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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): ocds-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

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## 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

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## Procedure

### Procedure type

Below threshold - open competition

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## Supplier

### Careium Ltd

- Companies House: 04133585

Aspinall House, Walker Office Park

Lancashire

BB1 2QE

United Kingdom

Email: [sales@careium.com](mailto: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

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## Contracting authority

### Great Yarmouth Borough Council

- Public Procurement Organisation Number: PXDC-1245-VQNNQ

Town Hall

Great Yarmouth

NR30 2QF

United Kingdom

Email: [procurement@eastsuffolk.gov.uk](mailto:procurement@eastsuffolk.gov.uk)

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government

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## 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](mailto:procurement@eastsuffolk.gov.uk)

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

Region: UKH14 - Suffolk

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## **Contact organisation**

Contact Great Yarmouth Borough Council for any enquiries.