

<https://www.merx.com/solicitations/open-bids/System-Implementor-for-a-new-Case-Management-and-CRM-Solution/0000322986?origin=0>

RFPOEBSICMCRMS05222026 - System Implementor for a new Case Management and CRM Solution

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Basic Information

Reference Number

0000322986

Issuing Organization

Ontario Energy Board

Solicitation Type

RFP - Request for Proposal (Formal)

Solicitation Number

RFPOEBSICMCRMS05222026

Title

System Implementor for a new Case Management and CRM Solution

Source ID

PV.BD.ON.463551.C96062

Agreement Type

Canada-Chile Free Trade Agreement (CCFTA)

Details

Location

Canada, Ontario

Delivery Point
OEB Office

Purchase Type
Duration: 2 years
Option: 1 Year

Description
This RFP is an invitation to potential vendors to submit Proposals to the OEB for Deliverables as further described within the RFP.

By submitting a Proposal, the Proponent is bound by all the terms and conditions disclosed in the RFP, all its Appendices, and in particular the Agreement attached as Appendix H – Form of Agreement, to this RFP.

The purpose of this RFP is to procure a system implementor ("SI") to implement a new cloud based customer relationship management ("CRM") and case management solution ("CRM Solution") using Microsoft Dynamics 365 Customer Engagement (CE) Customer Service Experience ("D365 Customer Service"), that not only replaces the current capabilities of the existing application but also enhances OEB operational and digital capabilities.

The OEB intends to award the Agreement to one (1) Vendor.

There will be a virtual Proponent Information Session (attendance optional) held on June 1, 2026. Additional information about the Information Session will be posted during the week of June 25, 2026 on the MERX website.

Dates
Publication
2026/05/22 05:53:55 PM EDT

Bid Intent
Not Available

Question Acceptance Deadline
2026/06/05 04:30:00 PM EDT

Questions are submitted online
No

Closing Date
2026/07/17 04:30:00 PM EDT

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Bid Submission Process

Bid Submission Type

Electronic Bid Submission

Envelope 1 - Technical Proposal

Pricing

No pricing in this envelope

Bid Documents List

Item Name	Description	Mandatory	Limited to 1 file
Bid Documents	Documents defining the proposal	No	No

Additional Bidding Instructions

This RFP is available only through MERX accessible via www.merx.com (the "Electronic Bid Portal").
For further information about MERX call 1-800-964-MERX or email merx@merx.com.

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See more

Envelope 2 - Pricing Proposal

Pricing

Lump sum

Bid Documents List

Item Name	Description	Mandatory	Limited to 1 file
Bid Documents	Documents defining the proposal	No	No

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See more

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