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Contract

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

London Borough of Hillingdon

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-075986

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

Published 21 November 2025, 12:03pm

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).

Contract 1

Supplier

- DSSL GROUP LIMITED

Contract value

- £831,000 excluding VAT
- £997,000 including VAT

Above the relevant threshold

Date signed

14 November 2025

Contract dates

- 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

Contract locations

- UKI74 - Harrow and Hillingdon

Key performance indicators

Name	Description	Reporting frequency
First Time Fix - Target 90%	To determine the proportion of Orders for Routine and Responsive Maintenance capable of a first-time fix (as identified by the Client's IT System or the Service Provider's IT System, as applicable) where a first-time fix is achieved. The proportion of Orders for Routine and Responsive Maintenance that are indicated by the Client's IT System or the Service Provider's IT System (as applicable) as being capable of first time fix completed in a single visit during the Measurement Period as a proportion of the total number of Orders for Routine and Responsive Maintenance that are indicated as being capable of first time fix completed in the Measurement Period.	1 months
Periodic Servicing & Compliance Inspections Completed in time - Target 100%	To measure the Service Provider's conformity in meeting Periodic Servicing and compliance Inspection programme All compliance inspections to be completed before expiration date of existing compliance certification.	1 months
Attendance within Response Times - Target 100%	To determine the percentage of Orders for Responsive repairs completed within timescales as per Table 1 set periods. Maintenance with Response Periods expiring during the Measurement Period that were completed within their Response Periods.	1 months

Name	Description	Reporting frequency
Social & Environmental Commitment Tracker - Target 100%	To determine the ongoing commitment to meet Social and Environmental targets during contract duration, as per technical submissions.	1 months

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

DSSL GROUP LIMITED

- Companies House: 06993052

Unit 14, Britannia Court

BASILDON

SS13 1EU

United Kingdom

Email: aaron@dsslgroup.co.uk

Region: UKH37 - Essex Thames Gateway

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

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