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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

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)

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## **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)

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## **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

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## **Award criteria**

60% Quality / 40% Price

## Procedure

### Procedure type

Below threshold - open competition

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## 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](mailto:contracts@aspirehousing.co.uk)

Region: UKG24 - Staffordshire CC

Organisation type: Public authority - sub-central government