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Planning

## **Haringey Council Procurement for Out of Hours Call Handling Service**

London Borough of Haringey

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

Notice identifier: 2025/S 000-008340

Procurement identifier (OCID): ocds-h6vhtk-04ea7e

Published 7 March 2025, 12:40pm

### **Scope**

### **Description**

Haringey Council require a high quality, low cost out of hours emergency contact handling service to commence on the 30th of September 2025.

Haringey Council provides a comprehensive range of services that are essential for the well-being of our residents and the effective functioning of Haringey as a borough. The services offered by the council include social services, environmental services, highways and housing services. They play a vital role in creating a vibrant, safe, and sustainable community.

The Out of Hours Service is central to Haringey Council meeting the urgent needs of diverse local urban communities. Individual calls are often very urgent, affecting individual or community wellbeing, and can also relate to life threatening situations. The Services must be delivered in a manner that is responsive and empathetic to the needs of these different communities, with understanding of the locality and its key features.

## **Contract dates (estimated)**

- 1 October 2025 to 30 September 2030
- 5 years

## **Main procurement category**

Services

## **CPV classifications**

- 64200000 - Telecommunications services

## **Contract locations**

- UKI43 - Haringey and Islington

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## **Engagement**

### **Engagement deadline**

21 March 2025

### **Engagement process description**

Suppliers can contribute to this preliminary market engagement by completing the Soft Market Testing (SMT) Questionnaire and return via the e-tendering portal.

<https://s2c.waxdigital.co.uk/ProcurementLBHaringey/>

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## Participation

### Particular suitability

Small and medium-sized enterprises (SME)

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## Contracting authority

### London Borough of Haringey

- Public Procurement Organisation Number: PBHY-1866-HTLD

7th Floor Alexandra House, 10 Station Road, Wood Green

London

N22 7TR

United Kingdom

Email: [kayode.salami@haringey.gov.uk](mailto:kayode.salami@haringey.gov.uk)

Region: UKI43 - Haringey and Islington

Organisation type: Public authority - sub-central government