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Contract

Transformational Change & Business Applications Consultancy Framework Agreement

Tai Tarian Ltd

F03: Contract award notice

Notice identifier: 2025/S 000-004753

Procurement identifier (OCID): ocids-h6vhtk-04894e

Published 12 February 2025, 2:11pm

Section I: Contracting authority

I.1) Name and addresses

Tai Tarian Ltd

Ty Gwyn, Brunel Way, Baglan Energy Park

Neath

SA11 2FP

Email

procurement@taitarian.co.uk

Telephone

+44 1639505890

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.taitarian.co.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA1087

I.4) Type of the contracting authority

Other type

Registered Social Landlord

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Transformational Change & Business Applications Consultancy Framework Agreement

Reference number

00988

II.1.2) Main CPV code

- 72220000 - Systems and technical consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Tai Tarian is seeking to appoint consultants (Providers) to a Framework Agreement for Transformational Change & Business Applications Consultancy to support Tai Tarian in the delivery of its transformation programme.

The Framework Agreement will be split into the following two Lots:

- Lot 1 – Transformational Change Consultancy
- Lot 2 – Business Applications Consultancy

Lots will be awarded on an individual basis and a Tenderer can bid for either one or both Lots.

It is anticipated that a maximum of 3 Providers will be appointed to each Lot.

The overall estimated value of the Framework Agreement for both Lots for all call-off Contracts is not expected to exceed 1,000,000 GBP (excluding VAT).

The Framework Agreement shall operate for a period of 4 years. However, Tai Tarian reserves the right to award call-off Contracts that exceed the expiry of the Framework by no greater than 2 years.

The scope of this Framework comprises of Transformational Change & Business

Applications Consultancy services that supports Tai Tarian deliver its transformation programme. Over the life of the Framework Agreement, Tai Tarian reserves the right to award call-off Contracts to the appointed Providers for consultancy services for any of the 5 themes for transformation as set out in 'Diagram 2: 5 Themes of Transformation' in the ITT.

In addition to this, the appointed Providers may be required to carry out consultancy services that are within the scope of the transformation programme but are not currently provided for in 'Diagram 2: 5 Themes of Transformation' as set out in the ITT.

Our Executive Management Team have set aspirations for the programme across horizons, with each horizon building on the successful deliverables from the previous, enabling us to achieve our overall vision.

To achieve this vision, our transformation programme will focus on five key themes, as set out in the diagrams included in the ITT. All themes are connected, with dependencies across multiple areas. At the centre of our programme is the customer experience and wrapping around the entire programme is our business applications theme.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,000,000

II.2) Description

II.2.1) Title

Transformational Change Consultant

Lot No

1

II.2.2) Additional CPV code(s)

- 72224000 - Project management consultancy services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services

- 72221000 - Business analysis consultancy services

II.2.3) Place of performance

NUTS codes

- UKL17 - Bridgend and Neath Port Talbot

II.2.4) Description of the procurement

Our Executive Team have set a stretching and far-reaching five-year vision for transformational change that will touch all aspects of our business; our working methods and environment, service delivery, data collection and management, processes, systems (business applications) and partnership arrangements.

A cross-directorate group of senior managers have led on discussions with stakeholders and developed a 'critical path' roadmap of activities and projects which will realise the vision set; this group will play an ongoing critical role in programme delivery.

We have an internal Programme Management Office taking responsibility for overseeing and governing projects, standardising delivery approaches and practices and ensuring that there is clarity on the status of the programme.

A Head of Transformation has recently been appointed with responsibility for delivering the organisation's transformation vision, optimising the performance of the transformation programme, embedding transformation outputs and ensuring the continuous alignment of transformation activities with the organisation's strategic direction.

We are seeking a transformation partner to support us through the complex challenges we are likely to face as we progress through our transformation journey. We're looking to work alongside someone who will help guide us in seizing opportunities as they arise and assist in driving our transformation programme through to completion.

