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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 000-052767

Procurement identifier (OCID): ocds-h6vhtk-058ccf ([view related notices](#))

Published 1 September 2025, 12:05pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

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.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=977146934>

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

Participation

Legal and financial capacity conditions of participation

See PSQ on Delta - Financial due diligence checks

Technical ability conditions of participation

See PSQ on Delta - Technical Capability Q's

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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/respond/NKC3B7599Z>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 November 2025

Award criteria

Name	Type	Weighting
Criterion 2	Quality	60%
Criterion 1	Price	40%

Other information**Applicable trade agreements**

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

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

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

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

Telephone: 02070214444

Email: damon.pickard@peabody.org.uk

Region: UKI44 - Lewisham and Southwark

Organisation type: Public authority - sub-central government