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Planning

Out of Hours Call-Handling Services

BELIEVE HOUSING LIMITED

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

Notice identifier: 2025/S 000-051670

Procurement identifier (OCID): ocds-h6vhtk-058ebe ([view related notices](#))

Published 27 August 2025, 3:44pm

Scope

Reference

believe-2024 315

Description

Out of Hours Call-Handling Services - to access the documentation please visit believe housing's e-tendering portal inTend at

<https://in-tendhost.co.uk/believehousing.aspx/Home>

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031

- 5 years

Main procurement category

Services

CPV classifications

- 79512000 - Call centre

Contract locations

- UKC14 - Durham CC

Engagement

Engagement deadline

5 September 2025

Engagement process description

Please complete Engagement Questionnaire. Please use the document provided.

Deadline is 12noon on 05th September 2025.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

10 October 2025

Contracting authority

BELIEVE HOUSING LIMITED

- Companies House: RS008076

Coast House, Spectrum 4, Spectrum Business Park

Seaham

SR7 7TT

United Kingdom

Email: procurement@believehousing.co.uk

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government