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Planning

## **CCHA-0290 Digital Transformation Partner Consultancy**

Castles and Coasts Housing Association

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-013012

Procurement identifier (OCID): ocds-h6vhtk-04fd23

Published 4 April 2025, 10:55am

### **Scope**

### **Reference**

DN769635

### **Description**

At Castles and Coasts Housing Association (CCHA), we are passionately committed to our social purpose and to providing affordable, safe, good quality homes and communities for people to live and thrive in. Owning and managing around 7,200 homes in rural and urban communities across the north of England, we are securely funded and retain the highest ratings from our Regulator. With offices in Carlisle, Newcastle and Workington, and employing almost 300 staff, we are committed to investing more than £10m each year in delivering new homes, as well as creating employment and skills opportunities in our local communities.

CCHA are seeking an experienced Digital Transformation Partner to provide a transformation management, design, and delivery consultancy service. The successful Digital Transformation Partner will work with CCHA in both a strategic and hands-on capacity, to successfully deliver Digital Transformation Programme benefits and outcomes, within a set budget and agreed timeframes.

The Digital Transformation Programme will examine and propose solutions for designing and delivering complex transformational change, underpinned by advancing technologies, in areas such as Property Maintenance, Housing & Tenancy Management, Customer Experience, Resident Digital Self-Service, Workforce Optimisation and Income Management.

It is anticipated the Partner will provide a number of services throughout the Transformation Programme which will include the provision of resources to lead, advise and/or support a range of programme activity including:

- Programme Governance
- Planning, Monitoring and Control of Programme, and project delivery
- Customer experience research & journey mapping
- Blueprint design & delivery (incorporating business, application, data and infrastructure architecture layers)
- Process modelling and design, service design, requirements elicitation and management
- Technical Design, Delivery, and Assurance
- Technology Procurement
- Communications Strategy & Planning
- Change Management
- Learning & Development
- Quality Assurance
- Leadership & Stakeholder Engagement
- Benefits Realisation & Management

The key stages of the Programme and a selection of the anticipated key activities are as follows:

#### STAGE 1: Define the Programme & Vision-led Blueprint

- Contribute to and assure Programme strategy
- Lead and deliver vision-led blueprint
- Establish Project dossier

#### STAGE 2: Process/Service Design & Requirements Elicitation

- Process re-engineering and service design
- Functional and non-functional requirements elicitation & management
- Produce Technical specifications
- Quick wins identification & implementation

#### STAGE 3: Market Engagement & Procurement

- Market engagement
- Tender production and management
- Technical assessment and assurance
- Contract creation and commercial assessment(s) / negotiation

#### STAGE 4: Delivering the Capability

- Plan and deliver implementation tranches
- Design assurance
- Test the capability
- Migration (if required)
- Train staff
- Change Management
- Release Management & Support

## **Total value (estimated)**

- £208,333 excluding VAT
- £250,000 including VAT

Above the relevant threshold

## **Contract dates (estimated)**

- 29 August 2025 to 29 August 2028
- 3 years, 1 day

## **Main procurement category**

Services

## **CPV classifications**

- 72222000 - Information systems or technology strategic review and planning services
- 72224000 - Project management consultancy services
- 79421000 - Project-management services other than for construction work

## **Contract locations**

- UK - United Kingdom

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## Engagement

### Engagement deadline

18 April 2025

### Engagement process description

CCHA are conducting preliminary market engagement (PME) for the purposes of;

- A) Developing the requirements and approach to the procurement,
- B) Designing a procedure, conditions of participation or award criteria,
- C) Preparing the tender notice and associated tender documents,
- D) Identifying likely contractual terms, and

to better understand the information prospective suppliers will require in order to bid.

CCHA would like to engage with suppliers with the following attributes:

- Experience of delivering transformation programmes in a transformation partner capacity within the last 5 years.
- Experience of designing and delivering complex transformational change which may include re-engineering services and processes, leveraging technologies in areas such as Property Maintenance, Housing & Tenancy Management, Customer Experience, Resident Self-Service, Workforce Optimisation and Income Management.
- Understanding of the social housing sector and it's legal, regulatory and financial landscape.

Suppliers are invited to register their interest in the PME by by emailing [katie.scott@castlesandcoasts.co.uk](mailto:katie.scott@castlesandcoasts.co.uk) . Following this, we shall issue a PME questionnaire.

Suppliers should return completed questionnaires by 12 noon on Friday 11th April 2025. Questionnaires submitted after this date may not be reviewed and CCHA shall not be responsible for errors made by organisations in submitting their responses. Clarification questions should be submitted to [Katie.scott@castlesandcoasts.co.uk](mailto:Katie.scott@castlesandcoasts.co.uk).

Following receipt of responses, CCHA intend to invite a selection of suppliers to discuss their responses via an MS Teams call on either Wednesday 16th April or Thursday 17th April. CCHA will notify suitable suppliers on Monday 14th April 2025. Participation in the PME will be at each organisations own cost and CCHA will not reimburse expenses for doing so.

CCHA reserve the right to curtail the PME if response rates are high, and reject offers of engagement if suppliers' responses do not appear a close match to CCHA requirements. Participation or non-participation in the PME shall not preclude any suppliers from participating in any forthcoming tender, nor is it intended that any information supplied as part of the PME shall place any supplier at an advantage in a potential procurement process.

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

20 May 2025

## Contracting authority

### Castles and Coasts Housing Association

- Public Procurement Organisation Number: PTVV-3754-HQGM

5 Paternoster Row, Carlisle

Carlisle

CA3 8TT

United Kingdom

Contact name: CCHA Procurement

Telephone: +44 8000851171

Email: [procurement@castlesandcoasts.co.uk](mailto:procurement@castlesandcoasts.co.uk)

Website: <https://castlesandcoasts.co.uk/>

Region: UKD12 - East Cumbria

Organisation type: Public authority - sub-central government