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Award

## **Tender for UKROEd Project MApp (Management Application) CRM Phase 2**

UKROED LIMITED

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-079744

Procurement identifier (OCID): ocds-h6vhtk-04eeb0 ([view related notices](#))

Published 4 December 2025, 1:27pm

### **Scope**

### **Reference**

001

### **Description**

UKROEd is undertaking a tender to procure a delivery partner for implementation of its MApp Phase 2 requirements. UKROEd has worked hard to establish its role as trusted governor of the National Driver Offender Retraining Scheme and while stakeholder feedback is consistently positive, we also know that accessing our systems and services, and our communications, can sometimes feel disjointed. 'Behind the scenes' some of our systems and processes are not as efficient and effective as we would wish. UKROEd has expanded rapidly since its creation in 2016. The company has recently developed its first Digital Strategy and within this, identified several areas of activity that would benefit from some digital investment. To address the challenges, UKROEd has commissioned Project MApp (Management Application), which will deliver an integrated business management solution that seeks to improve organisational and staff efficiency, ensure high data quality and accuracy to support timely decision making, and provide an exceptional user experience for our staff and external stakeholders. It will deliver the consolidation (and

where possible automation) of critical business processes around an integrated solution. This holistic solution will not be a single logical product or technology platform and will at least comprise of a Learning Management Solution (LMS) and a Customer Relationship Management System (CRM), to be sourced separately but branded and acting (where required) cohesively as an integrated system. MApp in totality will facilitate much of UKROEd's core business including stakeholder engagement, trainer and provider licence management, training interventions (face-to-face and e-learning) and live events / conferences. Acknowledging the fact that an LMS has a simpler set of requirements and to start realising benefits as quickly as possible, these requirements were "frontloaded", with the procurement of an LMS being authorised as part of MApp 'Phase 1'. Phase 1 implementation is underway, with Open eLMS as the chosen technology platform. This tender exercise for 'Phase 2', will address the wider requirement set. UKROEd is seeking a delivery partner for implementation of its MApp Phase 2 requirements, centred around the deployment of an integrated, low/no-code CRM. Given the organisation's existing Microsoft 365 platform/application base, current technology strategy and internal skillset, it is anticipated the core CRM solution will likely comprise of Microsoft Dynamics 365, integrating with the Power Platform ecosystem for customer portal and full workflow capabilities. However, alternatives will also be considered. While the wider support model for MApp is to be determined, we would anticipate that the contracted delivery partner thereafter provides platform and application support for the implemented solution as part of a managed service. A budget envelope of GBP 500,000 has been established, within which prospective tenderers will be invited to submit capped implementation pricing (during invitation to submit a final tender - i.e. after dialogue) for delivery of all core components. As a small organisation with a limited budget, robust control over costs will be imperative.

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## **Contract 1. Tender for UKROEd Project MApp (Management Application) CRM Phase 2**

### **Supplier**

- CRANMORE CONSULTING LIMITED

### **Contract value**

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Above the relevant threshold

### **Award decision date**

3 December 2025

### **Date assessment summaries were sent to tenderers**

4 December 2025

### **Standstill period**

- End: 15 December 2025
- 8 working days

### **Earliest date the contract will be signed**

19 December 2025

### **Contract dates (estimated)**

- 5 January 2026 to 4 January 2030
- Possible extension to 4 January 2034
- 8 years

Description of possible extension:

The possibility of four additional one-year extensions (4+1+1+1+1)

## **Main procurement category**

Services

## **Options**

The right to additional purchases while the contract is valid.

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Contract contains concept of core components and additional components, the former to be delivered via a capped time and materials pricing submission at award. The latter

being optional scope that can be selected in addition, once the core components have been delivered. pricing for these will be agreed, at the point of decision to proceed is made subject to the overall pricing conditions of the contract and in accordance with the rate card submitted with the tender.

## **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support

## **Contract locations**

- UKD33 - Manchester
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## Information about tenders

- 15 tenders received
  - 2 tenders assessed in the final stage:
    - 2 submitted by small and medium-sized enterprises (SME)
    - 0 submitted by voluntary, community and social enterprises (VCSE)
  - 1 supplier awarded contracts
  - 1 supplier unsuccessful (details included for contracts over £5 million)
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## Submission

### Submission type

Requests to participate

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## Procedure

### Procedure type

Competitive flexible procedure

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## Supplier

## **CRANMORE CONSULTING LIMITED**

- Companies House: NI070910
- Public Procurement Organisation Number: PDDN-5833-MBHX

73 Church View

Hollywood

BT18 9LN

United Kingdom

Email: [info@cranmoreconsulting.com](mailto:info@cranmoreconsulting.com)

Website: <http://www.cranmo.re>

Region: UKN09 - Ards and North Down

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## **Contracting authority**

### **UKROED LIMITED**

- Companies House: 08773977

- Public Procurement Organisation Number: PDGN-8678-JDZX

Colwyn Chambers

Manchester

M2 3BA

United Kingdom

Email: [procurement@ukroed.org.uk](mailto:procurement@ukroed.org.uk)

Region: UKD33 - Manchester

Organisation type: Public authority - sub-central government

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## Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

### PHP LAW LLP

Summary of their role in this procurement: Procurement Consultant

- Companies House: OC429243
- Public Procurement Organisation Number: PPRM-9434-VNYQ

Unit 3 The Brutus Centre

Totnes

TQ9 5RW

United Kingdom

Email: [josie.medforth@phplaw.co.uk](mailto:josie.medforth@phplaw.co.uk)

Website: <http://www.phplaw.co.uk>

Region: UKK43 - Devon CC

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## **Contact organisation**

Contact PHP LAW LLP for any enquiries.