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Planning

## **Preliminary Market Engagement for UKROEd for Project MApp-Management Application to deliver an integrated business management soluti**

UKROEd Limited

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

Notice identifier: 2025/S 000-010002

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

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## **Scope**

## **Reference**

UKRD01.06

## **Description**

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 solution.

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 realizing benefits as quickly as possible, these requirements were "frontloaded", with the procurement of an LMS being authorised as part of MApp 'Phase 1'. The procurement process for Phase 1 has nearly concluded and while the solution cannot be confirmed as part of this notice, it will be 'known' before the commencement of a formal procurement for 'Phase 2'.

This pre-market engagement notice is concerned with 'Phase 2', which 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, we are advising the market at this stage that the core solution must be centred around Microsoft Dynamics 365 and the wider Power Platform ecosystem. While the wider support model for MApp is to be determined, we would anticipate at this stage that the contracted delivery partner thereafter provides platform and third-line application support for the implemented solution as part of a managed service.

## **Contract dates (estimated)**

- 28 July 2025 to 27 July 2029

- Possible extension to 27 July 2033
- 8 years

## **Main procurement category**

Services

## **CPV classifications**

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

## **Contract locations**

- UKD - North West (England)

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## **Engagement**

### **Engagement deadline**

4 April 2025

### **Engagement process description**

To participate in the Preliminary Market Engagement, please submit a request to [tenders@phplaw.co.uk](mailto:tenders@phplaw.co.uk).

A Preliminary Market Engagement Information pack will be shared by return of email which will include further information about the project and a link to a MS Form to enable you to provide feedback through an online questionnaire.

UKROEd may opt to conduct further soft market testing in addition to this survey by arranging discussions and/or demonstrations directly with suppliers. If we opt to do so, please confirm in your email if you would be interested in participating.

Please be advised that due to time and resource constraints, it is unlikely to be possible to make arrangements with every interested supplier, so a representative sample would be selected. These sessions would be minuted, with any implications on our requirements or tender approach transparently updated. No prospective supplier would be put at a disadvantage when it comes to a subsequent formal procurement.

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

28 April 2025

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## Contracting authority

### UKROEd Limited

- Public Procurement Organisation Number: PDGN-8678-JDZX

First Floor Colwyn Chambers, York Street

Manchester

M2 3BA

United Kingdom

Contact name: Josie Medforth

Telephone: +44 7857426127

Email: [josie.medforth@phplaw.co.uk](mailto:josie.medforth@phplaw.co.uk)

Website: <https://www.ukroed.org.uk/>

Region: UKD33 - Manchester

Organisation type: Public authority - sub-central government

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## 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 Consultant

- Public Procurement Organisation Number: PPRM-9434-VNYQ

Brutus House, Station Road

Totnes

TQ9 5RW

United Kingdom

Contact name: Josie Jennifer Medforth

Telephone: +44 7857426127

Email: [josie.medforth@phplaw.co.uk](mailto:josie.medforth@phplaw.co.uk)

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

Region: UKK43 - Devon CC

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## Contact organisation

Contact [UKROEd Limited](#) for any enquiries.