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Tender

## **ITT For the Provision of an Out of Hours Call Handling Service for the RBH Repairs Service**

ROCHDALE BOROUGHWIDE HOUSING LIMITED

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

Notice identifier: 2025/S 000-084163

Procurement identifier (OCID): ocids-h6vhtk-05f898

Published 18 December 2025, 9:46am

### **Scope**

### **Reference**

DN799696

### **Description**

Rochdale Boroughwide Housing (RBH) is responsible for providing an emergency out of hours repair service to its customers, which is accessible, efficient, and effective.

Service to be Provided:

Call handling of repairs reported between the hours of 17.00 & 08.00 (Mon-Fri) & 24 hours (Sat - Sun) every week throughout the year including Bank Holidays & RBH closure days (Christmas Period approximately the 24th Dec 3pm to 8am on the first working day in the New Year PLUS 10 additional days to be agreed per year).

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

- £495,878.40 including VAT

Above the relevant threshold

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

- 1 April 2026 to 31 March 2027
- Possible extension to 31 March 2028
- 2 years

Description of possible extension:

1 x 12 month extension available

### **Main procurement category**

Services

### **CPV classifications**

- 79512000 - Call centre

### **Contract locations**

- UKD - North West (England)

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## **Participation**

## **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

13 January 2026, 5:00pm

### **Tender submission deadline**

16 January 2026, 5:00pm

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

Please register your interest on The Chest portal.

Please go to [www.the-chest.org.uk](http://www.the-chest.org.uk) to access the tender documentation.

Please can all correspondence relating to the ITT be communicated via The Chest portal's messaging service.

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

Yes

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

English

**Award decision date (estimated)**

9 February 2026

**Recurring procurement**

Publication date of next tender notice (estimated): 1 October 2028

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**Award criteria**

Name	Type	Weighting
Quality	Quality	50%
Price	Price	45%
Social Value	Quality	5%

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**Other information****Conflicts assessment prepared/revised**

Yes

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**Procedure****Procedure type**

Open procedure

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## Contracting authority

### **ROCHDALE BOROUGHWISE HOUSING LIMITED**

- Companies House: IP031452
- Charity Commission (England and Wales): 31452 R
- Public Procurement Organisation Number: PHLB-2332-YGZR

Unique Enterprise Centre

Rochdale

OL16 2UP

United Kingdom

Contact name: RBH Procurement

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

Region: UKD37 - Greater Manchester North East

Organisation type: Public authority - sub-central government