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Tender

Alarm Monitoring Service

Clarion Housing Group

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

Notice identifier: 2025/S 000-075348

Procurement identifier (OCID): ocds-h6vhtk-059cf8 ([view related notices](#))

Published 19 November 2025, 3:44pm

Scope

Reference

8067

Description

The key objectives of this contract is to provide:-

- a) A call monitoring/handling service certified by the TEC Service Association Quality Standards Framework (QSF) as determined by the TEC Quality Ltd.
- b) An ARC platform enabling the supplier's Operators to communicate with our residents via our analogue and digital TEC equipment.
- c) An appropriate response to calls emanating from communal systems (e.g. fire alarm systems, door entry systems and lifts).
- d) An out of hours repairs handling service.

The Contract will be for a term of 8 years (the Term). The contract will have break clauses

included

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 2034
- 8 years

Main procurement category

Services

CPV classifications

- 79711000 - Alarm-monitoring services

Contract locations

- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

See PSQ

Technical ability conditions of participation

See PSQ

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

25 November 2025, 12:00pm

Submission type

Tenders

Tender submission deadline

15 December 2025, 12:00pm

Submission address and any special instructions

https://atamis-clarionhousing--prospend.vf.force.com/apex/CS_ContractPage?filters=&page=1&Preview=Yes&searchStr=&SearchType=Projects&sortStr=Alphabetical&uid=a1MWT000002549t2AA&sfdclFrameOrigin=https%3A%2F%2Fatamis-clarionhousing.lightning.force.com

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

28 May 2026

Recurring procurement

Publication date of next tender notice (estimated): 19 January 2026

Award criteria

Name	Description	Type
PSQ STAGE	All Bidders need to meet the Mandatory Requirements of this PSQ to proceed to the next stage which is ITT	Quality

Weighting description

All Bidders need to meet the Mandatory Requirements of this PSQ to proceed to the next stage which is ITT

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Competitive flexible procedure description

CFP - PSQ Stage

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

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

Region: UKI31 - Camden and City of London

Organisation type: Public authority - sub-central government