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Contract

Connect to Work CRM System

Staffordshire County Council

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

Notice identifier: 2025/S 000-078776

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

Published 2 December 2025, 10:30am

Scope

Reference

IA3663

Description

Staffordshire County Council (SCC) has procured 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.

Contract 1

Supplier

- ALCIUM SOFTWARE LIMITED

Contract value

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

Above the relevant threshold

Date signed

17 November 2025

Contract dates

- 17 November 2025 to 16 November 2027
- Possible extension to 16 November 2030
- 5 years

Description of possible extension:

3x 1 year optional extension periods, to be used as long as the Connect to Work programme continues and is deliverable by the contract (based upon Government Funding, approval, and requirements).

Main procurement category

Goods

CPV classifications

- 48445000 - Customer Relation Management software package

Contract locations

- UKG - West Midlands (England)

Justification for not setting key performance indicators

Performance will be monitored using service standards, but these are not in the form of KPIs. Examples of the service standards include a Recovery Time Objective, Recovery Point Objective, and set response times for queries and support issues.

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

ALCIUM SOFTWARE LIMITED

- Companies House: 04157769
- Public Procurement Organisation Number: PYRY-5615-PWQG

Unit 6b Churchill Way

Sheffield

S35 2PY

United Kingdom

Email: info@alciumsoftware.com

Website: <https://evolutive.co.uk>

Region: UKE32 - Sheffield

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

Staffordshire County Council

- Public Procurement Organisation Number: PZDG-2995-QQMD

1 Staffordshire Place, Tipping Street,

Stafford

ST16 2LP

United Kingdom

Email: ellie.butler@staffordshire.gov.uk

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

Region: UKG24 - Staffordshire CC

Organisation type: Public authority - sub-central government