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Contract

24/7 Hazard Line & Emergency Call Out

Mining Remediation Authority

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-055216

Procurement identifier (OCID): ocds-h6vhtk-04f98d ([view related notices](#))

Published 10 September 2025, 9:11am

Scope

Reference

CA18/2/2/58

Description

Provision of 24/7 Hazard Line and Emergency Call-Out Service

The provision of a 24/7 Hazard Line and Emergency Call-Out Service, designed to support critical operations and ensure immediate response during emergency situations.

Objectives and Requirement

We aim to procure a Contractor with the expertise and resources to perform the following tasks:

1. Provide a manned call-out service across the British Coalfields.
2. Deploy competent personnel to respond to coal tip, surface, or mine-related hazards

within 4 hours in the specified regions. MRA employs competent staff for call outs; however, the Contractor will be required to provide personnel for coverage when necessary.

3. Manage the hazard line 24/7, ensuring immediate access to emergency response support.

This was a Open Tender Procedure - Procurement Act 2023.

Contract 1. NEC4 TSSC - 24/7 Hazard Line & Emergency Call Out

Supplier

- Mines Rescue Service Ltd

Contract value

- £688,725 excluding VAT
- £826,470 including VAT

Above the relevant threshold

Date signed

27 August 2025

Contract dates

- 1 October 2025 to 1 October 2028
- Possible extension to 1 October 2030
- 5 years, 1 day

Description of possible extension:

Contract period 3 + 2

Main procurement category

Services

CPV classifications

- 71317000 - Hazard protection and control consultancy services
- 79512000 - Call centre

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)

- UKK - South West (England)
- UKL - Wales
- UKM - Scotland

Key performance indicators

Name	Description	Reporting frequency
Regular Performance Reviews	Implement quarterly performance reporting and contract review meetings.	3 months
Contingency Staffing Plans	Require the contractor to maintain an on-call reserve of trained staff.	12 months
Competence & Training	Mandate proof of qualifications, training records, and continuous professional development.	12 months

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

Mines Rescue Service Ltd

- Companies House: 3147253
- Public Procurement Organisation Number: PZVP-1354-LXYM

Leeming Lane South

Mansfield Woodhouse

NG19 9AQ

United Kingdom

Email: lisa.negus@mrls.co.uk

Website: <https://www.mrls.co.uk/>

Region: UKF15 - North Nottinghamshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. NEC4 TSSC - 24/7 Hazard Line & Emergency Call Out

Contracting authority

Mining Remediation Authority

- Public Procurement Organisation Number: PRPD-5825-QDVY

200 Lichfield Lane

Nottinghamshire

NG18 4RG

United Kingdom

Email: procurement@coal.gov.uk

Region: UKF15 - North Nottinghamshire

Organisation type: Public authority - central government