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Planning

009378 - CRM System for North East Museums - Market Engagement

Newcastle City Council

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

Notice identifier: 2026/S 000-013648

Procurement identifier (OCID): ocds-h6vhtk-065467

Published 13 February 2026, 6:27pm

Scope

Description

North East Museums wishes to engage with suppliers and consider a full range of options for CRM Systems functionality and capability.

This market intelligence will provide the Authority with the necessary information to inform our commissioning model for any potential contract opportunity for these services.

Consultation will consist of a Questionnaire, and potential demonstration meetings.

All updates will be posted via:

Open: <https://www.open-uk.org/>

Project Reference: 009378 - CRM System for North East Museums - Market Engagement

Project # OPEN2026290

Contract dates (estimated)

- 1 July 2026 to 30 June 2029
- 3 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72200000 - Software programming and consultancy services
- 72300000 - Data services

Contract locations

- UKC2 - Northumberland and Tyne and Wear

Engagement

Engagement deadline

24 February 2026

Engagement process description

This market intelligence will help inform the scope of a potential contract. All updates will

be posted via

Open: <https://www.open-uk.org/>

Consultation will consist of a Questionnaire, and potential demonstration meetings. All supplier feedback submitted within the questionnaire will be considered within the Authority's commissioning strategy.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Newcastle City Council

- Public Procurement Organisation Number: PBHM-6848-TWYG

Civic Centre

Newcastle Upon Tyne

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United Kingdom

Email: corporate.procurement.team@newcastle.gov.uk

Website: <https://www.newcastle.gov.uk/>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government