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Planning

Security Operations- Out of Hours Service

LONDON & QUADRANT HOUSING TRUST

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

Notice identifier: 2026/S 000-015742

Procurement identifier (OCID): ocids-h6vhtk-06596a

Published 20 February 2026, 2:41pm

Scope

Description

1. Summary of Requirements

L&Q intends to procure a hybrid Out-of-Hours Security Operations Centre service to operate as an extension of the internal L&Q SOC. The service will provide protective monitoring, triage, and incident response outside of core operating hours.

The OOH SOC partner will be responsible for:

Continuous monitoring, triage, and incident escalation during defined out-of-hours periods.

Supporting L&Q's internal SOC with investigations, analysis, and agreed incident response actions.

Operating in alignment with L&Q playbooks, processes, and security tooling (including Microsoft Sentinel, Microsoft Defender XDR, and others).

Providing structured shift handovers, monthly reporting, and ongoing collaboration with L&Q SOC staff.

This work is critical for maintaining security oversight during nights, weekends, and bank holidays, reducing the risk of compromise during periods where internal analysts are unavailable.

2. High-Level Scope of Services

The procurement will cover the following high-level areas extracted from the previous specification:

Service Operating Hours

Mon-Fri: 17:00-09:00

Weekends & Bank Holidays: 24/7 coverage

Service Performance Expectations

Availability: 99.5% across operating hours

Incident Acknowledgement & Escalation Times:

High: 15 minutes to start incident triage, 75 minutes or end of shift to escalate

Medium: 2 hours to start incident triage, 4 hours or end of shift to escalate

Low: 5 hours to start incident triage, 8 hours or end of shift to escalate

Key Functions

Triage of all alarms generated within Microsoft Sentinel/Microsoft Defender XDR.

Use of L&Q-provided tooling (Sentinel, Defender family, Azure, email analysis tools).

Remote host investigations as required.

Triage of reported suspicious/malicious emails.

Blocking of malicious IPs on host and/or network (as per playbook direction).

Ad-hoc investigatory support to defined timescales.

Incident Response support for security incidents that are detected or reported through channels outside of the SIEM.

Detection engineering support in collaboration with the L&Q Group SOC, enhancing existing detections and developing new analytics and rule logic as needed

Reporting & Governance

Monthly service performance reporting.

Written handovers at shift boundaries.

Quarterly account management meetings.

Documented change?control processes aligned with L&Q practice.

Security & Compliance Requirements

Supplier must be headquartered in the UK or EU, or otherwise demonstrate GDPR?compliant operating arrangements.

Analysts must be proficient in Microsoft Sentinel, KQL, Defender product suite.

Proven experience delivering SOC services for organisations of similar scale (4,000-5,000 staff).

Contract dates (estimated)

- 4 July 2026 to 4 July 2029
- 3 years, 1 day

Main procurement category

Services

CPV classifications

- 72222300 - Information technology services

Contract locations

- UK - United Kingdom

Submission

Publication date of tender notice (estimated)

1 April 2026

Tender submission deadline

26 April 2026, 11:59pm

Languages that may be used for submission

English

Award decision date (estimated)

22 May 2026

Procedure

Procedure type

Open procedure

Contracting authority

LONDON & QUADRANT HOUSING TRUST

- Companies House: IP030441
- Public Procurement Organisation Number: PJQV-6311-TQXL

29-35 West Ham Lane

London

E15 4PN

United Kingdom

Email: jaketurner@lqgroup.org.uk

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government