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Contract

Managed Security Operations Centre and Security Event and Information Management System (SIEM) for Karbon Homes

Karbon Homes

F03: Contract award notice

Notice identifier: 2024/S 000-016328

Procurement identifier (OCID): ocds-h6vhtk-03ea89

Published 23 May 2024, 1:09pm

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.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

Managed Security Operations Centre and Security Event and Information Management System (SIEM) for Karbon Homes

Reference number

CA12698 -

II.1.2) Main CPV code

- 92700000 - Cybercafé services

II.1.3) Type of contract

Services

II.1.4) Short description

The purpose of this tender is to invite prospective vendors to submit a proposal to supply a Managed Security Operations Centre and Security Event and Information Management System (SOC & SIEM) to Karbon Homes. The tender provides vendors with the relevant organizational, operational, service and performance, system, security, and architectural requirements of the 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: £312,541

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

The purpose of this tender is to invite prospective vendors to submit a proposal to supply a Managed Security Operations Centre and Security Event and Information Management System (SOC & SIEM) to Karbon Homes. The tender provides vendors with the relevant organizational, operational, service and performance, system, security, and architectural requirements of the service.

II.2.5) Award criteria

Quality criterion - Name: Implementation and Configuration / Weighting: 15.00%

Quality criterion - Name: Ongoing Operations / Weighting: 15.00%

Quality criterion - Name: Auditing and Reporting / Weighting: 5.00%

Quality criterion - Name: Offboarding / Weighting: 3.00%

Quality criterion - Name: Case Studies / Weighting: 3.00%

Quality criterion - Name: Contract Management / Weighting: 3.00%

Quality criterion - Name: Social Value / Weighting: 10.00%

Quality criterion - Name: Service Reporting / Weighting: 6.00%

Price - 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: [2023/S 000-021670](#)

Section V. Award of contract

Contract No

CA12698

Title

Managed Security Operations Centre and Security Event and Information Management System (SIEM) for Karbon Homes

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 May 2024

V.2.2) Information about tenders

Number of tenders received: 22

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

V.2.3) Name and address of the contractor

TruStack Ltd

Cirrus House, 1 Berrymoor Court

Newcastle upon Tyne

NE23 7RZ

Email

sales@trustack.co.uk

Telephone

+44 1912500408

Fax

+44 1912501255

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.trustack.co.uk

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £312,541

Section VI. Complementary information

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