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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

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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

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/>

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

London Borough of Haringey

- Public Procurement Organisation Number: PBHY-1866-HTLD

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Region: UKI43 - Haringey and Islington

Organisation type: Public authority - sub-central government