

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/021485-2023>

Not applicable

Out of Hours Customer Contact Service

Karbon Homes

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-021485

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

Published 25 July 2023, 2:07pm

Section I: Contracting authority/entity

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/>

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).

Section VI. Complementary information

VI.6) Original notice reference

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

Section VII. Changes

VII.1) Information to be changed or added

VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Place of text to be modified

Time limit for receipt of tenders or requests to participate

Instead of

Date

24 July 2023

Local time

12:00pm

Read

Date

25 July 2023

Local time

12:00pm

Section number

IV.2.7

Place of text to be modified

Conditions for opening of tenders

Instead of

Date

24 July 2023

Local time

12:00pm

Read

Date

25 July 2023

Local time

12:00pm

VII.2) Other additional information

Extension