

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/039437-2025>

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 000-039437

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

Published 11 July 2025, 6:47pm

### **Changes to notice**

This notice has been edited. The [previous version](#) is still available.

Engagement instructions added.

### **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
- £216,000 including VAT

Above 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**

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

## **Contract locations**

- UK - United Kingdom

---

## **Engagement**

### **Engagement deadline**

29 July 2025

### **Engagement process description**

To express an interest in this opportunity please download and complete the Karbon PME form by following the link below and searching using the project reference, CA16143.

<https://suppliers.multiquote.com/Page/Login.aspx>

Forms should be submitted by the deadline via the Multiquote messaging function.

---

## **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

Telephone: 07736956441

Email: [Pippa.ford@karbonhomes.co.uk](mailto:Pippa.ford@karbonhomes.co.uk)

Region: UKC22 - Tyneside

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