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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

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Email

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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/>

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.

Section VI. Complementary information

VI.6) Original notice reference

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

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.