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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](#)

Notice identifier: 2025/S 000-031259

Procurement identifier (OCID): ocds-h6vhtk-054603 ([view related notices](#))

Published 10 June 2025, 1:36pm

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

A correction needed to be made on submission return date for this PME due to system error . The updated deadline is now 12:00 NN on 20 June 2025.

### **Scope**

### **Reference**

P/ABRI 1033/2025

## **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

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## **Engagement**

### **Engagement deadline**

21 June 2025

### **Engagement process description**

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

Note that the deadline for submitting your response to this PME is 12:00 PM on 20 June 2025.

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## **Participation**

### **Particular suitability**

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

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## **Submission**

### **Publication date of tender notice (estimated)**

22 July 2025

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## **Contracting authority**

### **The Swaythling Housing Society Ltd (Trading as Abri)**

- Mutuels Public Register: 10237R

Collins House, Bishopstoke Road

Eastleigh

SO50 6AD

United Kingdom

Contact name: Laiza Mendiola

Telephone: 02380628010

Email: [procurement.team@abri.co.uk](mailto:procurement.team@abri.co.uk)

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

Region: UKJ35 - South Hampshire

Organisation type: Public authority - sub-central government