

## **FREEDOM OF INFORMATION ACT 2000**

Your request for information has now been considered and the Council's response to your questions is shown below.

### **You asked:**

**Regarding your request, under the Freedom of Information Act, details of contracts currently in place for the Installation, Service, Maintenance & Repair of Passenger & Goods Lifts. The information is as follows:**

**Renewal date of contracts currently in place.**

### **ANSWER:**

New contract to be procured commencing 1st April 2013

### **Current Service Provider**

Lift Engineering Services.

### **Scope & Value of such contracts**

Lift Maintenance services including inspection, maintenance, cleaning, breakdowns and repairs. Average value over last two years = £360k.

### **Number of Lifts in the service portfolio**

198 - see table below.

### **Key Performance Indicators (KPI's) of current contracts**

No formal contract KPI's monitored however the following are informally monitored by the lead lift technician - servicing programme timeliness, time for submission of reports and quality, time for submission of call out reports, submission of condition reports, breakdown response time, work completion time, quality of work inspections, customer satisfaction, defect response.

### **Details of where and why the current service provider is failing to meet the KPI's**

The current contractor is performing satisfactorily.

### **In addition to the above, if the contracts have gone out to tender within the last two years**

The contract was last tendered in 2007. OJEU notices for the new contract are planned in June 2012.

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If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager**  
**Information and Support**  
**Leicester City Council**  
**FREEPOST (LE985/33)**  
**New Walk Centre**  
**LEICESTER LE1 6ZG**  
e-mail: [FOIA@leicester.gov.uk](mailto:FOIA@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow SK9 5AF**  
**Telephone: 01625 545 700**  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.