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Tender

Customer Journey Mapping Project

The Swaythling Housing Society Ltd (Trading as Abri)

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-004412

Procurement identifier (OCID): ocds-h6vhtk-0608e3

Published 19 January 2026, 2:52pm

Scope

Description

In 2026 Abri commences its new corporate strategy. Key components of this strategy are the provision of Ideal Homes, Services and the creation of an Ideal Organisation, capable of delivering the homes and services our current and future customers need.

A key aspect of improving our services (making them better match our ideals) is to understand our current customer journeys, understand what good looks like, and understand the gap between the two. With clear realistic and actionable plans to close those gaps to inform future practice.

Total value (estimated)

- £180,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 1 April 2027
- 1 year, 1 day

Main procurement category

Services

CPV classifications

- 72220000 - Systems and technical consultancy services
- 72221000 - Business analysis consultancy services
- 72224000 - Project management consultancy services
- 79411100 - Business development consultancy services

Submission

Enquiry deadline

2 February 2026, 12:00pm

Submission type

Tenders

Tender submission deadline

13 February 2026, 12:00pm

Submission address and any special instructions

Submission must be submitted via the tendering portal : <https://intendhost.co.uk/abri/aspx/Home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

20 March 2026

Award criteria

Name	Description	Type
Simple description	the award criteria has been assigned and detailed within the CFP documents. there are 9 identified pass / fail requirements with an additional 6 scored and weighted requirements. The CFP has been split into 70% Quality and 30% Commercial.	Price

Weighting description

the award criteria has been assigned and detailed within the CFP documents. there are 9 identified pass / fail requirements with an additional 6 scored and weighted requirements.

The CFP has been split into 70% Quality and 30% Commercial.

Other information

Payment terms

30 days from receipt of a valid Invoice including relevant PO details.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This requirement will undertake a bidding round with subsequent evaluation in line with information within the tender pack.

Abri reserve the right to include a BAFO stage as part of the evaluation process if deemed required with all information and timeline impacts held within the tender pack.

Documents

Associated tender documents

<https://in-tendhost.co.uk/abri/aspx/Home>

Contracting authority

The Swaythling Housing Society Ltd (Trading as Abri)

- Mutuals Public Register: 10237R

Collins House, Bishopstoke Road

Eastleigh

SO50 6AD

United Kingdom

Email: procurement.team@abri.co.uk

Region: UKJ35 - South Hampshire

Organisation type: Public undertaking (commercial organisation subject to public authority

oversight)