

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/039316-2025>

Tender

Pan-Ayrshire Servicing, Maintenance and Repair of Community Equipment Framework Agreement

South Ayrshire Council
North Ayrshire Council
East Ayrshire Council
NHS Ayrshire & Arran

F02: Contract notice

Notice identifier: 2025/S 000-039316

Procurement identifier (OCID): ocds-h6vhtk-055dbb

Published 11 July 2025, 2:25pm

Section I: Contracting authority

I.1) Name and addresses

South Ayrshire Council

County Buildings, Wellington Square

Ayr

KA7 1DR

Email

procurement@south-ayrshire.gov.uk

Telephone

+44 3001230900

Country

United Kingdom

NUTS code

UKM94 - South Ayrshire

Internet address(es)

Main address

<http://www.south-ayrshire.gov.uk/procurement/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00405

I.1) Name and addresses

North Ayrshire Council

Cunninghame House, Friars Croft

Irvine

KA12 8EE

Email

procurement@north-Ayrshire.gov.uk

Telephone

+44 1294310000

Country

United Kingdom

NUTS code

UKM93 - East Ayrshire and North Ayrshire mainland

Internet address(es)

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337

I.1) Name and addresses

East Ayrshire Council

Corporate Procurement Team, London Road HQ

Kilmarnock

KA3 7BU

Email

procurement@east-ayrshire.gov.uk

Telephone

+44 1563576000

Country

United Kingdom

NUTS code

UKM93 - East Ayrshire and North Ayrshire mainland

Internet address(es)

Main address

<http://www.east-ayrshire.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00223

I.1) Name and addresses

NHS Ayrshire & Arran

Eglinton House, Ailsa Hospital, Dalmellington Road

Ayr

KA6 6AB

Email

procurement@aapct.scot.nhs.uk

Telephone

+44 1294323219

Country

United Kingdom

NUTS code

UKM94 - South Ayrshire

Internet address(es)

Main address

<http://www.nhsaaa.net>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00060

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of

charge, at

www.publictendersscotland.publiccontractscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publictendersscotland.publiccontractscotland.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Pan-Ayrshire Servicing, Maintenance and Repair of Community Equipment Framework Agreement

Reference number

CE-169-24

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

East Ayrshire Council, NHS Ayrshire and Arran, North Ayrshire Council, and South Ayrshire Council (the Partners) are seeking to appoint a Service Provider who will be responsible for providing the following services.

- Deliver a comprehensive and thorough Inspection, Service, Maintenance and Repair Service of items of Community equipment, for clients located throughout Ayrshire. Equipment will normally be in domestic or alternative designated environments such as Care Homes where care provision can take place. Additionally, there may be an occasional requirement to service / repair equipment out with the boundary of Ayrshire.

- Provide a repair service on a call-out basis, including provision of an “out of hours” service.

The Services shall be carried out in accordance with the relevant manufacturer’s instructions for the equipment concerned, the Provision and Use of Work Equipment Regulations 1998 (PUWER), the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and Portable Appliance Testing.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 33190000 - Miscellaneous medical devices and products
- 50410000 - Repair and maintenance services of measuring, testing and checking apparatus
- 33192000 - Medical furniture
- 33192600 - Lifting equipment for health care sector

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Ayrshire

II.2.4) Description of the procurement

East Ayrshire Council, NHS Ayrshire and Arran, North Ayrshire Council, and South Ayrshire Council (the Partners) are seeking to appoint a Service Provider who will be responsible for providing the following services.

- Deliver a comprehensive and thorough Inspection, Service, Maintenance and Repair Service of items of Community equipment, for clients located throughout Ayrshire. Equipment will normally be in domestic or alternative designated environments such as Care Homes where care provision can take place. Additionally, there may be an occasional requirement to service / repair equipment out with the boundary of Ayrshire.

- Provide a repair service on a call-out basis, including provision of an “out of hours” service.

The Services shall be carried out in accordance with the relevant manufacturer’s instructions for the equipment concerned, the Provision and Use of Work Equipment Regulations 1998 (PUWER), the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and Portable Appliance Testing.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Two (2) years (+1) (+1)

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

It is a requirement of this procurement that Tenderers hold, or can commit to obtain, prior to the commencement of any subsequently concluded Framework Agreement, the insurance and financial requirements indicated below:

Insurances:

Employers Liability Insurance (Compulsory) = 10 million GBP in respect of each claim without limit to the number of claims.

Public Liability Insurance = 5 million GBP in respect of each claim without limit to the number of claims.

