



camden council



Tenders

T013/2025 - EXTERNAL STAKEHOLDER RELATIONSHIP MANAGEMENT (ESRM) SYSTEM

Camden Council invites tenders to configure and implement a cloud-based, desktop and mobility optimised External Stakeholder Relationship Management (ESRM) system to house data of businesses and organisations in the Camden Local Government Area (LGA) using the Microsoft technology stack.

The project aims to introduce Microsoft Dynamics 365 and capitalise on the existing Microsoft technology at Council to support the requirements to provide a holistic approach to relationship management with a single source of truth for all interactions that take place between Camden Council and its businesses and organisations, that is in and out of the Camden LGA. A detailed description of the requirements can be found in Council's Request for Tender document.

Tender documents will be available from Tuesday 6 May 2025 and can be accessed through the NSW Buy website www.buy.nsw.gov.au.

Tenders must be lodged electronically via www.buy.nsw.gov.au (preferred method) or delivered by hand to Council's Tender box at Customer Service Centre, 70 Central Avenue, Oran Park NSW 2570.

Further information can be obtained from Diane Ross on 4654 7610 or via the NSW Buy Q&A Portal.

Tenders will be accepted up until 3pm, Wednesday 28 May 2025. Late submissions will not be accepted.

Canvassing of any Council members or officers will disqualify tenderers from the tender process. The lowest or any tender will not necessarily be accepted.



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