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Planning

Connect to Work CRM Software Solution

Staffordshire County Council

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

Notice identifier: 2025/S 000-046241

Procurement identifier (OCID): ocds-h6vhtk-0581d2 ([view related notices](#))

Published 5 August 2025, 3:58pm

Scope

Reference

IA3663

Description

Staffordshire County Council (SCC) requires a customer relationship management system to support the delivery of the Connect to Work program. Requirements are to record participant/employer engagement, track progress, link into Department of Work and Pensions systems and report outcomes.

Total value (estimated)

- £200,000 excluding VAT
- £240,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 20 October 2025 to 19 October 2027
- Possible extension to 19 October 2030
- 5 years

Main procurement category

Goods

CPV classifications

- 48445000 - Customer Relation Management software package

Contract locations

- UKG - West Midlands (England)

Engagement

Engagement deadline

4 July 2025

The engagement was carried out before this notice was published.

Engagement process description

Please note that this notice relates to Pre Market Engagement that has already taken place.

Connect to Work is a Government program. Following national publications regarding the program, 3 suppliers contacted the Council with marketing emails in February 2025 and provided demonstration of their systems. These suppliers were sent a follow up document requesting information regarding the systems' current reporting capabilities.

In July 2025, a further supplier contacted the Council with an invitation to a webinar which involved a demonstration of their system.

The pre market engagement has not shaped the requirements set in the upcoming procurement, these have been derived from the Grant Guidance and Technical Notes Department of Work and Pensions (DWP) have published for Connect to Work, other information provided by DWP, and the Council itself.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Staffordshire County Council

- Public Procurement Organisation Number: PZDG-2995-QQMD

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Organisation type: Public authority - sub-central government