

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/065811-2025>

Tender

## **Customer Relationship Management (CRM) System for Leasehold Advisory Service (Lease)**

THE LEASEHOLD ADVISORY SERVICE

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

Notice identifier: 2025/S 000-065811

Procurement identifier (OCID): ocds-h6vhtk-05cdc2

Published 16 October 2025, 10:11am

### **Scope**

### **Description**

This invitation requests qualified vendors to submit proposals for the provision, implementation, and ongoing support of a CRM solution tailored to Lease's needs.

### **Total value (estimated)**

- £100,000 excluding VAT
- £120,000 including VAT

Below the relevant threshold

### **Contract dates (estimated)**

- 1 December 2025 to 1 December 2028

- Possible extension to 1 December 2029
- 4 years, 1 day

Description of possible extension:

Contract Plus 1 year

## **Options**

The right to additional purchases while the contract is valid.

Dependant on implementation and development.

## **Main procurement category**

Services

## **CPV classifications**

- 48445000 - Customer Relation Management software package
- 72200000 - Software programming and consultancy 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)
- UKL - Wales

---

## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

---

## **Submission**

### **Enquiry deadline**

23 October 2025, 6:00pm

### **Tender submission deadline**

6 November 2025, 6:00pm

### **Submission address and any special instructions**

Submissions should be emailed to [amandeepwiechers@lease-advice.org](mailto:amandeepwiechers@lease-advice.org)

## **Tenders may be submitted electronically**

No

---

## **Award criteria**

Award criteria is included in the published tender documentation.

---

## **Procedure**

### **Procedure type**

Below threshold - open competition

### **Special regime**

Light touch

---

## **Documents**

### **Associated tender documents**

[Lease CRM RFP\\_Final.pdf](#)

[Short\\_Form\\_Contract\\_-\\_Word\\_v1.5A\\_2025\\_\\_1\\_.docx](#)

Short Form Contract

[Future CRM- User Interaction Flow.pdf](#)

Future User Interaction Flow Diagram

[Final- Future CRM Feature Capability.xlsx](#)

Future CRM Feature Capability

[Future CRM User Interaction Summary.docx](#)

Future CRM User Interaction Summary

---

## **Contracting authority**

### **THE LEASEHOLD ADVISORY SERVICE**

- Companies House: 03296985
- Public Procurement Organisation Number: PNGX-2873-VQPR

2 Marsham Street

London

SW1P 4DF

United Kingdom

Contact name: Amandeep Wiechers

Email: [amandeepwiechers@lease-advice.org](mailto:amandeepwiechers@lease-advice.org)

Region: UKI32 - Westminster

Organisation type: Public authority - central government

Devolved regulations that apply: Wales