



Invitation to Tender

CCTV Equipment and Services Contract 2026

1. Version Control and Authorisation

| Version | Status | Date | Amendment History |
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| 0.1 | Draft | Dec 2025 | Created by Head of ICT |
| 1.0 | Final | Feb 2026 | Final version ready for publishing |
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| 0.1 | Internal circulation to the Senior Leadership Team | SLT | Horton Housing Association |
| 1.0 | ITT published on Crown Commercial Service Contracts Finder Website | | CCS |
| | | | |

This document version is 1.0

2. Confidentiality

This document is the property of Horton Housing Association and whilst it is published, this is solely and expressly for the purpose of receiving tenders for the specific contracted services detailed. This document should not be reproduced, copied or shared further without the express permission of Horton Housing Association.

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4. Introduction

Horton Housing Association (HHA) operate across multiple sites and buildings throughout North and West Yorkshire. Currently the CCTV used across these sites and buildings is through a mix of different technologies and vendors, often reliant upon on-site recording devices. Whilst relatively effective in the provision of CCTV coverage, the current environment is proving difficult to manage, maintain and operate. We are inviting tenders to replace many of our CCTV systems over a time period to be agreed with the successful vendor to unify onto a single technology and to improve centralised management and maintenance of our CCTV systems. We are specifically inviting tenders for cloud-based CCTV solutions that meet a high level of data security but are not inviting tenders for more traditional NVR/DVR based CCTV systems.

5. Invitation to tender

Your organisation along with others is invited to offer a tender for provision of a CCTV Equipment and Services Contract.

Please read the instructions in this document carefully as failure to comply with them may invalidate your tender.

5.1 List of attachments

This invitation to tender includes the following documents:

- This ITT (which includes the tendering instructions and requirements specification).
- A redacted overview of CCTV requirements per site (camera quantities etc.) titled “CCTV Site Requirements Redacted”

6. Tendering procedures

6.1 Contract Period

6.1.1 This contract period is negotiable as part of the tender process. This should be detailed in the tender as part of the response to the formal requirements ([Section 7](#)) Below. Ideally the Tender would be for the supply of replacement CCTV equipment over a 24-month or 36-month period to allow time for install across multiple sites without losing warranty time on equipment that is bulk delivered up front and then requires storage until all installs can be completed.

6.2 Receipt and Acceptance of Tenders

6.2.1 Tenders should be returned electronically to tenders@hortonhousing.co.uk no later than 12:00 midday on Friday 13th March 2026.

6.2.2 Clarification questions may be asked (submitted in writing to tenders@hortonhousing.co.uk) and will be answered if submitted on or before 27th February 2026. Clarification questions asked after this date may still be answered, but this is not guaranteed. Answers to clarification questions will be published along side the invitation to tender and therefore will be available for all interested parties.

6.2.3 Tenders may be rejected if the information asked for in the ITT and Specification is not given at the time of tendering.

6.2.4 Tenders will be received up to the time and date stated. Those received before the due date will be retained unopened until then.

6.2.5 It is the responsibility of the tenderer to ensure that their tender is delivered not later than the appointed time.

6.2.6 By issuing this invitation, HHA is not bound in any way and does not have to accept the lowest or any tender and reserves the right to accept a portion of any tender, unless the tenderer expressly stipulates otherwise in their tender.

6.3 Inducements

6.3.1 Offering an inducement of any kind in relation to obtaining this or any other contract with HHA will disqualify your tender from being considered and may constitute a criminal offence.

6.4 Confidentiality of Tenders

6.4.1 Please note the following requirements, you must not:

- Tell anyone else what your tender price is or will be, before the time limit for delivery of tenders.

- Try to obtain any information about anyone else's tender or proposed tender before the time limit for delivery of tenders.
- Enter into any agreement or discussion with another organisation concerning the decision to tender, or regarding either their tender price or your own.

Failure to comply with these conditions may disqualify your tender.

6.5 Costs and Expenses

6.5.1 You will not be entitled to claim from the HHA any costs or expenses which you may incur in preparing your tender regardless of whether the tender is successful or not.

6.6 Evaluation Criteria

The exact criteria for the evaluation of this Tender are not being released. However, the tender will be marked based on 40% weighting being applied to costs and 60% weighting being applied to quality criteria.

As part of the assessment of Tender responses, you may be requested to provide a demonstration and overview of the capability of your solution, such as the cloud platform that would be used to manage the CCTV footage.

