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Tender

Out of Hours Telephony Services

Wales and West Housing Association Ltd

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

Notice identifier: 2025/S 000-023532

Procurement identifier (OCID): ocds-h6vhtk-0519a6

Published 21 May 2025, 8:46am

Scope

Reference

itt_117270

Description

Wales & West Housing Group are seeking to appoint a single supplier for the provision of OOH Telephone service to deal with responsive repairs works (including emergency repairs) to its housing stock.

Total value (estimated)

- £80,000 excluding VAT
- £96,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 4 August 2025 to 3 August 2027
- Possible extension to 3 August 2029
- 4 years

Description of possible extension:

Option to extend for a further 2 x 12 month periods subject to satisfactory contract delivery.

Main procurement category

Services

CPV classifications

- 79510000 - Telephone-answering services

Contract locations

- UKL - Wales

Participation

Conditions of participation

As detailed in the tender pack

Particular suitability

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

Submission

Enquiry deadline

11 June 2025, 5:00pm

Tender submission deadline

20 June 2025, 12:00pm

Submission address and any special instructions

All responses must be submitted through the relevant response page on eTenderWales (<https://etenderwales.bravosolution.co.uk/web/login.shtml>). The project reference is itt_117270

Tenders may be submitted electronically

Yes

Award criteria

Name	Description	Type	Weighting
Price	As detailed in the tender pack	Price	50.00%
Quality	As detailed in the tender pack	Quality	50.00%

Procedure

Procedure type

Below threshold - open competition

Contracting authority

Wales and West Housing Association Ltd

- Public Procurement Organisation Number: PTLM-7319-QXJX

77 Parc Ty Glas

Cardiff

CF14 5DU

United Kingdom

Email: procurement@wwha.co.uk

Website: <http://www.wwha.co.uk>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales