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Contract

## **Income Analytics Software as a Service**

CHP

F03: Contract award notice

Notice identifier: 2025/S 000-034108

Procurement identifier (OCID): ocids-h6vhtk-04dad2

Published 20 June 2025, 2:52pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

CHP

Myriad House, 33 Springfield Lyons Approach

Chelmsford

CM2 5LB

#### **Contact**

Alison Shaw

#### **Email**

[Alison.Shaw@chp.org.uk](mailto:Alison.Shaw@chp.org.uk)

#### **Telephone**

+44 7801582570

#### **Country**

United Kingdom

**Region code**

UKH3 - Essex

**Internet address(es)**

Main address

<https://www.chp.org.uk/>

Buyer's address

<https://www.chp.org.uk/>

**I.4) Type of the contracting authority**

Other type

Social Housing Association

**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**

Income Analytics Software as a Service

Reference number

DN761636

#### **II.1.2) Main CPV code**

- 48000000 - Software package and information systems

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

CHP has identified a need for an income analytics system that can report at an individual tenancy level to look at customer payment patterns, which contact method the customer has engaged with, and whether a customer has read an email/SMS.

The contract has been awarded.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £297,850

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKH3 - Essex

#### **II.2.4) Description of the procurement**

CHP has identified a need for an income analytics system that can report at an individual tenancy level to look at customer payment patterns, which contact method the customer has engaged with, and whether a customer has read an email/SMS.

The contract has been awarded for two years with an option .to extend for a further year.

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

Quality criterion - Name: Quality / Weighting: 65

Price - Weighting: 35

#### **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 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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-003380](#)

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## **Section V. Award of contract**

### **Contract No**

DN761636

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

13 June 2025

### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

Voicescape Ltd

Salford

M5 3ED

Country

United Kingdom

NUTS code

- UKH3 - Essex

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £297,850

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Public Procurement Review Service

London

Country

United Kingdom