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Tender

Customer Research Surveys

Karbon Homes

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-078720

Procurement identifier (OCID): ocds-h6vhtk-05ec7b

Published 2 December 2025, 9:05am

Scope

Reference

202506-GS128

Description

Karbon Group are looking for an experienced research agency to deliver the customer survey element of Karbon's Customer Experience Framework (CEF). Karbon Group consists of Karbon Association including Byker Community Trust (BCT) and subsidiaries 54North Homes (54NH) and Leazes Homes. Karbon Group also provides services to other landlords (i.e. almshouses) as well as to Keelman Homes via our cost sharing vehicle, both of which is part of this tender.

Several customer survey types and methodologies make up our Customer Experience Framework:

- Perception surveys (Tenant Satisfaction Measures and Pulse)
- Transactional surveys (service specific following a transaction)

- Occasional ad hoc research surveys

We seek an experienced research agency with extensive research expertise to carry out our customer surveys and provide the business with actionable data and insight to enable the Karbon Group to provide excellent services to our customers.

Total value (estimated)

- £330,000 excluding VAT
- £396,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 9 March 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years, 23 days

Description of possible extension:

2 x 12 months extension periods.

Main procurement category

Services

CPV classifications

- 79342311 - Customer satisfaction survey

Contract locations

- UKC - North East (England)
- UKE - Yorkshire and the Humber

Submission

Enquiry deadline

19 December 2025, 12:00pm

Tender submission deadline

2 January 2026, 12:00pm

Submission address and any special instructions

<https://app.panacea-software.com/KarbonHomes/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

19 January 2026

Award criteria

Name	Description	Type	Weighting
Quality Questions	8 questions varying from 7% - 6% of weighting which will contribute to award criteria, can be found in tender pack.	Quality	50%
Commercial	Cost of submission bid.	Cost	40%
Social Value	10% of award based on method statement quality statement and meeting a pass/fail threshold of 1% of contract value being pledged.	Quality	10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://app.panacea-software.com/KarbonHomes/Login>

All relevant documents in tender pack.

Technical specifications to be met

<https://app.panacea-software.com/KarbonHomes/Login>

Contracting authority

Karbon Homes

- Charity Commission (England and Wales): RS007529
- Public Procurement Organisation Number: PCDL-6326-LXPW

Number 5

Newcastle

NE12 8EG

United Kingdom

Email: Procurement@Karbonhomes.co.uk

Website: <https://www.karbonhomes.co.uk/>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government