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Tender

QQ25/019 Provision of an Out of Hours Repairs Call Centre

Tamworth Borough Council

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

Notice identifier: 2025/S 000-083670

Procurement identifier (OCID): ocids-h6vhtk-05f775

Published 17 December 2025, 10:36am

Scope

Description

Tamworth Borough Council requires a qualified and experienced contractor to provide an Out-of-Hours (OHH) housing repairs call handling service, capable of safely triaging emergency and hazard-related repairs, including cases falling under Awaab's Law. The OOH service is a critical safety function, providing essential support to residents outside of standard working hours.

Total value (estimated)

- £30,000 excluding VAT
- £36,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 May 2026 to 30 April 2028
- Possible extension to 30 April 2029
- 3 years

Description of possible extension:

1 Year

Main procurement category

Services

CPV classifications

- 64000000 - Postal and telecommunications services

Contract locations

- UKG2 - Shropshire and Staffordshire

Submission

Enquiry deadline

28 January 2026, 12:00pm

Tender submission deadline

28 January 2026, 12:00pm

Submission address and any special instructions

Quotations MUST be made in either pdf format or in a format which is compatible with Office 365 and documents submitted electronically via the in-tend portal at <https://in-tendhost.co.uk/tamworthbc> by 12 noon on Wednesday 28 January 2026.

Tenders may be submitted electronically

Yes

Award criteria

The Award Criteria will be Price 40% Quality 55% Social Value 5%. There are 5 Quality Questions to answer.

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

[TBC OOH Service Invitation to Quote V6 12-12-25.docx](#)

[Social Value Priorities & Pledges 2025.docx](#)

Contracting authority

Tamworth Borough Council

- Public Procurement Organisation Number: PTDD-5754-QXLV

Marmion House, Lichfield Street

Tamworth

B79 7BZ

United Kingdom

Email: procurement@tamworth.gov.uk

Region: UKG24 - Staffordshire CC

Organisation type: Public authority - sub-central government