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Tender

Handyman Maintenance Services, Charter Walk Shopping Centre, Burnley

Burnley Borough Council

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

Notice identifier: 2025/S 000-069279

Procurement identifier (OCID): ocds-h6vhtk-05d602

Published 29 October 2025, 11:16am

Scope

Reference

HMSCW

Description

This Competitive Flexible Procedure will be conducted in two stages. Under Stage 1 requests to participate will require potential Suppliers to meet conditions of participation to reduce the number of Suppliers proceeding to Stage 2.

The provision of a comprehensive and high-quality maintenance service including associated works tasks to maintain a functional and safe operational environment.

The requirement is for the provision of handyman services to maintain an outdoor shopping centre, which contains 85 retail units. The maintenance services are to be provided for the upkeep of the shopping centre's building and surrounding areas (public and communal), working according to the site's Planned Preventative Maintenance schedule, as well as addressing any reactive maintenance needs on a day-to-day basis.

The services will support a team consisting of a maintenance supervisor and two maintenance operatives, working a standard 40-hour week, across 5 days. Each member of the team will work one Saturday every three weeks, with a compensatory day off on the following Monday.

The scope of handyman works will include, but not be limited to, the following:

- General Upkeep
- Planned Preventative Maintenance (PPM)
- Reactive Maintenance
- Cleaning and Waste Management (where applicable)
- Health & Safety
- Other Ad-hoc Services

The Supplier will be expected to meet Service Level Agreements around:

- Routine PPM Tasks
- Reactive Maintenance Response Times
- Performance Monitoring

Total value (estimated)

- £910,000 excluding VAT
- £1,092,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 3 February 2026 to 31 December 2031

- Possible extension to 31 December 2033
- 7 years, 10 months, 26 days

Description of possible extension:

Can be extended 1 + 1 year at the Authorities discretion

Main procurement category

Services

CPV classifications

- 50000000 - Repair and maintenance services

Contract locations

- UKD46 - East Lancashire

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

17 November 2025, 3:00pm

Submission type

Requests to participate

Deadline for requests to participate

24 November 2025, 3:00pm

Submission address and any special instructions

Description - Tender documents available via <https://www.the-chest.org.uk/> - Ref DN795379

PSQ Submission must be received via the chest by the deadline of 24/11/25 at 3pm

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

1 to 5 suppliers

Selection criteria:

Quality 60%Cost 40%

Award decision date (estimated)

23 January 2026

Recurring procurement

Publication date of next tender notice (estimated): 1 January 2033

Award criteria

Name	Type	Weighting
Method Statement	Quality	60%
Cost	Cost	40%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

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Contracting authority

Burnley Borough Council

- Public Procurement Organisation Number: PXCG-1649-DCLV

Town Hall, Manchester Rd

Burnley

BB119SA

United Kingdom

Email: procurement@burnley.gov.uk

Region: UKD46 - East Lancashire

Organisation type: Public authority - sub-central government