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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](mailto: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

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## **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

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## **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](#)

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## **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](mailto:Antonia@aquariusuk.co.uk)

Telephone

+44 7393633138

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

[www.aquariusuk.co.uk](http://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

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## **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](mailto:procurement@karbonhomes.co.uk)

Country

United Kingdom

Internet address

[www.karbonhomes.co.uk](http://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](mailto:procurement@karbonhomes.co.uk)

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