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Contract

CRM for NHSE participant/candidate data

NHS England

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-051539

Procurement identifier (OCID): ocds-h6vhtk-058e6f

Published 27 August 2025, 11:39am

Scope

Reference

C381362

Description

There is a corporate strategy to reduce the number of different CRM systems in use across NHS England. The current CRM used by the former Leadership Academy has been marked for transfer to the new corporate CRM system. This was anticipated June 2025 but has been delayed. As there continues to be a need to store and manage contact details and other key information in relation to the applicants, participants and alumni of leadership development programmes. This business case sees to provide cover in the interim pending corporate solution transfer.

Contract 1. CRM for NHSE participant/candidate data

Supplier

- [SugarCRM UK Ltd](#)

Contract value

- £30,000 excluding VAT
- £30,000 including VAT

Below the relevant threshold

Date signed

28 July 2025

Contract dates

- 31 July 2025 to 30 July 2026
- 1 year

Main procurement category

Goods

CPV classifications

- 48445000 - Customer Relation Management software package

Procedure

Procedure type

Below threshold - without competition

Supplier

SugarCRM UK Ltd

Fourth Flr St James House, St James' Square,

Cheltenham

GL50 3PR

United Kingdom

Email: lizzie.heywood@sugarcrm.com

Region: UKK13 - Gloucestershire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. CRM for NHSE participant/candidate data

Contracting authority

NHS England

- Public Procurement Organisation Number: PDPT-3135-BWWY

Wellington House, 133-135 Waterloo Rd

London

SE1 8UG

United Kingdom

Email: england.commercialqueries@nhs.net

Website: <https://www.england.nhs.uk/>

Region: UKI45 - Lambeth

Organisation type: Public authority - central government