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Award

BC/DR co-location and connectivity

Moat Homes Limited

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-080272

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

Published 5 December 2025, 3:41pm

Scope

Description

The service includes renting rack space in the provider's data centre facility, establishing connectivity between our sites and the existing disaster recovery site, along with related services.

Contract 1. BC/DR co-location and connectivity

Supplier

- CUSTODIANDC LIMITED

Contract value

- £385,786.14 including VAT

Above the relevant threshold

Earliest date the contract will be signed

17 December 2025

Contract dates (estimated)

- 5 January 2026 to 5 January 2028
- 2 years, 1 day

Main procurement category

Services

CPV classifications

- 72251000 - Disaster recovery services
- 72317000 - Data storage services
- 72510000 - Computer-related management services
- 72720000 - Wide area network services

Contract locations

- UKJ4 - Kent

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - technical reasons
- Extreme and unavoidable urgency

Moat Homes Limited considers that this direct award is permitted, relying on the direct award justifications for single supplier - technical reasons and extreme and unavoidable urgency.

In relation to the single supplier technical reasons justification, Moat already has established disaster recovery and Business Continuity (DR/BC) co-location services in place with CustodianDC. The proposed contract is, in substance, an extension of that existing arrangement to address a material resilience risk at our sites and to deliver a coherent, end-to-end DR/BC and hosting solution. The current production and DR/BC environments are designed, hosted and operated as an integrated solution with Custodian. Introducing an alternative supplier at this point would require substantial re-engineering, data migration and re-testing of the Authority's infrastructure and failover arrangements. This would create disproportionate technical and operational difficulty and significantly increase the risk of disruption to critical services. In practice, there are no reasonable alternative solutions that could be implemented within the required timescales without incurring those risks, and for technical reasons, only CustodianDC is capable of supplying the required services at this time.

In relation to the extreme and unavoidable urgency justification, Moat has recently identified and experienced a significant degradation in the resilience of the infrastructure supporting one of our sites. As a consequence, there is now a heightened and credible risk of an unplanned loss of service if the current arrangements are not urgently remediated. Taking into account the time needed to define requirements, run a compliant competitive process, appoint a new supplier and then transition and stabilise services, Moat has concluded that it is not possible to complete a competitive tendering procedure and implement an alternative solution within the time available to mitigate that risk. The services to be procured under this contract are limited to what is necessary to address the immediate resilience risk and ensure continuity of services while a longer-term solution is developed and, where appropriate, competitively procured. In these circumstances, a direct award to CustodianDC is considered necessary for reasons of extreme and unavoidable urgency and cannot reasonably be achieved through an open or competitive flexible procedure within the required timeframe.

Supplier

CUSTODIANDC LIMITED

- Companies House: 07878023
- Public Procurement Organisation Number: PMZR-7316-ZPPQ

Vinters Business Park

Maidstone

ME14 5NZ

United Kingdom

Email: operations@custodiandc.com

Website: <https://www.CustodianDC.com/>

Region: UKJ45 - Mid Kent

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. BC/DR co-location and connectivity

Contracting authority

Moat Homes Limited

- Charity Commission (England and Wales): 17434R
- Public Procurement Organisation Number: PNCG-6417-GJNY

Mariner House, Galleon Boulevard, Crossways

Dartford

DA2 6QE

United Kingdom

Contact name: Procurement Department

Telephone: +443003230011

Email: Procurement@moat.co.uk

Region: UKJ43 - Kent Thames Gateway

Organisation type: Public authority - sub-central government