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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](mailto: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

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## **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

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## **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

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## **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