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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 000-004541

Procurement identifier (OCID): ocds-h6vhtk-060945

Published 19 January 2026, 5:41pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

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

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.

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.

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)

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

Award criteria

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

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

Contracting authority

ASTER GROUP LIMITED

- Companies House: IP29573R

Sarson Court

Devizes

SN10 2AZ

United Kingdom

Email: aster.procurement@aster.co.uk

Region: UKK15 - Wiltshire CC

Organisation type: Public authority - sub-central government