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Planning

## **25016 Telephony & Customer Relationship Management (CRM) system for Cambridgeshire County Council, Customer Services Centre**

Cambridgeshire County Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-009884

Procurement identifier (OCID): ocds-h6vhtk-04ee6e

Published 18 March 2025, 12:24pm

### **Scope**

### **Reference**

DN767866

### **Description**

Cambridgeshire County Council Customer Services Centre (CSC) currently uses a range of systems including Dynamics 365 CRM, Cirrus telephony solution and Q-max Workforce Management (WFM) system, Granicus online forms, as well as a numerous line of business systems.

CSC currently uses Dynamics 365 CRM, and separate telephony and WFM systems. Added to this, they have a number of line of business systems, most notably for the Blue Badge and Concessionary Bus Pass processes.

The Council would like to ascertain what options are available with regards to other

systems that can provide a CRM, telephony and WFM functionality within the market

This market engagement exercise will assist the Council in determining the next steps in developing any potential procurement documentation, the functionality of the systems available and routes to market including the use of any Framework Agreements if relevant. It will also enable a cost comparison against the potential continuation of the Dynamic 365 CRM as part of the decoupling process for Peterborough City Council that the service area has been undertaking.

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

- 1 October 2025 to 30 September 2028
- 3 years

### **Main procurement category**

Goods

### **CPV classifications**

- 48000000 - Software package and information systems

### **Contract locations**

- UKH12 - Cambridgeshire CC

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## **Engagement**

### **Engagement deadline**

4 April 2025

## **Engagement process description**

The Market Engagement Documentation are published on the Council's e-tender (Proactis) system on 18th March 2025.

Interested parties are invited to download and engage with the Market Engagement by;

- (a) Going to : <https://procontract.due-north.com/Opportunities>
- (b) Select Cambridgeshire County Council from the organisation list
- (c) Searching for opportunity ref: DN767866
- (d) Expressing an interest
- (e) Accessing and downloading the Market Engagement documents from the website and responding in accordance with the contained instructions.

Alternatively, you can access the direct link to tender opportunity here:

<https://procontract.due-north.com/Advert?advertId=16a3bc16-5303-f011-8136-005056b64545>

The market engagement response document is in the form of a Microsoft Forms questionnaire contained with the Market Engagement Document on the e-procurement portal

Responses are to be submitted through the Microsoft Form using the link below. The deadline for responses to be received is 17:00 on Friday 4th April 2025

The Council may at its discretion ask further questions of Suppliers that provide a response to the questionnaire.

This process does not form part of the formal tender procedure to follow and no supplier shall be disadvantaged by either taking part or not taking part in this process.

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## Participation

### Particular suitability

Small and medium-sized enterprises (SME)

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## Contracting authority

### Cambridgeshire County Council

- Public Procurement Organisation Number: PJVB-3262-VGVJ

New Shire Hall Emery Crescent Enterprise Campus,

Alconbury Weald, Huntingdon

PE28 4YE

United Kingdom

Email: [procurementandcommercial@cambridgeshire.gov.uk](mailto:procurementandcommercial@cambridgeshire.gov.uk)

Website: <https://www.cambridgeshire.gov.uk/business/supplying-to-the-council>

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - sub-central government