Request for Quote (RfQ)

Cwrt Tolven / Tolven Court
Heol Dowlais / Dowlais Road
Caerdydd / Cardiff
CF24 5LQ

t. 029 2046 8490
e. info@ccha.org.uk
w. www.ccha.org.uk

Contract Title: Out of Hours Call Handling
Contract Reference: CCHA-(2026-2027)-013
Date: 16/11/2026
Submission due date: 07/12/2026
Contract Manager: Bethan Clarke

Request for Quote from:
Cardiff Community Housing Association Limited
Tolven Court Dowlais Road
Cardiff
CF24 5LQ
Reg no: 21667R

Quote for [BIDDER TO COMPLETE]:
[NAME]
[Company name]
[Company address]
[Company phone & email address]
[Date submitted]
[reg. no xxx]

Dear Bidders,

I'm writing on behalf of Cardiff Community Housing Association Limited (CCHA) (the "Buyer") to request a formal quote on providing Out of Hours (OOH) Call Handling Services.

CCHA is a registered social landlord, working within Cardiff. We have over 3000 tenanted homes and we are committed to providing a first class out of hours call handling service, to align with our out of hours repairs service.

1. **Term**:

The contract will cover the provision of handling incoming calls during hours outside of CCHA's normal service commencing on 31.03.2027 for the length of 24 months. There will be an option to extend the contract for a further 24 months (12 months + 12 months) should both parties wish to do so. The maximum possible term for the contract is 48 months.

2. **Termination for Poor Performance**

CCHA will reserve the right to terminate the Agreement, in whole or in part, prior to its expiry date where the Supplier fails to perform its obligations under the Agreement to the required standard and KPIs indicated in section 3, Requirements. Where such failure is capable of remedy, CCHA shall provide written notice detailing the performance concerns and allow the Supplier a reasonable period, not exceeding 30 days, to rectify the issues. If the Supplier fails to remedy the issues within the specified period, or where the performance failure is sufficiently serious to adversely affect CCHA's business, customers, reputation, or service delivery, CCHA may terminate the Agreement immediately by written notice without liability for any further payments other than those properly due for services satisfactorily delivered up to the date of termination.

3. **Requirements**

CCHA's hours of service are currently 09:00 – 17:00 Monday – Thursday, and 09:00 – 15:00 on Friday. On the last Friday of each calendar month, the service closes at 13:00 to allow for team meetings and training. The successful bidder will handle OOH emergency repair calls, on behalf of CCHA, outside of these service hours.
In addition, the successful bidder will also deliver the service on Bank Holidays, including those listed below, and CCHA's Christmas shutdown period which usually constitutes an additional three days:

- Good Friday
- Easter Monday
- Early May Bank Holiday
- Spring Bank Holiday
- Summer Bank Holiday
- Christmas Day
- Boxing Day
- New Year's Day

There will also be ad hoc days where CCHA may require an earlier handover. These will be agreed in advance with the successful bidder, and as much notice as possible will be provided. If the bidder requires a certain period of notice, this should be clearly stated

within the bid. It is to be accepted that the cost per call on ad hoc days and times will remain as per the cost stated within the bid.
The bidder will also be expected to cover a small number of CCHA 'Away Days' (usually no more than 5 per year) where cover may be needed for the full day. Again, as much notice as possible will be provided for these.

CCHA will always have an 'On Call Duty Officer' to act as an escalation point, if needed.

The successful bidder will be expected to do the following:

- Handle inbound OOH calls, answering on behalf of CCHA for all calls received through the relevant telephone line (an average of 2100 inbound calls per year should be expected)
- Make outbound OOH calls as necessary in order to fulfil the service and ensure repairs are arranged
- Handle all OOH repair calls in line with the guidance provided by CCHA
- Record all repair requests and customer contacts
- Record calls and retain call recordings for future reference (up to 12 months) and training purposes (availability of calls not guaranteed in cases of technological failure). A data sharing agreement will have to be signed between the successful bidder and CCHA. The successful bidder will be required to enter into CCHA's Data Sharing Agreement and act as a Data Processor on behalf of CCHA
- Provide relevant training to your staff in a timely manner
- Manage / process / share data / information appropriately and in line with legal requirements i.e. General Data Protection Regulation, Freedom of Information Act
- Retain relevant support and maintenance agreements for all equipment and systems associated with call handling
- Assist with and respond to requests for further information from CCHA to facilitate investigations where complaints or enquiries have been received from customers in a timely manner
- Attend quarterly service monitoring meetings
- Attend brief monthly progress meetings
- Manage any service complaints in line with your corporate policies and report back to CCHA within 7 days

Any amendments to the agreement are to be agreed formally between the successful bidder and CCHA and a variation letter to be signed by all parties once changes are agreed.

You will report monthly on call volume and performance metrics to allow for swift payment.

You will be expected to meet the following KPI's:

- Average customer waiting time to be less than 3 minutes after entering the queue

- Average abandon rate to be less than 20% (we do however understand that some callers may abandon very quickly and calls abandoned within 30 seconds of entering the queue may be reported separately as short abandons)

4. **Commercial Response (bidder to populate)**:

Please quote for each year of the service. The price submitted should be the rate required to provide the specific service, as set out in the scope (section 3), and excluding VAT. It is to be accepted that the unit price per inbound call will include all administrative works associated with that call in order to fulfil the service, including associated outbound calls.

