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Planning

Out of Hours and Warden Call Handling Services

mhs homes group

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

Notice identifier: 2025/S 000-053549

Procurement identifier (OCID): ocids-h6vhtk-059331 ([view related notices](#))

Published 3 September 2025, 1:54pm

Scope

Reference

TMHS177a

Description

The result contract will be for the provision of Out of Hours and Warden Call Handling Services. The aim is to ensure continuity of service outside regular working hours, maintaining the high standards expected by mhs homes. The successful provider will deliver a comprehensive Out of Hours and Warden Call Handling Service that acts as an extension of mhs homes' in-house operations.

Total value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Contract dates (estimated)

- 1 April 2026 to 31 March 2031
- Possible extension to 31 March 2033
- 7 years

Main procurement category

Services

CPV classifications

- 79510000 - Telephone-answering services
- 79512000 - Call centre

Contract locations

- UKJ41 - Medway

Engagement

Engagement deadline

19 September 2025

Engagement process description

MHS homes are looking to undertake pre-market engagement in the form of a questionnaire, to better understand the market for Out of Hours and Warden Call Handling and help us to form our specification and cost model.

Suppliers from the sector who provide Out of Hours Call Handling services are invited to complete our questionnaire found at the following link (click or copy and paste into browser):

https://forms.office.com/Pages/ResponsePage.aspx?id=r9m4uv7_tEWKr0cbjsv5AKvioEqdu0INgenFtOINyPVURUVFRDJOSEhQUE1aMEZQRlowTDM2OVA1Ty4u

Please submit all responses by 19th September 2025. Responses will be anonymized and note that the outcomes of any pre-market engagement will be shared at Invitation to tender stage.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

9 October 2025

Contracting authority

mhs homes group

- Public Procurement Organisation Number: PDGV-2149-XNWW

Broadside

Chatham

ME4 4LL

United Kingdom

Email: procurement@mhs.org.uk

Region: UKJ41 - Medway

Organisation type: Public authority - sub-central government