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Award

Provision of Out of Hours and Community Alarm Telephone Answering Service

ateb Housing Group Ltd

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-071960

Procurement identifier (OCID): ocids-h6vhtk-059964 ([view related notices](#))

Published 7 November 2025, 11:35am

Scope

Reference

ateb/25/007

Description

ateb owns and manages just over 3,000 homes in Pembrokeshire and Carmarthenshire. Our homes include a mix of houses and flats for single people and families as well as Supported and Independent Living accommodation. ateb are looking to contract out two key services for dealing with emergencies related to property and to the support of some of our most vulnerable Customers.

ateb would like to contract out our emergency 'out of hours' telephone service to a contractor with appropriate experience. We expect the contractor to be able to offer a service 365 days a year when our offices are closed, to take calls and then, if necessary, to contact our own plumbers and electricians as well as specialist contractors to carry out any required emergency repairs.

We are also looking to contract out the 24-hour community alarm service which is

currently offered to approximately 550 older and disabled tenants. This service operates 24 hours a day 365 days a year and enables customers to get help when they raise the alarm in an emergency. Some services are provided through ateb's Independent Living Team (extra care and sheltered homes) and some are provided to customers dispersed across the association's general needs properties.

We currently offer an out of hours service using our own staff operating a rota service to respond to calls, and existing heating and plumbing engineers, as well as external contractors to carry out emergency repairs. We currently use a contractor for our community alarm scheme for handling emergencies for our older and disabled customers.

The contractor will need to have the relevant software and systems to connect with and receive calls from the current Tunstall systems (and any other provider should the systems be changed during the contract) installed in the Independent Living properties and for the dispersed alarms provision.

We are ideally looking to contract out both services to one contractor.

Contract 1. Provision of Out of Hours and Community Alarm Telephone Answering Service

Supplier

- Galw Gofal - Conwy County Council

Contract value

- £286,484 excluding VAT
- £358,106 including VAT

Below the relevant threshold

Award decision date

7 November 2025

Earliest date the contract will be signed

24 November 2025

Contract dates (estimated)

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

Description of possible extension:

2 years (12 +12 months)

Main procurement category

Services

CPV classifications

- 79342300 - Customer services
- 64200000 - Telecommunications services
- 32500000 - Telecommunications equipment and supplies

Contract locations

- UKL14 - South West Wales
-

Information about tenders

- 4 tenders received
 - 4 tenders assessed in the final stage:
 - 4 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 3 suppliers unsuccessful (details included for contracts over £5 million)
-

Procedure

Procedure type

Below threshold - open competition

Supplier

Galw Gofal - Conwy County Council

- Public Procurement Organisation Number: PXLC-5822-PLLY

Bodlondeb

Conwy

LL32 8DU

United Kingdom

Email: nick.mccavish@conwy.gov.uk

Region: UKL13 - Conwy and Denbighshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of Out of Hours and Community Alarm Telephone Answering Service

Contracting authority

ateb Housing Group Ltd

- Public Procurement Organisation Number: PNQM-9716-DLGQ

Meyler House

Haverfordwest

SA61 1QP

United Kingdom

Email: procurement@atebgroup.co.uk

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

Region: UKL14 - South West Wales

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)

Devolved regulations that apply: Wales