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Tender

CPF - Dynamics Customer Engagement, F&O Support & Maintenance Managed Service

A2Dominion Group

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

Notice identifier: 2025/S 000-058361

Procurement identifier (OCID): ocds-h6vhtk-059eba ([view related notices](#))

Published 22 September 2025, 10:05am

Scope

Description

Competitive Flexible Procedure for Dynamics Customer Engagement, F&O Support & Maintenance Managed Service

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Software-package-and-information-systems./JC9DD5YC5H>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/JC9DD5YC5H>

Total value (estimated)

- £1,250,000 excluding VAT

- £1,500,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 May 2026 to 30 April 2029
- Possible extension to 30 April 2031
- 5 years

Description of possible extension:

Two(2) optional twelve(12) month extensions

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems
- 48214000 - Network operating system software package
- 48216000 - Network connectivity terminal emulation software package
- 48219000 - Miscellaneous networking software package
- 48219100 - Gateway software package

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

31 October 2025, 12:00pm

Submission type

Tenders

Tender submission deadline

14 November 2025, 12:00pm

Submission address and any special instructions

<https://www.delta-sourcing.com/delta/buyers/select/viewListStatus.html?id=JC9DD5YC5H>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

19 December 2025

Award criteria

Name	Type	Weighting
Quality & SSV	Quality	65%
Pricing submission	Price	35%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

- 1) Supplier shortlisting via PSQ
- 2) ITT

Contracting authority

A2Dominion Group

- Public Procurement Organisation Number: PVVW-3914-QLVL

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Region: UKI73 - Ealing

Organisation type: Public authority - sub-central government