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Planning

## **The Provision of CRM Software on behalf of Chorley Leisure & South Ribble Leisure**

South Ribble Borough Council  
Chorley Borough Council

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

Notice identifier: 2025/S 000-041200

Procurement identifier (OCID): ocds-h6vhtk-0561e9

Published 18 July 2025, 10:12am

### **Scope**

### **Reference**

DN783154

### **Description**

Chorley Leisure and South Ribble Leisure are currently developing their Service Specification, contracting process and commercial model for The Provision of a CRM System.

This Market Engagement Questionnaire (MEQ) seeks the views and opinions of those organisations that may be interested in delivering the Service. Organisations should ensure that they have read the supporting information (Draft Service Specification) provided prior to responding. Suppliers should confirm their expression of interest and return a completed Pre-Market Engagement Questionnaire.

This document is issued solely for the purpose of engaging with the market to gather

information and insights. It does not constitute a call for competition, nor does it commit Chorley Leisure or South Ribble Leisure to any future procurement activity.

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

- £100,000 excluding VAT
- £120,000 including VAT

Below the relevant threshold

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

- 12 January 2026 to 13 January 2029
- Possible extension to 13 January 2031
- 5 years, 2 days

### **Main procurement category**

Services

### **CPV classifications**

- 48000000 - Software package and information systems
- 72261000 - Software support services

### **Contract locations**

- UKD - North West (England)

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## Engagement

### Engagement deadline

18 August 2025

### Engagement process description

Chorley Leisure and South Ribble Leisure are currently developing their Service Specification, contracting process and commercial model for The Provision of a CRM System.

Responses to be submitted via The Chest procurement portal: <https://www.the-chest.org.uk/> Reference DN783154

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## Participation

### Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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## Contracting authorities

### South Ribble Borough Council

- Public Procurement Organisation Number: PHRY-1373-GMVN

Civic Centre, W Paddock

Leyland

PR25 1DH

United Kingdom

Email: [procurement@southribble.gov.uk](mailto:procurement@southribble.gov.uk)

Website: <http://www.southribble.gov.uk>

Region: UKD45 - Mid Lancashire

Organisation type: Public authority - sub-central government

### Chorley Borough Council

- Public Procurement Organisation Number: PGWG-1348-MJDM

Town Hall

Chorley

PR7 1DP

United Kingdom

Email: [procurement@chorley.gov.uk](mailto:procurement@chorley.gov.uk)

Website: <http://www.chorley.gov.uk>

Region: UKD47 - Chorley and West Lancashire

Organisation type: Public authority - sub-central government

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## Contact organisation

Contact South Ribble Borough Council for any enquiries.