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Tender

Tender for UKROEd Project MApp (Management Application) CRM Phase 2

UKROEd

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

Notice identifier: 2025/S 000-031951

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

Published 12 June 2025, 2:14pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Clarification that there is just 1 Contracting Authority - UKROEd Ltd who are part of this opportunity.

PHP Law LLP are the procurement consultants supporting the tender process

Scope

Reference

001

Description

UKROEd is undertaking a tender to procure a delivery partner for implementation of its MApp Phase 2 requirements. 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 realising benefits as quickly as possible, these requirements were "frontloaded", with the procurement of an LMS being authorised as part of MApp 'Phase 1'. Phase 1 implementation is underway, with Open eLMS as the chosen technology platform. This tender exercise for 'Phase 2', 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, it is anticipated the core CRM solution will likely comprise of Microsoft Dynamics 365, integrating with the Power Platform ecosystem for customer portal and full workflow capabilities. However, alternatives will also be considered. While the wider support model for MApp is to be determined, we would anticipate that the contracted delivery partner thereafter provides platform and application support for the implemented solution as part of a managed service. A budget envelope of GBP 500,000 has been established, within which prospective tenderers will be invited to submit capped implementation pricing (during invitation to submit a final tender - i.e. after dialogue) for delivery of all core

components. As a small organisation with a limited budget, robust control over costs will be imperative.

Total value (estimated)

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 28 October 2025 to 28 October 2029
- Possible extension to 29 October 2033
- 8 years, 2 days

Description of possible extension:

Four further one year extensions (4+1+1+1+1)

Options

The right to additional purchases while the contract is valid.

Contract contains concept of core components and additional components, the former to be delivered via a capped time and materials pricing submission at award. The latter being optional scope that can be selected in addition, once the core components have been delivered. pricing for these will be agreed, at the point of decision to proceed is made subject to the overall pricing conditions of the contract and in accordance with the rate card submitted with the tender.

Main procurement category

Services

CPV classifications

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

Contract locations

- UKD33 - Manchester

Participation

Legal and financial capacity conditions of participation

Due diligence checks will be undertaken on the Tenderer's accounts to determine a Tenderer's financial standing. This will incorporate credit checks and a financial appraisal. Please confirm whether you already have, or can commit to obtain, prior to the award of the contract, the requirements indicated below: - ISO27001 Accreditation - Cyber Essentials Plus

Technical ability conditions of participation

Provide details of up to three contracts to meet conditions of participation relating to technical ability set out in the relevant notice or procurement documents, in any combination from either the public or private sectors (which may include samples of grant-funded work). The relevant contract examples need to be proportional to the scale and maturity of UKROEd. Refer to the Supplier Brief, which defines this.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

19 September 2025, 12:00pm

Submission type

Tenders

Tender submission deadline

19 September 2025, 12:00pm

Submission address and any special instructions

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=94245&B=

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

15 October 2025

Award criteria

Name	Type
Quality	Quality
Price	Price

Weighting description

Stage 1a: Invitation to participate - The Contracting Authority will undertake a review of the completed PSQ with reference to any information held on the Central Digital Platform. Responses to any conditions of participation will be assessed in accordance with the selection process and any selection criteria as set out in the Tender Notice, PSQ and described in this document. The assessment of these responses will identify and shortlist up to five [5] highest scoring submissions from Tenderers, with a minimum score of 55%. These Tenderers will be invited to participate in Stage 1b. The Contracting Authority proposes to rely on Section 24 of the PA 2023 (refining award criteria). Should any award criteria be refined, this will be detailed in the Stage 2 tender pack. Stage 1b: Invitation to participate in dialogue Stage 2: Invitation to submit a final tender Part 1 Eligibility Assessment Pass/Fail Part 2 Quality Assessment - Questions 50% Part 3 Quality Assessment - Demo Exercise 20% Part 4 Pricing Assessment 30%

Other information**Payment terms**

The payment terms are as per Schedule 4 Charges within the Implementation & Support Services Agreement.

