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Award

EAST0779 - Provision of Warden Alarm Response Services

Eastlight Community Homes

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

Notice identifier: 2026/S 000-009080

Procurement identifier (OCID): ocds-h6vhtk-050664 ([view related notices](#))

Published 2 February 2026, 3:33pm

Scope

Reference

EAST0779

Description

Eastlight is seeking to appoint a suitably qualified and experienced service provider to deliver a comprehensive 24-hour Support Alarm Call Handling Service. The successful partner will be responsible for delivering a responsive, reliable, and customer-focused call monitoring and escalation service to support Eastlight residents who use our alarm, telecare, or emergency call devices.

The contract will run for an initial period of three (3) years, commencing on or around 1 July 2025. Eastlight reserves the right to extend the contract by up to two (2) additional periods of twelve (12) months each, subject to mutual agreement and satisfactory performance.

Contract 1. EAST0779 - Provision of Warden Alarm Response Services

Supplier

- Careium UK Limited

Contract value

- £82,854 excluding VAT
- £99,424 including VAT

Above the relevant threshold

Award decision date

30 January 2026

Date assessment summaries were sent to tenderers

30 January 2026

Standstill period

- End: 11 February 2026
- 8 working days

Earliest date the contract will be signed

15 February 2026

Contract dates (estimated)

- 2 March 2026 to 28 February 2029
- Possible extension to 28 February 2031
- 4 years, 11 months, 30 days

Description of possible extension:

The contract will run for an initial period of three (3) years, commencing on or around 1 July 2025. Eastlight reserves the right to extend the contract by up to two (2) additional periods of twelve (12) months each, subject to mutual agreement and satisfactory performance.

Main procurement category

Services

CPV classifications

- 79512000 - Call centre

Information about tenders

- 100 tenders received
- 1 tender assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)

- 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 0 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

Careium UK Limited

- Public Procurement Organisation Number: PLPB-9615-NDDR

Aspinall House, Walker Office Park

Blackburn, Lancashire

BB1 2QE

United Kingdom

Email: uk.sales@careium.com

Region: UKD41 - Blackburn with Darwen

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. EAST0779 - Provision of Warden Alarm Response Services

Contracting authority

Eastlight Community Homes

- Public Procurement Organisation Number: PDRZ-7469-PLCL

Eastlight House, Charter Way

Braintree

CM77 8FG

United Kingdom

Email: procurement@eastlighthomes.co.uk

Region: UKH34 - Essex Haven Gateway

Organisation type: Public authority - sub-central government