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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

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

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

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

London

Country

United Kingdom