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Planning

002333 - Contract for Key Holding and Out of Hours Alarm Response

Durham County Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-030245

Procurement identifier (OCID): ocds-h6vhtk-05439a

Published 5 June 2025, 1:37pm

Scope

Reference

OPEN2025934

Description

Durham County Council (DCC) owns and operates a large and varied property portfolio consisting of a typical local government mixed estate of office, commercial and public buildings. DCC currently deliver their own out of hours response and key holding through their Repairs and Maintenance team. DCC is now looking to outsource part of these services to a third-party security provider.

The Scope of Services includes key holding, out of hours first response for emergencies and incidents, attending alarm activations, making good/securing any damage where applicable and reporting.

Total value (estimated)

- £500,000 excluding VAT
- £600,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2025 to 30 September 2029
- 4 years

Main procurement category

Services

CPV classifications

- 79710000 - Security services

Contract locations

- UKC14 - Durham CC

Engagement

Engagement deadline

18 July 2024

The engagement was carried out before this notice was published.

Engagement process description

Soft Market Testing questionnaire was issued via the NEPO Portal for providers to submit feedback.

The key outcomes intended from this Market Consultation were to:

- Understand market knowledge, capability, capacity and maturity.
- Understand the level of interest in potentially providing such services to the Council.
- Understand the scale and scope of experience currently in the market.
- Gather views from the market on pricing indicators and possible income to the Council.
- Gather innovative ideas and initiatives to influence the design and delivery of service provision in the future.
- Understand the range of services and options available in the market

The Council received 5 submissions and are currently developing tender documents with the aim to publish this opportunity in June/July 2025.

Submission

Publication date of tender notice (estimated)

1 July 2025

Contracting authority

Durham County Council

- Public Procurement Organisation Number: PMPB-8772-VYWM

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Organisation type: Public authority - sub-central government