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Tender

VIVID - Out of Hours Telephone and Associated Services

VIVID Housing Ltd

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

Notice identifier: 2025/S 000-018507

Procurement identifier (OCID): ocds-h6vhtk-050b97 ([view related notices](#))

Published 1 May 2025, 3:27pm

Scope

Description

Provision of out of hours telephone and associated services

Total value (estimated)

- £500,000 excluding VAT
- £600,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 6 August 2025 to 5 August 2028
- Possible extension to 5 August 2030

- 5 years

Description of possible extension:

12 months + 12 months available

Main procurement category

Services

CPV classifications

- 79500000 - Office-support services

Contract locations

- UKJ - South East (England)
- UKK - South West (England)

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

30 May 2025, 12:00pm

Tender submission deadline

6 June 2025, 12:00pm

Submission address and any special instructions

<https://procontract.due-north.com/Procurer/Advert/View?advertId=c3f56419-9726-f011-8136-005056b64545&fromAdvertEvent=True>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

20 July 2025

Award criteria

Name	Type	Weighting
Quality	Quality	70%
Price	Price	30%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<http://www.housingprocurement.co.uk>

Contracting authority

VIVID Housing Ltd

- Mutuals Public Register: 7544
- Public Procurement Organisation Number: PNYP-8277-DWPP

Peninsular House, Wharf Road

Portsmouth

PO2 8HB

United Kingdom

Email: procurement.admin@vividhomes.co.uk

Region: UKJ31 - Portsmouth

Organisation type: Public authority - sub-central government