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Tender

## **New Build Customer Journey Experience Solutions**

Peabody Trust

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

Notice identifier: 2025/S 000-050848

Procurement identifier (OCID): ocds-h6vhtk-058ccf

Published 22 August 2025, 12:05pm

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### **Scope**

### **Reference**

PA0018

### **Description**

The contracted service requirement is to create and deliver a satisfying customer journey for new build customers ensuring they feel informed, supported and valued throughout the entire process. The service is to provide end to end implementation and oversight of customer journey touchpoints across new housing developments, ensuring a consistent, high-quality experience for residents across all the various tenures including social rented, shared ownership and market sale. The aim is to deliver an industry-leading customer experience across the entire new build journey evidenced by measurable improvements in customer satisfaction scores, reduced complaints and increased Net Promoter Scores.

The service will support internal teams by taking on the delivery of customer facing touchpoints which will allow Peabody colleagues to focus on their core roles whilst

ensuring that the customer experience is elevated, consistent and aligned with Peabody's organisational values.

The specification includes the setup, adaptation, production and installation of all physical and digital customer assets of each new development, taking into consideration the unique nature of the development and tailoring the service accordingly. The service will also include ongoing coordination, monitoring, survey residents to obtain feedback and continuous improvement.

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<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=974280554>

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

- £500,000 including VAT

Above the relevant threshold

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

- 1 December 2025 to 30 November 2026
- Possible extension to 30 November 2027
- 2 years

Description of possible extension:

upto 12 months extensions

### **Main procurement category**

Services

## **CPV classifications**

- 72224000 - Project management consultancy services
- 73220000 - Development consultancy services
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 79410000 - Business and management consultancy services
- 79415200 - Design consultancy services
- 79416200 - Public relations consultancy services

## **Contract locations**

- UK - United Kingdom

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## **Participation**

### **Legal and financial capacity conditions of participation**

See PSQ on Delta

### **Technical ability conditions of participation**

See PSQ on Delta

### **Particular suitability**

- Small and medium-sized enterprises (SME)

- Voluntary, community and social enterprises (VCSE)

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## **Submission**

### **Enquiry deadline**

19 September 2025, 11:00pm

### **Submission type**

Tenders

### **Deadline for requests to participate**

26 September 2025, 12:00pm

### **Submission address and any special instructions**

<https://www.delta-esourcing.com/>

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

**Award decision date (estimated)**

1 November 2025

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**Award criteria**

<b>Name</b>	<b>Type</b>	<b>Weighting</b>
Criterion 2	Quality	60%
Criterion 1	Price	40%

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**Other information****Applicable trade agreements**

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

**Conflicts assessment prepared/revised**

Yes

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**Procedure****Procedure type**

Competitive flexible procedure

## **Competitive flexible procedure description**

Initial Conditions of Participation stage with PSQ followed by tender stage.

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## **Contracting authority**

### **Peabody Trust**

- Public Procurement Organisation Number: PYJY-3925-DVJD

Minster Court, 45 47 Westminster Bridge Road

London

SE1 7JB

United Kingdom

Contact name: Damon Pickard

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Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - sub-central government