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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): ocids-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

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## **Engagement**

### **Engagement deadline**

29 July 2025

## **Engagement process description**

Engagement

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## **Participation**

### **Particular suitability**

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

### **Publication date of tender notice (estimated)**

1 August 2025

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## **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)