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Tender

Connect to Work CRM Solution

Staffordshire County Council

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

Notice identifier: 2025/S 000-048794

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

Published 14 August 2025, 2:26pm

Scope

Reference

IA3663

Description

Staffordshire County Council (SCC) requires a customer relationship management (CRM) 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.

This procurement is grant funded.

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

Description of possible extension:

The term of the contract will be 2 years plus 3 x 1 year extensions (20th October 2027 - 19th October 2028, 20th October 2028 - 19th October 2029, 20th October 2029 - 19th October 2030).

Extensions will be used dependent on: grant funding allocation, the Connect to Work program performance, and the impact of Local Government Reorganisation.

Main procurement category

Goods

CPV classifications

- 48445000 - Customer Relation Management software package

Contract locations

- UKG - West Midlands (England)
-

Participation

Technical ability conditions of participation

Suppliers must complete and return the Security Questionnaire and ICT SaaS Standards documents, which will confirm the supplier possesses the required accreditations or equivalent.

Submission

Enquiry deadline

4 September 2025, 2:00pm

Tender submission deadline

11 September 2025, 12:00pm

Submission address and any special instructions

<https://supplierlive.proactisp2p.com/Account/Login>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

29 September 2025

Award criteria

Name	Description	Type
Price	20%	Price
Quality	80%	Quality

Weighting description

Both Price and Quality will be evaluated in the process. Price will be weighted at 20% and quality at 80%. The pricing submission must not exceed £200,000 excluding VAT, if this occurs, the entire bid will be disregarded.

The quality weighting will be split across award criteria, a full breakdown is available in the 'Procurement Pack' tender document.

Other information

Description of risks to contract performance

- Local Government Reorganisation

1.1 In December 2024 the Government issued a White Paper on Local Government Re-Organisation entitled the "English Devolution White Paper".

1.2 In March 2025 Staffordshire County Council submitted their suggested re-organisation plan to the Government and are awaiting a response.

1.3 Final proposals will be submitted in November 2025 and implementation of the changes is expected by Government to be by 2028 at the earliest.

1.4 Whilst the expected impact of most changes to Local Government will be settled at Government Level (Change in Law) please be aware that it may be government policy or expedient that any affected party will be recommended to agree bi-lateral or multi-lateral changes to their existing contractual arrangements.

1.5 Updates on proposals and changes can be found on the Staffordshire County Council Website and at other media outlets

2 The parties agree that in the event of a Local Government Re-organisation:-

2.1.that reorganisation of local authorities may result in the transfer assignment or novation of this Agreement in whole or in part to a successor authority or successor authorities. Such transfer assignment or novation shall not constitute a breach or require consent and the [contracting party] consents to the transfer assignment or novation of this Agreement in whole or in parts to any successor authority(ies) established under the local government reorganisation legislation and that as a consequence the obligations and rights under this Agreement shall continue to apply and be enforceable by or against any successor authority(ies) following a local government reorganisation; and

2.2 the parties acknowledge that if applicable the Transfer of Undertakings (Protection of Employment) Regulations 2006 may apply and agree to comply with all consequential and reasonable obligations arising thereunder

2.3 the parties acknowledge that any new organisation(s) may utilise or create and manage all and any existing or required framework agreements relating to the provision of the [goods and] services provided under this current agreement

- Funding for the contract is dependent on a Government grant and therefore the overall value may change, requiring a modification to reflect any changes in funding. The grant is provided annually and therefore the predicted amount cannot be treated as a definite figure. This may mean that the contract reduces in length, or sees a change in value. Both supplier and contracting authority must acknowledge and accept this risk.

- New or updated requirements may be introduced by DWP that the contracting authority can't reasonably foresee. The Contracting Authority must satisfy DWP with their delivery of Connect to Work and therefore must adapt to any requirements over the contract. This means that the supplier should be open to updating parts of the deliverables in the contract should DWP implement new requirements - this may be done via contract

modification.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Staffordshire County Council

- Public Procurement Organisation Number: PZDG-2995-QQMD

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Website: <https://www.staffordshire.gov.uk>

Region: UKG24 - Staffordshire CC

Organisation type: Public authority - sub-central government