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Planning

## 24/7 Hazard Line

Mining Remediation Authority

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

Notice identifier: 2025/S 000-011576

Procurement identifier (OCID): ocids-h6vhtk-04f98d ([view related notices](#))

Published 27 March 2025, 2:19pm

## Scope

## Reference

CA18/TBC

## Description

The Mining Remediation Authority has a dedicated emergency telephone line, (0800 288 4242), which must be answered 24 hours, 7 days a week, 365 days a year. After the service provider has taken a new call they will contact the authority immediately with details of the new incident that has occurred.

The Service Provider will also need to provide a 24 hours/365 days/annum emergency Service, including all public holidays, to provide an initial emergency response to surface hazards. This will require the Service Provider to provide sufficient numbers of Competent Persons to respond to and attend Surface Hazards, within the compulsory coalfield areas within 4 hours of the Surface Hazard being reported to the Service Provider.

### **Contract dates (estimated)**

- 30 September 2025 to 30 September 2030
- 5 years, 1 day

### **Main procurement category**

Services

### **CPV classifications**

- 79510000 - Telephone-answering services
- 90711100 - Risk or hazard assessment other than for construction

### **Contract locations**

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales
- UKM - Scotland

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## **Engagement**

### **Engagement deadline**

30 April 2025

### **Engagement process description**

The Market Engagement strategy is dependent on the interest demonstrated after publication of this notice

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

30 April 2025

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## **Contracting authority**

### **Mining Remediation Authority**

- Public Procurement Organisation Number: PRPD-5825-QDYY

200 Lichfield Lane

Nottinghamshire

NG18 4RG

United Kingdom

Email: [zoe.heywood@miningremediation.gov.uk](mailto:zoe.heywood@miningremediation.gov.uk)

Region: UKF15 - North Nottinghamshire

Organisation type: Public authority - central government