7. Requirements specification and Tender Questions

7.1 General Requirements

As noted in the introduction, Horton Housing currently operate several different CCTV systems across their operation buildings (referred to as sites). The existing CCTV system are functional and meeting the basic need of security and visibility, though there are some issues and some systems are ageing. All the existing CCTV systems in scope for replacement within this ITT utilise an on-premise recording device (NVR or DVR) and a mixture of different technologies (such as but not limited to Viper, Hikvision and Q-Vis). Some of these CCTV systems have been installed by Horton over time, whereas others have been inherited when we have taken over new sites. The current CCTV systems are causing the following difficulties or challenges:

- Difficult to train staff in their usage due to so many different technologies being used at different sites.
- Increased time burden to manage the devices, particularly as the organisation continues to grow, including:
 - Account management and system access control
 - Patching and firmware updating
 - Maintenance and proactive support (such as storage disk replacements etc.)
 - Network management and associated network security – particularly where one site monitors the CCTV footage of a remote site.
 - Provision of footage to other organisations such as the Police
- Physical security – ensuring the recording device is physically secure and safe from theft or damage
- Lack of centralised or remote management capability – CCTV systems often require a site visit for 'Hands on' actions.
- Transfers of footage require physical storage devices.

To resolve this, Horton are seeking to replace the existing CCTV systems with a more modern, cloud-based solution. The new solution will utilise secure online storage of footage with comprehensive access control to ensure that users can only access the cameras and functionality appropriate to their role. Cameras will need some storage to allow for periods of time whereby connectivity with the cloud platform be disrupted (a network outage for example), but the primary storage location for any recorded footage should be within the cloud platform. The cloud platform should allow users with appropriate permissions to view footage, create clips and either download those clips and/or share those clips directly with authorised third parties (such as the Police). The Cloud platform should also show the firmware level of all devices and allow for auto updating of devices.

It should be noted that some sites have the facility to monitor the live footage of their cameras onsite. Also, some sites monitor the live footage of 1 or more other sites remotely. Please see the attached site overview for further details, but your tender response should clearly show how this live viewing alongside any use of the portal can be securely facilitated.

The sites that require new CCTV systems are a mixture of properties that we own and properties that we lease. As such, there is a mixed time frame that we are looking for your proposed replacement system to be required. Some sites will be based on a 5-year term, with other sites based on a 10-year term. There are a few sites that are on a shorter term than 5 years, and so these

may be excluded if the Return on Investment is poor for these locations. If cameras can be moved or used at alternative sites (say if we end the lease in one location and move to an alternative property) then this would also be desirable to add flexibility. The attached site details document shows which sites are on a 5-year lifecycle and which sites are on a 10-year lifecycle and which sites are on a rolling 12 months cycle.

We acknowledge that dependent upon the technology you may be proposing to use, there will be a range of different cameras that you may wish to recommend. For example, an external camera that needs a large and wide field of view at one location may be a different camera model to an external camera with only a short field of view at another location. We also acknowledge that due to the number of sites, the large geographical area that these sites are in, and the high volume of cameras that will need replacing that the implementation of any new solution will need to progress in stages and will take 12 to 24 months to complete (particularly as we will also need to replace some cabling infrastructure at some sites too – this is outside of the scope of this ITT). It should also be noted that the number of sites and cameras that need replacing may change (increase or decrease) over that implementation time as our operations and service contract cycles naturally progress. Due to these points, it would be too complex as part of a tender process to specify specific cameras and install timeframes as a part of the tender response. As such, we propose to commit (subject to a winning tender being chosen) to a minimum purchase volume for internal and external cameras over a 12-month, 18-month or 24-month period, but ideally to be able to make those purchases in batches. As a result, we would like to see in your tender responses how you would apply either a volume discount or commit to a price point that allows us to quantify the total cost of ownership over a 5-year and 10-year period.

If this contract is awarded, we would commit to the winning tenderer to purchase at least 165 internal cameras and 100 external cameras over a 24-month term of the contract. If you propose a shorter term in your response, then the volume of cameras that we would commit to would reduce accordingly. In addition to this, you should clearly state if any other equipment would be required to operate your proposed solution (such as units for onsite live viewing etc.). It should be noted that this would represent our minimum commitment and that we may purchase volumes of cameras more than that minimum as part of this contract award.

The contract is for the supply of the required hardware to meet these requirements as well as the provision and support of both that hardware and the cloud platform. The installation of the equipment at our sites is out of scope of this invitation to tender. Installation will be considered on a site-by-site basis and either completed in-house, with existing suppliers or offered to market (including to the successful tenderer).

7.2 Specific Tender Questions

In responding to this invitation to tender, please explain how you will meet the following criteria. Please note, for scoring, we will need to be able to clearly see your answers to each of these questions, and so although we are not stipulating a format that you must return your tender in, we do recommend that alongside any other information you wish to supply that you clearly set out answers using the same section numbering below.

