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Tender

## Contact Centre Management System

Leeds Federated Housing Association Ltd

F02: Contract notice

Notice identifier: 2025/S 000-006108

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

Published 20 February 2025, 11:10am

The closing date and time has been changed to:

**22 April 2025, 12:00pm**

See the [change notice](#).

## 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.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

**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.1.5) Estimated total value**

Value excluding VAT: £420,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **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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terms of customer contact, but also operative behaviour.

Further details are contained within the tender documents.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

Contract is being let on an initial three-year basis, with options to extend by 2 further two-year periods. Anticipated renewal will be 2032

### **II.2.10) Information about variants**

Variants will be accepted: No

### **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 III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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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.2.2) Time limit for receipt of tenders or requests to participate**

Originally published as:

Date

26 March 2025

Local time

10:00am

Changed to:

Date

22 April 2025

Local time

12:00pm

See the [change notice](#).

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

26 March 2025

Local time

10:30am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: This contract is likely to be re procured in 2032 providing all extension options are taken.

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

[https://www.mytenders.co.uk/Search/Search\\_Switch.aspx?ID=233863](https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=233863).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at [https://www.mytenders.co.uk/sitehelp/help\\_guides.aspx](https://www.mytenders.co.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:233863)

## **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>