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Award

Out of Office Hours Emergency Call Handling Service

ORBIT GROUP LIMITED

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-056930

Procurement identifier (OCID): ocds-h6vhtk-059b41

Published 16 September 2025, 12:46pm

Scope

Reference

OOH2025

Description

Providing Out of Hours Emergency cover for Orbit Homes Limited. Covering calls during evenings, weekends, and bank holidays that are classed as an Emergency.

The service will operate at the following times: Monday to Friday 1700 to 0830; Saturday and Sunday All Day; Bank Holidays All Day.

Contract 1. Out of Office Hours Emergency Call Handling Service

Supplier

- AFTER BUILD LIMITED

Contract value

- £130,000 excluding VAT
- £156,000 including VAT

Below the relevant threshold

Earliest date the contract will be signed

16 September 2025

Contract dates (estimated)

- 16 September 2025 to 31 August 2027
- 1 year, 11 months, 15 days

Main procurement category

Services

CPV classifications

- 79512000 - Call centre

Contract locations

- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Procedure

Procedure type

Below threshold - without competition

Supplier

AFTER BUILD LIMITED

- Companies House: 04829863
- Public Procurement Organisation Number: PVQD-3672-GYNR

Units 1 & 2 Woodfield Farm Offices

Burgess Hill

RH15 8RA

United Kingdom

Email: markh@afterbuild.com

Website: <https://www.afterbuild.com>

Region: UKJ28 - West Sussex (North East)

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Out of Office Hours Emergency Call Handling Service

Contracting authority

ORBIT GROUP LIMITED

- Companies House: IP28503R
- Public Procurement Organisation Number: PDDL-8571-LDGT

Garden Court, Harry Weston Road, Binley Business Park, Binley

Coventry

CV3 2SU

United Kingdom

Email: group.tenders@orbit.org.uk

Region: UKG33 - Coventry

Organisation type: Public authority - sub-central government