

Central Bureau of Statistics (CBS) – Public Tender no. 50/2022

Provision of rights to use a cloud-based CRM infrastructure for the CBS

a. Nature of the contract:

The CBS hereby requests bids for Public Tender 50/2022 for the provision of rights for the use in cloud-based CRM infrastructure for the CBS (“the Tender”).

The CBS would like to purchase rights to the use of a cloud-based CRM. All as specified in the tender documents. The services to be provided by the winning supplier who will offer a solution to all the CBS needs, must meet up-to-date standards requirements, both general and professional, in the field of information technology in general and information security in particular, which are customary in Israel and worldwide, as well as the requirements specified in the technical part of the tender.

In the context of the required services, the supplier will be required to implement all of the following, among other things:

(1) Provision of rights to use the cloud-based CRM infrastructure based on the types of users to be determined by the CBS.

(2) Later, and in addition to Paragraph 1, the bidders are requested to offer bids for a service of transferring the CBS systems from the temporary region established in Europe, to a region in Israel, which will be operated by one of the Part 1 franchisees in Project Nimbus.

Details concerning the services, the preconditions, and all the other information are specified in the tender documents.

Use of subcontractors is permitted, as specified in the tender documents.

This tender is being published in accordance with budgetary agreements with the Finance Ministry in 2022, but without a budget in practice. Therefore, signing the contract agreement with the winning supplier will be carried out depending on the existence of an actual budget. Without detracting from the directives of the tender, including the rights of the CBS to order a cancellation of the tender, the winning bid, the contract and so on, if there is no suitable budget the CBS is permitted to postpone the contract or to cancel the tender in full or in part, without any compensation to the winning bidder.

Implementation of the project is conditional on the consent of a government cloud committee that approves the construction of cloud-based systems. The winning supplier will be required to complete information required for the committee discussions based on the proposed solution. In the event that the committee demands changes in the proposed solution, the winning supplier will be required to adapt the solution to the requirements of the government cloud committee.

In the event that there are additional costs or a reduction in cost due to the requirements, the CBS is permitted to consider the updated price quote. In the event that the cloud committee rejects the solution, the tender will be canceled without compensation to the supplier. This does not detract from the directives of the tender, including the rights of the CBS to order the cancellation of the tender, the winning bid, the contract and so on, for any other reason.

b. Summary of the preconditions (full details in the tender documents in Chapter 1 Par. 2): The bidder must meet the following conditions, among others:

The main administrative preconditions for the bidder:

- The bidder must be a legally registered corporation or a non-government organization (NGO) or a company for the public benefit.
- The bidder is in possession of all the authorizations and affidavits required, pursuant to the Public Bodies Transactions Law, 5736 – 1976, including an absence of convictions for offenses according to the Foreign Workers Law – 5751 – 1991, and according to the Minimum Wage Law, 5747 – 1987; and proper keeping of accounting records.
- The bidder does not have debts for the annual fee to the Corporations Authority for the years preceding the year in which the bid is submitted, and is not registered as a lawbreaker or has been warned before being registered as a lawbreaker.

The bidder does not have a comment regarding its status as a “going concern.”

- The bidder meets the directives of the Equal Rights Law for People with Disabilities 5758 -1998.

- The bidder can submit a bid in its own name only. There will be no possibility of submitting a bid with other bodies or bidders (joint venture). In spite of the above, it is permitted to use subcontractors for the purpose of providing the services, subject to the terms in paragraph 2.4 in Chapter 1 of the tender documents.

The main professional preconditions for the bidder

1. The bidder will present a CRM infrastructure that meets the following cumulative requirements:

- The proposed CRM infrastructure is rated a Leader in the Magic Quadrant for CRM Customer

Engagement Center or in one of the top two Forrester Wave categories, in the last report published before the final date for submitting bids. The bidder can ask a question regarding the possibility of presenting another leading international research company, with a status similar to the rating companies mentioned above, in the context of the clarification questions. A rating can be submitted, as mentioned, only for a research company approved in advance by the Inviter, based on its exclusive discretion.

- The proposed CRM infrastructure provides cloud-based services, as of the final date for submitting bids for the tender, for at least three customers in Israel, each of which has a minimum of 100 users.

2. The bidder meets the following conditions:

- The bidder is authorized by the manufacturer to market the proposed CRM infrastructure and to provide maintenance services on behalf of the manufacturer of the proposed CRM infrastructure, and is an official business partner of the manufacturer for providing rights of use and services for the proposed CRM infrastructure in Israel.

- All the requirements specified in Par. 2 – The properties of the infrastructure being offered in Chapter 2 – details of the services and the content of the contract with the winning provider – are considered binding requirements.

c. **The period of the contract** is from the day of the signing of the agreement, for a period of 12 months, with the Inviter reserving the right to extend the period of the contract by additional periods, including for licensing purposes and additional components mentioned in the bid, for up to one year each time and for a total of another 10 years of a contractual agreement, based on its exclusive discretion and with the approval of the Tenders Committee. In the event of an extension of the contract – the terms of the contract will be identical.

d. **Perusal of the tender documents:** The tender documents can be viewed and downloaded from the CBS website, at the following address: www.cbs.gov.il or from the website of the Government Procurement Administration at www.mr.gov.il. Any update regarding the tender process (including changes in the dates, answers to the clarification questions and various announcements and clarifications) will be done on these websites. Every change will also be binding on the bidders who did not ask clarification questions.

e. **Clarification questions and requests for further information:** should be sent to the email micrazim@cbs.gov.il. All requests regarding this tender, including questions and requests for clarification, will be made in writing only by **Wednesday, November 30, 2022 (6 Kislev 5783) at 8 P.M.** Only replies in writing will be binding on the CBS.

f. **Submitting bids** – The bid must be submitted in Hebrew, with an original + copy + digital copy, together with all the documents and the agreement, in an envelope marked “**Tender 50/2022,**” with a sealed and separate price-quoting envelope, to the CBS tenders box, 66 Kanfei Nesharim Street, Jerusalem. All as specified in the tender documents.

g. **The final date for submitting bids** for the tender is **Sunday, December 18, 2022** (24 Kislev 5783) at **12 noon**.