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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: <u>2021/S 000-016863</u>

## 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

LS12ND

**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