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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 ([view related notices](#))

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
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## **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

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## Award criteria

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
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%

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

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## **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>

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## **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](mailto:Procurement@Karbonhomes.co.uk)

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

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government