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Tender

Lift Servicing and Maintenance Contract (Habinteg)

Habinteg Housing Association Limited

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

Notice identifier: 2025/S 000-077493

Procurement identifier (OCID): ocds-h6vhtk-05e9ce

Published 27 November 2025, 9:07am

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Scope

Reference

HHA.A.C.25.025 02

Description

Habinteg wishes to invite Tender Responses for the supply of services and works in respect of Lifts across the Habinteg estate to ensure all properties remain compliant, whilst residents remain safe within their homes and facilitate daily activity.

The Supplier shall be responsible for all servicing, planned and reactive maintenance of lifts located within properties tenanted by Habinteg.

A professionally managed service is to be provided for both Planned and Reactive Maintenance activities.

The Supplier shall ensure the availability of qualified on-call personnel to respond to

maintenance issues and system failures twenty-four hours a day, seven days a week, throughout the entire calendar year, including public holidays.

Habinteg is a registered social housing provider with 50 years' experience building and promoting accessible homes and communities, operating across England. Habinteg has a range of general needs properties built specifically to meet accessible and adaptable requirements of customers. Habinteg supports a wide range of customers including older and disabled people, and families with disabled children.

Habinteg is undertaking an Open Procedure to select a suitable Supplier to deliver the Passenger Lift Servicing and Maintenance Contract to commence 1st August 2026 (an initial three (3) year contract term, with two (2) optional one (1) year extensions, a maximum potential term of five (5) years).

The estimated contract value is between £250,000 - £350,000 for the full contract term.

Site visit will take place as part of this Tendering Procedure on Tuesday 9th December and attendance must be registered by Friday 5th December through ProContract.

Full scope details can be found with the associated tender documents at ProContract.

Within the Pricing Schedule of this tender, the Contracting Authority has stated a number of assets/properties that the Supplier will be expected to deliver services to - if this list of assets/properties needs to be modified throughout the contract term, this will be considered a "materialisation of a known risk".

The tender deadline for this opportunity is 12pm (noon) on 6th January 2026.

Please note that Shared Service for Housing (SSfH) is acting as the managing organisation on behalf of Habinteg for this tender opportunity.

Total value (estimated)

- £350,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 August 2026 to 31 July 2029
- Possible extension to 31 July 2031
- 5 years

Description of possible extension:

Please refer to full associated tender documents (Schedule 1 and the ProContract Evaluation Questionnaire)

Main procurement category

Services

CPV classifications

- 50750000 - Lift-maintenance services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Participation

Legal and financial capacity conditions of participation

Please refer to full associated tender documents (Schedule 1 and the ProContract Evaluation Questionnaire).

Technical ability conditions of participation

Please refer to full associated tender documents (Schedule 1 and the ProContract Evaluation Questionnaire).

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

30 December 2025, 5:00pm

Tender submission deadline

6 January 2026, 12:00pm

Submission address and any special instructions

A Tender Response must be submitted via ProContract for the Supplier to be considered for the award of the Contract in the Tendering Procedure.

<https://procontract.due-north.com/Opportunities/Index?p=18d7f93d-94bb-ef11-8132-005056b64545&v=2>

Tender Responses and communications submitted by Suppliers via any other means will be excluded.

Suppliers that require any technical assistance in using the portal or have any difficulty registering or logging in, should contact the ProContract helpdesk:

o 0330 005 0352 (9am - 5.30pm Mon - Fri)

o suppliersupport@proactisservicedesk.com

o "Submit a Ticket" to the helpdesk (via

https://suppliersupport.proactisservicedesk.com/s/?language=en_US)

Full details around submitting a compliant tender can be found within Schedule 1 of the associated tender documents.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

23 April 2026

Recurring procurement

Publication date of next tender notice (estimated): 1 December 2028

Award criteria

Name	Description	Type	Weighting
Quality	As per procurement documents (see Schedule 1 and the ProContract Questionnaire).	Quality	60%
Price	As per procurement documents (see Schedule 1, the Pricing Schedule and the ProContract Questionnaire).	Price	40%

Other information

Payment terms

Please see Schedule 3, Contract (Terms and Conditions).

Description of risks to contract performance

The following risks have been identified that would impact the performance of the Contract, where the impact cannot be known at this stage but may relate to a Contract modification if the risk was to materialise:

1. Risk of legislative changes, regulatory changes or changes in law during the term of a Contract

2. Risk of unforeseen changes to delivery/operational standards
3. Risk of changes in technology, IT solutions or systems
4. Risk of unforeseen increase in Contracting Authority budgets/increased volume of works/services
5. Risk of unforeseen circumstances that cause the value of the Contract to increase (previous examples include BREXIT, war, pandemic and the cost-of-living crisis)
6. Risk of unforeseen political impact
7. Risk of decrease/increase in property volume.

Within the Pricing Schedule of this tender, the Contracting Authority has stated a number of assets/properties that the Supplier will be expected to deliver services to - if this list of assets/properties needs to be modified throughout the contract term, this will be considered a "materialisation of a known risk".

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://procontract.due-north.com/Opportunities/Index?p=18d7f93d-94bb-ef11-8132-005056b64545&v=2>

All documentation can be found within the attachments section of

ProContract, with a list of Schedules/Appendices within Schedule 1.

<https://procontract.due-north.com/Opportunities/Index?p=18d7f93d-94bb-ef11-8132-005056b64545&v=2>

f11-8132-005056b64545&v=2

Contracting authority

Habinteg Housing Association Limited

- Companies House: IP19341R
- Mutuels Public Register: IP19341R
- Public Procurement Organisation Number: PMCD-7626-HQTP

Chapman House, Unit 1, Adwalton Business Park

Bradford

BD11 1DR

United Kingdom

Contact name: Rebecca How

Email: rebeccahow@ssf.org.uk

Website: <https://www.habinteg.org.uk/>

Region: UKE42 - Leeds

Organisation type: Public authority - sub-central government

Other organisations

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

SHARED SERVICES FOR HOUSING LIMITED

Summary of their role in this procurement: Shared Service for Housing (SSfH) is acting as the managing and contact organisation on behalf of the Contracting Authority for this tender opportunity, carrying out the role as Procurement Consultant.

- Companies House: 16356505
- Public Procurement Organisation Number: PGNT-9288-TPMJ

230 Blackfriars Road

London

SE1 8NW

United Kingdom

Contact name: Rebecca How

Email: rebeccahow@ssf.org.uk

Region: UKI44 - Lewisham and Southwark

COOK & ASSOCIATES LIFT CONSULTANTS LIMITED

Summary of their role in this procurement: Lift Consultants

- Companies House: 05736712
- Public Procurement Organisation Number: PTVM-1586-WXHP

Regis House, 42b Homesadale Road

Bromley

BR2 9LD

United Kingdom

Email: enquiry@cook-associates.co.uk

Website: <http://www.cook-associates.co.uk>

Region: UKI61 - Bromley

Contact organisation

Contact SHARED SERVICES FOR HOUSING LIMITED for any enquiries.