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Planning

Provision, Installation, Monitoring, and Maintenance of Digitally Compliant Warden Call Alarm Systems for Sheltered Housing Schemes

Cambridge City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-006746

Procurement identifier (OCID): ocds-h6vhtk-05ed57

Published 26 January 2026, 3:15pm

Changes to notice

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

Following on the presentation on 17 December for Cambridge City Council's Digital Switch Over Project. We are pleased to invite you to participate in Supplier Site Visits to support your understanding of the project requirements and the individual characteristics of our sheltered housing schemes.

These visits are an opportunity to view each of our 13 sheltered housing sites, giving you insight into the current systems installed and the expectations for the new digital solution.

Site Visit Overview

The purpose of the day is to enable potential suppliers to:

- Visit the sites of our sheltered housing schemes.
 - Gain familiarity with the existing systems and environments.
 - Better understand the scope and operational context for the proposed new system.
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Dates

You may book to attend one of the following site visit dates:

- Tuesday, 3 February 2026
- Wednesday, 4 February 2026

Please note that Day 2 is a repeat of Day 1, and attendance on both days is not required.

Timings

Start time: 9:00am at the first site. We will then follow a planned route across the city, visiting each scheme as a group.

Estimated finish: 5:00pm

(Timing may vary depending on traffic and other factors.)

Parking: Parking is very limited at most of the sites, so we would ask that you share cars with colleagues wherever possible to reduce the amount of vehicles at each site. For the first site (Mansel Court), you can use the public car park next to the scheme which can be accessed via Alexwood Road, CB4 2EG. Parking there is free. There is a 2 hour limit in the main car park, but no limit on the spaces in the row on the left as you come in the entrance.

Booking a Place

Please reply to this message or email procurement@cambridge.gov.uk to confirm which day you wish to attend and the number of vehicles your team will bring.

We look forward to meeting you on the day.

Scope

Description

The council is seeking to procure a new contract to deliver a digitally compliant warden call alarm system across its 13 sheltered housing schemes, covering approximately 500 properties. This upgrade is essential to ensure continuity of service following the national digital phone line switchover. The procurement will be divided into three lots: (1) the supply and installation of the new alarm equipment, (2) the provision of a 24/7 monitoring and response service for alarm activations, and (3) ongoing maintenance and support for the installed systems. We are inviting suppliers with relevant experience and capability to express interest in one or more of these lots.

Total value (estimated)

- £800,000 excluding VAT
- £960,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 June 2026 to 31 May 2029
- 3 years

Main procurement category

Services

CPV classifications

- 35121700 - Alarm systems
- 35125000 - Surveillance system
- 79711000 - Alarm-monitoring services
- 79714000 - Surveillance services

Contract locations

- UKH12 - Cambridgeshire CC

Engagement

Engagement deadline

10 December 2025

Engagement process description

Cambridge City Council are holding an online event to outline to potential bidders the requirements for this future contract. An open Q&A will be included.

Date: 10 December 2025

Time: 1000 - 1100

To be held on Teams

If your organisation would like to be present, then please email your details (Name, Email address, Company) to procurement@cambridge.gov.uk for registration, and an email link will be sent to you prior to the engagement.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 February 2026

Contracting authority

Cambridge City Council

- Public Procurement Organisation Number: PCBT-6819-NDPJ

The Guildhall

Cambridge

CB2 1BY

United Kingdom

Email: procurement@cambridge.gov.uk

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - sub-central government