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Planning

Provision, Installation, Monitoring, and Maintenance of Digitally Compliant Warden Call Alarm Systems for Sheltered Housing Schemes

Cambridge City Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-080679

Procurement identifier (OCID): ocds-h6vhtk-05ed57

Published 8 December 2025, 2:56pm

Changes to notice

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

We are writing to inform you that the planned market engagement event for this project, originally scheduled for 10 December 2025 from 10:00 AM to 11:00 AM, has been postponed.

The event will now take place on:

Date: 17 December 2025

Time: 2:00 PM

Please contact procurement@cambridge.gov.uk to register your interest. If you have already contacted us, you are not required to again and an invitation will follow nearer the 17th December.

Scope

Description

The council is seeking to procure a new contract to deliver a digitally compliant warden call alarm system across its 13 sheltered housing schemes, covering approximately 500 properties. This upgrade is essential to ensure continuity of service following the national digital phone line switchover. The procurement will be divided into three lots: (1) the supply and installation of the new alarm equipment, (2) the provision of a 24/7 monitoring and response service for alarm activations, and (3) ongoing maintenance and support for the installed systems. We are inviting suppliers with relevant experience and capability to express interest in one or more of these lots.

Total value (estimated)

- £800,000 excluding VAT
- £960,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 June 2026 to 31 May 2029
- 3 years

Main procurement category

Services

CPV classifications

- 35121700 - Alarm systems
- 35125000 - Surveillance system
- 79711000 - Alarm-monitoring services
- 79714000 - Surveillance services

Contract locations

- UKH12 - Cambridgeshire CC

Engagement

Engagement deadline

10 December 2025

Engagement process description

Cambridge City Council are holding an online event to outline to potential bidders the requirements for this future contract. An open Q&A will be included.

Date: 10 December 2025

Time: 1000 - 1100

To be held on Teams

If your organisation would like to be present, then please email your details (Name, Email address, Company) to procurement@cambridge.gov.uk for registration, and an email link will be sent to you prior to the engagement.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 February 2026

Contracting authority

Cambridge City Council

- Public Procurement Organisation Number: PCBT-6819-NDPJ

The Guildhall

Cambridge

CB2 1BY

United Kingdom

Email: procurement@cambridge.gov.uk

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - sub-central government