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Award

## Out of Hours Telephone Service

Great Yarmouth Borough Council

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

Notice identifier: 2025/S 000-035663

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

Published 27 June 2025, 10:51am

## 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.

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## Contract 1. Out of Hours Telephone Service

## Supplier

- [Careium Ltd](#)

## Contract value

- £42,000 excluding VAT
- £50,000 including VAT

Below the relevant threshold

## Award decision date

23 June 2025

## Earliest date the contract will be signed

5 July 2025

## Contract dates (estimated)

- 9 July 2025 to 9 July 2026
- Possible extension to 9 July 2028
- 3 years, 1 day

Description of possible extension:

1+1+1

## Main procurement category

## Services

### CPV classifications

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

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### Information about tenders

- 7 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)

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### Procedure

#### Procedure type

Below threshold - open competition

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## Supplier

### Careium Ltd

Aspinall House, Walker Office Park

Lancashire

BB1 2QE

United Kingdom

Telephone: 03003336511

Email: [sales@careium.com](mailto:sales@careium.com)

Website:

<https://www.careium.co.uk/contact/?srsltid=AfmBOookrvxcoukXJL8Uym11XGKFQzjQskOauZVD9aE8FC6s5q2kN1-7>

Region: UKD41 - Blackburn with Darwen

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Out of Hours Telephone Service

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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

Contact name: Danielle Jubb

Email: [danielle.jubb@eastsuffolk.gov.uk](mailto:danielle.jubb@eastsuffolk.gov.uk)

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

Region: UKH14 - Suffolk

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## Contact organisation

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