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Tender

Out Of Hours Call Handling for Sheltered Housing sites

BRUNELCARE

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

Notice identifier: 2026/S 000-012150

Procurement identifier (OCID): ocds-h6vhtk-064d3d

Published 10 February 2026, 5:54pm

Scope

Description

Service Requirement: Out of Hours (OOH) Housing and Emergency Repair Support

Procurement Objective: Appointment of a qualified and experienced Contractor to deliver a responsive Out of Hours service across Brunelcare's sheltered housing sites (including leaseholders and Shared Owners).

Contract Value (estimated): £200,000 (incl VAT)

Length of Contract: 4 years

Background: Brunelcare is a Bristol-based charity committed to providing high-quality housing, care, and support for older people across the Southwest. Our sheltered housing schemes accommodate vulnerable residents who require timely and compassionate assistance outside standard office hours (Monday to Friday 8.30am to 4.30pm).

Scope of Services: The Contractor will deliver an Out of Hours Service that ensures urgent housing and repair-related support during evenings, weekends, and public holidays. The service will include but is not limited to: Emergency repairs and safety-related incidents; Welfare checks and safeguarding alerts; Assistance with access issues, lockouts, and urgent housing matters; Escalation and handover to daytime operational

teams.

Service Hours: Weekdays: 4.30 PM - 8.30 AM; Weekends: Friday 4.30 PM - Monday 8.30 AM; Public holidays: Full coverage

Key Requirements: Staffed telephone line and/or digital triage system; Escalation to emergency services, on-call staff, or family contacts; Response within agreed SLAs; Accurate call logging and daily reporting; GDPR-compliant data handling and secure software; KPI reporting and performance monitoring.

Accessibility and Compliance: Inclusive service for non-English speakers and residents with sensory or cognitive impairments; Safeguarding, mental health awareness, and customer care training for all call handlers; Regular scenario-based exercises.

Collaboration: Brunelcare will provide scheme lists, tenant details, and escalation protocols. The Contractor must work closely with Brunelcare's Customer Services, Housing, and Repairs teams.

Total value (estimated)

- £200,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 May 2026 to 1 May 2026
- 1 day

Main procurement category

Services

CPV classifications

- 79510000 - Telephone-answering services

Contract locations

- UKK11 - Bristol, City of

Participation

Particular suitability

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

Submission

Enquiry deadline

18 February 2026, 11:59pm

Tender submission deadline

9 March 2026, 11:59pm

Submission address and any special instructions

<https://in-tendhost.co.uk/brunelcare.aspx/home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

27 March 2026

Recurring procurement

Publication date of next tender notice (estimated): 1 February 2030

Award criteria

Name	Type	Weighting
quality	Quality	50%
cost	Cost	50%

Other information**Conflicts assessment prepared/revised**

Yes

Procedure

Procedure type

Open procedure

Contracting authority

BRUNELCARE

- Companies House: 00601847
- Public Procurement Organisation Number: PQJY-6919-VZQG

Saffron Gardens Prospect Place

Bristol

BS5 9FF

United Kingdom

Email: julian.ward@brunelcare.org.uk

Region: UKK11 - Bristol, City of

Organisation type: Public authority - sub-central government