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Contract

## **Passenger Lifts Maintenance 2025-28**

The District Council of Folkestone and Hythe

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

Notice identifier: 2025/S 000-076047

Procurement identifier (OCID): ocds-h6vhtk-055149 ([view related notices](#))

Published 21 November 2025, 1:48pm

### **Scope**

### **Reference**

DN779398

### **Description**

Folkestone & Hythe District Council wishes to enter into a JCT MTC 2016 for servicing, maintenance and repairs of passenger lifts. This is for comprehensive servicing, maintenance, and associated works of passenger lifts across various properties managed by the Council. It includes planned and preventative maintenance, responsive call-out services, emergency repairs, and component replacements, with a focus on meeting strict performance standards such as timely responses to breakdowns and entrapments, first-time fixes, and compliance with LOLER inspections. The contract spans an initial 29 months starting November 1, 2025, with a potential extension of up to 24 months, and has a maximum value of £475,000. Triple S Lift Services Ltd will provide local resources, qualified personnel, and environmentally sustainable practices to ensure efficient service delivery and adherence to key performance indicators.

## **Contract 1. Passenger Lifts Maintenance 2025-28**

### **Supplier**

- Triple S Lift Services Limited

### **Contract value**

- £475,000 excluding VAT
- £570,000 including VAT

Above the relevant threshold

### **Date signed**

3 November 2025

### **Contract dates**

- 3 November 2025 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years, 4 months, 28 days

Description of possible extension:

The contract spans an initial 29 months starting November 1, 2025, with a potential extension of up to 24 months, and has a maximum value of £475,000.

## Main procurement category

Services

## CPV classifications

- 50750000 - Lift-maintenance services

## Contract locations

- UKJ44 - East Kent

## Key performance indicators

Name	Description	Reporting frequency
Site Visit Completion	Completion of all scheduled monthly service visits within each calendar year must be 100%	1 months
Call Outs Visits	Attendance of 98% to all call-outs within the required response times: • 1 hour for trap-ins • 4 hours for general breakdowns.	1 months
Repair and Reinstatement Visit	Completion of repair and reinstatement of lift service during the first visit (first-time fix or same-day repair via parts sourcing). Expected 98%	1 months
Customer Satisfaction Rating	Customer satisfaction ratings for service delivery, using a three-tier scale: • Not satisfied • Satisfied • Exceeded expectations Feedback to include reasoning for scores.	1 months

<b>Name</b>	<b>Description</b>	<b>Reporting frequency</b>
LOLER inspection	LOLER inspection items within defined target times as defined within the LOLER report.	1 months
Electronic Service and Repair Records	Electronic Service and Repair Records to be provided to the Employer within tendered timelines	1 months

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## **Other information**

### **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Open procedure

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## **Supplier**

### **Triple S Lift Services Limited**

- Companies House: 06715811

12 Hoggs Drive, Chilmington Green

Ashford, England

TN23 8AJ

United Kingdom

Email: [steve@triplesliftservices.co.uk](mailto:steve@triplesliftservices.co.uk)

Website: <http://www.triplesliftservices.co.uk>

Region: UKJ45 - Mid Kent

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Passenger Lifts Maintenance 2025-28

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## **Contracting authority**

### **The District Council of Folkestone and Hythe**

- Public Procurement Organisation Number: PHJN-7589-LMHY

Civic Centre, Castle Hill Avenue

Folkestone

CT20 2QY

United Kingdom

Email: [procurement@folkestone-hythe.gov.uk](mailto:procurement@folkestone-hythe.gov.uk)

Region: UKJ44 - East Kent

Organisation type: Public authority - sub-central government