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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 000-062587

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

Published 6 October 2025, 3:21pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Description of procurement was amended

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.

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

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

Contract locations

- UKI - London

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)

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

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%

Other information

Payment terms

The tender documentation contains this information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

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

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government