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Tender

Out of Hours Telephone Service

Great Yarmouth Borough Council

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

Notice identifier: 2025/S 000-018464

Procurement identifier (OCID): ocds-h6vhtk-050b78 ([view related notices](#))

Published 1 May 2025, 2:37pm

Scope

Reference

2598-RFQ-O

Description

On behalf of Great Yarmouth Borough Council, East Suffolk Council are looking to procure an Out of Hours Telephone Service Operator to receive and handle calls from local residents.

Total value (estimated)

- £50,000 excluding VAT
- £60,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 9 July 2025 to 8 July 2028
- 3 years

Main procurement category

Services

CPV classifications

- 64214200 - Telephone switchboard services
- 64220000 - Telecommunication services except telephone and data transmission services
- 79511000 - Telephone operator services

Participation

This procurement is reserved for

- Suppliers from Norfolk
- Small and medium-sized enterprises (SMEs) and voluntary, community and social enterprises (VCSEs)

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

27 May 2025, 5:00pm

Tender submission deadline

3 June 2025, 5:00pm

Submission address and any special instructions

<https://www.in-tendhost.co.uk/eastsuffolk.aspx/Home>

Tenders may be submitted electronically

Yes

Award criteria

An out of hours telephone service operator for Great Yarmouth Borough Council's local residents

Procedure

Procedure type

Below threshold - open competition

Contracting authority

Great Yarmouth Borough Council

- Public Procurement Organisation Number: PXDC-1245-VQNN

Town Hall

Great Yarmouth

NR30 2QF

United Kingdom

Email: procurement@eastsuffolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

East Suffolk Council

Summary of their role in this procurement: Managing Procurement on behalf of Great Yarmouth Borough Council

- Public Procurement Organisation Number: PLPP-1174-BHLX

Riverside, 4 Canning Road

Lowestoft

NR33 0EQ

United Kingdom

Contact name: Danielle Jubb

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Website: <https://www.eastsuffolk.gov.uk/>

Region: UKH14 - Suffolk

Contact organisation

Contact [East Suffolk Council](#) for any enquiries.