

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/075776-2025>

Tender

EEAST - General Maintenance & Handyman Services

East of England Ambulance Service NHS Trust

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

Notice identifier: 2025/S 000-075776

Procurement identifier (OCID): ocds-h6vhtk-05e5be ([view related notices](#))

Published 20 November 2025, 3:29pm

Scope

Reference

24-T26

Description

The East of England Ambulance Service NHS Trust (“the Contracting Authority”) covers the six counties which make up the East of England – Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk, and Suffolk and provides a range of services, but is best known for the 999-emergency service. Our dedicated and skilled staff work 365 days a year, 24 hours a day to make sure patients receive the best possible care.

Our diverse area is spread over about 7,500 square miles and contains a mix of rural, coastal, and urban areas – from Watford to Wisbech and Cromer to Canvey Island. Our services are tailored to meet the needs of each community’s differing environmental and medical needs.

The Contracting Authority employs more than 5,000 staff and 1,000 volunteers to deal with 1,384,547 (2023/24) emergency calls every year. Staff and volunteers are trained and experienced in caring for patients in a variety of situations, ranging from life-

threatening illness and injury to less serious situations such as falls in the home or patients with minor injuries.

In addition, the Contracting Authority handles more than 500,000 non-emergency patient journeys to and from routine hospital appointments. Further information regarding the Contracting Authority can be obtained from www.eastamb.nhs.uk

The existing Contracting Authority estate comprises of; one headquarters, three emergency operations centres, depots, ambulance stations and response posts, however it is not able to support the requirements of a modern ambulance service or any possible changes as a result of the Ambulance Response Program (ARP). Therefore, the Contracting Authority's estate will change as part of the Estate Transformation Plan. Under this plan, a 'hub and spoke' model will be created across the whole area served by the Contracting Authority. Eighteen (18) new hubs will be created, located close to hospital emergency departments. Each will have staff facilities, management and vehicle workshop facilities.

The Estate Transformation Plan will start to replace the Contracting Authority's current estate over the lifespan of this contract and sites are identified for closure, as well as new facilities coming in line. The Supplier must support this transformation.

The Contracting Authority is looking to appoint two (2) Suppliers who will be able to meet our requirements to provide a reactive general maintenance and handyman service across the estate.

General maintenance work is normally non urgent and the types of jobs that will be required are unblocking toilets, repairing, or replacing door closures, putting up notice boards or removing them, hanging doors, assembling furniture or moving furniture, replacing lightbulbs, minor repairs to estate etc.

This tender is split into two (2) Lots as detailed below.

Total value (estimated)

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 February 2026 to 31 January 2029
- Possible extension to 31 January 2031
- 5 years

Description of possible extension:

3 year contract with the option to extend for 2 x further periods of 12 months

Options

The right to additional purchases while the contract is valid.

3 year contract with the option to extend for 2 x further periods of 12 months

Main procurement category

Works

CPV classifications

- 45210000 - Building construction work

Lot constraints

Maximum number of lots a supplier can bid for: 1

Maximum number of lots a supplier can be awarded: 1

Lot 1. North

Description

This Lot covers Norfolk, Suffolk & Cambridgeshire

For the provision of provide a reactive general maintenance and handyman service across the estate. General maintenance work is normally non urgent and the types of jobs that will be required are unblocking toilets, repairing, or replacing door closures, putting up notice boards or removing them, hanging doors, assembling furniture or moving furniture, replacing lightbulbs, minor repairs to estate etc.

Lot value (estimated)

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Lot 2. South

Description

This Lot covers Bedfordshire, Hertfordshire & Essex.

For the provision of provide a reactive general maintenance and handyman service

across the estate. General maintenance work is normally non urgent and the types of jobs that will be required are unblocking toilets, repairing, or replacing door closures, putting up notice boards or removing them, hanging doors, assembling furniture or moving furniture, replacing lightbulbs, minor repairs to estate etc.

Lot value (estimated)

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Same for all lots

CPV classifications, contract dates and options are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot 1. North

Lot 2. South

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

Submission

Enquiry deadline

10 December 2025, 5:00pm

Tender submission deadline

15 December 2025, 12:00pm

Submission address and any special instructions

<https://health-family.force.com/s/Welcome>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

23 December 2025

Recurring procurement

Publication date of next tender notice (estimated): 1 September 2030

Award criteria

Name	Description	Type	Weighting
Technical Envelope	See invitation to tender Quality documents		50.00%
Commercial Documents	see invitation to tender Price documents		50.00%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

East of England Ambulance Service NHS Trust

- Public Procurement Organisation Number: PBNZ-4155-WXZBZ

Whiting Way

Melbourn

SG8 6EN

United Kingdom

Contact name: Samantha King

Email: tenders@eastamb.nhs.uk

Website: <https://www.eastamb.nhs.uk/>

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - central government