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Tender

## **Out of Hours Contact Centre Service**

THE GUINNESS PARTNERSHIP LIMITED

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

Notice identifier: 2025/S 000-082491

Procurement identifier (OCID): ocds-h6vhtk-05f4dc

Published 12 December 2025, 1:37pm

### **Scope**

### **Reference**

TGP492

### **Description**

The Guinness Partnership Limited (Guinness) and all of our subsidiaries have a requirement for a supplier to provide a contact centre service outside of the operating hours of our in house contact centre. The service is required to offer our residents 24/7/365 access to a telephone service in an emergency situation with immediate risk to health and safety. The out of hours service is required during the hours of 8pm to 8am Monday to Friday and from 8pm on Friday through to 8am on Monday and includes all public holidays. The supplier will also be required to provide cover during normal working hours in the event that Guinness are unable to take calls.

It is possible during the contract that the supplier will be expected to use other forms of communication for example email and web chat.

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

- £1,104,250 excluding VAT
- £1,325,100 including VAT

Above the relevant threshold

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

- 1 July 2026 to 30 June 2029
- Possible extension to 30 June 2032
- 6 years

Description of possible extension:

The contract may be extended by up to three years which may be taken in full or as single annual extensions.

Guinness give no guarantee that the contract will be extended.

### **Options**

The right to additional purchases while the contract is valid.

Other forms of communication may be introduced during the contract term, for example email and web chat.

The hours of operation could be extended should the hours of operation of the in house contact centre change.

### **Main procurement category**

Services

## **CPV classifications**

- 79510000 - Telephone-answering services

## **Contract locations**

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

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## **Participation**

### **Legal and financial capacity conditions of participation**

Suppliers are required to have a minimum turnover of £2,209,000 for each of the last two accounting periods.

Suppliers are required to have a Dun & Bradstreet Impact of Supplier Failure Score of 50 or above.

## **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Tender submission deadline**

19 January 2026, 12:00pm

### **Submission address and any special instructions**

<https://supplierlive.proactisp2p.com/Account/Login>

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

16 March 2026

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## Award criteria

Name	Type	Weighting
Quality	Quality	55%
Price	Price	40%
Operational scenario	Quality	5%

## Other information

### Description of risks to contract performance

1) Awaab's Law came into effect October 2025 with the law due to be extended in 2026 and 2027 to address further Housing Health and Safety Rating System hazards. The Contract requirements may require modifying to cover these new requirements and ensure that it remains compliant with the Law.

2) There is the ever-present possibility of mergers between Guinness and other housing organisations, which could substantially alter the current property numbers and volume of calls and potentially increase the number of contact centres that Guinness operate. Whilst there are not currently any such major projects known to the Procurement Team, this is extremely common within our sector (for e.g. Guinness has recently completed a merger with another HA, Shepherd's Bush HA), so this is not outside of the realms of possibility.

3) The number of properties owned by Guinness will fluctuate due to property disposal, acquisition, or the development build programme which in turn will have an impact on the expected volume of calls under this Contract and subsequently the Contract value.

4) The contract has provision to extend the contract for a further three years. The extensions may be exercised as single years or as one period of three years.

5) External factors could also impact upon the scope and associate cost of requirements, due to the introduction of new legislation or regulation. For example changes in law relating to National Insurance and Minimum National Wage may impact the Supplier's ability to deliver the Contract at the tendered sum and in line with CPI provisions in the Contract. It is not possible to predict any increases in labour costs and the impact on the Contract value. The Contract may need modification to account for any increase to the Contract value above CPI provisions in the Contract.

6) The hours of operation of the out of hours contact centre service could change if any

changes are made to the operating hours of the in house contact centre.

### **Applicable trade agreements**

- Government Procurement Agreement (GPA)

### **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Open procedure

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## **Contracting authority**

### **THE GUINNESS PARTNERSHIP LIMITED**

- Companies House: IP031693
- Public Procurement Organisation Number: PBNQ-4523-TMYT

7th Floor, 350 Euston Road

London

NW1 3AX

United Kingdom

Email: [procurement@guinness.org.uk](mailto:procurement@guinness.org.uk)

Region: UKI31 - Camden and City of London

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)