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User Guide | Ref No: 001314

Stairlifts & Associated Services

Framework Agreement





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About YPO

YPO provides procurement solutions for public sector organisations to set up or renew contracts for a wide range of services.

Established in 1974 by a group of 13 local authorities, we're the UK's largest public sector buying organisation and we're still 100% publicly-owned today. We work closely with our suppliers and collaborate with other public sector buying organisations to achieve efficiencies and value for money, returning all our profits back into the heart of the public sector. Our team of qualified procurement professionals can offer advice, guidance and expertise on procurement, as well as regular engagement and communication to make sure your objectives are achieved.

Overview

Start date

26 August 2026

Expiry date

25 August 2030

Extension(s) (if applicable)

N/A

Contracting authority (CA) call-off period:

CAs can specify a contract period, based on the term that will best suit their requirements. YPO generally recommend a call-off period of no longer than 5 years.

Contract award notice ref. no:

2026/S 000-067944

Geographical Location(s)

National

Rebate

1% paid by supplier

Specification, Overview and Lot Structure

One of the key factors in positive health and social wellbeing for both individuals and their carers is the ability to live independently. For those with limited mobility or an increased risk of falls, having access to the right equipment to be able to move around safely and comfortably is hugely important, not only in their own homes, but also when out and about.

Steps and stairs can be a significant, if not an impossible obstacle without suitable equipment; so too can simply moving around, transferring from a bed or chair, or accessing the toilet, for example.

This framework is here to support a variety of public sector colleagues in procurement, commissioning and service delivery teams, including adaptations.

The overall objective of this framework is to provide a flexible route to market so that customers can access the right type of equipment and/or services to support people and is aimed at improving the lives of service users and their carers, both inside the home and elsewhere.

Installation isn't limited to an individual's home either; equipment can be purchased via the framework for use in commercial premises too, such as care homes, activity centres, village halls and sports centres.

The specification is detailed and sets out the requirements in relation to risk assessments, site surveys, inspection and handover.

This framework is a UK-wide Framework Agreement.

Customers can procure through either:

- * Award without Competition
- * Competitive Selection Process

Further information on both methods can be found within the "How to Award / Call-off from the Framework" section. - Page 10



Specification, Overview and Lot Structure (Continued)

Lots 1 to 6 – Supply and installation of new equipment including servicing, maintenance under original manufacturer’s warranty and removal, storage, refurbishment, and re-siting of equipment. Options available to the customer to buy extended warranties as well as heavy duty use, additional options, and optional extras.

Lot	Description	Method of call off contracts
1	Seated Stairlifts – Straight & Curved	Award without Competition and Competitive Selection Process
2	Perch Stairlifts	Award without Competition and Competitive Selection Process
3	Step Lifts	Award without Competition and Competitive Selection Process
4	Inclined Platform Lifts	Award without Competition and Competitive Selection Process
5	Vertical Through Floor Lifts	Award without Competition and Competitive Selection Process
6	Ceiling Track Hoists	Award without Competition and Competitive Selection Process

Specification, Overview and Lot Structure (Continued)

Sub-Lots 7.1 to 7.6 - Servicing and Maintenance (S&M) of equipment no longer under warranty and removal, storage, refurbishment, and re-siting of existing equipment.

Sub-Lot	Description	Method of call off contracts
Sub-Lot 7.1	S&M – Seated Stairlifts – Straight & Curved	Award without Competition and Competitive Selection Process
Sub-Lot 7.2	S&M – Perch Stairlifts	Award without Competition and Competitive Selection Process
Sub-Lot 7.3	S&M - Steplifts	Award without Competition and Competitive Selection Process
Sub-Lot 7.4	S&M – Inclined Platform Lifts	Award without Competition and Competitive Selection Process
Sub-Lot 7.5	S&M – Vertical Through Floor Lifts	Award without Competition and Competitive Selection Process
Sub-Lot 7.6	S&M – Ceiling Track Hoists	Award without Competition and Competitive Selection Process
Lot 8 – Multi Lot Call-Off – is Competitive Selection Process only and is a one stop shop for customers to put all their requirements through one Lot if required. Customers are under no obligation to use Lot 8 though, if they prefer to source suppliers by running individual Competitive Selection Processes in the individual Lots/Sub-Lots that meet their needs.		
8	Multi Lot – Call-Off	Competitive Selection Process

Suppliers were asked which geographical region(s) they would like to offer their products and services too and you will find these detailed in the suppliers by region section.

