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Tender

24/7 Hazard Line

Mining Remediation Authority

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

Notice identifier: 2025/S 000-018703

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

Published 2 May 2025, 11:34am

Scope

Reference

CA18/2/2/58

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.

Total value (estimated)

- £1,500,000 excluding VAT
- £1,500,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 30 September 2025 to 30 September 2028
- Possible extension to 30 September 2030
- 5 years, 1 day

Description of possible extension:

2 years extension available at 3 year gateway

Main procurement category

Services

CPV classifications

- 71317000 - Hazard protection and control consultancy services
- 79512000 - Call centre

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

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

23 May 2025, 4:00pm

Tender submission deadline

2 June 2025, 4:00pm

Submission address and any special instructions

Mining Remediation Authority tenders are now being undertaken by the Authority's eTender portal InBye, details of how to register are detailed below.

Should you wish to participate in any electronic tender exercise you will need to register your company details, which will require the provision of some company information and agreement to terms and conditions to access the system. Use of the system is free of charge.

In order to register please log on to <https://inbye.coal.gov.uk/s2c/>

Should you have any difficulties with this procedure, please contact Adam Beckett - adam.beckett@miningremediation.gov.uk

The sending, completion and return of tenders will be undertaken electronically, the Authority will issue a letter to award the contract.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 June 2025

Award criteria

| Name | Description | Type | Weighting |
|-------------------------|--|---------|-----------|
| Price Per Quality Point | <p>Price per quality point (PQP) is an evaluation technique designed to make it easier to consistently and fairly compare bids of varying quality and price. It also makes it easier for bidders to judge how they may score overall. In this approach a PQP is calculated for each bid by:</p> <ul style="list-style-type: none"> • Determining the bid price; • Determining the quality score for each bid, expressed as a whole number rather than as a percentage (though the whole number may still be points out of 100); and • Dividing the bid price by the quality score to give an output price per quality point. The PQP is established by dividing each bidder's price by its quality score. This enables true comparison of what the department will pay between per quality point and bidders are not being compared against each other, but only assessed based on their own bid. | Quality | 100% |

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

[InBye Registration Information.pdf](#)

eTender Registration Information

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Contracting authority

Mining Remediation Authority

- Public Procurement Organisation Number: PRPD-5825-QDVF

200 Lichfield Lane

Nottinghamshire

NG18 4RG

United Kingdom

Email: procurement@miningremediation.gov.uk

Region: UKF15 - North Nottinghamshire

Organisation type: Public authority - central government