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Contract

Provision of Call Handling Services

Amplus Living

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-010649

Procurement identifier (OCID): ocds-h6vhtk-064957

Published 5 February 2026, 4:05pm

Scope

Description

Provision of Call Handling Services - Telecare and Monitoring Services including data loads, SBR system access, CSL dialler services, and pre-arranged automated and manual reassurance calls.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=1007134282>

Contract 1

Supplier

- Appello Careline Ltd

Contract value

- £30,948.16 excluding VAT
- £37,181 including VAT

Below the relevant threshold

Date signed

24 June 2025

Contract dates

- 1 July 2025 to 12 January 2026
- 6 months, 12 days

Main procurement category

Services

CPV classifications

- 79512000 - Call centre

Contract locations

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

Procedure

Procedure type

Below threshold - without competition

Supplier

Appello Careline Ltd

Oregon House, 19 Queensway

New Milton, Hampshire

BH25 5NN

United Kingdom

Contact name: Emma Jones

Telephone: 01425 546411

Email: emma.jones@appello.co.uk

Region: UKJ36 - Central Hampshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Amplus Living

- Public Procurement Organisation Number: PJDD-6383-MNNX

K2, Timbold Drive

Kents Hill

MK7 6BZ

United Kingdom

Contact name: Procurement Team

Telephone: 0800 111 4013

Email: Procurement@amplus.co.uk

Region: UKJ12 - Milton Keynes

Organisation type: Public authority - sub-central government