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Tender

## **Provision of Concierge Security Services**

Together Housing Association Limited

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

Notice identifier: 2025/S 000-079718

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

Published 4 December 2025, 12:39pm

### **Scope**

### **Reference**

THG/P/00134

### **Description**

Together Housing Association Limited (THA) is seeking to procure a concierge security contract commencing on 1st April 2026. The contract will be awarded to one or more organisations for a fixed term of three years (36 months), with the possibility of two (2) twelve (12) month extension periods, subject to satisfactory performance and adherence to the terms of the agreement

The invitation to tender is divided into two lots, and contractors may submit bids for one or more of these lots.

Lot 1 – Concierge Security Services: Homelessness Supported Housing Scheme James Street (Darwen) and Hollin Street (Blackburn)

Provision of concierge security at two supported housing schemes designed for individuals and families who are experiencing homelessness. The provision of this service

is required to maintain 24-hour staffing for building and customer safety outside THA's non-working hours. The contract is for fixed hours at two (2) locations in Blackburn and Darwen.

Further details on together housings requirements can be found in ITT Section 6 - Concierge Security Specification.

Lot 2 – Concierge Security Services: Building Security and Customer Safety – Call-Off Only.

Provision of reactive (call-off) concierge security services as and when required by together housing this provision is required to ensure building and customer safety across the groups portfolio.

Emergency situations, where together housing may utilise Lot 2 may include, but are not limited to:

- non-secure buildings.
- major leaks or system failures.
- power outages.
- threats of arson.
- anti-social behaviour.
- unauthorized access.

Further details on together housings requirements and geographical locations can be found in ITT Section 6 - Concierge Security Specification.

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

- £0 including VAT

Above the relevant threshold

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

- 1 April 2026 to 31 March 2029
- Possible extension to 1 April 2031
- 5 years, 1 day

Description of possible extension:

2 x 12 month optional extension periods

### **Main procurement category**

Services

### **CPV classifications**

- 79710000 - Security services

### **Not the same for all lots**

Contract locations are shown in Lot sections, because they are not the same for all lots.

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## **Lot 1. Lot 1 - Concierge Security Services: Homelessness Supported Housing Scheme James Street (Darwen) and Hollin Street (Blackburn)**

### **Description**

Provision of concierge security at two supported housing schemes designed for individuals and families who are experiencing homelessness. The provision of this service is required to maintain 24-hour staffing for building and customer safety outside THA's non-working hours. The contract is for fixed hours at two (2) locations in Blackburn and Darwen.

### **Lot value (estimated)**

- £0 excluding VAT
- £0 including VAT

### **Contract locations**

- UKD41 - Blackburn with Darwen

### **Same for all lots**

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot 2. Lot 2 - Concierge Security Services: Building Security and Customer Safety - Call-Off Only.**

### **Description**

Provision of reactive (call-off) concierge security services as and when required by together housing this provision is required to ensure building and customer safety across the groups portfolio.

Emergency situations, where together housing may utilise Lot 2 may include, but are not limited to:

- non-secure buildings.

- major leaks or system failures.
- power outages.
- threats of arson.
- anti-social behaviour.
- unauthorized access.

### **Lot value (estimated)**

- £0 excluding VAT
- £0 including VAT

### **Contract locations**

- UKD - North West (England)

### **Same for all lots**

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Participation**

### **Particular suitability**

**Lot 1. Lot 1 - Concierge Security Services: Homelessness Supported Housing Scheme James Street (Darwen) and Hollin Street (Blackburn)**

**Lot 2. Lot 2 - Concierge Security Services: Building Security and Customer Safety - Call-**

**Off Only.**

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

**Enquiry deadline**

16 December 2025, 5:00pm

**Tender submission deadline**

16 January 2026, 12:00pm

**Submission address and any special instructions**

Tenders must be submitted electronically at <https://in-tendhost.co.uk/together-housing>.

**Tenders may be submitted electronically**

Yes

**Languages that may be used for submission**

English

**Award decision date (estimated)**

2 February 2026

## Recurring procurement

Publication date of next tender notice (estimated): 2 September 2029

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## Award criteria

### Lot 1. Lot 1 - Concierge Security Services: Homelessness Supported Housing Scheme James Street (Darwen) and Hollin Street (Blackburn)

Name	Type	Weighting
Quality	Quality	65%
Pricing	Price	25%
Social Value	Quality	10%

### Lot 2. Lot 2 - Concierge Security Services: Building Security and Customer Safety - Call-Off Only.

Name	Type	Weighting
Quality	Quality	65%
Price	Price	30%
Social Value	Quality	5%

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

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## Documents

### Associated tender documents

<https://in-tendhost.co.uk/together-housing>

Tender documents can be accessed by visiting together housings procurement portal, at the above web address

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## Contracting authority

### Together Housing Association Limited

- Charity Commission (England and Wales): 28687R

Bull Green House

Halifax

HX1 2EB

United Kingdom

Email: [thg.procurement@togetherhousing.co.uk](mailto:thg.procurement@togetherhousing.co.uk)

Region: UKE44 - Calderdale and Kirklees

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)