

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/037394-2025>

Contract

Contract for Remote Concierge Service Maintenance

City & County of Swansea

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-037394

Procurement identifier (OCID): ocds-h6vhtk-0513ff ([view related notices](#))

Published 4 July 2025, 12:04pm

Scope

Reference

CCS/25/024

Description

Remote Concierge Service (referred to as RCS) is to enable the Landlord Service, via the Neighbourhood Support Unit (referred to as NSU), to provide a safe and secure environment for all the residents living at Griffith John St (blocks 1 & 2) and Matthew St (blocks 1 & 2). The NSU is a 24-hr service based in a control room at Central Area Housing Office. The RCS will be monitored from a dedicated workstation. The primary purpose of the RCS is to enable the NSU to monitor, intercept and screen visitors via the door entry system to minimise anti-social behaviour and crime and disorder

Contract 1. Contract for Remote Concierge Service Maintenance

Supplier

- [OpenView Security Solutions Ltd](#)

Contract value

- £44,800 excluding VAT
- £53,760 including VAT

Below the relevant threshold

Date signed

1 July 2025

Contract dates

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

Description of possible extension:

Up to 24 months

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKL18 - Swansea

Procedure

Procedure type

Below threshold - open competition

Supplier

OpenView Security Solutions Ltd

- Public Procurement Organisation Number: PJZV-6996-LDGN

Openview House, Chesham Close

Essex

RM7 7PJ

United Kingdom

Email: tenders@openviewgroup.com

Region: UKI52 - Barking & Dagenham and Havering

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Contract for Remote Concierge Service Maintenance

Contracting authority

City & County of Swansea

- Public Procurement Organisation Number: PYYD-8699-BJGD

Civic Centre

Swansea

SA1 3SN

United Kingdom

Email: procurement@swansea.gov.uk

Website: <http://www.swansea.gov.uk/dobusiness>

Region: UKL18 - Swansea

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales