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Contract

## **Workforce Management Systems**

ORBIT GROUP LIMITED

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-064037

Procurement identifier (OCID): ocds-h6vhtk-05ac6e

Published 10 October 2025, 10:17am

### **Scope**

### **Description**

Licences and support, Workforce management software. This has been in use in Orbit, primarily in Customer Care, for c.4years. The software enables efficient and intelligent workforce planning, scheduling and management of leave, personal development etc. It also facilitates use self-service, leave requests etc. It is integral to running an efficient and effective contact centre operation.

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## **Contract 1. Calabrio Workforce Management Systems**

### **Supplier**

- BUSINESS SYSTEMS (U.K.) LIMITED

### **Contract value**

- £29,164.80 excluding VAT
- £34,997.76 including VAT

Below the relevant threshold

### **Date signed**

24 September 2025

### **Contract dates**

- 24 September 2025 to 23 September 2026
- 1 year

### **Main procurement category**

Goods

### **Options**

The right to additional purchases while the contract is valid.

This Contract may be amended or varied at any time by mutual agreement in writing.

### **CPV classifications**

- 48000000 - Software package and information systems

### **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)

### **Signed contract documents**

[DOC300925-30092025161730.pdf](#)

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## **Procedure**

### **Procedure type**

Below threshold - limited competition

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## Supplier

### **BUSINESS SYSTEMS (U.K.) LIMITED**

- Companies House: 02199582
- Public Procurement Organisation Number: PCQM-7377-CYRD

Techspace, 140 Goswell Road

London

EC1V 7DY

United Kingdom

Email: [tender.alerts@bslgroup.com](mailto:tender.alerts@bslgroup.com)

Website: <https://bslgroup.com/>

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Calabrio Workforce Management Systems

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## Contracting authority

**ORBIT GROUP LIMITED**

- Companies House: IP28503R
- Public Procurement Organisation Number: PDDL-8571-LDGT

Garden Court, Harry Weston Road, Binley Business Park, Binley

Coventry

CV3 2SU

United Kingdom

Email: [group.tenders@orbit.org.uk](mailto:group.tenders@orbit.org.uk)

Region: UKG33 - Coventry

Organisation type: Public authority - sub-central government