Motor Vehicle Insurance = Minimum Third-Party Motor Vehicle Liability in respect of any motor vehicle or plated plant used.

Evidence for insurance requirements will be requested at the "Request For Documentation" Stage.

Documentation requested for the above insurances will include the names of insurers, policy numbers, expiry dates, limits of any one incident, annual aggregate caps, excesses and claims handling procedures.

Financial Standing:

The Council will access a Creditsafe report for a Tenderer's organisation and use the information contained within to assist with the assessment of the Tenderer's economic and financial standing.

In the event that this analysis is unavailable or unsatisfactory the Council will request the following information below:

A copy of the organisation's audited accounts or equivalent for the most recent 2 years, along with details of any significant changes since the last year end.

OR

A statement of the organisation's turnover; profit and cash flow for the most recent full year of trading or where a full year trading has not been completed the same information for the period applicable. NOTE if this information is not available in an audited format Tenderers may be required to provide an end of period balance sheet or make the response specified below.

OR

If Tenderers are unable to provide the information requested above, they may be required to provide additional information and documentation that will give the Authority the assurance that they are capable of carrying out any subsequent awarded contract. For example, a statement of their organisation's cash flow forecast for the current year and a letter from the organisation's bank outlining the current cash and credit position or other alternative means of demonstrating financial standing.

Once the Council has received and considered such financial information as is made available in line with the requirements above, the Council shall have discretion to ask Tenderers to provide either a parent company guarantee and/or a guarantee from an agreed financial institution as it considers appropriate (acting reasonably).

In the event that additional measures are requested, the Council shall, in its sole discretion, determine the terms of those measures that it deems as acceptable. If Tenderers cannot provide measures to the satisfaction of the Council then their submission may be rejected.

Evidence for this requirement may be requested at the "Request For Documentation" Stage.

III.1.3) Technical and professional ability

List and brief description of selection criteria

Tenderers will be required to provide evidence of having the necessary capacity and capability to deliver the requirements for the Pan-Ayrshire Servicing, Maintenance and Repair of Community Equipment Framework Agreement. The below requirements will be requested at the "Request for Documentation" Stage:

Two (2) examples of the provision of similar services may be requested and must be from within the last 3 years for goods and services and within the last 5 years of work contracts.

If Tenderers are unable to provide two (2) examples the tenderer may be required to explain why examples cannot be provided.

Tenderers may also be required to provide:

Technical Skills

A statement of the relevant professional and technical skills available within your organisation; or where applicable, consortium members and/or named sub-contractors in relation to this procurement exercise.

Guidance

The buyer will use the information you provide to evaluate whether your organisation; consortium members and/or named sub-contractors have the relevant professional and technical skills required for this procurement exercise.

Technical Resources

A statement of the relevant technical resources such as the tools, plant, facilities and technical equipment available to your organisation, or where applicable, consortium members and/or named sub-contractors in relation to this procurement exercise.

Guidance

The buyer will use the information you provide to evaluate whether your organisation; consortium members and/or named sub-contractors have the relevant technical resources for this procurement exercise.

Technical Confirmation

If available, copies of completion certificates or customers' written declaration which validates the examples you have provided.

Guidance

If you cannot provide certificates or customer declarations the Authority may choose to contact customers cited directly in order to validate the experience examples you have provided without any further reference to you.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

During the period of the Framework Agreement, the Service Provider shall monitor and measure their performance against the Key Performance Indicators (KPIs) detailed below:

Cost – Category Weight (20%)

Invoice Accuracy – 50%

Cost Reduction Initiatives – 50%

Quality – Category Weight (30%)

Fit for Purpose – 50%

Contract Outcome – 40%

Continual Improvement / Innovation – 10%

Service – Category Weight (40%)

Complaints – 15%

Communication – 30%

Management Information – 25%

Accuracy – 30%

Sustainability – Category Weight (10%)

Sustainable Processes – 50%

Community Benefits – 50%

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

19 August 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 20 October 2025

IV.2.7) Conditions for opening of tenders

Date

19 August 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: May 2029

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 29197.

For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

This procurement will include a Community Benefit requirement.

It has become clear that there is scope within the Procurement Reform (Scotland) Act 2014 which applies to public contracts, to use contracts to deliver wider social benefits such as:

- Targeted recruitment and training (providing employment and training opportunities/Apprenticeships)
- SME and social enterprise development
- Community engagement

As part of your tender response, Tenderers are requested to provide an outline of all community benefits they can offer for this contract.

(SC Ref:804204)

VI.4) Procedures for review

VI.4.1) Review body

Ayr Sheriff Court

Ayr

Country

United Kingdom