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TENDER NAME: EOI NO.3 OF 2026/2027- Customer Relationship Management

DATE: 01/06/2026

REFERENCE: No:003/001

ENQUIRY	EHB RESPONSE
<p>1. CRM user count and roles Please confirm the expected number of CRM users, including the different user roles or access levels required.</p>	EHB anticipates approximately +-30 CRM users across the organization. Users will include roles such as system administrators, management users, customer service agents, finance officers, leasing officers, and reporting users, each with role-based access controls.
<p>2. Microsoft 365 licensing Please confirm whether EHB users already have Microsoft 365 licences. If yes, kindly advise which Microsoft 365 edition is currently in use.</p>	EHB currently utilizes Microsoft 365, however, the exact licensing editions and allocations will be confirmed during the project initiation phase.
<p>3. Current NAV / Business Central version Please confirm the current version of Microsoft Dynamics NAV or Business Central used by EHB.</p>	EHB is currently operating on Microsoft Dynamics 365 Business Central. Further technical details will be provided during project onboarding.
<p>4. Current NAV / Business Central partner Please confirm the current Microsoft Dynamics NAV / Business Central support or implementation partner, if applicable</p>	EHB currently has an existing support arrangement in place and further details can be shared at next stage of this procurement.
<p>5. Detailed functional requirements Please advise whether more detailed functional requirements are available beyond the high-level</p>	EHB has developed high-level functional requirements as part of the EOI. More detailed requirements covering customer lifecycle management, housing allocation, tenant and debtor

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<p>scope contained in the EOI document, particularly for customer lifecycle management, housing allocation, tenant/debtor management, sales and lease management, inspections, integrations, reporting, and dashboards.</p>	<p>management, sales and lease management, inspections, integrations, reporting, and dashboards will be provided during the detailed requirements gathering phase of the project.</p>
<p>6. Given the breadth of the CRM scope and the need to obtain accurate licensing, integration, technical, and pricing inputs, we respectfully request a seven-day extension to the submission deadline. This extension will allow us to prepare a more comprehensive and value-adding response for EHB's consideration.</p>	<p>Unfortunately, the submission deadline cannot be changed. We encourage you to make use of the available time to finalize your proposal and submit it before the stipulated closing date.</p>