This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/047470-2025">https://www.find-tender.service.gov.uk/Notice/047470-2025</a>

**Pipeline** 

# **ECRM - SaaS Customer Relationship Management**

**HM Revenue & Customs** 

UK1: Pipeline notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-047470

Procurement identifier (OCID): ocds-h6vhtk-0584b5

Published 11 August 2025, 7:49am

This is an old version of this notice. View the latest version.

## Scope

#### Reference

SR2412633519

## **Description**

Provision of Software as a Service (SaaS) Customer Relationship Management Licenses

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

- 1 October 2025 to 30 September 2040
- 15 years

### Main category

Services

#### **CPV** classifications

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

### **Submission**

## Publication date of tender notice (estimated)

12 August 2025

# **Contracting authority**

#### **HM Revenue & Customs**

• Public Procurement Organisation Number: PVMW-8599-JZNJ

100 Parliament Street

London

SW1A 2BQ

**United Kingdom** 

Email: hmrcsupportsapariba@hmrc.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government