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Award

Security Operations Centre (SOC)

LIVEWEST HOMES LIMITED

UK6: Contract award notice - Procurement Act 2023 - view information about notice types
Notice identifier: 2025/S 000-040249
Procurement identifier (OCID): ocds-h6vhtk-04fa61 (view related notices)
Published 15 July 2025, 6:11pm

Scope

Description

To establish a Security Operations Centre (SOC). The value of this Procurement is expected to be in the region of £200,000 per annum.

3.2 The Contract will be for an initial term of 3 years extendable at the Client's sole option for 3 periods of 12 months, OR, 1 period of 36 months giving a total of 6 years (the Term).

4 The Client's Objectives for the contract

4.1 The Client's aims and objectives are to:

LiveWest is seeking a supplier to establish a Security Operations Centre (SOC) for our organisation. The SOC will be responsible for monitoring, detecting, investigating and responding to cybersecurity threats and incidents around the clock.

The SOC will be responsible for continuous monitoring of network traffic, logs, and security events, Incident detection and response, Threat intelligence and proactive threat hunting. Supporting our vulnerability assessments and preventive measures, routine maintenance and updates of security tools and systems. Collaboration with internal and external stakeholders for incident management.

The Supplier will have, and be able to demonstrate sufficient technical knowledge and experience in the delivery and maintenance of a proposed solution, that they can also provide advisory / consultancy services if needed.

The Supplier will comply with LiveWest policies in relation to data protection and information security and provide necessary documentation in relation to:

• Information Security Policy and hold any associated credentials (cyber essentials/ISO27001)

• IT Access Controls Policy

• IT Change Control Policy

• IT Incident Management Policy

• IT Acceptable Usage Policy

• Data Protection Compliance Policy

Contract 1

Supplier

• CHESS CYBERSECURITY LIMITED

Contract value

• £1,600,000 excluding VAT

• £1,920,000 including VAT

Above the relevant threshold

Award decision date

15 July 2025

Date assessment summaries were sent to tenderers

15 July 2025

Standstill period

- End: 24 July 2025

- 8 working days

Earliest date the contract will be signed

1 August 2025

Contract dates (estimated)

- 1 September 2025 to 31 August 2028

- Possible extension to 31 August 2034

- 9 years

Description of possible extension:

3+3+3

At the clients discretion.

Main procurement category

Services

CPV classifications

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

Contract locations

- UKK - South West (England)

Information about tenders

- 33 tenders received

- 3 tenders assessed in the final stage:

  - 1 submitted by small and medium-sized enterprises (SME)

  - 0 submitted by voluntary, community and social enterprises (VCSE)

- 1 supplier awarded contracts

- 2 suppliers unsuccessful (details included for contracts over £5 million)

Submission

Submission type

Requests to participate

Procedure

Procedure type

Competitive flexible procedure

Supplier

CHESS CYBERSECURITY LIMITED

- Companies House: 02962709

- Public Procurement Organisation Number: PJNQ-2513-JCDY

Bridgford House

Alderley Edge

SK9 7JP

United Kingdom

Email: bids@cyberlab.co.uk

Website: https://cyberlab.co.uk/

Region: UKD62 - Cheshire East

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

LIVEWEST HOMES LIMITED

- Companies House: RS007724

- Public Procurement Organisation Number: PCRN-5716-MJRP

Skypark, 1 Wellington Way

Exeter

EX5 2FZ

United Kingdom

Email: procurement@livewest.co.uk

Website: https://www.livewest.co.uk/

Region: UKK43 - Devon CC

Organisation type: Public authority - sub-central government