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Contract

Out of Hours Telephone Service

Great Yarmouth Borough Council

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

Notice identifier: 2025/S 000-057271

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

Published 17 September 2025, 12:00pm

Scope

Reference

2598-RFQ-O

Description

The provision of a telephone answering service which deals with emergency issues, out of normal working hours

Contract 1. Out of Hours Telephone Service

Supplier

- Careium Ltd

Contract value

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

Below the relevant threshold

Date signed

9 July 2025

Contract dates

- 9 July 2025 to 8 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

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

Procedure

Procedure type

Below threshold - open competition

Supplier

Careium Ltd

- Companies House: 04133585

Aspinall House, Walker Office Park

Lancashire

BB1 2QE

United Kingdom

Email: sales@careium.com

Region: UKD41 - Blackburn with Darwen

Small or medium-sized enterprise (SME): Yes

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: Procuring on behalf of GYBC

- Public Procurement Organisation Number: PLPP-1174-BHLX

East Suffolk House, Station Road, Melton

Woodbridge

IP12 1RT

United Kingdom

Email: procurement@eastsuffolk.gov.uk

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

Region: UKH14 - Suffolk

Contact organisation

Contact Great Yarmouth Borough Council for any enquiries.