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Award

CCHA-0290 Digital Transformation Partner Consultancy

Castles and Coasts

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-064789

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

Published 13 October 2025, 2:06pm

Scope

Reference

CCHA-0290

Description

CCHA are seeking an experienced Digital Transformation Partner to provide a transformation management, design, and delivery, consultancy service. The successful Digital Transformation Partner will possess significant experience and expertise in partnering with organisations, 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 Partner will have demonstrable experience in designing and delivering complex transformational change, underpinned by advancing technologies, in areas such as Property Maintenance, Housing & Tenancy Management, Customer Experience, Digital Self-Service, Workforce Optimisation and Income Management.

In addition, the successful Digital Transformation Partner will demonstrate an in-depth understanding of the legislative, regulatory and financial landscape for the sector.

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:

- Programme Governance
- Planning, Monitoring and Control of Programme & project delivery
- Customer experience research & journey mapping
- Blueprint design & delivery (incorporating business, application, data and infrastructure architectures)
- Process modelling and design, service design, and requirements elicitation and management
- Technical Design, Delivery & Assurance
- Programme Procurement Delivery
- Communications Strategy & Planning
- Change Management
- Learning & Development
- Resource Management
- Risk & Issue Management
- Quality and Assurance
- Leadership & Stakeholder Engagement
- Benefits Realisation & Management

CCHA plan to conduct pre-market engagement and our tender may be modified as a result.

Contract 1. CCHA-0290 Digital Transformation Partner Consultancy

Supplier

- ALTAIR CONSULTANCY AND ADVISORY SERVICES LIMITED

Contract value

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

Above the relevant threshold

Award decision date

8 October 2025

Date assessment summaries were sent to tenderers

10 October 2025

Standstill period

- End: 22 October 2025
- 8 working days

Earliest date the contract will be signed

24 October 2025

Contract dates (estimated)

- 24 October 2025 to 23 October 2027
- 2 years

Main procurement category

Services

CPV classifications

- 72222000 - Information systems or technology strategic review and planning services

Information about tenders

- 600000 tenders received
- 1 tender assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 0 suppliers unsuccessful (details included for contracts over £5 million)

Submission

Submission type

Requests to participate

Procedure

Procedure type

Competitive flexible procedure

Supplier

ALTAIR CONSULTANCY AND ADVISORY SERVICES LIMITED

- Public Procurement Organisation Number: PYNQ-8391-HMXD

Tempus Wharf

London

SE16 4SA

United Kingdom

Contact name: Ian Lever

Telephone: 07771 886886

Email: ian.lever@altairltd.co.uk

Region: UKI44 - Lewisham and Southwark

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. CCHA-0290 Digital Transformation Partner Consultancy

Contracting authority

Castles and Coasts

- Public Procurement Organisation Number: PTVV-3754-HQGM

Arcadia House, Balliol Business Park

Newcastle Upon Tyne

NE12 8EW

United Kingdom

Contact name: procurement

Email: procurement@castlesandcoasts.co.uk

Website: <https://castlesandcoasts.co.uk/>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government