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Pipeline

Digital Emergency Call Installation and Resident Communications

HOUSING 21

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-022178

Procurement identifier (OCID): ocids-h6vhtk-0515b8

Published 16 May 2025, 12:28pm

Scope

Reference

Assets 003

Description

Housing 21, is a leading, not-for-profit provider of Retirement Living and Extra Care for older people of modest means and is seeking a supplier to support its digital emergency call system installation plan.

This upgrade aims to replace existing analogue systems, ensuring faster and more reliable communication for residents in emergency situations. The new digital system is expected to enhance resident safety and well-being, as well as offering additional features beyond basic call functionality.

Total value (estimated)

- £6,300,000 excluding VAT
- £7,600,000 including VAT

Contract dates (estimated)

- 3 November 2025 to 2 November 2028
- Possible extension to 2 November 2030
- 5 years

Main category

Works

CPV classifications

- 45314000 - Installation of telecommunications equipment

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)

- UKK - South West (England)

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

23 June 2025

Procedure

Procedure type

Competitive flexible procedure

Above or below total value threshold

Above or equal to threshold

Contracting authority

HOUSING 21

- Companies House: IP16791R
- Public Procurement Organisation Number: PGTG-9145-PMNM

Housing 21, 10th Floor Tricorn House, 51-53 Hagley Road

Birmingham

B16 8TP

United Kingdom

Email: procurementteam@housing21.org.uk

Website: <http://www.housing21.org.uk>

Region: UKG31 - Birmingham

Organisation type: Public authority - central government