

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/006108-2025>

Tender

Contact Centre Management System

Leeds Federated Housing Association Ltd

F02: Contract notice

Notice identifier: 2025/S 000-006108

Procurement identifier (OCID): ocds-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

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.3) Communication

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

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

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.1.5) 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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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

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

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

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.

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.

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

Telephone

+44 3450103503

Country

United Kingdom

Internet address

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