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Not applicable

Contact Centre Management System

Leeds Federated Housing Association Ltd

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-010867

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

Published 24 March 2025, 11:46am

Section I: Contracting authority/entity

I.1) Name and addresses

Leeds Federated Housing Association Ltd

The Tannery, 91 Kirstall Road

Leeds

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Contact

Helen Thompson

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Country

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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

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.

Section VI. Complementary information

VI.6) Original notice reference

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

Section VII. Changes

VII.1) Information to be changed or added

VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Place of text to be modified

Time limit

Instead of

Date

9 April 2025

Local time

10:00am

Read

Date

21 April 2025

Local time

12:00pm

Section number

IV.2.7

Place of text to be modified

Conditions for opening of tenders

Instead of

Date

9 April 2025

Local time

10:30am

Read

Date

21 April 2025

Local time

5:00pm

VII.2) Other additional information

Delay to addressing tender queries.