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Contract

Contact Centre Management System

Leeds Federated Housing Association Ltd

F03: Contract award notice

Notice identifier: 2026/S 000-000230

Procurement identifier (OCID): ocds-h6vhtk-04e4ba

Published 5 January 2026, 11:38am

Section I: Contracting authority

I.1) Name and addresses

Leeds Federated Housing Association Ltd

The Tannery, 91 Kirstall Road

Leeds

LS3 1HS

Contact

Helen Thompson

Email

hello@leedsfed.com

Telephone

+44 1133861000

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.lfha.co.uk

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA40689

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre Management System

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

Leeds Federated is seeking to appoint a suitably skilled and experienced contact centre management system provider to supply and maintain an effective inbound and outbound

communications platform. Leeds Federated currently have a small but growing Customer Service team with 12 users including operatives, staff with supervisory system access, and a contact centre manager. In addition to the core customer contact centre, Staff in the Leeds Federated Income team, and Neighbourhood team require access to a system which also allows for incoming and outgoing call management. In line with current and future requirements over the next three years, Leeds Federated is seeking a contract management system with the ability to service up to 50 users concurrently via VOIP, ideally via a desktop platform in addition to a mobile solution.

Leeds Federated are seeking to appoint a partner that can meet current and future requirements in terms of providing a leading customer contact solution for both inbound and outbound communication primarily in terms of voice calls, but also via alternative media. Leeds Federated understand that an effective contact management platform has the ability to add significant value to the levels of customer service offered, and as such is seeking a solution that is simple to use, intuitive, and offers high levels of statistical insight, both in terms of customer contact, but also operative behaviour.

Further details are contained within the tender documents.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £350,000

II.2) Description

II.2.2) Additional CPV code(s)

- 64214000 - Dedicated-business telephone network services
- 64214200 - Telephone switchboard services
- 64215000 - IP telephone services
- 64227000 - Integrated telecommunications services
- 79511000 - Telephone operator services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Leeds Federated is seeking to appoint a suitably skilled and experienced contact centre management system provider to supply and maintain an effective inbound and outbound communications platform. Leeds Federated currently have a small but growing Customer Service team with 12 users including operatives, staff with supervisory system access, and a contact centre manager. In addition to the core customer contact centre, Staff in the Leeds Federated Income team, and Neighbourhood team require access to a system which also allows for incoming and outgoing call management. In line with current and future requirements over the next three years, Leeds Federated is seeking a contract management system with the ability to service up to 50 users concurrently via VOIP, ideally via a desktop platform in addition to a mobile solution.

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II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 25

Quality criterion - Name: Quality / Weighting: 45

Price - Weighting: 30

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-006108](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 October 2025

V.2.2) Information about tenders

Number of tenders received: 21

Number of tenders received from SMEs: 21

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 21

Number of tenders received by electronic means: 21

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

IP Exchange Limited

Ground Floor, Statham House, Lancastrian, Talbot Road

Stretford

M32 0FP

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £350,000

Section VI. Complementary information

VI.3) Additional information

(MT Ref:236299)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>