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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 000-055978

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

Published 11 September 2025, 5:08pm

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

The pricing schedule has been updated, and the submission deadline has been extended to 19 September 2025 .

### **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

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## **Submission**

### **Enquiry deadline**

29 August 2025, 11:59pm

### **Submission type**

Tenders

### **Tender submission deadline**

19 September 2025, 12:00pm

## **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

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## **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

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## **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

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## **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: 03001231567

Email: [procurement.team@abri.co.uk](mailto:procurement.team@abri.co.uk)

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

Region: UKJ35 - South Hampshire

Organisation type: Public authority - sub-central government