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Contract

## IT Service Management Software for Karbon Homes

Karbon Homes

F03: Contract award notice

Notice identifier: 2025/S 000-082172

Procurement identifier (OCID): ocds-h6vhtk-05f43a

Published 11 December 2025, 4:07pm

### Section I: Contracting authority

#### I.1) Name and addresses

Karbon Homes

Number 5

Newcasle

NE128EG

#### Contact

Pippa Ford

#### Email

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

#### Telephone

+44 7736956441

#### Country

United Kingdom

**Region code**

UKC22 - Tyneside

**Companies House**

RS 007529

**Internet address(es)**

Main address

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

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

IT Service Management Software for Karbon Homes

Reference number

202510-GS149

#### **II.1.2) Main CPV code**

- 48517000 - IT software package

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

ITSM software tool and consultancy services for implementation to support the management and delivery of IT services at Karbon Homes.

#### **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: £46,844.01

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)

- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

#### **II.2.4) Description of the procurement**

Platform or infrastructure services for running software, networking, or processing and storing data. ? Provision of Jira Service Management Licenses ? Atlassian Guard Licenses ? Jira Software Licenses ? Confluence Licenses ? Consultancy to assist with the implementation of Jira Service Management

#### **II.2.5) Award criteria**

Price

#### **II.2.11) Information about options**

Options: No

#### **II.2.14) Additional information**

Direct award through G-Cloud 14 defined 6-step buying process

utilising the online catalogue hosted on the Contract Award Service (CAS).

Award criteria:

technical merit and functional fit

after-sales service management: help desk, account management function, and assurance of supply of a range of services

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Direct award under G-Cloud 14 Lot 3 (RM1557.14)

#### IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

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## Section V. Award of contract

### Contract No

202510-GS149

### Title

IT Service Management Software for Karbon Homes

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

6 November 2025

#### V.2.2) Information about tenders

Number of tenders received: 1

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

**V.2.3) Name and address of the contractor**

EFICODE UK LIMITED

Ground Floor, East Wing Burlington House, Grange Drive,

Southampton

SO30 2AF

Country

United Kingdom

NUTS code

- UKJ3 - Hampshire and Isle of Wight

Companies House

05643578

The contractor is an SME

No

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

Total value of the contract/lot: £46,844.01

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**Section VI. Complementary information**

**VI.4) Procedures for review**

**VI.4.1) Review body**

Cabinet Office

London

Country

United Kingdom

