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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](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.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.1.6) 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

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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.2.1) Previous publication concerning this procedure**

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

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## **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](mailto: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

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## **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](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