- 7.2.1 Please provide an overall description for how your proposed solution will meet the general requirements described above.
- 7.2.2 Please itemise the technology, types and volumes of equipment that you propose to supply.
 - 7.2.2.1 Please include warranty information for each type of device.
 - 7.2.2.2 Please include expected lifespans of each type of device.
 - 7.2.2.3 Please outline any optional components that we may be able to enable or disable as required (such as audio recording on some cameras for one example).
 - 7.2.2.4 Please describe the connectivity required for each device (including network and/or power supply etc.).
 - 7.2.2.5 Please include any capacity (if applicable) of any local or backup storage on any devices along with any resilience (i.e. for if a device loses connectivity to the internet for any length of time).
 - 7.2.2.6 Please describe how your solution could be used to provide CCTV within an elevator (we may need up to 6 cameras for inside of a lift).
- 7.2.3 Please itemise any software and/or software licencing that would be required.
 - 7.2.3.1 Please include options for length of licencing if applicable.
 - 7.2.3.2 Please include any restrictions or requirements for any software installations if applicable (i.e. limitations of operating systems that the software could be used on for example).
- 7.2.4 Please clearly describe your commercial proposal for fulfilling this contract over the contract term, which as stated we are willing to consider 12-month, 18-month and 24-month terms, or may consider a split proposal (i.e. a proposal for year 1 and a proposal for year 2). The commercial model that you propose should be very clearly defined so that we can compare this equally against all other tenders. You should clearly show any one-off costs separately to any recurring costs and include term and whether they are subject to any increases over the term of the contract.
 - 7.2.4.1 Optionally you may offer a leasing or financing arrangement but please note this should be as a separate commercial offer and should therefore be in addition to a commercial proposition that assumes we would fulfil any capital purchases without a financing arrangement.
 - 7.2.4.2 Please clearly show any optional costs for any functionality or capabilities which may be enabled on certain devices or locations (such as those optional features listed in 7.2.2.3).
- 7.2.5 Please clearly describe how your equipment is supplied and how we can draw down on the contract in batches (including the impact on this of any time sensitive software licencing or similar).

- 7.2.6 Please clearly describe the cloud portal (or similar) that you are proposing to supply.
- 7.2.6.1 Please include details for any functionality to aid searching through video footage.
- 7.2.6.2 Please include details for how video clips can be retained (for example as part of an investigation) whereby perhaps the clip is required for longer than the standard retention rate of 30 days per camera.
- 7.2.6.3 Please include details for how video clips can be exported and/or supplied directly to authorised third parties.
- 7.2.7 Please describe your support arrangements for both the hardware being supplied as well as any software, services and/or cloud platforms. This should include details of any formal Service Level Agreements (SLA's) as well as a more general description of your support processes.
- 7.2.8 Please describe in detail the security controls in place for your proposed solution. This should include at least, but not limited to, the following:
- 7.2.8.1 Physical security of devices (if applicable).
- 7.2.8.2 Security for data at rest (both data stored locally on any device as well as data stored within the cloud platform).
- 7.2.8.3 Security for data in transit (including viewing footage within the cloud platform, transmitting data from cameras to the cloud platform and viewing footage via any local onsite device).
- 7.2.8.4 Access control for the cloud platform as well as any other software or on-site devices (if applicable) including separation of access by user role and if single sign on and/or user provisioning via Microsoft Entra is possible.
- 7.2.8.5 Data resilience controls including arrangements for backup and restoration capabilities.
- 7.2.8.6 Any other relevant security measures in place.
- 7.2.9 Please describe how your solution is compliant with UK GDPR. This should include the location at which any data relating to this proposed solution could be located (including any data held in backups).
- 7.2.10 Please describe any relevant certifications that your organisation holds that would be applicable to the proposed solution.
- 7.2.11 Please complete the details contained within [appendix 1](#)

8. Appendix 1 – Supplemental Information

8.1 Contact Details

| | Requirements | Response |
|--------------|--|----------|
| 8.1.1 | Name of the person dealing with the tender | |
| 8.1.2 | Position within the company | |
| 8.1.3 | Contact details | |

8.2 Company Details

| | Requirements | Response |
|---------------|---|----------|
| 8.2.1 | Company Name | |
| 8.2.2 | Trading name if different | |
| 8.2.3 | Previous names traded under in the last 3 years | |
| 8.2.4 | Company address | |
| 8.2.5 | Telephone number | |
| 8.2.6 | Registered address if different to above | |
| 8.2.7 | Type of company (e.g. limited liability partnership, private limited company, public limited company) | |
| 8.2.8 | If your company is a member of a group of companies, give the name and address of the holding company | |
| 8.2.9 | If your company is a member of a group of companies will the holding company guarantee your performance of the contract? | |
| 8.2.10 | Company registration number | |
| 8.2.11 | Date of registration | |
| 8.2.12 | VAT registration number | |
| 8.2.13 | Please state if any member of your staff is related to a senior manager of Horton Housing or has previously been employed by Horton Housing | |

8.3 Legal information

| | Requirements | Response |
|--------------|---|----------|
| 8.3.1 | Names of all directors, company secretary or proprietor | |
| 8.3.2 | Please give any details of any bankruptcy proceedings applying to those named above | |
| 8.3.3 | Please give details of any company which the above named have been involved in, which has been subject to liquidation proceedings | |
| 8.3.4 | If any of those named above have been convicted of any criminal offence (apart from minor traffic offences) please give details | |
| 8.3.5 | Are there any outstanding claims or litigation against the company? If yes, please give detail | |