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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): ocids-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.

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

Procedure

Procedure type

Below threshold - open competition

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

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

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

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

