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Tender

MyKarbon Customer Portal App for Karbon Homes

Karbon Homes

F02: Contract notice

Notice identifier: 2024/S 000-033864

Procurement identifier (OCID): ocds-h6vhtk-049967

Published 18 October 2024, 8:12pm

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

MyKarbon Customer Portal App for Karbon Homes

Reference number

CA14802 -

II.1.2) Main CPV code

- 48510000 - Communication software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

One of Karbon's 3 strategic aims is to deliver an excellent customer experience, and part of the focus here is to provide great digital choice to our customers. It's essential that we make it easier, reliable and secure for our customers & that we enable more self-serve opportunities. Our customer portal (MyKarbon) is our primary self-serve route, and we're committed to continue to enhance our digital services offering

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48333000 - Contact management software package

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

One of Karbon's 3 strategic aims is to deliver an excellent customer experience, and part of the focus here is to provide great digital choice to our customers. It's essential that we make it easier, reliable and secure for our customers & that we enable more self-serve opportunities. Our customer portal (MyKarbon) is our primary self-serve route, and we're committed to continue to enhance our digital services offering

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

72

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: Yes

Description of options

72 month(s) from the commencement date, with 48 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 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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-028859](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

4 November 2024

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

4 November 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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

VI.4.4) Service from which information about the review procedure may be obtained

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