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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 Thompkins

#### Email

[hello@leedsfed.com](mailto:hello@leedsfed.com)

#### Telephone

+44 1133861000

#### Country

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.lfha.co.uk](http://www.lfha.co.uk)

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA40689](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

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**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**

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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

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## 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](#)

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## 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

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## **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](mailto: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>