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Tender

Digital Customer Experience -Tender ref EAST0756

Eastlight Community Homes

F02: Contract notice

Notice identifier: 2024/S 000-022138

Procurement identifier (OCID): ocds-h6vhtk-047e42

Published 17 July 2024, 5:20pm

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 3301280330

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

<https://procontract.due-north.com/>

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

Digital Customer Experience -Tender ref EAST0756

Reference number

DN733258

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

Eastlight is interested in implementing an end-to-end digital customer journey solution. The aim is to streamline and enhance our customer interactions through seamless digital. Some of the reasons our customers may reach out to us are as follows:

- Finding a home (applications and lettings).
- Repairs reporting, diagnostics and appointments including compliance visits such as gas.
- Estates management, including proactive communications at block or scheme level.
- Contact and case management e.g. complaints, ASB, Damp & Mould.
- Tenancy management e.g. tenancy breaches, tenancy reviews and succession.
- Payments, including rents, service charges and arrears management.

2. Project Objectives

- Implement a comprehensive digital customer journey that covers all touchpoints from initial inquiry to tenancy management and beyond.

- Improve customer satisfaction by providing intuitive and user-friendly digital interfaces.
- Enhance operational efficiency by automating processes and reducing manual intervention.
- Enable better data collection and analysis for improved decision-making and customer insights.
- Ensure compliance with industry standards and data protection regulations.

II.1.5) Estimated total value

Value excluding VAT: £162,000

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

Eastlight is interested in implementing an end-to-end digital customer journey solution. The aim is to streamline and enhance our customer interactions through seamless digital. Some of the reasons our customers may reach out to us are as follows:

- Finding a home (applications and lettings).
- Repairs reporting, diagnostics and appointments including compliance visits such as gas.
- Estates management, including proactive communications at block or scheme level.
- Contact and case management e.g. complaints, ASB, Damp & Mould.
- Tenancy management e.g. tenancy breaches, tenancy reviews and succession.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £162,000

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.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

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

16 August 2024

Local time

12:00pm

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

English

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