled runs per day on a five-day-per-week basis, with one additional Friday-only run, bringing the Friday total to 124 runs and the weekly total to 616. These requirements are indicative and may change at framework mobilisation or during the framework period.

1.3 A commodity team consisting of stakeholders from Catering and Facilities Management (CFM) and the Corporate Procurement Unit (CPU) was formed to develop the sourcing strategy and deliver a new framework.

1.4 As part of the pre-market engagement, a capability and capacity enquiry was issued to the suppliers in the market and 13 confirmed an expression of interest.

1.5 As part of the sourcing strategy development, it was agreed that the framework agreement would be structured as a ranked supplier lot. This lot was as follows: -

Lot	Description	Estimated Annual Value
1	The provision of courier services for the delivery of prepared meals and related sundry products	£631,106

1.6 It was agreed that an open tender process would be the most appropriate method to deliver this framework. The opportunity was advertised via UK Find a Tender Service and Public Contracts Scotland.

1.7 The duration of the framework is from 27 January 2027 until 26 January 2031.

1.8 The framework will be utilised by CFM.

2 Evaluation

2.1 13 suppliers expressed an interest. Of the 13, 4 submitted a bid. 1 bidder was disqualified for reasons of non-compliance with the requirements of the

Invitation to Tender. 1 of the bidders failed to pass the pre-selection criteria and was not taken forward to award evaluation stage. Of the 9 suppliers that did not submit a bid, 1 supplier confirmed that they were unable to bid due to insufficient capacity and 1 supplier confirmed that the tender was not aligned to their core business. The remaining suppliers did not provide a reason.

2.2 The award evaluation was based on the following criteria and weightings: -

Lot	Price	Quality	Quality Sub Criteria
1	60%	40%	Service Delivery – Fleet and Route Management 6%
			Service Delivery – Complaints, Incident & Reports 4%
			Contract Management 6%
			Training 3%
			Business Continuity 8%
			Contract Optimisation 3%
			Sustainability 5%
			Fair Work First (including the Real Living Wage) 5%

2.3 The evaluation of award scoring, evaluation value and ranking of the suppliers which have been recommended for appointment to the framework is shown in the table below: -

Lot	Description	Supplier	Total Evaluation Score	Evaluation Value	Rank
1	The Provision of Courier Services for the Delivery of Prepared Meals and Related Sundry Products	Sheridan Myers Management Services LLP Companies House Number: OC347547	95.40	£720,530	1
		Routd Software Technologies Limited Companies House Number: 14958677	83.45	£788,211	2

2.4 The award of this framework will result in an initial cost increase of 14%. This 14% increase is based on the current estimated 12-month spend for all runs versus the new estimated spend for all runs. The evaluation was based on the

pricing provided for each run withing the schedule of 124 individual daily runs. During the lifespan of the previous framework, key cost drivers such as fuel and labour have increased by 21% and 11% respectively. Going forward, working with a single supplier will allow route optimisation that should deliver additional efficiencies.

2.5 The framework will operate on a ranked call-off basis, with Sheridan Myers Management Services LLP, as the first-ranked supplier, awarded all 124 planned meal runs. Additional and ad-hoc requirements will be allocated in accordance with the call-off provisions set out in the tender documents, with Routd Software Technologies Limited, as the second-ranked supplier, available to undertake work in the circumstances permitted by those provisions.

3 Contract implementation and Supplier Management

3.1 The outcome of our Contract Management Assessment Tool (CMAT) has deemed this framework to be categorised as a medium risk. 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.

3.2 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.

3.3 The Purchase to Pay route is SAP Statement Billing.

4 Policy and Resource Implications

Resource Implications:

Financial:	The estimated annual contract value of £720,530 totalling £2,882,120 over the four-year duration of the framework will be met by the service area's revenue budget. As set out in paragraph 2.4, the framework will result in an initial cost increase of 14%.
Legal:	The report raises no new legal issues. The Director of Legal and Administration will be responsible for concluding the Framework.
Personnel:	No direct personnel implications.

Procurement:	An open tender process as detailed in section 1.7 above.
Council Strategic Plan:	This supports **Grand Challenge 3, Mission 1** - Deliver sustainable transport and travel aligned with the city region and **Grand Challenge 4 Mission 3** - Enable staff to deliver a sustainable and innovative council structure that delivers value for money.
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 framework 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 award criteria with a weighting of 5%. The Fair Work First Tender submissions from the suppliers recommended for award are set out in Appendix B. Community Benefit was included as part of the tender process. The suppliers recommended for award have confirmed the following total outcomes: Sheridan Myers Management Services LLP: • 21 x Community Engagement - Financial Support - [min. of £21,000] In addition to the above, the supplier has confirmed that local drivers will be utilized to deliver this service provision. Routd Software Technologies Limited: • 4x New Employee - Part Time Job (from Priority Group) • 4x Work Experience Placement - School

- 2x Work Experience Placement - Non School
- 2x Career Event
- 1x Supply Chain Briefings
- 1x Business Mentoring
- 2x Community Engagement - Financial Support - [min. of £2,000]
- 2x Community Engagement - Non-Financial Support - [min. of 10 hrs.]

The above outcomes are subject to the following spend thresholds being reached:

Threshold 1: £50-£100k: 40 points
Threshold 2: £100-£250k: 60 points
Threshold 3: £250k-500k: 20 points
Threshold 4: £500k-£1M: 180 points
Threshold 5: £1M-3M: 120 points

Climate Impacts:

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

The following Climate Action Plans are supported via the implementation of this framework:

- Transport Objection 9 Action 3
- Climate Governance Objective 4 Action 3

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

Use of vehicles to transport food and sundry products across the city will result in carbon emissions. However, the awarded suppliers will also reduce environmental impact through local recruitment, efficient route planning, avoidance of unnecessary return journeys, monitoring recurring congestion and access issues, and compliance with Glasgow's Low Emission Zone requirements.

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

Yes, as above. The key mitigations are as follows:

Vehicle type and route planning will reduce carbon emissions associated with the implementation of this framework.

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.

5 Recommendations

The Contracts and Property Committee is requested to approve the award of a ranked framework agreement for the provision of courier services for the delivery of prepared meals and related sundry products and to appoint of the following suppliers in the ranking order set out below:

- Rank 1 - Sheridan Myers Management Services LLP (Companies House Number – OC347547)
- Rank 2 - Routd Software Technologies Limited (Companies House Number – 14958677)

Appendix A Fair Work First Outcomes

Tenderer	Employee Voice	Investment in Workforce Development	No Zero Hours	Gender Pay Gap / Inclusive Workplace	Paying Real Living Wage	Flexible & Family Friendly	Oppose Fire & Re-Hire
Sheridan Myers Management Services LLP	✓	✓	✓	✓	✓	✓	✓
Routd Software Technologies Limited	✓	✓	✓	✓	x	✓	✓