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Not applicable

## **The Provision of a CRM and MDM Solution**

Buckinghamshire Council

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-025129

Procurement identifier (OCID): ocids-h6vhtk-03605f

Published 7 September 2022, 3:17pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Buckinghamshire Council

Walton Street Offices

Aylesbury

HP20 1UA

#### **Contact**

Miss Helen Bold

#### **Email**

[helen.bold@buckinghamshire.gov.uk](mailto:helen.bold@buckinghamshire.gov.uk)

#### **Telephone**

+44 1296383660

#### **Country**

United Kingdom

**Region code**

UKJ13 - Buckinghamshire CC

**Internet address(es)**

Main address

<https://www.buckinghamshire.gov.uk/>

Buyer's address

<https://www.buckinghamshire.gov.uk/>

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## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

The Provision of a CRM and MDM Solution

Reference number

DN619010

#### II.1.2) Main CPV code

- 48000000 - Software package and information systems

#### II.1.3) Type of contract

Supplies

#### II.1.4) Short description

The Buckinghamshire Council seeks tenders from suitably qualified and experienced organisations for the provision of a corporate, modern Customer Relationship Platform (CRM) that supports the Council's vision of a "Customer First" culture. Our vision is to give residents more free time by making everything they do with the Council faster and easier. We need modern tools to achieve this, harnessing the power of Master Data Management (MDM) to enable a 'single view of the customer' and integrate with existing Line of Business systems. This cloud hosted system will provide rich, unfettered data to help promote the seamless digital journey from the Buckinghamshire Council website.

The solution will include (but not be limited to) the following: hosting, licensing, maintenance, upgrades, reporting, consultancy, customisation, configuration, database administration, data cleansing, data migration, Implementation, initial training, ongoing support.

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2022/S 000-023138](#)

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## **Section VII. Changes**

### **VII.1) Information to be changed or added**

#### **VII.1.2) Text to be corrected in the original notice**

Section number

IV.2

Place of text to be modified

iv.2.2

Instead of

Date

19 September 2022

Local time

3:00pm

Read

Date

30 September 2022

Local time

11:00am

### **VII.2) Other additional information**

The tender deadline has been changed from 3 p.m. on 19th September to 11 a.m. on 30th September 2022.