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Tender

Out of Hours Call Handling Service

The Swaythling Housing Society Ltd (Trading as Abri)

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

Notice identifier: 2025/S 000-042966

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

Published 24 July 2025, 5:47pm

Scope

Reference

P/ABRI 1009/2025

Description

Abri is seeking a dedicated provider to support our out-of-hours service, ensuring residents receive timely, empathetic, and effective assistance when urgent housing management issues arise outside standard working hours. This includes critical concerns such as emergency repairs serious incidents and tenancy-related emergencies.

Our goal is to implement an innovative, dependable, and cost-efficient solution that enhances service delivery while maintaining our commitment to high-quality, customer-focused support. The selected provider should offer a robust and responsive system that ensures residents feel supported and always valued.

Total value (estimated)

- £2,200,000 excluding VAT
- £2,640,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 12 January 2026 to 12 January 2029
- Possible extension to 11 January 2036
- 10 years

Description of possible extension:

Optional to extend up to 84 months.

Main procurement category

Services

CPV classifications

- 32551400 - Telephone network
- 64214200 - Telephone switchboard services
- 79510000 - Telephone-answering services
- 79511000 - Telephone operator services
- 79512000 - Call centre

Contract locations

- UK - United Kingdom

Submission

Enquiry deadline

30 August 2025, 12:59am

Submission type

Tenders

Tender submission deadline

5 September 2025, 1:00pm

Submission address and any special instructions

All Tender submission must be made via Abri Tendering portal : <https://intendhost.co.uk/abri/aspx/Login>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

10 November 2025

Recurring procurement

Publication date of next tender notice (estimated): 8 January 2035

Award criteria

Name	Description	Type
Simple description	The Award Criteria can be found in full within the CFP tender pack but include the following areas titles Experience, Mobilisation ,Capacity , customer relationship management and management information systems, performance and customer care management, tailored service delivery, operative training and monitoring, CRM with audit trail and recording, caller recognition and scripting, working within IT environments, and driving innovation and efficiency and Added Value.	Price

Weighting description

The Award Criteria can be found in full within the CFP tender pack but include the following areas titles Experience, Mobilisation ,Capacity , customer relationship management and management information systems, performance and customer care management, tailored service delivery, operative training and monitoring, CRM with audit trail and recording, caller recognition and scripting, working within IT environments, and

driving innovation and efficiency and Added Value.

Other information

Payment terms

30 days upon receipt of the invoice

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Abri are undertaking a CFP for the provision of Out of Hours Handling Service. This CFP Tender has 4 stages. Stage 1 - Initial screening based on Quality and Price Assessment -Abri

Stage 2 - Interview/Presentation

Stage 3 - Final Bid (Opportunity to Review and Improve Pricing Schedule)

Stage 4 - Final decision

Documents

Associated tender documents

<https://in-tendhost.co.uk/abri/aspx/Login>

The document set is available digitally on Abri's tendering platform.

Contracting authority

The Swaythling Housing Society Ltd (Trading as Abri)

- Mutuals Public Register: 10237R

Collins House, Bishopstoke Road

Eastleigh

SO50 6AD

United Kingdom

Contact name: Laiza Mendiola

Telephone: 0300123 1567

Email: procurement.team@abri.co.uk

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

Region: UKJ35 - South Hampshire

Organisation type: Public authority - sub-central government