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Planning

## **Customer Relationship Management system for Defence Relationship Management (DRM)**

Council of Reserve Forces' and Cadets' Associations (DRM)

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

Notice identifier: 2025/S 000-042729

Procurement identifier (OCID): ocds-h6vhtk-05655b

Published 24 July 2025, 12:37pm

### **Scope**

### **Description**

Sitting under the Council for Reserve Forces and Cadets Associations (CRFCA), Defence Relationship Management (“DRM”) is an arm’s length body of the Ministry of Defence (MoD) and it is the primary point of access linking employers with Defence. DRM reports into the MoD via a Service Level Agreement (SLA) which measures performance against set targets, particularly in relation to the Armed Forces Covenant (AFC) and Employer Recognition Scheme (ERS). Therefore, it is crucial that DRM understands the impact of its work in relation to Defence People issues.

We seek to implement a secure, scalable, and resilient CRM platform that is designed to streamline engagement, communication, and data management processes related to Armed Forces Covenant and Employer Recognition Scheme initiatives. The CRM will support operational efficiency, enable real-time insights, and meet the digital needs of both internal stakeholders and external partners such as the Ministry of Defence (MoD) and Single Services (Army, Navy, RAF).

DRM has a Customer Relationship Management system in place but since the time of implementation, our needs have changed and matured as has the technology that is

available in the market. We wish to shape our new requirements and understand more about capability and capacity of the market.

CRFCA/DRM has strict security protocols, and this upcoming procurement has a mandatory requirement for suppliers to comply with MoD's data security regulations with ALL MoD Personnel's personal data being stored in the UK. For the avoidance of doubt, this means that no "off shoring" will be permitted, and no personal data can be stored, viewed or accessed from outside the UK.

The Defence Cyber Protection Partnership (DCPP) Cyber Security Model will be applicable and therefore we adhere to Defence policy that any potential suppliers should have at least Cyber Essentials Plus accreditation or the industry equivalent before contract award.

For the avoidance of doubt, this notice is not a call for competition. Any comments, indications of interest, participation, or non-participation by any organisation at this stage will not influence the process, selection and/or award decision for any future potential procurement, nor will it be taken as a supplier's committed position. Non-participation will not exclude you from any possible future competition.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Customer-Relation-Management-software-package./E2N9HE72QE>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/E2N9HE72QE>

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

- £0 excluding VAT
- £0 including VAT

Above the relevant threshold

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

- 1 September 2026 to 31 March 2031
- Possible extension to 31 March 2033
- 6 years, 7 months

## **Main procurement category**

Services

## **CPV classifications**

- 48445000 - Customer Relation Management software package
- 72000000 - IT services: consulting, software development, Internet and support
- 72212445 - Customer Relation Management software development services

## **Contract locations**

- UK - United Kingdom

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## **Engagement**

### **Engagement deadline**

5 September 2025

### **Engagement process description**

Initially we are asking for responses to a Request for Information which has to be

completed and submitted via the Delta e-tendering portal by Friday, 5 September 2025 .

We use Delta e-tendering portal which is a one stop shop for contract opportunities, tendering and information on doing business the Reserve Forces' and Cadets' Associations. Suppliers must be registered on Delta to participate in sourcing events. In addition, it is now a requirement of public procurement that all suppliers are registered in the Central Digital Platform.

Please register on Delta: <https://www.delta-esourcing.com/> (click on 'Supplier Registration' in the top right-hand corner)

More information on how to register in the CDP is available at <https://supplierregistration.cabinetoffice.gov.uk/>.

The direct link to access the opportunity, which contains the RFI attachment, is <https://www.delta-esourcing.com/respond/E2N9HE72QE>

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## **Submission**

### **Publication date of tender notice (estimated)**

28 November 2025

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## **Contracting authority**

### **Council of Reserve Forces' and Cadets' Associations (DRM)**

- Public Procurement Organisation Number: PHLW-9274-WYGR

Holderness House, 51-61 Clifton Street

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United Kingdom

Contact name: Commercial Manager

Email: [co-commercialmgr@rfca.mod.uk](mailto:co-commercialmgr@rfca.mod.uk)

Region: UKI41 - Hackney and Newham

Organisation type: Public authority - sub-central government