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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)

Participation

Particular suitability

Small and medium-sized enterprises (SME)

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/AdvertiserId=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

Award criteria

Name	Type	Order of importance
Quality	Quality	1
Price	Price	2

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Detailed within documentation

Reduced tendering period

Yes

Qualifying planned procurement notice - minimum 10 days

Documents

Associated tender documents

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

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

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

Region: UKK43 - Devon CC

Organisation type: Public authority - sub-central government