Benefits of using the framework

YPO's framework agreements are established to allow customers to purchase goods, works or services from suppliers/providers via either Award without Competition or Competitive Selection Process. Benefits of using the framework agreement:

- Variety of equipment and suppliers for Lots 1 to 6. Customers are able to award based on Most Advantageous Tender (MAT)
- Method of Call-Off: Award without Competition formerly Direct Award & Competitive Selection Process formerly Further-competition
- Award without Competition – Customer Pricing Schedule available upon request
- Document template for a Competitive Selection Process activity
- YPO can publish a Competitive Selection Process and manage the clarifications and award on behalf of a customer, if required.
- Reduced timescales – Customers do not need to run a full tender process if procuring via the Framework Agreement
- Assured supplier standards – Suppliers are 'prequalified' as to their general suitability
- Aggregation of spend – Customers will receive the benefits of the aggregated spend volume and increased leverage in the market.
- Pre-defined terms and Conditions – YPO Standard Framework Agreement Terms and Conditions have been established for this Framework and of which all Suppliers have agreed too. For Award without

Competition the Terms and Conditions are not allowed to be amended or varied by the customer but for a Competitive Selection Process, Customers are able to amend or vary the Terms and Conditions, provided the Supplier agrees.



Suppliers by Lot/Sub-Lot

All the Suppliers who were awarded onto this Framework Agreement have successfully passed the Procurement Specific Questionnaire (PSQ), Conditions of Participation (COP) and Mandatory requirements for this solution.

The Suppliers were given the opportunity to showcase to the customer the scope of products and services that they can deliver under a particular Lot/Sub-Lot.

Suppliers who applied for all Lots/Sub-Lots and who were successfully awarded to all will automatically be added to Lot 8 – Multi Lot Call-Off. Please note that Suppliers did have the option to opt out of this Lot.

Lots 1 to 6 - Supply and Installation of new equipment including servicing, maintenance under original manufacturers warranty and removal, storage, refurbishment and re-siting of equipment

Lots 7.1 to 7.6 - Servicing and maintenance, removal, storage, refurbishment and re-siting of equipment of equipment which is no longer under original manufacturers warranty

Lot 8 -Suppliers who applied for all Lots/Sub-Lots and who were successfully awarded to these will be added to Lot 8 - Multi-Lot Call-Off. Suppliers were given the option to opt out of this Lot at the Framework creation stage.



Suppliers by Lot/Sub-Lot (Continued)

Supplier Name	Supply						Service & Maintenance (S&M)						
	Lot 1	Lot 2	Lot 3	Lot 4	Lot 5	Lot 6	Sub-Lot 7.1	Sub-Lot 7.2	Sub-Lot 7.3	Sub-Lot 7.4	Sub-Lot 7.5	Sub-Lot 7.6	Lot 8
	Seated Stairlifts - Straight & Curved	Perch Stairlifts	Step Lifts	Inclined Platform Lifts	Vertical Through Floor Lifts	Ceiling Track Hoist	"S&M Seated Stairlifts - Straight & Curved"	"S&M Perch Stairlifts"	"S&M Step Lifts"	"S&M Inclined Platform Lifts"	"S&M Vertical Through Floor Lifts"	"S&M Ceiling Track Hoists"	"Multi-Lot Call-Off"
Caretech UK Ltd						○	○	○	○	○	○	○	
Chiltern Invadex (UK) Limited						○							
Direct Healthcare Group Limited		○				○						○	
Pollock Lifts Limited	○		○	○	○								
Premier Mobility (UK)	○	○	○		○	○	○	○	○		○	○	
Prism UK Medical Limited	○					○	○						
Saadia Limited	○	○	○		○	○	○	○	○		○	○	
Savaria Lifts (UK) Limited	○	○	○	○									
Simply Moving & Sleeping Ltd						○						○	
Stannah Lift Services Limited	○						○						
Stiltz Limited					○								
Terry Group Limited			○	○	○								
TK Access Solutions Limited	○		○	○	○		○	○	○	○	○	○	
Wessex Lift Co Limited	○	○	○	○	○	○	○	○	○	○	○	○	○
Total Number of Supplier(s) (Each Lot/Sub-Lot)	8	5	7	5	7	8	7	5	5	3	5	7	1

Geographical Coverage

The following table illustrates the suppliers included on the framework (in alphabetical order, they are not ranked in any way) and the geographical areas they are able to service under the scope of this framework.

Supplier Name	East Midlands	West Midlands	East of England	South East	South West	North West	North East	Yorkshire & Humber	London	Scotland	Wales	Northern Ireland
Caretech UK Ltd	○	○	○	○					○			
Chiltern Invadex (UK) Limited	○	○	○	○		○		○	○		○	
Direct Healthcare Group Limited	○	○	○	○	○	○	○	○	○		○	
Pollock Lifts Limited	○	○	○	○	○	○	○	○	○	○	○	○
Premier Mobility (UK)	○	○	○	○								
Prism UK Medical Limited	○	○	○	○	○	○	○	○	○	○	○	○
Saadia Limited	○	○	○	○	○	○	○	○	○	○	○	
Savaria Lifts (UK) Limited	○	○	○	○	○	○	○	○	○	○	○	
Simply Moving & Sleeping Ltd						○	○	○				
Stannah Lift Services Limited	○	○	○	○	○	○	○	○	○	○	○	
Stiltz Limited	○	○	○	○	○	○	○	○	○	○	○	○
Terry Group Limited	○	○	○			○	○	○			○	
TK Access Solutions Limited	○	○	○			○	○	○				
Wessex Lift Co Limited	○	○	○	○	○	○	○	○	○	○	○	○

How to award/call-off from the Framework

To access the Framework Agreement, customers should complete and return the Customer Access Agreement (CAA) to socialcare@ypo.co.uk.

