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Pipeline

ECRM - SaaS Customer Relationship Management

HM Revenue & Customs

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

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

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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

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Region: UKI32 - Westminster

Organisation type: Public authority - central government