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Award

Out of Hours Call Handling Service

The Swaythling Housing Society Ltd (Trading as Abri)

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-083126

Procurement identifier (OCID): ocds-h6vhtk-054603 ([view related notices](#))

Published 16 December 2025, 9:22am

Scope

Reference

P/ABRI 1009/2025

Description

Abri sought a dedicated provider to deliver an out-of-hours call handling service, ensuring residents receive timely, empathetic, and effective assistance when urgent housing management issues arise outside standard working hours. This includes critical concerns such as emergency repairs, serious incidents, and tenancy-related emergencies. Our goal was to implement an innovative, dependable, and cost-efficient solution that enhances service delivery while maintaining our commitment to high-quality, customer-focused support. The selected provider should offer a robust and responsive system that ensures residents feel supported and always valued.

Contract 1. Out of Hours Call Handling Service

Supplier

- [Morgan Sindall Property Services Limited](#)

Contract value

- £2,200,000 excluding VAT
- £2,640,000 including VAT

Above the relevant threshold

Award decision date

10 December 2025

Date assessment summaries were sent to tenderers

12 December 2025

Standstill period

- End: 29 December 2025
- 8 working days

Earliest date the contract will be signed

12 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 1 April 2036
- 10 years, 1 day

Description of possible extension:

Optional to extend up to 84 months

Main procurement category

Services

CPV classifications

- 79512000 - Call centre
- 79511000 - Telephone operator services
- 79510000 - Telephone-answering services
- 64214200 - Telephone switchboard services
- 32551400 - Telephone network

Information about tenders

- 11 tenders received

- 8 tenders assessed in the final stage:
 - 6 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 7 suppliers unsuccessful (details included for contracts over £5 million)
-

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

Supplier

Morgan Sindall Property Services Limited

- Companies House: 04415196

Kent House

London

W1W 8AJ

United Kingdom

Telephone: 07816250357

Email: mspropservices.bidteam@morgansindall.com

Website: <https://morgansindallpropertyservices.com>

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Out of Hours Call Handling Service

Contracting authority

The Swaythling Housing Society Ltd (Trading as Abri)

- Mutuals Public Register: 10237R

Collins House, Bishopstoke Road

Eastleigh

SO50 6AD

United Kingdom

Contact name: Laiza Mendiola

Telephone: 03001231567

Email: procurement.team@abri.co.uk

Website: <http://www.abri.co.uk>

Region: UKJ35 - South Hampshire

Organisation type: Public authority - sub-central government