

Competition Notice**SECTION I: CONTRACTING AUTHORITY****NAME, ADDRESSES AND CONTACT POINT(S)****Official name:** HEART Trust / NTA**Postal address:** 6B Oxford Road**Contact point(s):**

Telephone:

SECTION II: OBJECT OF THE CONTRACT**DESCRIPTION****Tender Reference Number:**

15661

Scope (narration of procurement):

Customer Relationship Management System – HEART-CRMS2016-10

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 checked="" type="radio"/> (b) Supplies Main place of delivery	<input 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:

Supply and Implementation of a Customer Relationship Management System – HEART-CRMS2016-10

Grades**Expected delivery time:**

Date: 31/01/2017 (dd/mm/yyyy)

Customer Relationship Management System – HEART-CRMS2016-10**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: 09/12/2016 (dd/mm/yyyy) Time: 15:00

Indicative Tender opening date:

Date: 09/12/2016 (dd/mm/yyyy) Time: 15:15

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

Eligibility:

- Product Brochures and/or Technical Specifications
 - Completed Technical Specification Schedule
 - A valid certificate showing that their company is registered with the National Contracts Commission (NCC) in keeping with ITB Sub-Clause 4.6.
 - A valid Tax Compliance Letter (TCL) or a Tax Compliance Certificate (TCC) if not expired.
 - A list of at least three (3) clients of a similar size where the Bidder has provided similar services for the past two year (Include telephone numbers and e-mail addresses).
- Bidders are required to ensure that their HEART 3% contributions are up-to-date at the close of the bid including payments for the period "October 2016".

Qualification:**SECTION IV: COMPLEMENTARY INFORMATION****DATE OF DISPATCH OF THIS NOTICE:**

16/11/2016 (dd/mm/yyyy)