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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

Participation

Particular suitability

Small and medium-sized enterprises (SME)

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

Award criteria

Name	Type	Weighting
Quality	Quality	60%
Price	Price	40%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

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

Region: UKF22 - Leicestershire CC and Rutland

Organisation type: Public authority - sub-central government