Description of risks to contract performance

The following contract risks have been identified:

- a. Financial Risks:
 - i. Inaccurate cost estimates or underfunding could lead to incomplete or substandard service delivery
 - ii. Use of capped time and materials approach for core components could cause cashflow issues for the supplier and delivery issues for the customer, if burn rate is managed inappropriately.
 - iii. External benchmarks, such as use of CPI, could be higher than anticipated.
 - iv. Supplier might face financial difficulties
- b. Technical and Security Risks:
 - i. Cybersecurity threats to digital systems could compromise sensitive information and system integrity, leading to data breaches and/or performance issues
 - ii. Unauthorised personnel could gain access to sensitive data
- c. Operational and Delivery Risks:
 - i. Overreliance on single supplier in the supply chain (e.g. data centre hosting provider) could cause issues
 - ii. Supplier may fail to meet contractual obligations or commit a material breach
 - iii. Poor communication between the supplier and the customer could lead to misunderstandings and unmet expectations
- d. Personnel Risks:
 - i. Supplier resources could be insufficiently skilled or accredited to perform the requirements of the contract
 - ii. Supplier personnel might be insufficiently vetted

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This competitive flexible procedure will be conducted in three (3) stages described in more detail below.

Stage 1a: Invitation to participate Stage 1a commenced with the issuing of a Tender Notice and the publication of this document. The tender pack includes a procurement specific questionnaire (PSQ) which all Tenderers are required to complete and return in accordance with the Procurement Timetable and instructions within this document. The Contracting Authority will also undertake a review of the completed PSQ with reference to any information held on the Central Digital Platform. Responses to any conditions of participation will be assessed in accordance with the selection process and any selection criteria as set out in the Tender Notice, PSQ and described in this document. The assessment of these responses will identify up to five [5] highest scoring submissions from Tenderers, with a minimum score of 55%. These Tenderers will be invited to participate in Stage 1b. Stage 1a will complete with Tenderers being notified in writing of whether or not they have been successfully shortlisted to participate in Stage 1b. Tenderers not invited to Stage 1b will be provided with a written explanation of the reasons why they have not been shortlisted to participate in Stage 1b. Tenderers should note that the Contracting Authority reserves the right to re-assess any response to the PSQ, in light of any new relevant information that comes to the Contracting Authority's attention. Please refer to the 'Tenderer eligibility' provisions: Procurement terms and conditions. The Contracting Authority proposes to rely on Section 24 of the PA 2023 (refining award criteria). Should any award criteria be refined, this will be detailed in the Stage 2 tender pack.

Stage 1b: Invitation to participate in dialogue Stage 1b will commence with the issuing of a letter inviting Tenderers that have successfully passed Stage 1a to attend one or more dialogue meetings. The letter will also provide details of any new information made available to Tenderers at this stage in the Procurement and describe how the dialogue will be conducted, including the location and dates for the relevant meetings, as well as the attendee arrangements. It is proposed that as part of the dialogue/clarification stage (stage 1b) of the tender, UKROEd facilitates a DORS+ Clarification session with shortlisted bidders to provide a more detailed overview. This may also include prior release of current (or as recent as maintained) DORS+ webservice/API specification documentation (Functions, Expected Behaviour, HTTP Methods, Parameters) and current infrastructure documentation (HLD, LLD), subject to bidder acceptance of a Non-Disclosure Agreement. Stage 1b will conclude with the issuing of letters to all participating Tenderers confirming the closure of dialogue.

Stage 2: Invitation to submit a final tender Stage 2 will commence with the issuing of a letter and Stage 2 tender pack inviting Tenderers who have been successfully shortlisted at Stage 1a to submit their final tenders. The Contracting Authority will conduct an assessment of all final tenders in order to identify the Tenderer which has submitted the most advantageous tender in accordance with the assessment methodology and award criteria set out in the Tender. Once the assessment summaries have been provided to the Tenderers that submitted final tenders, the Contracting Authority will also publish a

contract award notice on the Central Digital Platform to commence the mandatory standstill period. Subject to completion of the mandatory standstill period, Stage 2 will end with the Contracting Authority entering into the Contract with the preferred Tenderer and publication of a Contract Details Notice on the Central Digital Platform (within 30 days of the date on which the Contract is entered into).

Contracting authority

UKROEd

- Public Procurement Organisation Number: PDGN-8678-JDZX

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