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Planning

Community Gateway Association Out of Hours Emergency Repairs Call Handling Service - Pre Market Engagement

Community Gateway Association Limited

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

Notice identifier: 2025/S 000-037609

Procurement identifier (OCID): ocds-h6vhtk-05598c

Published 6 July 2025, 12:05pm

Scope

Reference

CGAPR017

Description

Community Gateway's current contract for the Out of Hours Emergency Repairs Call Handling Service is provided by an external Service Provider and handles 9,964 calls per annum. The current contract expires in March 2026.

The procurement process for new Out of Hours Emergency Repairs Call Handling Service is expected to commence in October 2025 with the new contract commencing by March 2026.

Prior to launching the procurement process, CGA is undertaking a Pre Market Engagement exercise.

The purpose of the Pre Market Engagement exercise is to establish:

- Market capacity and appetite
- Solution options
- Technology options
- Specification content
- Delivery model options
- Indications on cost
- Procurement options
- Implementation timescales
- Social value opportunities
- Risks
- Barriers

Further details can be found in the Pre Market Engagement Brief. To request a copy of the Pre Market Engagement Brief, please contact our appointed Procurement Advisors, Clarity Procurement Solutions:

nathan@clarityprocurement.co.uk

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=963079889>

Total value (estimated)

- £250,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 27 March 2026 to 26 March 2031
- 5 years

Main procurement category

Services

CPV classifications

- 79510000 - Telephone-answering services

Contract locations

- UKD4 - Lancashire

Engagement

Engagement deadline

31 July 2025

Engagement process description

The Pre Market Engagement exercise will be conducted via a 1-hour Teams meeting with each Participant during August 2025.

Meeting spaces are limited and will be allocated on a first come first served basis to Interested Parties responding to this notice.

Interested Parties wishing to attend should register their interest by no later than 31st July 2025 to our appointed Procurement Advisors, Clarity Procurement Solutions:

nathan@clarityprocurement.co.uk

Interested Parties should also indicate the names and positions of those wishing to attend.

Subject to availability, meeting dates will be confirmed to Participants week commencing 4th August 2025.

Submission

Publication date of tender notice (estimated)

6 October 2025

Contracting authority

Community Gateway Association Limited

- Public Procurement Organisation Number: PBDZ-8761-JYXZ

Harbour House, Portway

Preston

PR2 2DW

United Kingdom

Contact name: Nathan Liptrot

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Email: nathan@clarityprocurement.co.uk

Region: UKD45 - Mid Lancashire

Organisation type: Public authority - sub-central government