Award without Competition

Award without Competition is available for most Lots/Sub-Lots excluding Lot 8 – Multi Lot Call-Off which is Competitive Selection Process only.

Award without competition is an efficient and straightforward process without customers having to re-open competition.

Customers should consider all the information in the Customer Pricing Schedule and can award to a Supplier if they can demonstrate that the chosen Supplier represents/offers the Most Advantageous Tender (MAT) based on their requirements.

The selection/award criteria used to establish the Framework Agreement and acceptance of the Suppliers onto all Lots/Sub Lots was:

CRITERION	PERCENTAGE WEIGHTINGS
Quality (includes Delivery & Customer Services)	50%
Cost	30%
Social Value and Sustainability	20%

To Award without Competition, Customers must use the Customer Pricing Schedule, which is available upon request.

Customers will conduct a desktop analysis based on the critical criteria:

Lots 1-6

- Region
- Lot/Sub-Lot required to meet customer requirements
- Cost Criteria
- Total Cost of Ownership (TCO)

Sub-Lots 7.1 to 7.6

- Region
- Lot/Sub-Lot required to meet customer requirements
- Cost Criteria
- Total Cost of Service & Maintenance

If more than one Supplier is able to offer the MAT based on the steps outlined above, the customer shall review the overall award criteria % score for each Supplier from establishment of the Framework to determine the most competitive Supplier and award to the Supplier with the highest overall score %. This information can be made available upon request.

If two or more Suppliers have the same overall award criteria % score for each Supplier, then the Supplier with the highest score question AC5 – Suppliers approach to pricing will be awarded the Call-off Contract. If the Customer still cannot identify the MAT by following the above steps, then they must undertake a Competitive Selection Process. This information can be made available upon request.



How to award/call-off from the Framework (Continued)

Competitive Selection Process

A Competitive Selection Process can be run to re-open competition to establish a Customer's exact requirement.

When undertaking a Competitive Selection Process, Customers must invite all Suppliers within the relevant Lots/Sub-Lots to submit a bid in response to their individual requirements.

Any changes to the Call-Off Terms & Conditions or amended clauses in the Specification must be made clear to Suppliers so that they can ensure that this is taken into consideration when formulating their bid.

When running a Competitive Selection Process, Customers are required to use the same criteria that was used in the original tender: Quality (includes Delivery & Customer Services, Cost and Social Value & Sustainability. Customers can choose whether to carry the original scores through or re-open each criterion to competition.

CRITERION	PERCENTAGE WEIGHTINGS	DESCRIPTION
Quality (includes Delivery & Customer Services)	Recommended 50% Flex 10% - 80%	Reopening of this criterion is optional and can be pulled through from the Initial Framework score, if required. However, the Customer may wish to assess quality in relation to their own individual requirements.
Cost	Recommended 30% Flex 10% - 80%	The Customer must reopen this criterion as the Customer will need to establish the cost of their individual requirement.
Social Value & Sustainability	Recommended 20% Flex 10% - 30%	Reopening of this criterion is optional and can be pulled through from the Initial Framework score, if required. However, the Customer may wish to assess quality in relation to their own individual requirements.

How to award/call-off from the Framework (Continued)

Evaluation must be fair and transparent, and the methodologies used to evaluate must be provided to the Suppliers within the Competitive Selection Process documentation.

YPO can support Customers to publish their Competitive Selections. A Competitive Selection template can be made available to a Customer if required.

YPO are able to facilitate clarifications raised between the Customer and Supplier and issue the Award/Assessment Summaries on behalf of the Customer once the Customer has completed their evaluation.

When running a Competitive Selection Process, Customers should award based on Most Advantageous Tender (MAT) and must provide Suppliers with the methodology behind the evaluation, including the evaluation criteria and the weightings that are applied.

Customers must inform YPO of any Call-off Award through this Framework Agreement by completing and returning a Confirmation of Award Form to socialcare@ypo.co.uk



Terms and conditions

Suppliers awarded to the Framework Agreement have agreed to and signed YPO’s Terms and Conditions.

For Call-Offs via Competitive Selection Process only

Call-Off Terms can be amended by the Customer and Supplier by mutual agreement to include additional terms to supplement the Framework Terms and Conditions. A variation form is included in the standard Terms and Conditions document to allow Customers and Suppliers to amend any terms if required.

Contact information

For further information or to discuss individual requirements, please use the contact details below:

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