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Tender

## **CO6092 - CCTV Operators Contract**

Tower Hamlets

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

Notice identifier: 2025/S 000-062577

Procurement identifier (OCID): ocds-h6vhtk-05a8df

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### **Scope**

### **Reference**

CO6092

### **Description**

This procurement will provide the Council with a single Contractor to provide CCTV Operators for 24/7 monitoring of the Borough's CCTV system CCTV for Housing and other third parties, provide ancillary Control Room services including receiving calls regarding noise complaints, telephone response services, alarm monitoring, environmental enforcement, ANPR, key handling etc.

The Council's CCTV system, a statutory service, has recently benefitted from a capital investment of £3.9m with £895,000 to ensure the CCTV Command and Control Centre has the latest equipment including a bespoke, state of the art LED Video Wall Display Unit capable of monitoring 42 cameras at any time. All 350 street-based cameras have been upgraded from analogue to digital, improving the image quality and zoom function and to

help track and catch those suspected of being involved in crime. The network equipment and infrastructure has also been upgraded to support the new cameras. The work has been carried out in phases and was completed in April 2024. The prioritisation of the CCTV Transformation programme with resources fully deployed to support this has meant a lack of sufficient capacity to dedicate to the procurement of the now expired CCTV contracts (CCTV Operators, Fibre & Network Maintenance & CCTV System Maintenance).

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

- £3,052,000 excluding VAT
- £3,662,400 including VAT

Above the relevant threshold

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

- 30 March 2026 to 29 March 2030
- 4 years

### **Main procurement category**

Services

### **CPV classifications**

- 92222000 - Closed circuit television services
- 32000000 - Radio, television, communication, telecommunication and related equipment

### **Contract locations**

- UKI - London

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## **Participation**

### **Legal and financial capacity conditions of participation**

The legal and financial capacity conditions of participation will be clearly set out in the Invitation to Tender document.

### **Technical ability conditions of participation**

The technical ability conditions of participation will be clearly set out in the Invitation to Tender document.

### **Particular suitability**

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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## **Submission**

### **Enquiry deadline**

31 October 2025, 5:00pm

**Tender submission deadline**

7 November 2025, 12:00pm

**Submission address and any special instructions**

<https://www.londontenders.org/>

All bidders need to be registered on Proactis/Due North in order to access this opportunity through the London Tenders portal.

**Tenders may be submitted electronically**

Yes

**Languages that may be used for submission**

English

**Award decision date (estimated)**

12 January 2026

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**Award criteria**

Name	Description	Type	Weighting
Quality & Social Value	Quality = 60% Social Value = 10%	Quality	70.00%
Price	Quality = 60% Social Value = 10%	Price	30.00%

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## Other information

### Payment terms

The tender documentation contains this information

### Applicable trade agreements

- Government Procurement Agreement (GPA)

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

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## Contracting authority

### Tower Hamlets

- Public Procurement Organisation Number: PQBL-2673-MVYG

New Town Hall

London

E1 1BJ

United Kingdom

Contact name: Morgan Hughes

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Email: [morgan.hughes@towerhamlets.gov.uk](mailto:morgan.hughes@towerhamlets.gov.uk)

Website: <http://www.towerhamlets.gov.uk>

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government