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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): ocids-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)

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

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

Award criteria

Name	Type
Quality	Quality
Price	Price

Weighting description

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

Other information

Conflicts assessment prepared/revised

Yes

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>

Documents

Associated tender documents

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

Contracting authority

UNIVERSITY OF LANCASTER

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

Bailrigg

Lancaster

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United Kingdom

Email: a.wearden@lancaster.ac.uk

Region: UKD44 - Lancaster and Wyre

Organisation type: Public authority - sub-central government