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Planning

## CRM Future

University of Bath

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

Notice identifier: 2025/S 000-011204

Procurement identifier (OCID): ocds-h6vhtk-04f8a0

Published 25 March 2025, 4:05pm

## Scope

### Description

The CRM Future project is investigating the options for enhancing the CRM capabilities, and associated business benefits, for the University. The project is considering all options, including enhancing the current solutions through to replacing it with one or more alternatives. With this Soft Market Test and Request for Information we are providing you with our knowledge to date, for the development of the CRM Future project and requesting information regarding your company and your products/services.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-title/8B8B82J7D9>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/8B8B82J7D9>

### Total value (estimated)

- £0 including VAT

Above the relevant threshold

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

- 1 October 2025 to 1 October 2027
- 2 years, 1 day

### **Main procurement category**

Goods

### **CPV classifications**

- 48445000 - Customer Relation Management software package

### **Contract locations**

- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

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## **Engagement**

### **Engagement deadline**

5 April 2025

### **Engagement process description**

Please complete and return the Soft Market testing Questionnaire through the Delta eSourcing portal at <https://www.Delta-eSourcing.com> (access is via your username and password). If required the access code is 8B8B82J7D9. The deadline to return questionnaires is 16:30hrs on the 4th April 2025.

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## Contracting authority

### University of Bath

- Public Procurement Organisation Number: PNGV-7869-ZHZQ

Claverton Down, Bath, Bath and North East Somerset

Bath

BA2 7AY

United Kingdom

Contact name: Lester Hayward

Telephone: 01225384822

Email: [lh537@bath.ac.uk](mailto:lh537@bath.ac.uk)

Region: UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Organisation type: Public authority - sub-central government