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Tender

## **Out of Hours Call Handling Service – 00267-CX**

Stonewater Ltd

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

Notice identifier: 2025/S 000-072442

Procurement identifier (OCID): ocds-h6vhtk-05ddca

Published 10 November 2025, 2:05pm

### **Scope**

### **Reference**

00267-CX

### **Description**

Stonewater's Customer Service Centre (CSC) provides a customer focused and efficient service, receiving and processing a wide range of housing enquires including the following distinct service areas:

- Repairs and Maintenance (including estate services)
- Neighbourhood Management
- Tenancy Management
- Income Management
- Antisocial Behaviour

- Complaints
- Home Ownership

The CSC is to be supported by an Out of Hours Call Handling Service that shall respond to emergency situations that arise outside of the CSC's opening hours.

Stonewater are looking for a service provider that can supply their out of hours customer service outside its core hours and when needed outside of these times. Stonewater are looking for the service provider to provide the service with agents that have excellent customer service skills and well trained in housing repairs with significant importance to changes introduced by Awaabs and HHSRS

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Leicester:-Telephone-answering-services./NXM72JE5R8>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/NXM72JE5R8>

### **Total value (estimated)**

- £260,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 20 February 2026 to 23 February 2029
- Possible extension to 21 February 2031
- 5 years, 2 days

Description of possible extension:

2 x 12 months

## **Main procurement category**

Services

## **CPV classifications**

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

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

21 November 2025, 12:00pm

### **Tender submission deadline**

12 December 2025, 12:00pm

## Submission address and any special instructions

<https://www.delta-esourcing.com/delta>

## Tenders may be submitted electronically

Yes

## Languages that may be used for submission

English

## Award decision date (estimated)

15 January 2026

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## Award criteria

Name	Type	Weighting
Quality	Quality	60%
Price	Price	40%

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

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## Contracting authority

### Stonewater Ltd

- Public Procurement Organisation Number: PVMT-4274-HPBN

Suite C Lancaster House, Grange Business Park

Leicester

LE8 6EP

United Kingdom

Contact name: Donna Monro

Email: [donna.monro@stonewater.org](mailto:donna.monro@stonewater.org)

Region: UKF22 - Leicestershire CC and Rutland

Organisation type: Public authority - sub-central government