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Tender

Out of Hours Call Handling

Cardiff Community Housing Association (CCHA)

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

Notice identifier: 2026/S 000-007308

Procurement identifier (OCID): ocds-h6vhtk-06102f

Published 27 January 2026, 4:59pm

Scope

Reference

CCHA-(2026-2027)-002

Description

The contract will cover the provision of handling incoming calls during hours outside of CCHA's normal service commencing on 01.04.26 for the length of 12 months.

Budget range of £13,000 - £16,000 excl. VAT.

Total value (estimated)

- £16,000 excluding VAT
- £19,200 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2027
- 1 year

Main procurement category

Services

CPV classifications

- 79342300 - Customer services
- 79512000 - Call centre
- 70333000 - Housing services

Contract locations

- UK - United Kingdom

Participation

Conditions of participation

Please complete the Request to Quote document and submit it via Sell2Wales on www.sell2wales.gov.wales.

Particular suitability

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

Submission

Enquiry deadline

17 February 2026, 5:00pm

Tender submission deadline

24 February 2026, 2:00pm

Submission address and any special instructions

To be submitted through Sell2Wales: www.sell2wales.gov.wales

Tenders may be submitted electronically

Yes

Award criteria

Name	Type	Weighting
Quality/Technical	Quality	70.00%

Name	Type	Weighting
Commercial	Cost	30.00%

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=358850

CCHA General Terms and Conditions

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=358851

CCHA General Terms and Conditions Schedule 2 for Services

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=358852

CCHA Community Benefits Statement - Please read the document before answering the Social Value question.

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=358855

Request to Quote to be completed and submitted as part of your bid.

https://www.sell2wales.gov.wales/Assets/NoticeBuilder_FileDownload.aspx?id=358857

Please read our Equal Opportunities, Diversity and Inclusion Policy as we want to award the contract to a bidder that has similar policies and values to CCHA.

Contracting authority

Cardiff Community Housing Association (CCHA)

- Public Procurement Organisation Number: PTQR-5447-WPQL

Tolven Court, Dowlais Road

Cardiff

CF24 5LQ

United Kingdom

Contact name: Monia Lisa Carvalho

Email: monia-lisa.carvalho@ccha.org.uk

Website: <http://www.ccha.org.uk>

Region: UKL22 - Cardiff and Vale of Glamorgan

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

Devolved regulations that apply: Wales