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Tender

## **Out of Hours Customer Contact Service**

Karbon Homes

F02: Contract notice

Notice identifier: 2021/S 000-016863

Procurement identifier (OCID): ocds-h6vhtk-02c951

Published 18 July 2021, 10:58pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Karbon Homes

Number Five, Gosforth Park Avenue

Newcastle

NE12 8EG

#### **Email**

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

#### **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.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://suppliers.multiquote.com>

Additional information can be obtained from another address:

Karbon Homes

Number Five, Gosforth Park Avenue

Newcastle

NE12 8EG

#### **Email**

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

#### **Country**

United Kingdom

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#### **Internet address(es)**

Main address

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

Buyer's address

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

Tenders or requests to participate must be submitted electronically via

<https://suppliers.multiquote.com>

Tenders or requests to participate must be submitted to the above-mentioned address

#### **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

CA9057 - 210504T

#### **II.1.2) Main CPV code**

- 79512000 - Call centre

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Out of Hours Customer Contact Service

#### **II.1.5) Estimated total value**

Value excluding VAT: £260,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **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**

Out of Hours Customer Contact Service

**II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6) Estimated value**

Value excluding VAT: £260,000

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

No

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: Yes

Description of options

60 month(s) from the commencement date, with 36 initial month(s) and option to extend 1x24 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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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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.2.2) Time limit for receipt of tenders or requests to participate**

Date

16 August 2021

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

16 August 2021

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

Estimated contract value represents the upper limit of the total contract value, taking into account all potential extensions.

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

Country

United Kingdom

Internet address



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

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Contact Karbon Homes in the first instance