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Planning

Call Alarm Upgrades (Analogue to Digital): Sheltered Schemes

Red Kite Community Housing Ltd

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

Notice identifier: 2025/S 000-040647

Procurement identifier (OCID): ocds-h6vhtk-0560a4

Published 16 July 2025, 4:43pm

Scope

Reference

Ops 2025-155

Description

Red Kite Community Housing is preparing to upgrade the analogue-based emergency community call alarm systems across up to 29 sheltered housing schemes. This project forms part of a critical digital transformation programme in response to the UK-wide switchover from analogue to digital networks by January 2027 and addresses the growing challenges of maintaining outdated infrastructure.

The current systems-comprising call points, lift alarms, fire panels, and door entry systems located in communal areas-are connected to an Alarm Receiving Centre (ARC) via analogue phone lines. These systems are essential for resident safety and must be digitally enabled to ensure compliance and continuity.

We are seeking to engage with the market to explore solutions that:

- are fully compatible with UK digital telecare standards (e.g. BS 8521-2:2020);
- are ARC-compatible (Appello ARC or similar);
- offer phased and cost-effective upgrade paths;
- allow reuse of existing infrastructure where possible;
- support future-proofing through open protocols and scalable technology; and
- include clear provisions for maintenance and long-term support.

There are a total of around 388 communal alarm connections across the 29 schemes. No dispersed alarm units are in use.

Indicative Timeline:

- Q2 2025/26: Soft Market Testing
- Q3 2025/26: Tender Launch
- Q4 2025/26: Supplier Selection and Phased Implementation
- December 2026: Contract Completion Target

Total value (estimated)

- £650,000 excluding VAT
- £780,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 6 April 2026 to 31 December 2026
- 8 months, 25 days

Main procurement category

Works

CPV classifications

- 35121700 - Alarm systems
- 45312000 - Alarm system and antenna installation work
- 45310000 - Electrical installation work

Contract locations

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Engagement

Engagement deadline

18 August 2025

Engagement process description

Suppliers who wish to participate in this market engagement are invited to respond with outline proposals, capability statements, and suggested approaches that meet the broad requirements outlined the document attached to this Preliminary Market Engagement Notice. This soft market testing is intended to inform Red Kite's procurement strategy and will NOT form part of any formal tender evaluation.

Please complete (& return) the attached form in the format provided.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

14 November 2025

Contracting authority

Red Kite Community Housing Ltd

- Public Procurement Organisation Number: PQNL-4784-QYHP

Windsor Court

High Wycombe

HP11 1BB

United Kingdom

Contact name: Procurement Team

Telephone: +44 1494476100

Email: procurement@redkitehousing.org.uk

Website: <http://www.redkitehousing.org.uk>

Region: UKJ13 - Buckinghamshire CC

Organisation type: Public authority - sub-central government