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Contract

## Out of Hours Telephony Services

Wales and West Housing Association Ltd

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-050928

Procurement identifier (OCID): ocds-h6vhtk-0519a6 ([view related notices](#))

Published 22 August 2025, 2:45pm

## Scope

## Reference

itt\_117270

## Description

Wales & West Housing Group have entered into a contract with a single supplier for the provision of OOH Telephone service to deal with responsive repairs works (including emergency repairs) to its housing stock.

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## **Contract 1. Out of Hours Telephony Services**

### **Supplier**

- Doro Care t/a Carieum UK Ltd

### **Contract value**

- £81,600 excluding VAT
- £97,920 including VAT

Below the relevant threshold

### **Date signed**

19 August 2025

### **Contract dates**

- 22 August 2025 to 31 July 2027
- Possible extension to 31 July 2029
- 3 years, 11 months, 10 days

Description of possible extension:

Option to extend for a further 2 x 12 month extensions subject to need and satisfactory performance.

### **Main procurement category**

Services

### **CPV classifications**

- 79510000 - Telephone-answering services

### **Contract locations**

- UKL - Wales

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## **Procedure**

### **Procedure type**

Below threshold - open competition

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## **Supplier**

### **Doro Care t/a Carieum UK Ltd**

- Companies House: 04133585

Aspinall House, Walker Park

Blackburn

BB1 2QE

United Kingdom

Email: [uk.info@careium.com](mailto:uk.info@careium.com)

Region: UKD41 - Blackburn with Darwen

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Out of Hours Telephony Services

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## Contracting authority

### **Wales and West Housing Association Ltd**

- Public Procurement Organisation Number: PTLM-7319-QXJX

77 Parc Ty Glas

Cardiff

CF14 5DU

United Kingdom

Email: [procurement@wwha.co.uk](mailto:procurement@wwha.co.uk)

Website: <http://www.wwha.co.uk>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales

