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Tender

Out of Hours Customer Contact Service

Karbon Homes

F02: Contract notice

Notice identifier: 2023/S 000-018037

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

Published 23 June 2023, 8:45pm

The closing date and time has been changed to:

24 July 2023, 12:00pm

See the [change notice](#).

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.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

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/>

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

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.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

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

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

Duration in months

48

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: 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 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

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

Originally published as:

Date

24 July 2023

Local time

12:00pm

Changed to:

Date

24 July 2023

Local time

12:00pm

See the [change notice](#).

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

English

IV.2.7) Conditions for opening of tenders

Date

24 July 2023

Local time

12:00pm

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.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