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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](mailto: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](mailto:Chris.Smith@Karbonhomes.co.uk)

**Telephone**

+44 7736904894

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**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

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## **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

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## **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

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## **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](mailto:procurement@karbonhomes.co.uk)

Country

United Kingdom

Internet address

[www.karbonhomes.co.uk](http://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](mailto:procurement@karbonhomes.co.uk)

Country

United Kingdom

Internet address

[www.karbonhomes.co.uk](http://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](mailto:procurement@karbonhomes.co.uk)

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