
Procurement for Omni-channel customer Relationship Management Solution

Competition Notice**SECTION I: CONTRACTING AUTHORITY****NAME, ADDRESSES AND CONTACT POINT(S)**

Official name: [Accountant General's Department](#)
Postal address: [14 National Heroes Circle Kingston 4](#)
Contact information:
Telephone: [9228320](#)

SECTION II: OBJECT OF THE CONTRACT**DESCRIPTION**

Tender Reference Number:
[1363426](#)

Scope (narration of procurement):
[Procurement for Omni-channel customer Relationship Management Solution](#)

Nature**Quantity****Type of contract and location of works, place of delivery or of performance**

(Choose one category only - works, supplies or services - which corresponds most to the specific object of your contract or purchase(s))

<input type="radio"/> (a) Works Main site or location of works	<input type="radio"/> (b) Supplies Main place of delivery	<input checked="" type="radio"/> (c) Services Main place of performance
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A summary of the principal required terms and conditions of the procurement contract or the framework agreement:

The Customer Relationship Management System is needed to automate and manage the AGD Customer lifecycle. The system must be able to consolidate customer information in a single repository so users can better organize and manage relationships, automate common processes and provide tools to monitor performance and productivity.

PPC Category Code and Titles

[S0300-General Services](#)
[S0320-Information Technology Services](#)
[W0130-Information Technology Systems](#)

Expected delivery time:

Date: 01/07/2021 (dd/mm/yyyy)

Procurement for Omni-channel customer Relationship Management Solution**SECTION III: PROCEDURE****Type of procedure**

<input type="radio"/> Open - ICB
<input checked="" type="radio"/> Open - NCB
<input type="radio"/> Restricted Bidding (RB)
<input type="radio"/> Single Source (SS)
<input type="radio"/> Emergency Procedure
<input type="radio"/> Specific Contract

Indicative Tender submission deadline:

Date: 06/05/2021 (dd/mm/yyyy) Time: 10:30 UTC-5

Indicative Tender opening date:

Date: 06/05/2021 (dd/mm/yyyy) Time: 10:30 UTC-5

<input checked="" type="radio"/> National Competitive Bidding
<input type="radio"/> International Competitive Bidding

Eligibility:**Qualification:**

Funding Source: [Government of Jamaica](#)

Funding Providers:

Project Reference Number: [AGD/CCRU/S3/10/2021](#)

Country of Contract Performance:

<input checked="" type="radio"/> Jamaica
<input type="radio"/> Outside of Jamaica

Non-petroleum indicator:

<input checked="" type="radio"/> Non-petroleum
<input type="radio"/> Petroleum related procurement

Planned Evaluation End date

Date: (dd/mm/yyyy) Time: UTC-5

Planned Contract Award date

Date: (dd/mm/yyyy) Time: UTC-5

SECTION IV: COMPLEMENTARY INFORMATION

DATE OF DISPATCH OF THIS NOTICE:

16/04/2021 (dd/mm/yyyy)