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Tender

## **CO6091 CCTV Maintenance Service**

Tower Hamlets

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

Notice identifier: 2025/S 000-076746

Procurement identifier (OCID): ocds-h6vhtk-05e80e ([view related notices](#))

Published 25 November 2025, 10:31am

### **Scope**

### **Reference**

CO6091

### **Description**

The procurement will provide the Council with a single Contractor to provide CCTV Maintenance. The contract will cover planned and reactive maintenance works of all CCTV cameras, control room and radio system. The current scope of services includes weekly visits to the Borough as well as a 24-hour call-out response and minor programming changes as and when required. Additional ad-hoc costs are incurred for new installations e.g. installation of a new camera. The call-out response (24-hour cover, 4-hour response and 24 hours best endeavour repairs) has proved invaluable in previous ICT network failures and is therefore a critical service for business continuity. This service is also utilised by other departments across the Council.

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

- £920,000 excluding VAT
- £1,104,000 including VAT

Above the relevant threshold

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

- 31 March 2026 to 30 March 2029
- Possible extension to 30 March 2030
- 4 years

Description of possible extension:

1 x 12 month extension available

### **Main procurement category**

Services

### **CPV classifications**

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

### **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**

22 December 2025, 5:00pm

### **Tender submission deadline**

12 January 2026, 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 February 2026

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## Award criteria

Name	Description	Type	Weighting
Quality & Social Value	Quality = 60% Social Value = 10%	Quality	70.00%
Price	Price is not the only criterion	Price	30.00%

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## Other information

## **Payment terms**

These will be clearly set out in the tender documentation

## **Applicable trade agreements**

- Government Procurement Agreement (GPA)

## **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Open procedure

### **Justification for not publishing a preliminary market engagement notice**

A preliminary market engagement notice was not published for this procurement as sufficient engagement and research had already been undertaken prior to the tender process. Informal consultations were carried out during the project planning stage to assess supplier capability, service delivery approaches, and indicative costs. It was determined that a further formal preliminary market engagement would not add produce new insights. Proceeding directly to tender was therefore considered a proportionate and efficient approach that maintains both transparency and value for money.

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

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government