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Contract

Digital Alarm Installation and Resident Communications

Housing 21

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-013359

Procurement identifier (OCID): ocds-h6vhtk-054fd5 ([view related notices](#))

Published 13 February 2026, 12:06pm

Scope

Description

Housing 21 were seeking an innovative, experienced provider that can deliver a range of Digital Alarms for residents in their homes with a primary requirement to elevate the 'emergency call experience' beyond basic functionality. The solution is expected to harness technology to provide enhanced engagement features, bringing substantial benefits to both our staff and residents.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=1014203835>

Contract 1. Digital Alarm Installation and Resident Communications Tender

Supplier

- APPELLO SMART LIVING SOLUTIONS LIMITED

Contract value

- £11,000,000 excluding VAT
- £13,200,000 including VAT

Above the relevant threshold

Date signed

12 September 2025

Contract dates

- 1 October 2025 to 30 September 2028
- Possible extension to 30 September 2030
- 5 years

Description of possible extension:

The contract term is three years with the option of a two year extension.

Main procurement category

Services

CPV classifications

- 45310000 - Electrical installation work
- 72222300 - Information technology services
- 72267100 - Maintenance of information technology software
- 79512000 - Call centre

Contract locations

- UK - United Kingdom

Signed contract documents

[Measured term contract JCT 2024 - signed.pdf](#)

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

APPELLO SMART LIVING SOLUTIONS LIMITED

- Companies House: 01444995

Oregon House

New Milton

BH25 5NN

United Kingdom

Contact name: Gareth Bracher

Email: tenderopportunities@appello.co.uk

Region: UKJ36 - Central Hampshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

Housing 21

- Public Procurement Organisation Number: PGTG-9145-PMNM

Tricorn House, 51-53 Hagley Road

Birmingham

B16 8TP

United Kingdom

Contact name: Manjeet Singh Sandhu

Telephone: 03007901193

Email: Procurement.Team@housing21.org.uk

Region: UKG31 - Birmingham

Organisation type: Public authority - sub-central government