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Contract

MyKarbon Customer Portal App for Karbon Homes

Karbon Homes

F03: Contract award notice

Notice identifier: 2025/S 000-039439

Procurement identifier (OCID): ocids-h6vhtk-049967

Published 11 July 2025, 7:00pm

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

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.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,116,782

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

Quality criterion - Name: Quality / Weighting: 60.00%

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

Cost criterion - Name: Commercial / Weighting: 30.00%

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

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 000-033864](#)

Section V. Award of contract

Contract No

CA14802

Title

MyKarbon Customer Portal App for Karbon Homes

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 July 2025

V.2.2) Information about tenders

Number of tenders received: 8

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

V.2.3) Name and address of the contractor

PLENTIFIC LTD

Third Floor Yarnwicke, 119-121 Cannon Street

LONDON

EC4N 5AT

Email

simon.wilkes@plentific.com

Telephone

+44 2030034856

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.plentific.com

The contractor is an SME

No

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

Total value of the contract/lot: £2,116,782

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