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Tender

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

CASTLES & COASTS HOUSING ASSOCIATION LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-036574

Procurement identifier (OCID): ocds-h6vhtk-04fd23 ([view related notices](#))

Published 1 July 2025, 6:04pm

### **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

Comprehensive information can be found within the ITP in respect of services that CCHA are looking for.

Bidders are invited to submit a PSQ application for the contract. The PSQ should be submitted through <https://procontract.due-north.com/>

The ITP and contract documents are included to support bidders' PSQ applications.

Bidders are reminded that they should not complete and submit a tender until such time that they have been invited to do so by Castles and Coasts Housing Association following selection at the PSQ stage.

### **Total value (estimated)**

- £500,000 excluding VAT
- £600,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 31 October 2025 to 30 April 2027
- Possible extension to 30 April 2029
- 3 years, 6 months, 1 day

Description of possible extension:

The initial term of the contract will be 18 months to allow for the delivery of Blueprint, process re-engineering, requirements gathering and Procurement phases of the Programme. There will be a further period of 12 months to allow for the Delivery and Release phases, followed by 2 x additional 6-month periods.

There will be break clauses at the end of each of those periods, a break will be initiated by CCHA serving notice to the supplier.

### **Options**

The right to additional purchases while the contract is valid.

Blueprint phase may identify additional scopes which would be included in the contract.

## **Main procurement category**

Services

## **CPV classifications**

- 72222000 - Information systems or technology strategic review and planning services
- 72224000 - Project management consultancy services

## **Contract locations**

- UKC - North East (England)
- UKD - North West (England)

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Submission type**

Requests to participate

## Deadline for requests to participate

28 July 2025, 5:00pm

## Submission address and any special instructions

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

## Tenders may be submitted electronically

Yes

## Languages that may be used for submission

English

## Award decision date (estimated)

8 October 2025

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## Award criteria

| Name  | Description   | Type  | Weighting |
|-------|---|-------|-----------|
| Price | Contract will be awarded on the basis of Most Advantageous Tender on a mix of price and quality criteria described in the tender documentation. | Price | 50%       |

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| <b>Name</b> | <b>Description</b>  | <b>Type</b> | <b>Weighting</b> |
|-------------|---|-------------|------------------|
| Quality     | Contract will be awarded on the basis of Most Advantageous Tender on a mix of price and quality criteria described in the tender documentation. | Quality     | 50%              |

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

### Competitive flexible procedure description

Stage 1 Procurement Specific Questionnaire (PSQ) - open invitation

Stage 2 Invitation to Participate (ITP) - open to five (5) selected tenderers following PSQ evaluation

Stage 3 Assessment and Interview - open to three (3) selected tenderers following Initial Tender evaluation

Process described in the ITP enclosed with the PSQ.

## **Reduced tendering period**

Yes

Pre-selected tenderers - utilities contract or not central government - minimum 10 days

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## **Documents**

### **Associated tender documents**

[Procurement Specific Questionnaire - v.1.0.pdf](#)

Procurement Specific Questionnaire - bidders are invited to submit PSQ responses by 17:00 BST 28 July 2025

[DTP Competitive Flexible Procedure ITP - v.1.0 \\_pdf.pdf](#)

Digital Transformation Partner Invitation to Participate - This must not be completed until bidders are notified that they have passed the PSQ stage and been selected to bid.

[Digital Transformation Services Agreement v1.0.pdf](#)

Digital Transformation Services Agreement - Contract terms that apply to the procurement.

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## Contracting authority

### **CASTLES & COASTS HOUSING ASSOCIATION LIMITED**

- Companies House: RS007617
- Public Procurement Organisation Number: PTVV-3754-HQGM

5 Paternoster Row

Carlisle

CA38TT

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