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Tender

Out of Hours and Warden Call Handling Services

mhs homes group

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-063560

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

Published 9 October 2025, 9:55am

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

Above the relevant threshold

Contract dates (estimated)

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

Description of possible extension:

1+1

Main procurement category

Services

CPV classifications

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

Contract locations

- UKJ41 - Medway

Submission

Enquiry deadline

23 October 2025, 12:00pm

Tender submission deadline

4 November 2025, 12:00pm

Submission address and any special instructions

Mhs homes have adopted the In-Tend e-tendering system for all its tender activities. This PSQ and all tendering processes will be conducted entirely through the In-tend eTendering portal:

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

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Tenderers will need to register on the Portal to submit their PSQ and subsequent tender response. However, if you are already registered, tenderers do not need to register again and may simply use their existing username and password to login to the Portal. Once logged in, go to "Tenders" > "Current" to view the tender in full

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

16 December 2025

Award criteria

Name	Description	Type	Weighting
Quality	60%	Quality	60%
Price	40%	Price	40%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

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