Note that the budget range for this contract is:
Year 1: £12,000 - £14,000 excl. VAT.
Year 2: £13,000 - £15,000 excl. VAT.
Year 3: £14,000 - £16,000 excl. VAT.
Year 4: £15,000 - £17,000 excl. VAT.
Cumulative budget range for the maximum 4 year contract: £54,000 - £62,000 excl. VAT

Year 1:

Item ID	Description	Quantity	Unit Price (excl. VAT)	Total cost (excl. VAT)
Inbound call	Inbound call including all associated activities			
			Total cost (excl. VAT)	

Year 2:

Item ID	Description	Quantity	Unit Price (excl. VAT)	Total cost (excl. VAT)
Inbound call	Inbound call including all associated activities			
			Total cost (excl. VAT)	

Year 3:

Item ID	Description	Quantity	Unit Price (excl. VAT)	Total cost (excl. VAT)
Inbound call	Inbound call including all associated activities			

	Total cost (excl. VAT)	

Year 4:

Item ID	Description	Quantity	Unit Price (excl. VAT)	Total cost (excl. VAT)
Inbound call	Inbound call including all associated activities			
			Total cost (excl. VAT)	

5. **RfQ Timetable**

The key dates for this Procurement are currently anticipated to be as follows:

Stage:	Date:	Initiated by:	Submit to:
RfQ issued	16/11/2026	The Buyer	All Bidders
Deadline for clarification questions	23/11/2026 at 17:00	Bidder	The Buyer
The Buyer publishes answers to the final clarification questions	25/11/2026	The Buyer	All Bidders
Bid deadline	07/12/2026 at 14:00	Bidder	The Buyer
Bid evaluation	w/c 07/12/2026	The Buyer	N/A
Bid moderation	w/c 14/12/2026	The Buyer	N/A
Contract award	18/12/2026	The Buyer	The successful bidder(s), now 'supplier'.

Please send any clarification questions through the Sell2Wales portal by 23rd November at 17:00.

Please submit your response on Sell2Wales by 7th December at 14:00.

6. **Award Criteria**

CCHA assesses a proposal based on a combination of Quality/Technical, Social Value and Commercial elements. The Buyer shall award the Contract to the Tenderer which submits the highest scoring response.

Any responses that score 40 or below will automatically be excluded from proceeding to the commercial stage, and therefore the bidder will be eliminated from the procurement process.

The table below shows the evaluation ratio:

1. Quality			
#	**Criteria**	**Weighting**	**Comments**
1.1	Outline your approach to delivering an out of hours service, paying particular reference to your expertise of; Engaging with diverse tenants in a multitude of ways (include the expertise and skills of staff who will be undertaking the work).	20%	**Word Limit: 750**
1.2	How you will manage any challenges during times of peak demand, to still ensure our customers get an effective service?	15%	**Word Limit: 750**
2. Technology and data			
#	**Criteria**	**Weighting**	**Comments**
2.1	What systems will you use to record details of calls and how will you provide these to CCHA? How will you report monthly call statistics?	15%	**Word Limit: 750**
3. Social Value			
#	**Criteria**	**Weighting**	**Comments**
3.1	Please outline the added value to CCHA that you can offer as part of this contract, that demonstrates any community benefits that will positively impact our tenants. For this question we would expect to see community	10%	**Word Limit: 750**

	benefits activities examples and expected outcomes.		
4. Welsh Language Requirements			
#	**Criteria**	**Weighting**	**Comments**
4.1	Please describe how your organisation will support CCHA's Welsh language commitments when delivering the Out of Hours Call Handling Service. Your response should include: • Availability of Welsh-speaking call handlers. • Processes for identifying and responding to Welsh language callers. • Arrangements for handling calls where a Welsh-speaking operative is not immediately available. • Staff training and awareness relating to the Welsh language. • Any previous experience of providing bilingual customer services. Please provide evidence and examples where available.	10%	**Word Limit: 750**
5. Price*			
#	**Criteria**	**Weighting**	**Comments**
5.1		30%	Please complete table in section 3.

7. **Quality/Technical and Social Value Scoring**

Responses will be scored in the following manner:

Capability	Evidence	Remark	Scores
Bidder is likely to be able to meet the needs of the project.	Evidence is consistent, comprehensive, compelling, directly relevant to the project in all respects and highly credible (by being substantiated by independent sources where possible.)	**Absolute Confidence**	**100**

	Evidence is sufficient, convincing, and credible.	**Confidence**	**80**
Small risk that Bidder will not be able to meet the needs of the project.	Evidence has minor gaps, or to a small extent is unconvincing, lacks credibility or irrelevant to the project.	**Minor Concerns**	**60**
Moderate risk that the Bidder will not be able to meet the needs of the project.	Evidence has moderate gaps, is unconvincing.	**Moderate Concerns**	**40**
Significant risk that the Bidder will not be able to meet the needs of the project.	Evidence has major gaps, is unconvincing, lacks credibility, or irrelevant to the project.	**Major Concerns**	**20**
Bidder will not be able to meet the needs of the project.	No evidence or misleading evidence.	**Not acceptable**	**0**

8. **Commercial**

For the pricing element, the total marks available for price shall be 30%. The marks for commercial shall be calculated based on the lowest price per call gaining the full % available with the remaining quotes being allocated marks using the following formula (rounded to 2 decimal points):

Score = $\frac{\text{Lowest Tender Price}}{\text{Tender Price}}$ **x** % available

9. **Terms and Conditions**

The contract will be under CCHA's contractual Terms and Conditions

CCHA would like to thank your organisation for showing an interest in this requirement and we look forward to receiving your proposal via *Sell2Wales* by 7th December at 14:00.

Kind regards,

James Harding
Senior Procurement Officer