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Pipeline

NIBE & Heat Pump Service and Maintenance Contract

LONDON & QUADRANT HOUSING TRUST

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-027031

Procurement identifier (OCID): ocds-h6vhtk-0524be

Published 23 May 2025, 5:04pm

Scope

Description

The Contractor must provide:

- Planned Preventative Maintenance (PPM):

Full annual servicing of all NIBE and Heat Pump systems according to manufacturer specifications and industry best practices.

- Reactive Maintenance:

Emergency and non-emergency repairs, faults diagnosis, and first-time fix focus, within defined SLAs.

- Parts and Materials Management:

Supply and fit genuine or approved replacement parts with warranty.

- Asset Management and Reporting:

Maintain an up-to-date asset register including maintenance history, service outcomes, and lifecycle condition grading.

- Resident Engagement:

High standard of resident communication and support, including pre-appointment notifications and satisfaction follow-ups.

Contract dates (estimated)

- 29 August 2025 to 29 August 2030
- Possible extension to 28 November 2031
- 6 years, 3 months

Main category

Services

CPV classifications

- 42511110 - Heat pumps
- 50000000 - Repair and maintenance services

Contract locations

- UKD - North West (England)
 - UKH - East of England
 - UKI - London
 - UKJ - South East (England)
-

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Procedure

Procedure type

Using pre-Procurement Act commercial tool

Commercial tool being used

ProcurePublic Framework

Contracting authority

LONDON & QUADRANT HOUSING TRUST

- Companies House: IP030441
- Public Procurement Organisation Number: PJQV-6311-TQXL

29-35 West Ham Lane

London

E15 4PN

United Kingdom

Contact name: Morris Williams

Email: morriswilliams@lqgroup.org.uk

Website: <https://in-tendhost.co.uk/lqsupplychainmanagement/asp/Registration>

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government