This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/016303-2024">https://www.find-tender.service.gov.uk/Notice/016303-2024</a>

#### 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: <u>2023/S 000-018037</u>

### 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