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Tender

Community Alarms 2026-28 Lot 1: Monitoring and Response and Call Handling Lot 2: Provision of Equipment

Central Bedfordshire Council

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

Notice identifier: 2025/S 000-058558

Procurement identifier (OCID): ocids-h6vhtk-059f38

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Scope

Reference

CBC-1783-T-TS

Description

Community Alarms 2026-28

Lot 1: Monitoring and Response and Call Handling

Lot 2: Provision of Equipment

Please READ/follow the information and guidance supplied below and within the Tender documents, this will help with your tender submission.

Word count limits apply, any information going over will not be considered.

Respond to ALL questions.

Additional documents or information not required will be disregarded.

Please note timeline with regards to questions and submission dates.

All communication/correspondence and clarifications must be sent via the In-tend portal.

Do not contact the Service area for information, please use the correspondence facility

Regularly view the 'Clarification' tab for updates or responses to questions received by bidders.

Questions asked together with the response, will be made available to all bidders (if not P&C), this to ensure a fair and consistent approach to all.

Avoid uploading your return just prior to closing deadline as you may incur IT issues and we will not accept Tender Returns via e-mail.

The Council will provide as much support and information as it can to help guide you through the Tender process. If there is anything you are not sure of or need clarification on, please contact the Procurement lead using the correspondence facility within the In-tend electronic tendering system.

Opting In

To inform us of your decision to participate and to be able to submit a tender you will be required to Opt In. Opting In will confirm to us of your involvement and your intention to submit a tender return.

Opting Out

Will confirm that you are no longer interested in submitting a tender return. You will be able to provide a reason as to your decision if you wish. This will cease any system-generated communications. You will be able to opt back in at any point.

Target contract commencement date 16th February 2025

Contract term 2 Years plus the possibility to extend by 1 Year plus 1 Year

Total value (estimated)

- £500,000 excluding VAT
- £600,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 16 February 2026 to 15 February 2028
- Possible extension to 16 February 2030
- 4 years, 1 day

Description of possible extension:

2 years (with an option to extend up to 2 years +1+1)

Main procurement category

Services

CPV classifications

- 35121700 - Alarm systems
- 45233292 - Installation of safety equipment
- 71700000 - Monitoring and control services
- 79711000 - Alarm-monitoring services
- 79512000 - Call centre

Participation

Technical ability conditions of participation

Details of up to three contracts which demonstrate considerable and comparable public sector experience similar to our requirement for - Lot 1 of Community Alarm Monitoring, Response and Call Handing

- Lot 2 of Provision of Provision of alarm equipment and other assistive technology

Contracts must be current or completed within the past 3 years. For current contract examples, they must have been in place for a minimum of 12 months

Submission

Enquiry deadline

17 October 2025, 11:59pm

Tender submission deadline

24 October 2025, 12:00pm

Submission address and any special instructions

<https://in-tendhost.co.uk/centralbedfordshire.aspx/Home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

10 November 2025

Award criteria

Name	Description	Type
Simple description	40% Price 50% Quality 10% Social Value	Price

Weighting description

40% Price 50% Quality 10% Social Value

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://in-tendhost.co.uk/centralbedfordshire.aspx/Home>

Tender pack can be located via the In-tend supplier portal. Registration is required to access tender documents and details.

Contracting authority

Central Bedfordshire Council

- Public Procurement Organisation Number: PVNH-1137-QJBX

Priory House, Monks Walk, Chicksands

Shefford

SG17 5TQ

United Kingdom

Contact name: Tina Sanders

Telephone: 07393782811

Email: procurement@centralbedfordshire.gov.uk

Website: <https://www.centralbedfordshire.gov.uk/>

Region: UKH25 - Central Bedfordshire

Organisation type: Public authority - sub-central government