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Tender

Digital Alarm Installation and Resident Communications

Housing 21

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

Notice identifier: 2025/S 000-033649

Procurement identifier (OCID): ocds-h6vhtk-054fd5 ([view related notices](#))

Published 19 June 2025, 12:05pm

Scope

Description

Housing 21 are seeking an innovative, experienced provider that can deliver a range of Digital Alarms for residents in their homes with a primary requirement to elevate the 'emergency call experience' beyond basic functionality. The solution is expected to harness technology to provide enhanced engagement features, bringing substantial benefits to both our staff and residents.

Digital emergency alarms in the home are crucial for safety and independence, especially for vulnerable individuals like the elderly or those with disabilities. They provide a quick and reliable way to alert emergency services or designated contacts in case of a fall, medical emergency, or other incidents. Digital home alarms generally offer several advantages over analogue alarms, including increased reliability, faster alert transmission, and futureproofing against the digital switchover. They also provide more flexible installation options and often come with remote monitoring capability.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-UK-UK-Birmingham:-Building-completion-work.-Groun:-Electrical-installation-work./3PZQN6F5V6>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/3PZQN6F5V6>

Total value (estimated)

- £11,000,000 excluding VAT
- £13,200,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 26 September 2025 to 25 September 2030
- Possible extension to 25 September 2032
- 7 years

Description of possible extension:

The contract term is five years with the option of a two year extension.

Main procurement category

Services

CPV classifications

- 45310000 - Electrical installation work
- 72222300 - Information technology services
- 72267100 - Maintenance of information technology software

- 79512000 - Call centre

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Tender submission deadline

15 July 2025, 10:00am

Submission address and any special instructions

Tenders can be submitted on <https://www.delta-esourcing.com/> using access code 3PZQN6F5V6.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

22 September 2025

Award criteria

| Name | Description | Type | Weighting |
|---|--------------------|-------------|------------------|
| Pricing submission | 50% weighting | Price | 50% |
| Quality (see all questions in tender instructions document) | 50% weighting | Quality | 50% |

Other information**Applicable trade agreements**

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Housing 21

- Public Procurement Organisation Number: PGTG-9145-PMNM

Tricorn House, 51-53 Hagley Road

UK-UK-Birmingham: Building completion work.: Groun

B16 8TP

United Kingdom

Contact name: Manjeet Singh Sandhu

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Email: Manjeet.sandhu@housing21.org.uk

Region: UKG31 - Birmingham

Organisation type: Public authority - sub-central government