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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): ocids-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](mailto: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

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## **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

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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

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)

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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

Braintree

Country

United Kingdom