

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007308-2026>

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](http://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](http://www.sell2wales.gov.wales)

### **Tenders may be submitted electronically**

Yes

---

## **Award criteria**

<b>Name</b>	<b>Type</b>	<b>Weighting</b>
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](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](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](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](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](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](mailto: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