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Planning

## **CAS-01240-W3D2X3 Technology Enabled Care Services at Aster Group**

ASTER GROUP LIMITED

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-004538

Procurement identifier (OCID): ocds-h6vhtk-060945

Published 19 January 2026, 5:34pm

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### **Scope**

### **Reference**

CAS-01240-W3D2X3

### **Description**

To procure Technology Enabled Care (TEC) Services covering Hard-Wired and Digital Alarm Unit (DAU) Maintenance of Call Monitoring Systems (Lot 1) and Monitoring & Alarm Receiving Centre (ARC) Services (Lot 2) across Aster Group's housing stock.

These services will form an end-to-end TEC operating model that ensures residents receive a safe, reliable and digitally resilient service. Aster is seeking partners who can support this transformation, safeguard service continuity through the digital migration period and deliver a high-quality resident experience.

### **Total value (estimated)**

- £3,000,000 excluding VAT
- £3,600,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 September 2026 to 31 August 2030
- Possible extension to 31 August 2034
- 8 years

Description of possible extension:

Optional 2 x 2 year extensions

### **Main procurement category**

Services

### **CPV classifications**

- 50312610 - Maintenance of information technology equipment
- 72222300 - Information technology services
- 79711000 - Alarm-monitoring services

### **Contract locations**

- UK - United Kingdom

## **Lot constraints**

Maximum number of lots a supplier can bid for: 1

Maximum number of lots a supplier can be awarded: 1

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## **Lot 1. Hard-Wired and Digital Alarm Unit (DAU) Maintenance of Call Monitoring Systems**

### **Description**

Lot 1 covers the maintenance, servicing, repair and future upgrade of Aster's Hard-Wired alarm systems, DAUs, smoke detection and fire panels within dwellings. The Contractor will support Aster in ensuring equipment reliability, minimising downtime, maintaining accurate asset data and enabling a smooth transition from analogue to digital-ready systems. These services play a critical role in ensuring that residents can raise alerts safely and consistently

### **Lot value (estimated)**

- £1,800,000 excluding VAT
- £2,200,000 including VAT

**Same for all lots**

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot 2. Monitoring & Alarm Receiving Centre (ARC) Services**

### **Description**

Lot 2 covers Monitoring and Alarm Receiving Centre (ARC) Services. The ARC is responsible for receiving alarm activations, responding to calls, triggering appropriate actions and supporting residents in emergency and welfare situations. The ARC provider will also be responsible for onboarding new TEC users, including configuring monitoring profiles, ensuring alarms route correctly and maintaining up-to-date service user information. In addition, the ARC provider will be required to deliver a suite of performance and operational reports that enable Aster to review service outcomes, monitor compliance, identify trends and assure resident safety. Tenderers must therefore clearly outline the reports they propose to provide as part of their response. The ARC must provide key industry updates from the TSA

### **Lot value (estimated)**

- £1,200,000 excluding VAT
- £1,400,000 including VAT

### **Same for all lots**

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

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### **Participation**

## **Particular suitability**

**Lot 1. Hard-Wired and Digital Alarm Unit (DAU) Maintenance of Call Monitoring Systems**

**Lot 2. Monitoring & Alarm Receiving Centre (ARC) Services**

- Small and medium-sized enterprises (SME)
  - Voluntary, community and social enterprises (VCSE)
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## **Submission**

### **Publication date of tender notice (estimated)**

19 January 2026

### **Enquiry deadline**

23 February 2026, 12:00pm

### **Submission type**

Requests to participate

### **Deadline for requests to participate**

2 March 2026, 12:00pm

### **Submission address and any special instructions**

Tenders must be submitted via Aster's Intend Portal. <https://intendhost.co.uk/aster.aspx/Home>

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Suppliers to be invited to tender**

**Lot 1. Hard-Wired and Digital Alarm Unit (DAU) Maintenance of Call Monitoring Systems**

**Lot 2. Monitoring & Alarm Receiving Centre (ARC) Services**

2 to 6 suppliers per lot

### **Award decision date (estimated)**

1 July 2026

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### **Award criteria**

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
Quality	Quality	Quality	60%
Pricing	40 % weighting as detailed in the tender pack	Cost	40%

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### **Procedure**

## **Procedure type**

Competitive flexible procedure

## **Competitive flexible procedure description**

Stage 1 - PSQ , Stage 2 - ITT (Reduced Timescale)

## **Reduced tendering period**

Yes

Qualifying planned procurement notice - minimum 10 days

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## **Documents**

### **Associated tender documents**

[REFERENCE ONLY Tender Pack.zip](#)

Reference only tender pack

[CAS-01240-W3D2X3 Procurement Specific Questionnaire TEC Services.pdf](#)

PSQ questionnairre

[CAS-01240-W3D2X3 PSQ\\_Response\\_Form.zip](#)

Response Form

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## **Contracting authority**

### **ASTER GROUP LIMITED**

- Companies House: IP29573R

Sarson Court

Devizes

SN10 2AZ

United Kingdom

Email: [aster.procurement@aster.co.uk](mailto:aster.procurement@aster.co.uk)

Region: UKK15 - Wiltshire CC

Organisation type: Public authority - sub-central government