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Planning

## Alarm Monitoring Service

Clarion Housing Group

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

Notice identifier: 2025/S 000-057642

Procurement identifier (OCID): ocds-h6vhtk-059cf8

Published 18 September 2025, 11:39am

## Scope

## Reference

8067

## Description

The key objectives of this contract are to provide successfully: A call monitoring / handling service certified by the TEC Service Association Quality Standards Framework (QSF) as determined by the TEC Quality Ltd. An ARC platform enabling the supplier's Operators to communicate with our residents via our analogue and digital TEC equipment. An appropriate response to calls emanating from communal systems (e.g. fire alarm systems, door entry systems and lifts). An out of hours repairs handling service. Please use the link below to express your interest.

[https://atamis-clarionhousing--prospend.vf.force.com/apex/CS\\_ContractPage?filters=&page=1&Preview=Yes&searchStr=&SearchType=Projects&sortStr=Alphabetical&uid=a1MWT000002549t2AA&sfdcIFrameOrigin=https://atamis-clarionhousing.lightning.force.com](https://atamis-clarionhousing--prospend.vf.force.com/apex/CS_ContractPage?filters=&page=1&Preview=Yes&searchStr=&SearchType=Projects&sortStr=Alphabetical&uid=a1MWT000002549t2AA&sfdcIFrameOrigin=https://atamis-clarionhousing.lightning.force.com)

### **Total value (estimated)**

- £3,600,000 excluding VAT
- £4,320,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 June 2026 to 31 May 2033
- 7 years

### **Main procurement category**

Services

### **CPV classifications**

- 79711000 - Alarm-monitoring services

### **Contract locations**

- UK - United Kingdom

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## **Engagement**

### **Engagement deadline**

2 October 2025

## **Engagement process description**

We would like to hold an online pre-market engagement session with the team on the 9th October 2025 time to be confirmed. We would like potential suppliers to register their interest and complete an NDA prior to attending. This will be done via the Atamis System therefore suppliers will need to register on Atamis. We would like suppliers to provide feedback on our draft specification and terms to shape our up-coming procurement. Please ensure you respond by the 2nd October 2025 @ 10:00

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

10 November 2025

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## **Procedure**

### **Special regime**

Light touch

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## Contracting authority

### Clarion Housing Group

- Public Procurement Organisation Number: PQND-5289-JNDN

5th Floor, Greater London House, Hampstead Road

London

NW1 7QX

United Kingdom

Contact name: Michelle Saunders

Email: [michelle.saunders@clarionhg.com](mailto:michelle.saunders@clarionhg.com)

Website: <http://www.clarionhg.com>

Region: UKI31 - Camden and City of London

Organisation type: Public authority - sub-central government