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Tender

Out of Hours Contact Centre

Aspire Housing

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

Notice identifier: 2025/S 000-075357

Procurement identifier (OCID): ocds-h6vhtk-05e4ac ([view related notices](#))

Published 19 November 2025, 3:55pm

Scope

Reference

ID588

Description

Aspire Housing (referred to as "Aspire") is looking to appoint a provider of an Out of Hours Contact Centre provision for a contract commencing in April 2026 for a term of 3 years with the option to extend for a further 2 years, details of which are included in the enclosed documents.

Total value (estimated)

- £72,000 excluding VAT
- £90,000 including VAT

Below 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:

Option to extend for a further 2x 12 month periods

Main procurement category

Services

CPV classifications

- 79510000 - Telephone-answering services

Contract locations

- UKG - West Midlands (England)

Participation

This procurement is reserved for

- UK suppliers

- Small and medium-sized enterprises (SMEs) and voluntary, community and social enterprises (VCSEs)

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Tender submission deadline

12 December 2025, 12:00pm

Submission address and any special instructions

<https://in-tendhost.co.uk/aspirehousing/>

Tenders may be submitted electronically

Yes

Award criteria

60% Quality / 40% Price

Procedure

Procedure type

Below threshold - open competition

Contracting authority

Aspire Housing

- Public Procurement Organisation Number: PTCP-1774-DYCR

Kingsley, The Brampton

Newcastle Under Lyme

ST5 0QW

United Kingdom

Email: contracts@aspirehousing.co.uk

Region: UKG24 - Staffordshire CC

Organisation type: Public authority - sub-central government