

To: Cabinet

Date: 17th September 2025

Report of: Director of Property and Assets

Title of Report: Agreement to procure and award the Lift Servicing, Maintenance and minor/major works contract.

Summary and recommendations	
Decision being taken:	<p>Agreement to procure and award the Lift Servicing and Maintenance contract from the committed budget for a 5-year term with an optional (+1) (+1) year extension.</p> <p>The existing temporary contract will expire on the 30th November 2025 and a contract will be required to cover this essential service for maintenance, health and safety, and compliance.</p>
Key decision:	<p>Yes Issue details - Agreement to procure the provision and award including the budget for the Lift Servicing and Maintenance and minor/major works contracts. Oxford City Council</p>
Cabinet Member:	Councillor Ed Turner
Corporate Priority:	Well Run Council
Policy Framework:	Property Health and Safety and Safety Compliance

Recommendation(s): That Cabinet resolves to:
<ol style="list-style-type: none"> Approve the procurement of a 5-year contract with two 12-month extensions, for the inspection, servicing, maintenance and repair of lifts with an approximate value of £330,000 per annum. Delegate authority to the Director of Property and Assets to award a contract for inspection, servicing, maintenance and repair of lifts following a lawful procurement exercise.

Information Exempt From Publication	
Tender Process and Financial implications	No Exemptions

Appendix No.	Appendix Title	Exempt from Publication
Appendix 1	Risk Register	No
Appendix 2	Equality Impact Assessment	No

Introduction and background

1. The Council currently operates and maintains 44 passenger lifts, and circa 194 stairlifts financed through the GF (General Fund Stream for commercial assets) and HRA (Housing Revenue Account for domestic housing assets). These Passenger Lifts and Stair Lifts require statutory monthly and annual servicing and maintenance, inspections to ensure that the Council is compliant with the Housing Regulator and HSE. Currently there is a short term 12-month contract for Servicing and Maintenance.

The Council is required to comply with standards and regulations surrounding the servicing and maintenance of lifts and lifting equipment and as a minimum conform to the following where applicable together with any amendments or updates:

- Health and Safety at Work etc. Act 1974.
- Lift Regulations 2016
- The Workplace (Health Safety and Welfare) Regulations 1992
- Construction (Design and Management) Regulations 2015
- Equality Act 2010
- Housing Act 2004
- Landlord and Tenant Act 1985
- Data Protection Act 2018
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- Supply of Machinery (Safety) Regulations 2008, as amended by the Supply of Machinery (Safety) (Amendment) Regulations 2011
- Building Regulations 2010 (including Part M).
- SAFed Guidelines on the supplementary tests in service lifts 2006.
- Management of Health & Safety at Work Regulation 1999.
- Lifting Operations & Lifting Equipment Regulations 1998 (LOLER).
- The Provision and Use of Work Equipment Regulations 1998. (PUWER)
- BS 7255:2012 Code of Practice for safe Working on lifts encourages the owners of lifts, built before 1999, to undertake a programme of improvements in accordance with current standards.
- BS EN 81-80:2019 Safety rules for the construction and installation of lifts. Existing lifts. Rules for the improvement of safety of existing passenger and goods passenger lifts
- BS EN 81-28:2018, 81-20:2020 & 81-50:2020 Safety rules for the construction and installation of lifts
- LEIA Safety Information Sheet Safety at Lift Landings

2. It is proposed that there will be a contract for Lift Servicing and Maintenance, covering servicing, inspection and minor/major repairs, (divided into eight components as per below table), initially procured for a 5-year term with an optional (+1) (+1) year extension, to ensure continued compliance and, where required, for repairs and breakdowns and capital refurbishment and replacement.
3. The current contract expires on the 30th November 2025. To maintain legislative compliance regarding Passenger and Stair Lifts servicing maintenance and repair and to ensure the safe operation of all lifts in Council properties, the contract needs to be re-tendered. This report is seeking authorisation and permission to re-procure the contract.
4. The contract will cover both the General Fund properties and HRA properties within Oxford City Council's property portfolio.
5. The eight components the contract is to cover are:
 - (1) Lift Inspection
 - (2) Minor adjustments and servicing (including consumables)
 - (3) Monitoring
 - (4) Reactive call outs for breakdowns
 - (5) Major repairs
 - (6) Stair/through floor lift serving
 - (7) Stair/through floor lift repairs
 - (8) Stair/through floor lift replacements
6. The contract will allow for the inclusion of extra properties and new services to address any additions to the Council's property portfolio or new legislative requirements.

S20 of the Landlord and Tenant Act 1985 will apply as there are long tenancy leaseholders, therefore under section 20 of the act the Council must serve a S20 notice on any leaseholders who will be affected by work the Council intends to carry out, or who will receive a service the Council (as Landlord.) intends to provide.

If the council do not consult the consequence would be that the statutory caps are imposed on how much the Council can recover through service charge payments collected from tenants. These are £100 per leaseholder per year for a long-term contract, or £250 per leaseholder for work to the building.

7. Tender Process

Due to the estimated total value of the contract the Procurement Act 2023 will apply to the procurement.

The Council will procure using an advertised tender process and the Procurement Business Tool 'in-tend'.

The potential estimated total value of the contract over the full 7 years is £2.31M / £330K P.A. As the subject matter is classed as services, the Procurement Act 2023 will apply to this procurement.

