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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

Newcastle

NE128EG

Contact

Pippa Ford

Email

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

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

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Cabinet Office

London

Country

United Kingdom

