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Not applicable

Halton Housing - CRM and Customer Portal Software and Associated Services

Halton Housing

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-033461

Procurement identifier (OCID): ocids-h6vhtk-034047

Published 25 November 2022, 10:51am

Section I: Contracting authority/entity

I.1) Name and addresses

Halton Housing

Waterfront Point, Warrington Road

Widnes

WA8 0TD

Contact

Claire Paton

Email

tenders@cirruspurchasing.co.uk

Country

United Kingdom

NUTS code

UKD - North West (England)

Internet address(es)

Main address

<https://www.haltonhousing.co.uk/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Halton Housing - CRM and Customer Portal Software and Associated Services

Reference number

2022/S 000-014753

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

This ITT is for CRM and Customer Portal. As a minimum, this contract will be to supply, install, implement, support, maintain and develop all the software and related services as per the requirement of this specification. The main areas of functionality will include but not limited to. • CRM • Customer Portal • Customer Engagement • Reporting • Core Applications Integration • Data Management and Migration We are expecting the implementation phase to start no later than October 2022 and be ready for live deployment by April 2023. The contract will be for 4 years.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2022/S 000-014753](#)

Section VII. Changes

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

Section number

IV.2.2

Place of text to be modified

Time limit for receipt of projects or requests to participate

Instead of

Date

28 June 2022

Local time

12:00pm

Read

Date

5 July 2022

Local time

12:00pm