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Award

## **SaaS Respond - Corporate Complaints solution (TRANSPARENCY NOTICE)**

City of Bradford Metropolitan District Council

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-015446

Procurement identifier (OCID): ocds-h6vhtk-0658a6

Published 19 February 2026, 4:47pm

### **Scope**

### **Reference**

CBMDC 109

### **Description**

Annual licence, support and maintenance of the current Corporate Complaints solution  
(PLEASE NOTE THIS IS A TRANSPARENCY NOTICE)

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## **Contract 1. SaaS Respond - Corporate Complaints solution**

## Supplier

- [Respond Group Limited \(UK\) dba Apteau](#)

## Contract value

- £28,369.44 excluding VAT
- £38,369.44 including VAT

Below the relevant threshold

## Earliest date the contract will be signed

6 March 2026

## Contract dates (estimated)

- 1 April 2026 to 31 March 2027
- 1 year

## Main procurement category

Services

## Options

The right to additional purchases while the contract is valid.

Additional licences if required

## CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

## Contract locations

- UK - United Kingdom

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## Procedure

### Procedure type

Below threshold - without competition

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## Supplier

### Respond Group Limited (UK) dba Aptean

Lincoln House, Wellington Crescent, Fradley Park

Lichfield

WS13 8RZ

United Kingdom

Email: [ryan.sherwin@aptean.com](mailto:ryan.sherwin@aptean.com)

Region: UKG24 - Staffordshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Saas Respond - Corporate Complaints solution

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## Contracting authority

### City of Bradford Metropolitan District Council

- Public Procurement Organisation Number: PBWW-4714-TBHN

Britannia House, Hall Ings

Bradford

BD1 1HX

United Kingdom

Contact name: Nita Patel

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Email: [nita.patel@bradford.gov.uk](mailto:nita.patel@bradford.gov.uk)

Website: <https://www.bradford.gov.uk/>

Region: UKE41 - Bradford

Organisation type: Public authority - sub-central government