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Contract

Out of Hours Customer Contact Service

Karbon Homes

F03: Contract award notice

Notice identifier: 2021/S 000-028595

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

Published 16 November 2021, 1:39pm

Section I: Contracting authority

I.1) Name and addresses

Karbon Homes

Number Five, Gosforth Park Avenue

Newcastle

NE12 8EG

Email

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.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

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.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £272,270

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

Quality criterion - Name: Quality / Weighting: 60.00%

Cost criterion - Name: Cost / Weighting: 40.00%

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

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: [2021/S 000-016863](#)

Section V. Award of contract

Contract No

CA9057

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

16 November 2021

V.2.2) Information about tenders

Number of tenders received: 10

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

go-centric Limited

St Paul's House, 23 Park Square,

Leeds

LS1 2ND

Email

stuart.morgan@go-centric.co.uk

Telephone

+44 7711111424

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://go-centric.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: £272,270

Section VI. Complementary information

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

Country

United Kingdom

Internet address

www.karbonhomes.co.uk

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Contact Karbon Homes in the first instance