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Tender

## Strategic CRM Platform

UNIVERSITY OF LANCASTER

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-012871

Procurement identifier (OCID): ocds-h6vhtk-04fcd6

Published 3 April 2025, 3:20pm

## Scope

## Reference

SP/25/1418

## Description

Lancaster University is procuring a strategic CRM platform to deliver a transformative student and staff experience, aligning closely with our strategic ambition of becoming a globally recognised leader among higher education institutions. The CRM initiative seeks to consolidate and rationalise disparate systems into a unified, future-ready platform, enhancing our ability to capture, maintain, and effectively utilise high-quality data about applicants, students, and engagement activities. This program is integral to our overarching IT Strategy, aimed at transitioning our technological landscape from complexity and fragmentation to a seamless, integrated, and agile environment, tailored to the evolving needs of our students.

Further information will be contained within the Invitation to Participate document, issued in Intend.

The University of Lancaster ("the University") is not a contracting authority for the

purposes of the Procurement Act 2023 (as amended) and its procurement activities are not subject to the Procurement Act 2023.

Advertisement of any contract in the 'Find a Tender' is at the sole discretion of the University and is undertaken on a voluntary basis with no obligation to comply with the Procurement Act 2023 (as amended).

The University reserves its rights in full to adapt or step outside the procedures in the procurement legislation as the University considers necessary.

### **Total value (estimated)**

- £3,500,000 including VAT

Above the relevant threshold

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

- 1 August 2025 to 31 July 2030
- 5 years

### **Main procurement category**

Goods

### **CPV classifications**

- 48000000 - Software package and information systems

### **Contract locations**

- UKD - North West (England)

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## **Participation**

### **Legal and financial capacity conditions of participation**

As set out in the Procurement Documents

### **Technical ability conditions of participation**

As set out in the Procurement Documents

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## **Submission**

### **Enquiry deadline**

30 April 2025, 4:00pm

### **Submission type**

Requests to participate

### **Deadline for requests to participate**

7 May 2025, 12:00pm

## Submission address and any special instructions

<https://www.in-tendhost.co.uk/lancaster.aspx/Home>

## Tenders may be submitted electronically

Yes

## Languages that may be used for submission

English

## Suppliers to be invited to tender

3 to 5 suppliers

Selection criteria:

As per the Invitation to Participate document

## Award decision date (estimated)

28 July 2025

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## Award criteria

Name	Type
Quality	Quality
Price	Price

## **Weighting description**

Most Advantageous Tender, as set out in the Procurement Documents.

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## **Other information**

### **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

### **Competitive flexible procedure description**

As stated in the Invitation to Participate documents in Lancaster University's e-tendering system, Intend.

<https://in-tendhost.co.uk/lancaster.aspx/Home>

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## **Documents**

## Associated tender documents

<http://www.in-tendhost.co.uk/lancaster.aspx/Home>

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## Contracting authority

### UNIVERSITY OF LANCASTER

- Companies House: RC000657
- Public Procurement Organisation Number: PHYT-3516-XDZY

Bailrigg

Lancaster

LA1 4YW

United Kingdom

Email: [a.wearden@lancaster.ac.uk](mailto:a.wearden@lancaster.ac.uk)

Region: UKD44 - Lancaster and Wyre

Organisation type: Public authority - sub-central government