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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](mailto: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

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## **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

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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

16 August 2024

Local time

12:00pm

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

English

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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