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Tender

The Servicing & Maintenance of Housing & Corporate Door Entry, Access Control and Auto Gates & Barriers

London Borough of Hillingdon

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-042451

Procurement identifier (OCID): ocids-h6vhtk-052c76 ([view related notices](#))

Published 23 July 2025, 3:21pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Tender period has been extended from 25th July to 29th July 2025

Scope

Description

The London Borough of Hillingdon wishes to appoint an experienced service provider for

the servicing, maintenance and repairs of the Pedestrian and Vehicle Door Entry, Access Control, Warden Call Systems, Automatic Doors, Gates & Barriers ensuring compliance with all relevant industry, manufacturers and safety standards.

The contract is to include Hillingdon Council's housing stock of over 10,000 properties covering General Needs Housing, Sheltered Housing, Supported Housing and 200 Corporate sites.

Elements of the contract include but not limited to the following:

- Repairs of Housing Door Entry & Access Control Systems and associated works as detailed in the Asset Lists.
- Service, Maintenance & Repairs of Corporate Access Control Systems and associated works as detailed in the Asset Lists.
- Service, Maintenance & Repairs of Automatic Pedestrian & Vehicle Doors, Gates, Barriers, Bollards & Shutters as detailed in Asset lists.
- Repairs, Servicing & Maintenance on all Assisted Living and Warden Call Systems.
- Provide a Reactive Maintenance/Call out Service (365/24/7) covering the assets in question

The contract will have a staggered approach to its implementation with the Door Entry & Access Control and Assisted Living & Warden Call element starting on 30th November 2025 and the Automatic Pedestrian & Vehicle Doors, Gates, Barriers, Bollards & Shutters being introduced on 1st September 2026.

TUPE will apply across all aspects.

The Contract will be for an initial term of three (3) years with an extendable option for a period of not more than two (2) years, giving a total of five (5) years (the Term).

Total value (estimated)

- £1,800,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 30 November 2025 to 29 November 2028
- Possible extension to 29 November 2030
- 5 years

Description of possible extension:

Contract may be extended for a period of not more than Two (2) further years by agreement subject to the needs of the business.

Main procurement category

Services

CPV classifications

- 44221310 - Access gates
- 44221400 - Shutters
- 50711000 - Repair and maintenance services of electrical building installations
- 51100000 - Installation services of electrical and mechanical equipment

Contract locations

- UKI74 - Harrow and Hillingdon

Participation

Legal and financial capacity conditions of participation

See tender pack for details.

Technical ability conditions of participation

See tender pack for details.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

18 July 2025, 1:00pm

Tender submission deadline

29 July 2025, 1:00pm

Submission address and any special instructions

All tender responses must be via Hillingdon's nominated tendering portal (Proactis - Supplier Network) at <https://supplierlive.proactisp2p.com>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 September 2025

Recurring procurement

Publication date of next tender notice (estimated): 30 June 2028

Award criteria

| Name | Description | Type | Weighting |
|-------------|--|-------------|------------------|
| Quality | 50% of the award criteria will be allocated to the Quality/technical aspects of the tender response. See tender pack for details | Quality | 50% |
| Price | 50% of the award criteria will be allocated to the Cost aspects of the tender response. See tender pack for details | Cost | 50% |

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://supplierlive.proactisp2p.com>

All tender documents will be made available via the tender portal:

<https://supplierlive.proactisp2p.com>

Contracting authority

London Borough of Hillingdon

- Public Procurement Organisation Number: PHZZ-4724-NYPH

Civic Centre

Uxbridge

UB8 1UW

United Kingdom

Email: procurement@hillingdon.gov.uk

Region: UKI74 - Harrow and Hillingdon

Organisation type: Public authority - sub-central government