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Tender

Colleague competency solution

The Riverside Group Limited

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-016951

Procurement identifier (OCID): ocds-h6vhtk-065c30

Published 25 February 2026, 2:38pm

Scope

Reference

TRGBS-270

Description

The Riverside Group (TRG) are a large Social Housing provider based in Speke, Liverpool. Our customer services team handles c.1m contacts from and to customers each year.

With people at our heart, we've an intent to improve the quality of our services to our customers, whether in social housing or our care and support schemes and services - delivered by engaged and fulfilled colleagues.

We aim to add value by reducing cost through better working practices, without undermining service standards and quality. We'll maximise income by improving our collection rates and optimise our commercial activities.

We're committed to providing a more positive digital experience for customers and colleagues, ensuring that digital is the first choice every time. We currently offer a

multichannel ecosystem, but over time aim to deliver a more sophisticated omnichannel experience that is integrated and needs-based.

Further information on what we do can be found here: [What we do - Riverside Group](#).

Colleague competency has been an ongoing challenge for the Customer Service Centre team, with colleagues expected to retain significant process information and knowledge across multiple core servicing areas - Repairs and Maintenance, Income Management, Housing Management, Building Safety, Complaints and Anti-Social Behaviour and Safeguarding. Whilst training and supporting documentation is given/available to colleagues via multiple sources, ongoing quality assurance activities have identified significant gaps in terms of adherence to customer service, compliance and process standards. Current challenges include:

- Average interaction handling time exceeds 10 minutes versus targeted handling time of 8 minutes leading to an increase in customer wait times (target is 3 minutes, current performance 7-10 minutes as of June 2025)
- 40% of the average interaction handling time is spent in wrap (also known as after call work), contributing to reduced advisor availability and increased customer wait times
- When colleagues place a customer on hold, on average this is done for over 3 minutes - highlighting a potential knowledge or process gap
- An advisor teams chat is available to support colleagues with questions or queries, this is used c300 times per day for advisors to ask questions and raise support requests if they're unsure/unable to respond to a customer's query - this means over 100,000 support requests are made and responded to per year, increasing handling time and highlighting an issue with advisor knowledge and competency
- The blending of customer interactions post-system integration/migration of former One Housing customers to incumbent Riverside Group systems (Salesforce, Open Housing etc), has highlighted significant knowledge gaps and process queries - at present there are 20 known knowledge or process issues flagged as part of the integration
- We've over 450 knowledge articles, designed to document and communicate processes and ways of working, these are reviewed by colleagues across the business, on average 13,000 times per month - demonstrating that advisor knowledge, whilst available isn't being readily retained and used
- Existing quality assurance processes, whilst being reviewed, indicate a 56% pass rate against the required quality standards (as of June 2025), with an 76% average quality score, showing that a little over half of staff are failing to meet our existing minimum quality standards (90% pass rate).

TRG wish to partner with a proven customer experience company to:

- Onboard a colleague competency solution
- To allow us to efficiently and effectively identify colleague competency levels
- To enable targeted learning and coaching interventions to improve competency levels
- Subsequently improving key performance and quality management KPIs
- Whilst providing an on-going managed service, helping TRG respond to the needs of our customers and colleagues in-line with our business objectives.

Total value (estimated)

- £150,000 excluding VAT
- £180,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 June 2026 to 31 May 2029
- 3 years

Main procurement category

Services

CPV classifications

- 72212931 - Training software development services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKM - Scotland
- UKN - Northern Ireland

Participation

This procurement is reserved for

- UK suppliers
- Small and medium-sized enterprises (SMEs) and voluntary, community and social enterprises (VCSEs)

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Tender submission deadline

25 March 2026, 12:00pm

Submission address and any special instructions

All submissions must be done via the procurement portal <https://intendhost.co.uk/theriversidegroup.aspx/Home>

Tenders may be submitted electronically

Yes

Award criteria

Award Criteria Weighting

Quality 70%

Cost 30%

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

<https://in-tendhost.co.uk/theriversidegroup.aspx/Home>

8.1 All tender documents will be made available via the In-Tend portal: <https://in-tendhost.co.uk/theriversidegroup.aspx/Home>

Contracting authority

The Riverside Group Limited

- Mutuals Public Register: 30938R
- Public Procurement Organisation Number: PWQV-9217-TZPQ

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Region: UKD72 - Liverpool

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)