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Contract

Out of Hours Customer Contact Service

Karbon Homes

F03: Contract award notice

Notice identifier: 2024/S 000-016303

Procurement identifier (OCID): ocds-h6vhtk-03dc4a

Published 23 May 2024, 11:57am

Section I: Contracting authority

I.1) Name and addresses

Karbon Homes

Number Five, Gosforth Park Avenue

Newcastle

NE12 8EG

Email

Chris.Smith@Karbonhomes.co.uk

Telephone

+44 7736904894

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

Out of Hours Customer Contact Service

Reference number

CA12546 -

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Karbon Homes requires an Out of Hours (OOH) call-handling service to respond to customers requiring assistance with emergency repairs, rent payments and anti-social behaviour (ASB).

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: £297,000

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

Karbon Homes requires an Out of Hours (OOH) call-handling service to respond to customers requiring assistance with emergency repairs, rent payments and anti-social behaviour (ASB).

II.2.5) Award criteria

Quality criterion - Name: Contract Implementation / Weighting: 10.00%

Quality criterion - Name: Service Delivery / Weighting: 20.00%

Quality criterion - Name: Telephony Systems & Reporting / Weighting: 20.00%

Quality criterion - Name: Social Value / Weighting: 10.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: No

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: [2023/S 000-018037](#)

Section V. Award of contract

Contract No

CA12546

Title

Out of Hours Customer Contact Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 May 2024

V.2.2) Information about tenders

Number of tenders received: 7

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

V.2.3) Name and address of the contractor

AQUARIUS CONTACT CENTRES LIMITED

Unit 1, Halbeath Interchange Business Park, Kingseat Road

Dunfermline

KY11 8RY

Email

Antonia@aquariusuk.co.uk

Telephone

+44 7393633138

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.aquariusuk.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: £297,000

Section VI. Complementary information

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

VI.4.2) Body responsible for mediation procedures

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