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Tender

Lift Management Service

NORTH STAR HOUSING GROUP

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

Notice identifier: 2025/S 000-052429

Procurement identifier (OCID): ocds-h6vhtk-058a79

Published 29 August 2025, 12:39pm

Changes to notice

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

Addition of full ITT pack, please refer to documents tab.

Due to the delay in this, we have extended the date for clarifications to 12/09/2025.

Scope

Reference

NSHG/0007

Description

North Star Housing Group is seeking tenders from qualified and experienced contractors to deliver a comprehensive programme of lift servicing, maintenance, and repair services. This contract covers a variety of lifting equipment including passenger lifts, stairlifts, and ceiling hoists located across North Star's housing portfolio in the Northeast of England. The contract includes both planned preventative maintenance and responsive call-out work. New equipment may be added throughout the life of the contract, and the appointed contractor will be required to accommodate these additions within the agreed service framework.

The successful contractor will be responsible for carrying out quarterly servicing and maintenance of passenger lifts, with stairlifts and ceiling hoists being serviced either twice yearly or quarterly, depending on the specific site requirements. They will also be expected to attend to reactive faults and breakdowns, including emergency responses 24 hours a day, seven days a week, 365 days per year. Contractors must provide all necessary repair services, replacement of components during maintenance visits, and support for auto-dialler alarm systems used for entrapment situations. Engineers must submit digital reports within five days of each visit and provide full visibility of all planned and reactive works through North Star's housing management system. Out-of-hours support and prompt emergency response are essential to the contract.

All service and maintenance activities must adhere to specified response times. Entrapment emergencies require a one-hour response, urgent breakdowns must be attended within four hours, and non-urgent issues must be responded to within 24 hours. Preventative maintenance must be fully inclusive of the servicing and minor components needed to maintain satisfactory operational status. All inspections and works must meet both statutory obligations and manufacturer recommendations, with the contractor ensuring that any safety-critical issues are immediately reported and resolved. Engineers are required to be fully qualified, competent, and experienced across a range of lifting equipment and systems. To avoid unnecessary repeat visits, the contractor must maintain a stock of common spare parts.

Contractors are required to comply with all health and safety legislation, including the Health and Safety at Work Act and the Construction (Design and Management) Regulations. Comprehensive risk assessments and method statements must be submitted, covering all work undertaken under this contract. Contractors must hold all necessary industry accreditations and ensure that engineers possess up-to-date and relevant qualifications. Services must be conducted in line with Lift Guidance Note LG1 and relevant British Standards. The contractor must also provide evidence of insurance,

liability cover, and will be required to attend periodic site meetings and quality inspections.

Total value (estimated)

- £40,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 January 2026 to 1 January 2028
- Possible extension to 1 January 2029
- 3 years, 1 day

Description of possible extension:

3 years, with a Possible extension of one year to 1st January 2029 at North Star's sole discretion

Main procurement category

Services

CPV classifications

- 42416000 - Lifts, skip hoists, hoists, escalators and moving walkways
- 50750000 - Lift-maintenance services

Contract locations

- UKC - North East (England)
- UKE2 - North Yorkshire

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

1 September 2025, 12:00pm

Submission type

Tenders

Tender submission deadline

26 September 2025, 12:00pm

Submission address and any special instructions

<https://in-tendhost.co.uk/northstarhousinggroup.aspx/Tenders/Current>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

17 October 2025

Award criteria

Name	Type	Weighting
Technical	Quality	50%
Price	Price	40%
Social Value	Quality	10%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Stage One: Participation:

- Publish Tender Notice, providing access to the Requests to Participate document via Intend portal
- Receive Requests to Participate from interested suppliers.
- Assess responses against conditions of participation, exclusions and objective criteria to limit suppliers
- Inform Suppliers not invited to participate further
- Invite remaining Suppliers to submit final tenders.

Stage Two: Evaluate:

- Receive final tenders
- Evaluate final tenders
- Meet with bidders (to be confirmed at a later date)
- Determine Most Advantageous Tender

Stage Three: Award:

- Inform Suppliers of the outcome and issue assessment summaries
- Publish Contract Award Notice
- Following standstill enter into the contract with the winning Supplier
- Publish contract details notice

Documents

Associated tender documents

<https://in-tendhost.co.uk/northstarhousinggroup.aspx/Home>

All documents will be provided via the Intend portal.

https://northstarhg.sharepoint.com/:f:/s/Procurement-NorthStarProcurementHub/EvYIImzfN6VHgchqdewxdHQB08II3eQ75jtYMz1_wOYIGA?e=2QDxJ7

Full ITT pack, including quality questions.

Technical specifications to be met

<https://in-tendhost.co.uk/northstarhousinggroup.aspx/Home>

All documents will be provided via the Intend portal.

Contracting authority

NORTH STAR HOUSING GROUP

- Companies House: IP21256R

- Public Procurement Organisation Number: PTGM-5183-NXYN

Endeavour House

Thornaby

TS17 6QN

United Kingdom

Email: procurement@northstarhg.co.uk

Website: <https://www.northstarhg.co.uk/>

Region: UKC11 - Hartlepool and Stockton-on-Tees

Organisation type: Public authority - sub-central government