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Tender

Warden Alarm Response

EASTLIGHT COMMUNITY HOMES LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016545

Procurement identifier (OCID): ocds-h6vhtk-050664

Published 23 April 2025, 2:17pm

Scope

Reference

EAST0779

Description

Eastlight are seeking a partner to provide a 24-hour support alarm call handling service.

The contract duration will be for 3 years from estimated date 1st July 2025 with an option to extend by a further 2 x 12-month periods by mutual agreement.

Total value (estimated)

- £240,000 excluding VAT
- £288,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2025 to 30 June 2028
- Possible extension to 30 June 2030
- 5 years

Description of possible extension:

2 x 1 year extensions

Main procurement category

Services

CPV classifications

- 79711000 - Alarm-monitoring services

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

16 May 2025, 11:59pm

Tender submission deadline

23 May 2025, 12:00pm

Submission address and any special instructions

via proactis Pro Contract Portal

<https://procontract.due-north.com/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

12 June 2025

Award criteria

Name	Description	Type	Weighting
Quality	60% quality	Quality	60%
Cost	40% cost	Cost	40%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

EASTLIGHT COMMUNITY HOMES LIMITED

- Companies House: IP30124R
- Public Procurement Organisation Number: PDRZ-7469-PLCL

Eastlight House

Braintree

CM77 8FG

United Kingdom

Contact name: Amy Richmond

Telephone: +443301280330

Email: procurement@eastlighthomes.co.uk

Website: <http://www.eastlighthomes.co.uk>

Region: UKH34 - Essex Haven Gateway

Organisation type: Public authority - sub-central government