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Planning

Preliminary Market Engagement for Out of Hours Service

The Swaythling Housing Society Ltd (Trading as Abri)

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

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Scope

Description

This is a Preliminary Market Engagement Exercise - this not a tendering opportunity or a call for competition.

Abri is seeking information from potential providers to help shape our approach to procuring a modern, efficient, and customer focused Out of Hours (OOH) service.

Our goal is to enhance our emergency repair services by gaining insights into market capabilities and innovations, understanding how providers manage similar contracts, and identifying potential improvements in customer experience, technology integration, and efficiency. This will inform the development of a robust and competitive tender specification. We welcome input from providers on service models, technology solutions, and value-added services to ensure high-quality, customer-focused support for our residents at all times.

Through this engagement, we aim to:

- Gain insights into current market capabilities and innovations.
- Understand how providers manage similar contracts and handle emergency call-outs.
- Identify potential improvements in customer experience, technology integration, and efficiency.
- Inform the development of a robust and competitive tender specification.

We welcome input from providers on service models, technology solutions, and value-added services that will help us deliver high-quality, customer-focused support to our residents at all times.

This engagement is NOT a call for competition and does NOT form part of a formal procurement process. Responses will inform the development of our strategy, specification and how we approach the market when we do procure.

Contract dates (estimated)

- 1 April 2026 to 1 April 2029
- Possible extension to 1 April 2036
- 10 years, 1 day

Main procurement category

Services

CPV classifications

- 79342300 - Customer services

- 79512000 - Call centre

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

21 June 2025

Engagement process description

Please see documentation and questionnaire on our tendering portal: <https://intendhost.co.uk/abri.aspx/Home>

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

22 July 2025

Contracting authority

The Swaythling Housing Society Ltd (Trading as Abri)

- Mutuels Public Register: 10237R

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Region: UKJ35 - South Hampshire

Organisation type: Public authority - sub-central government