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Contract

Customer Satisfaction Research Tender for Karbon Homes

Karbon Homes

F03: Contract award notice

Notice identifier: 2021/S 000-005273

Procurement identifier (OCID): ocds-h6vhtk-029c0a

Published 16 March 2021, 11:17am

Section I: Contracting authority

I.1) Name and addresses

Karbon Homes

Number Five, Gosforth Park Avenue

Newcastle

NE12 8EG

Email

naomi.noble@karbonhomes.co.uk

Telephone

+44 7881825164

Country

United Kingdom

NUTS code

UKC22 - Tyneside

Internet address(es)

Main address

<http://www.karbonhomes.co.uk/>

Buyer's address

<http://www.karbonhomes.co.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Satisfaction Research Tender for Karbon Homes

Reference number

CA7783 -

II.1.2) Main CPV code

- 79311000 - Survey services

II.1.3) Type of contract

Services

II.1.4) Short description

Customer Satisfaction Research Tender for Karbon Homes

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £260,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

Customer Satisfaction Research Tender for Karbon Homes

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60.00%

Cost criterion - Name: Cost / Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

60 month(s) from the commencement date, with 24 initial month(s) and option to extend 3x12 month(s)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 199-483828](#)

Section V. Award of contract

Contract No

CA7783

Title

Customer Satisfaction Research Tender for Karbon Homes

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 March 2021

V.2.2) Information about tenders

Number of tenders received: 8

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Acuity Research & Practice Ltd

PO Box 395 Umberleigh,

Devon

EX32 2HL

Email

alison.white@arap.co.uk

Telephone

+44 1273287114

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

Internet address

www.arap.co.uk

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £260,000

Section VI. Complementary information

VI.3) Additional information

Estimated contract value represents the upper limit of the total contract value, taking into account all potential extensions, the potential scale of the contract and such changes to the scope/scale which may result from future operational requirements.

There is an operational requirement to have one provider of these services across all Karbon sites, therefore this service has not been broken into Lots

VI.4) Procedures for review

VI.4.1) Review body

Karbon Homes Limited

Number 5, Gorforth Park Avenue, Gorforth Business Park

Newcastle upon Tyne

NE12 8EG

Email

procurement@karbonhomes.co.uk

Country

United Kingdom

Internet address

www.karbonhomes.co.uk