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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

| 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 |
| 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

Region: UKI32 - Westminster

Organisation type: Public authority - central government

Devolved regulations that apply: Wales