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Tender

Out of Hours Call-Handling Services

BELIEVE HOUSING LIMITED

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

Notice identifier: 2025/S 000-073933

Procurement identifier (OCID): ocds-h6vhtk-058ebe ([view related notices](#))

Published 14 November 2025, 12:10pm

Scope

Reference

believe-2024 315

Description

Out of Hours Call-Handling Services - to access the documentation please visit believe housing's e-tendering portal inTend at

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

Total value (estimated)

- £250,000 excluding VAT
- £300,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

Up to 12 months on up to 2 occasions

Main procurement category

Services

CPV classifications

- 79512000 - Call centre

Contract locations

- UKC14 - Durham CC

Submission

Enquiry deadline

9 December 2025, 12:00pm

Tender submission deadline

16 December 2025, 12:00pm

Submission address and any special instructions

Submissions must be received via <https://in-tendhost.co.uk/believehousing.aspx/Home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

15 January 2026

Recurring procurement

Publication date of next tender notice (estimated): 2 June 2028

Award criteria

Name	Description	Type
Simple description	Please refer to tender documents for full details of award criteria	Price

Weighting description

Please refer to tender documents for full details of award criteria

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

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

Contracting authority

BELIEVE HOUSING LIMITED

- Companies House: RS008076

Coast House, Spectrum 4, Spectrum Business Park

Seaham

SR7 7TT

United Kingdom

Contact name: Naomi Noble

Email: procurement@believehousing.co.uk

Website: <https://in-tendhost.co.uk/believehousing.aspx/Home>

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government