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Tender

## Security Operations Centre (SOC)

LIVEWEST HOMES LIMITED

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

Notice identifier: 2025/S 000-020141

Procurement identifier (OCID): ocds-h6vhtk-04fa61 ([view related notices](#))

Published 9 May 2025, 3:28pm

## Scope

## Reference

DN769699

## Description

### 3 Details of the Contract

3.1 To establish a Security Operations Centre (SOC). The value of this Procurement is expected to be in the region of £200,000 per annum.

3.2 The Contract will be for an initial term of 3 years extendable at the Client's sole option for 3 periods of 12 months, OR, 1 period of 36 months giving a total of 6 years (the Term).

### 4 The Client's Objectives for the contract

#### 4.1 The Client's aims and objectives are to:

LiveWest is seeking a supplier to establish a Security Operations Centre (SOC) for our organisation. The SOC will be responsible for monitoring, detecting, investigating and

responding to cybersecurity threats and incidents around the clock.

The SOC will be responsible for continuous monitoring of network traffic, logs, and security events, Incident detection and response, Threat intelligence and proactive threat hunting. Supporting our vulnerability assessments and preventive measures, routine maintenance and updates of security tools and systems. Collaboration with internal and external stakeholders for incident management.

The Supplier will have, and be able to demonstrate sufficient technical knowledge and experience in the delivery and maintenance of a proposed solution, that they can also provide advisory / consultancy services if needed.

The Supplier will comply with LiveWest policies in relation to data protection and information security and provide necessary documentation in relation to:

- Information Security Policy and hold any associated credentials (cyber essentials/ISO27001)
- IT Access Controls Policy
- IT Change Control Policy
- IT Incident Management Policy
- IT Acceptable Usage Policy
- Data Protection Compliance Policy

### **Total value (estimated)**

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 September 2025 to 31 August 2028

- Possible extension to 31 August 2031
- 6 years

Description of possible extension:

3x12 month OR 1x36 month at LiveWests sole discretion

## **Main procurement category**

Services

## **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support

## **Contract locations**

- UKK - South West (England)

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

**Enquiry deadline**

14 May 2025, 3:00pm

**Submission type**

Requests to participate

**Deadline for requests to participate**

19 May 2025, 2:00pm

**Submission address and any special instructions**

<https://procontract.due-north.com/Advert?advertId=f0216273-dc2c-f011-8136-005056b64545>

**Tenders may be submitted electronically**

Yes

**Languages that may be used for submission**

English

**Suppliers to be invited to tender**

3 to 5 suppliers

Selection criteria:

Contained within Conditions of Participation document

**Award decision date (estimated)**

28 July 2025

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**Award criteria**

| Name    | Type    | Order of importance |
|---------|---------|---------------------|
| Quality | Quality | 1                   |
| Price   | Price   | 2                   |

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**Other information****Conflicts assessment prepared/revised**

Yes

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**Procedure****Procedure type**

Competitive flexible procedure

**Competitive flexible procedure description**

Detailed within documentation

## **Reduced tendering period**

Yes

Qualifying planned procurement notice - minimum 10 days

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## **Documents**

### **Associated tender documents**

<https://procontract.due-north.com/Advert?advertId=f0216273-dc2c-f011-8136-005056b64545>

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## **Contracting authority**

### **LIVEWEST HOMES LIMITED**

- Companies House: RS007724
- Public Procurement Organisation Number: PCRN-5716-MJRP

Skypark, 1 Wellington Way

Exeter

EX5 2FZ

United Kingdom

Email: [procurement@livewest.co.uk](mailto:procurement@livewest.co.uk)

Website: <https://www.livewest.co.uk/>

Region: UKK43 - Devon CC

Organisation type: Public authority - sub-central government