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Award

Semi - Comprehensive Maintenance Contract of Lifts Installed in British High Commission, New Delhi Office Building and On Compound Residences

Foreign, Commonwealth and Development Office

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

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Published 11 October 2025, 9:45am

Scope

Reference

CPG-12557-2025

Description

The British High Commission (BHC) in New Delhi requires a Maintenance Contract (MC) for the lifts Installed in office building and on compound expat residences. Maintenance Programme should be in line with OEM and asset management requirements to ensure duty of care for staff and visitors when utilising these lifts. The contract duration for the said services shall be for five years. The current maintenance contract with OTIS is ending 31 October 2025.

The maintenance programme will include monthly testing and maintenance of eight (8) lifts, supply of equipment/spare parts and unlimited number of remedial visits. The Contractor will be required to send a maintenance team once a month to undertake planned preventive maintenance in line with an agreed schedule. It is expected that all

Services offered under this contract will be in accordance with the OTIS Elevator/ Manufacturer's Standard service instruction/ practices.

Contract 1. Semi - Comprehensive Maintenance Contract of Lifts Installed in British High Commission, New Delhi Office Building and On Compound Residences

Supplier

- Otis Elevator Company (India) Ltd

Contract value

- £206,661 excluding VAT
- £252,025 including VAT

Above the relevant threshold

Earliest date the contract will be signed

17 October 2025

Contract dates (estimated)

- 1 November 2025 to 31 October 2030
- 5 years

Main procurement category

Services

CPV classifications

- 50740000 - Repair and maintenance services of escalators

Contract locations

- IN - India

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Switching to direct award

New Delhi Procurement Hub conducted competitive tender exercise in both 2018 and 2022. In 2018 via an email RFQ process, only a single bid from OTIS was received. In 2022, via Jaggaer, no bids were received, resulting in an SSJ. OTIS is the OEM and do not have any authorised service companies in country for maintenance. Previous 2 open procurements have evidenced that there are no other viable options available in the local market. There have been no changes in the market scenario (no new entrants) to suggest any change even now. In absence of any viable alternative, we only have the option of issuing a direct award.

The Procurement Act supports a direct award in such circumstances:

As per PA 23 Schedule 5 Paragraph 5:

The following conditions are met in relation to the public contract—

- (a) due to a particular supplier having intellectual property rights or other exclusive rights, only that supplier can supply the goods, services or works required, and
- (b) there are no reasonable alternatives to those goods, services or works.

As per PA 23 Schedule 5 Paragraph 6:

- (a) due to an absence of competition for technical reasons, only a particular supplier can supply the goods, services or works required, and
- (b) there are no reasonable alternatives to those goods, services or works.

As OTIS is the sole authorised maintenance provider in country for its lifts and there are

no reasonable alternatives that would ensure licenced parts and maintenance is performed on the lifts, and also due to an absence of competition for technical reasons, only a particular supplier can supply the goods, services or works required, and there are no reasonable alternatives to those goods, services or works.

Based on all the above-mentioned points this business case is recommending a direct award under PA 23 5.5. and 5.6.

Supplier

Otis Elevator Company (India) Ltd

- Public Procurement Organisation Number: PPYD-4449-HXDT

Unit No -171-173, Aggarwal Cyber Plaza - II, Plot No C-7, Netaji Subhash Place , Pitampura

New delhi

110034

India

Email: Nikhil.Saxena@otis.com

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Semi - Comprehensive Maintenance Contract of Lifts Installed in British High Commission, New Delhi Office Building and On Compound Residences

Contracting authority

Foreign, Commonwealth and Development Office

- Public Procurement Organisation Number: PXRR-8771-PHVX

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Region: UKI32 - Westminster

Organisation type: Public authority - central government