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Contract

Tender for UKROEd Project MApp (Management Application) CRM Phase 2

UKROED LIMITED

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

Notice identifier: 2026/S 000-008233

Procurement identifier (OCID): ocds-h6vhtk-04eeb0 ([view related notices](#))

Published 29 January 2026, 5:00pm

Scope

Reference

001

Description

UKROEd is undertaking a tender to procure a delivery partner for implementation of its MApp Phase 2 requirements. UKROEd has worked hard to establish its role as trusted governor of the National Driver Offender Retraining Scheme and while stakeholder feedback is consistently positive, we also know that accessing our systems and services, and our communications, can sometimes feel disjointed. 'Behind the scenes' some of our systems and processes are not as efficient and effective as we would wish. UKROEd has expanded rapidly since its creation in 2016. The company has recently developed its first Digital Strategy and within this, identified several areas of activity that would benefit from some digital investment.

To address the challenges, UKROEd has commissioned Project MApp (Management Application), which will deliver an integrated business management solution that seeks to

improve organisational and staff efficiency, ensure high data quality and accuracy to support timely decision making, and provide an exceptional user experience for our staff and external stakeholders. It will deliver the consolidation (and where possible automation) of critical business processes around an integrated solution.

This holistic solution will not be a single logical product or technology platform and will at least comprise of a Learning Management Solution (LMS) and a Customer Relationship Management System (CRM), to be sourced separately but branded and acting (where required) cohesively as an integrated system. MApp in totality will facilitate much of UKROEd's core business including stakeholder engagement, trainer and provider licence management, training interventions (face-to-face and e-learning) and live events / conferences. Acknowledging the fact that an LMS has a simpler set of requirements and to start realising benefits as quickly as possible, these requirements were "frontloaded", with the procurement of an LMS being authorised as part of MApp 'Phase 1'. Phase 1 implementation is underway, with Open eLMS as the chosen technology platform. This tender exercise for 'Phase 2', will address the wider requirement set.

UKROEd is seeking a delivery partner for implementation of its MApp Phase 2 requirements, centred around the deployment of an integrated, low/no-code CRM. Given the organisation's existing Microsoft 365 platform/application base, current technology strategy and internal skillset, it is anticipated the core CRM solution will likely comprise of Microsoft Dynamics 365, integrating with the Power Platform ecosystem for customer portal and full workflow capabilities. However, alternatives will also be considered. While the wider support model for MApp is to be determined, we would anticipate that the contracted delivery partner thereafter provides platform and application support for the implemented solution as part of a managed service. A budget envelope of GBP 500,000 has been established, within which prospective tenderers will be invited to submit capped implementation pricing (during invitation to submit a final tender - i.e. after dialogue) for delivery of all core components. As a small organisation with a limited budget, robust control over costs will be imperative.

Contract 1. Tender for UKROEd Project MApp (Management Application) CRM Phase 2

Supplier

- CRANMORE CONSULTING LIMITED

Contract value

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Above the relevant threshold

Date signed

19 January 2026

Contract dates

- 19 January 2026 to 18 January 2030
- Possible extension to 18 January 2034
- 8 years

Description of possible extension:

The possibility of four additional one-year extensions (4+1+1+1+1)

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Contract contains concept of core components and additional components. Where committed to by the supplier as part of tender submission, they are to be delivered via a capped time and materials pricing submission at award. For components not committed to be delivered via the capped time and materials pricing submission, pricing will be agreed, at the point of decision to proceed is made subject to the overall pricing conditions of the contract and in accordance with the rate card submitted with the tender.

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKD33 - Manchester

Justification for not setting key performance indicators

There is an overall availability service level of 99.5% and Incident Management Service Levels are being used in accordance with a P1 - P4 Priority Level.

Submission

Submission type

Requests to participate

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Supplier

CRANMORE CONSULTING LIMITED

- Companies House: NI070910
- Public Procurement Organisation Number: PDDN-5833-MBHX

73 Church View

Hollywood

BT18 9LN

United Kingdom

Email: info@cranmoreconsulting.com

Website: <http://www.cranmo.re>

Region: UKN09 - Ards and North Down

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

UKROED LIMITED

- Companies House: 08773977
- Public Procurement Organisation Number: PDGN-8678-JDZX

Colwyn Chambers

Manchester

M2 3BA

United Kingdom

Email: procurement@ukroed.org.uk

Region: UKD33 - Manchester

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

PHP LAW LLP

Summary of their role in this procurement: Procurement Advisor

- Companies House: OC429243
- Public Procurement Organisation Number: PPRM-9434-VNYQ

Unit 3 The Brutus Centre

Totnes

TQ9 5RW

United Kingdom

Email: josie.medforth@phplaw.co.uk

Website: <http://www.phplaw.co.uk>

Region: UKK43 - Devon CC

Contact organisation

Contact UKROED LIMITED for any enquiries.