An open tender process will be conducted using the Procurement Business Tool 'in-tend' and comply with the Procurement Act 2023 and the Find a Tender process which replaced the EU's service.

Social value and people with limited mobility will be included onto the tender documentation.

8 Evaluation Criteria

With a number of the tenants using the passenger lifts and communal stair lifts serving these blocks with leaseholders the tender will be subject to consultation with leaseholders under S20 of The Landlord and Tenant Act 1985. This states that tenders should be awarded primarily on price and whilst quality may play a part in the evaluation of tenders it must be of direct benefit to the leaseholder. For this reason, the evaluation criteria for the tender will differ to the standard council evaluation criteria and will be set at 60% price and 40% quality.

The quality of each contractor's proposal will be assessed on how the tenderer will meet the industry standard and deliver the contract competently. The Council's standard 0-10 scoring mechanism will be used.

9 Contract Rules Compliance and Financial Assessment

This procurement will be carried out in accordance with the Council's Contract Rules and the Procurement Act 2023 and will include financial assessment.

An ITT (Invitation to tender) will be issued via the corporate procurement system (In-tend). This satisfies the rules in the constitution concerning method of tendering.

A financial assessment will be carried out to the successful tenderer using credit check information to confirm previous turnover, current commitments and liabilities offering a total credit score of not less than a risk rating of 81.

10 Financial implications

The approved budget for this contract within the MTFP is £330,000 per annum. Based on a 5-year contract term with an option to extend for 1 +1 year this equates to a potential total contract spend of £2.31M.

The indicative annual spends of £330,000 can be broken down as follows:

Lift Servicing and Maintenance Contract Annual Budget requirement:

Component	Annual Budget Requirement	Budget Type
HRA Lift Inspection	£17,000.00	Revenue
HRA Minor adjustment at servicing (including consumables).	£30,000.00	Revenue
HRA Monitoring	£11,000.00	Revenue
Total	£58,000.00	
HRA Reactive call outs for Breakdowns	£35,000.00	Revenue
HRA Major Repairs	£90,000.00	Capital
Total	£125,000.00	
HRA Stair Lift Servicing	£12,000.00	Revenue
HRA Stair Lift Repairs	£12,700.00	Revenue
HRA Stair Lift Replacement	£25,000.00	Capital
Total	£49,700.00	
GF Lift Inspection	£6000.00	Revenue
GF Minor adjustment at servicing (including consumables).	£6000.00	Revenue
GF Monitoring	£8000.00	Revenue
Total	£20,000.00	
GF Reactive call outs for Breakdowns	£15,000.00	Revenue
GF Major Repairs	£40,000.00	Capital
Total	£55,000.00	
GF Stair Lift Servicing	£300.00	Revenue
GF Stair Lift Repairs	£2000.00	Revenue
GF Stair Lift Replacement	£20,000.00	Capital
Total	£22,300.00	
Annual Budget Requirement Total	£330,000.00	

11 Legal issues

Under Rule 18.12 and Part 4.5 (10) of the Constitution, the Cabinet is the authorising body for projects valued at £750,000 or over.

Under Part 4.5 (11) and Rule 19 (17) of the Constitution, the Cabinet is responsible for the award of contracts valued at £750,000 and over. Under section 9E (3) (c) of the Local Government Act 2000 Cabinet is empowered to delegate its functions to officers.

Due to the estimated value of spend, the procurement of the proposed lift maintenance contract will need to be carried out in accordance with the Procurement Act 2023 and the Council's Constitution. Legal services can support and advise on the procurement process and provide the contract documentation needed. Any decision to award a contract of £750,000 or greater will be a Key Decision and will need to comply with the procedure for taking Key Decisions set out in the Council's Constitution.

As some of the properties served by the lifts are leaseholds S20 of the Landlord and Tenant Act applies. The Council will need to follow the relevant requirements for landlords set out in this act if it wishes to recover some of the maintenance costs through the service charges paid by leaseholders.

12 Level of risk

Appendix 3

Summary of the main risk for the lever risk register.

- Procurement – delay in procuring the lift contract resulting in no appointed contractor for servicing and maintenance, mitigating the risk through contingency such as short-term quotes.
- Budget – Greater budgetary cost unidentified works through compliance requirements and large developments coming onto the contract.
- Breaching legislation – Not following Health and Safety procedures, ensuring compliance and accreditation questions within the tender documentation
- Programme – Failure to identify new sites through inadequate communication, ensuring that new build information is located on QL and central data.

13 Equalities impact

A quality impact assessment has been undertaken for the Lift Servicing and Maintenance Contract and Minor/Major Works. This is an important for people for people with limited mobility.

14 Carbon and Environmental Considerations

N/A

Report author	Insert details here
Job title	Bill Chamberlain
Service area or department	Property and Assets
Telephone	01865 252382
e-mail	wchamberlain@oxford.gov.uk

Background Papers: (*Confidential Information*)

Link to Asset review agenda [2024 09 06_ARG Agenda and Notes.docx](#)

Link to Development Board agenda [Confidential 2024 10 07 Development Board Agenda, Notes and Actions.docx](#)

Link to submitted report to ARG and Development Board [Lift PPM & Repairs Contract Project Management Full Business Case \(7\) \(1\).docx](#)

- | | |
|---|---|
| 1 | Asset Review Group - 6 th September 2024 |
| 2 | Development Board – 7 th October 2024 |