

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000695-2025>

Tender

360 Platform

Eastlight Community Homes

F02: Contract notice

Notice identifier: 2025/S 000-000695

Procurement identifier (OCID): ocds-h6vhtk-04ceaa

Published 9 January 2025, 3:16pm

Section I: Contracting authority

I.1) Name and addresses

Eastlight Community Homes

Eastlight House, Charter Way

Braintree

CM77 8FG

Contact

Mr Olamide Ojuri

Email

olamide.ojuri@eastlighthomes.co.uk

Telephone

+44 3301280330

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.greenfieldsch.org.uk>

Buyer's address

<http://www.greenfieldsch.org.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com>

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

360 Platform

Reference number

DN758367

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support
 - AA01 - Metal

II.1.3) Type of contract

Services

II.1.4) Short description

Eastlight proposes the implementation of a centralised platform that will serve as an essential layer within our existing technology stack. This platform aims to empower Eastlight staff to enhance the quality of service provided to our customers by addressing specific operational challenges and improving customer experience.

The platform must bring together services managed across multiple systems and departments into a central application. The proposed solution must enable Eastlight staff to view, and action all customer facing processes within a platform and seamlessly integrate with our current applications. Integration is key to the success of this tender, and the supplier must provide the integration layer that connects to legacy systems, and pieces together our technology stack to provide excellent services to our customers.

A fundamental objective of this tender and project is to reduce and eliminate silo working within Eastlight, using technology as an enabler to bring together all the processes managed across multiple applications.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Eastlight proposes the implementation of a centralised platform that will serve as an essential layer within our existing technology stack. This platform aims to empower Eastlight staff to enhance the quality of service provided to our customers by addressing specific operational challenges and improving customer experience.

The platform must bring together services managed across multiple systems and departments into a central application. The proposed solution must enable Eastlight staff to view, and action all customer facing processes within a platform and seamlessly integrate with our current applications. Integration is key to the success of this tender, and the supplier must provide the integration layer that connects to legacy systems, and pieces together our technology stack to provide excellent services to our customers.

A fundamental objective of this tender and project is to reduce and eliminate silo working within Eastlight, using technology as an enabler to bring together all the processes managed across multiple applications.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

3 year contract with annual renewals

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

11 January 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Eastlight Homes

Essex

Country

United Kingdom