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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](mailto:tenders@cirruspurchasing.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKD - North West (England)

**Internet address(es)**

Main address

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

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**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.

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**Section VI. Complementary information**

**VI.6) Original notice reference**

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

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## 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