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Planning

IT Service Management Software for Karbon Homes

Karbon Homes

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-037253

Procurement identifier (OCID): ocds-h6vhtk-0558a5

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Scope

Reference

CA16143

Description

Karbon Homes require an ITSM tool to support the management and delivery of IT services to meet the current and future needs of the organisation.

Total value (estimated)

- £180,000 excluding VAT
- £180,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 October 2025 to 30 September 2028
- Possible extension to 30 September 2031
- 6 years

Main procurement category

Goods

CPV classifications

- 48780000 - System, storage and content management software package
- 48517000 - IT software package
- 48333000 - Contact management software package
- 48781000 - System management software package

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

29 July 2025

Engagement process description

Engagement

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

1 August 2025

Contracting authority

Karbon Homes

- Public Procurement Organisation Number: PCDL-6326-LXPW

Number Five, Gosforth Park Avenue

Newcastle

NE12 8EG

United Kingdom

Contact name: Pippa Ford

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Region: UKC22 - Tyneside

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)