It is anticipated that we will award a call-off Contract for up to 18 months in total (initial 6 months with an option to extend up to a further 12 months (in 6-month periods)). However, Tai Tarian reserves the right to carry out a 'mini-competition' with all Providers under this Lot at the time of any extension period. We are particularly interested in how you will use your experience and unique skills gained from the field to embed best practice in achieving long-term transformational change.

Further information on the services to be provided and what Tai Tarian expects consultants to bring to the role can be found in the ITT.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

II.2) Description

II.2.1) Title

Business Applications Consultant

Lot No

2

II.2.2) Additional CPV code(s)

- 79400000 - Business and management consultancy and related services
- 72222000 - Information systems or technology strategic review and planning services
- 72227000 - Software integration consultancy services
- 72221000 - Business analysis consultancy services
- 72224000 - Project management consultancy services

II.2.3) Place of performance

NUTS codes

- UKL17 - Bridgend and Neath Port Talbot

II.2.4) Description of the procurement

Our Executive Team have set a stretching and far-reaching five-year vision for transformational change that will touch all aspects of our business; our working methods and environment, service delivery, data collection and management, processes, systems

(business applications) and partnership arrangements.

A cross-directorate group of senior managers have led on discussions with stakeholders and developed a 'critical path' roadmap of activities and projects which will realise the vision set; this group will play an ongoing critical role in programme delivery.

We have an internal Programme Management Office taking responsibility for overseeing and governing projects, standardising delivery approaches and practices and ensuring that there is clarity on the status of the programme.

We have an internal Technology & Innovation team with strong technical skills and organisational knowledge who will be heavily involved in the replacement of our business applications.

A Head of Transformation has recently been appointed with responsibility for delivering the organisation's transformation vision, optimising the performance of the transformation programme, embedding transformation outputs and ensuring the continuous alignment of transformation activities with the organisation's strategic direction.

We are seeking a suitably qualified and experienced consultant(s) to work with us to deliver the replacement of our core business applications. Acting in the capacity of a strategic advisor, critical friend, mentor and coach you will support and challenge during the delivery of our business applications, ensure we are aligned to industry standards and adopting best practice. We're looking to work alongside someone who will help guide us in seizing opportunities as they arise and assist in driving our business applications workstream through to completion.

The first phase of our business systems replacement programme will include the following areas:

- Assets
- Housing
- Responsive Maintenance
- CRM
- Case management
- Agile/Mobile working
- Workflow

- Finance
- Work scheduling

It is anticipated that we will award a call-off Contract for up to 48 months in total (initial 24 months with an option to extend up to a further 24 months (in 12-month periods)). However, Tai Tarian reserves the right to carry out a mini-competition with all Providers under this Lot at the time of any extension period.

Further information on the services to be provided and what Tai Tarian expects consultants to bring to the role can be found in the ITT.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-035843](#)

Section V. Award of contract

Lot No

1

Title

Transformational Change Consultant

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 February 2025

V.2.2) Information about tenders

Number of tenders received: 20

Number of tenders received from SMEs: 20

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 20

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

DOUBLE DIAMOND DELIVERY LIMITED

Northgate House, Upper Borough Walls

Bath

BA11RG

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

ALTAIR CONSULTANCY AND ADVISORY SERVICES LIMITED

Tempus Wharf, 29a Bermondsey Wall West

London

SE164SA

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

FSP Consulting Services Ltd

NOW Building, Thames Valley Park

Reading

RG61WG

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £400,000

Section V. Award of contract

Lot No

2

Title

Business Applications Consultant

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 February 2025

V.2.2) Information about tenders

Number of tenders received: 20

Number of tenders received from SMEs: 20

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 20

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

DOUBLE DIAMOND DELIVERY LIMITED

Northgate House, Upper Borough Walls

Bath

BA11RG

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Step5 Consult Ltd

1 Grange Court, Wolverton Mill

Milton Keynes

MK125NE

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

FSP Consulting Services Ltd

NOW Building, Thames Valley Park

Reading

RG61WG

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £600,000

Section VI. Complementary information

VI.3) Additional information

(WA Ref:148096)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom