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Tender

Service Delivery – Robotic Processing Automation Tender ref EAST0752

Eastlight Community Homes

F02: Contract notice

Notice identifier: 2024/S 000-022054

Procurement identifier (OCID): ocds-h6vhtk-047e20

Published 17 July 2024, 2:20pm

Section I: Contracting authority

I.1) Name and addresses

Eastlight Community Homes

Greenfields House, Charter Way

Braintree

CM77 8FG

Contact

Mrs Angela Corsan

Email

procurement@eastlighthomes.co.uk

Telephone

+44 330128330

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

<http://www.eastlighthomes.co.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

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Service Delivery – Robotic Processing Automation Tender ref EAST0752

Reference number

DN733188

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

Project Objectives

The project objectives and scope are to:

- Implementing modern automation tools to optimize service delivery and enhance operational efficiency.
- Providing training and support to empower staff in utilizing automation technologies effectively.
- Ensure the security, reliability, and scalability of the system and the data it handles
- Comply with the relevant standards, regulations, and policies that govern the social housing sector and the public sector

II.1.5) Estimated total value

Value excluding VAT: £216,000

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

Project Objectives

The project objectives and scope are to:

- Implementing modern automation tools to optimize service delivery and enhance operational efficiency.
- Providing training and support to empower staff in utilizing automation technologies effectively.
- Ensure the security, reliability, and scalability of the system and the data it handles
- Comply with the relevant standards, regulations, and policies that govern the social housing sector and the public sector

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

60

This contract is subject to renewal

No

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

15 August 2024

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 60 (from the date stated for receipt of tender)

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

Braintree

Country

United Kingdom