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Tender

CRM Update and Levy Portal Development

Sea Fish Industry Authority

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

Notice identifier: 2025/S 000-039116

Procurement identifier (OCID): ocds-h6vhtk-055d49

Published 11 July 2025, 9:08am

Scope

Description

Seafish have been using Microsoft Dynamics 365 CRM for a number of years for their customer relationship database, initially with an on-prem instance and now in the cloud. We are looking to rebuild the online portal for Levy submissions (which has not been in use for approx 4 years) and would like to review the current CRM processes and build in more automation which will link with the portal.

Total value (estimated)

- £150,000 excluding VAT
- £180,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 13 August 2025 to 12 August 2028
- Possible extension to 12 August 2030
- 5 years

Description of possible extension:

Element of licensing so could be ongoing

Main procurement category

Services

CPV classifications

- 72212445 - Customer Relation Management software development services

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

31 July 2025, 11:59pm

Tender submission deadline

11 August 2025, 11:59pm

Submission address and any special instructions

<https://www.seafish.org/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

13 August 2025

Award criteria

Name	Type	Weighting
Solution Proposal Suitability	Quality	30%
CRM Project Experience	Quality	25%
Value for money/Pricing for software and support	Cost	20%
Project Delivery Timescales	Quality	15%
Future Proofing Credibility	Quality	10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

[CRM Levy Tender - TD2026-002.pdf](#)

Tender document attached or available on the Seafish website. Responses to queries will

be posted on our website.

Contracting authority

Sea Fish Industry Authority

- Public Procurement Organisation Number: PXMx-7769-WJNZ

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Region: UKM75 - Edinburgh, City of

Organisation type: Public authority - central government