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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.

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

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)

Procedure

Procedure type

Below threshold - open competition

Supplier

Careium Ltd

Aspinall House, Walker Office Park

Lancashire

BB1 2QE

United Kingdom

Telephone: 03003336511

Email: 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

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

Email: danielle.jubb@eastsuffolk.gov.uk

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

Region: UKH14 - Suffolk

Contact organisation

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