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Contract

Security Operation Centre

Chelmer Housing Partnership

F03: Contract award notice

Notice identifier: 2025/S 000-031559

Procurement identifier (OCID): ocds-h6vhtk-04dca5

Published 11 June 2025, 2:35pm

Section I: Contracting authority

I.1) Name and addresses

Chelmer Housing Partnership

Myriad House, 33 Springfield Lyons Approach

Chelmsford

CM2 5LB

Contact

Ms Alison Shaw

Email

Alison.Shaw@chp.org.uk

Telephone

+44 7801582570

Country

United Kingdom

Region code

UKH3 - Essex

Internet address(es)

Main address

<https://www.chp.org.uk/>

Buyer's address

<https://www.chp.org.uk/>

I.4) Type of the contracting authority

Other type

Social Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Security Operation Centre

Reference number

DN762380

II.1.2) Main CPV code

- 72500000 - Computer-related services

II.1.3) Type of contract

Services

II.1.4) Short description

The key aims of the new contract will be for the supplier to:

- Deliver and manage a Security Operations Centre as a Managed Service
- Provide CHP with assurance that cyber security services are configured correctly
- Provide CHP with assistance in the event of a successful cyber security breach or attack
- Centralise the management of the disparate security products that CHP currently employ
- Advise of any emerging threats that could impact CHP and actions to remediate - remediation options to include supplier and CHP to resolve, this may include third party supply chain risks.

Bidders are advised that at its own discretion, CHP reserves the right not to award any of the enhanced requirements listed in the Specification or contained in the winning bidder's proposal.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £121,378

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

II.2.4) Description of the procurement

The key aims of the new contract will be for the supplier to:

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 65

Price - Weighting: 35

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-004126](#)

Section V. Award of contract

Contract No

DN762380

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

29 May 2025

V.2.2) Information about tenders

Number of tenders received: 33

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 33

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Phoenix Software Ltd

Blenheim Hose, York Road, Pocklington

York

YO42 1NS

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £121,378

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Country

United Kingdom