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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

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## **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)

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## **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

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## **Procedure**

### **Procedure type**

Below threshold - open competition

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## **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](mailto:procurement@eastsuffolk.gov.uk)

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government

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## **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

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

Region: UKH14 - Suffolk

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## Contact organisation

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