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Tender

Lift Servicing and Maintenance

Tai Hedyn Limited

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

Notice identifier: 2025/S 000-081265

Procurement identifier (OCID): ocds-h6vhtk-05f248

Published 9 December 2025, 7:17pm

Scope

Reference

HEDYN/CYCL/2518

Description

Lift Servicing and Maintenance

Tai Hedyn Limited, trading as Hedyn ("the Association") requires a Contract for Passenger Lift Maintenance and Servicing at various sites. Eight lifts in four different properties will be on a fully comprehensive cover and the remainder will be a service only where all repairs are to be quoted, for convenience and to avoid delays any repairs £500 excluding VAT or less the contractor can carry out without waiting for authorisation.

All planned maintenance will be carried out within Hedyn stipulated working hours and tailored to the Association's requirements. There must be a 24hour call out service number that Hedyn staff can contact in the event on an emergency. The contractor will make arrangements for all phone lines in lifts to be transferred to the contractors contact number for ongoing monitoring within the first 48 hours of commencement of the contract.

Regular reviews for servicing are to be recorded of the current condition and future condition of the equipment with recommendations to implement planned maintenance where regulations/standards change and upgrades may be required which fall outside of the Contract, these are to be detailed in a quote and supplied with the service report at the intervals set by Hedyn, copies of the records will be kept on a central register with a copy also kept at the scheme.

The Contractor will be expected to update the Hedyn Compliance Database as and when required and agreed prior to pre contract start date.

The contractor will ensure there is a main point of contact throughout the duration of the contract with clear escalation points and Hedyn will provide the same.

The successful Bidder should note that throughout the term of the Contract as the property stock and equipment list is live and may be subject to change. Therefore, the Association reserves the right to make modifications to the Contract in respect of the properties, equipment and / or tasks required as contained or referenced within this document.

Please refer to the Invitation to Tender (ITT) documents for the full specification of requirement.

Total value (estimated)

- £127,000 excluding VAT
- £153,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 May 2026 to 30 April 2028
- Possible extension to 30 April 2029
- 3 years

Description of possible extension:

The duration of the Contract will be for 24 months with an option to extend for up to a maximum of a further 12 months at the discretion of the Association and subject to satisfactory contractor performance.

Options

The right to additional purchases while the contract is valid.

The Association reserves the right to:

- a. to directly award additional or repeat, goods, works or services related to the subject matter of this procurement;
- b. to modify the contract to ensure that it continues to meet the requirements of the Association with regard to the Goods Services and / or Works related to the subject matter of this Procurement;
- c. to modify the contract in for the materialisation of a known risk in the following circumstances:
 - site / asset acquisition;
 - site / asset disposal; and
 - replacement lift / refurbishment / upgrade works that are subject to 12 months warranty post practical completion.

Main procurement category

Services

CPV classifications

- 50750000 - Lift-maintenance services

Contract locations

- UKL16 - Gwent Valleys
- UKL21 - Monmouthshire and Newport
- UKL24 - Powys

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Tender submission deadline

22 January 2026, 12:00pm

Submission address and any special instructions

<https://www.delta-esourcing.com/tenders/UK-title/682EHPW4V9>

The Invitation to Tender (ITT) documents can be obtained using the weblink above for Hedyn's E-Tender Portal. This is also the portal where Tender Responses must be submitted.

Tenders may be submitted electronically

Yes

Award criteria

Name	Description	Type	Weighting
Award Criteria	Quality questions relating to the subject matter of the contract and service delivery. Please refer to the Invitation to Tender (ITT) documents for full details.	Quality	70%
Commercial Response	Commercial Response Price Schedule of Rates Rate Card Materials Mark Up Please refer to the Invitation to Tender (ITT) documents for full details.	Price	30%

Procedure

Procedure type

Below threshold - open competition

Contracting authority

Tai Hedyn Limited

- Companies House: IP30192R
- Public Procurement Organisation Number: PCRZ-8927-RMXQ

Nexus House,

Newport

NP20 2DW

United Kingdom

Contact name: Huw Price

Email: huw.price@hedyn.wales

Website: <http://www.hedyn.wales/>

Region: UKL21 - Monmouthshire and Newport

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales