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Award

VIVID Out of Hours Telephone Handling & Associated Services

VIVID Housing Ltd

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

Notice identifier: 2025/S 000-044854

Procurement identifier (OCID): ocds-h6vhtk-050b97 ([view related notices](#))

Published 31 July 2025, 3:38pm

Scope

Description

Provision of Out of Hours Telephone Handling and Associated Services

Contract 1

Supplier

- Careium UK Limited

Contract value

- £373,604 excluding VAT
- £448,324 including VAT

Above the relevant threshold

Award decision date

14 July 2025

Date assessment summaries were sent to tenderers

31 July 2025

Standstill period

- End: 12 August 2025
- 8 working days

Earliest date the contract will be signed

22 August 2025

Contract dates (estimated)

- 1 September 2025 to 31 August 2028
- Possible extension to 31 August 2030
- 5 years

Description of possible extension:

2 x 12 month extensions available

Main procurement category

Services

CPV classifications

- 79500000 - Office-support services

Contract locations

- UKJ - South East (England)

Information about tenders

- 10 tenders received
 - 9 tenders assessed in the final stage:
 - 9 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 8 suppliers unsuccessful (details included for contracts over £5 million)
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Procedure

Procedure type

Open procedure

Supplier

Careium UK Limited

- Public Procurement Organisation Number: PLPB-9615-NDDR

Aspinall House, Walker Office Park

Blackburn

BB1 2QE

United Kingdom

Email: uk.sales@careium.com

Region: UKD41 - Blackburn with Darwen

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

VIVID Housing Ltd

- Mutuals Public Register: 7544
- Public Procurement Organisation Number: PNYP-8277-DWPP

Peninsular House, Wharf Road

Portsmouth

PO2 8HB

United Kingdom

Email: procurement.admin@vividhomes.co.uk

Region: UKJ31 - Portsmouth

Organisation type: Public authority - sub-central government