

Central Bureau of Statistics (CBS) – Public Tender no. 37/2022

Provision of rights for the use and development of apps in cloud-based CRM infrastructure for the CBS

a. Nature of the contract:

The CBS hereby requests bids for Public Tender 37/2022 for the provision of rights for the use and development of apps 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 infrastructure and is interested in services that include the development of apps and the operation and maintenance of the systems based on this infrastructure, 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) Preparing detailed specification, development, tests, integration and guidance on the proposed CRM infrastructure of the following apps (all of the apps, below – the “basic apps”). Requirements for development of the basic apps are enclosed as appendix 2 to this Chapter 2.
 - 1) A management system for customer contacts (public requests)
 - 2) A management system for internal organizational processes
- (2) Provision of rights to use the cloud-based CRM infrastructure based on the types of users to be determined by the CBS.
- (3) Provision of operational, warranty and maintenance services for the basic apps throughout the contract period.
- (4) In addition to the services required in the context of the response to the tender, the bidders are requested to offer bids for additional optional

services, as specified in Appendix b2 of the tender below (including the development of additional apps). It should be clarified that the CBS is permitted accordingly to exercise its exclusive discretion to implement all or some of the options, and the CBS is permitted not to implement the options at all.

- (5) Later, and in addition to Paragraph 4, 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, preconditions, criteria for examining the bids and all the other information are explained in the tender documents.

Use of subcontractors is permitted, as explained 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, as long as 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 the government "cloud committee" that approves the construction of cloud-based systems. The winning supplier may 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 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. If the cloud committee rejects the solution, the tender will be canceled without compensation to the supplier. This does not detract from the specifications of the

tender, including the rights of the CBS to order the cancelation 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 2.4.1 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 has proven experience in the implementation of a minimum of 2 “recognized projects” as defined in Paragraph 4 below.
- The bidder directly employs a minimum of 5 employees (a salaried worker who is part of the bidder’s permanent staff or a freelancer, in accordance with the transaction agreement, by dint of an agreement to provide services for a total of 50 hours during the course of the 6 months preceding the date of publication of the tender) who are authorized by the manufacturer of the proposed CRM infrastructure.
- 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 and the provision of warranty and maintenance services.

3. The bidder will present someone who will serve as the project manager.

The proposed project manager will meet the following cumulative requirements:

- Will be certified by the manufacturer for the proposed infrastructure.

- Will have proven experience in managing a minimum of 2 development processes of “recognized projects,” as defined in Paragraph 4 below, from January 2, 2018 until the date of publication of the tender.
4. Regarding the professional preconditions, a “recognized project” is a project that meets the following requirements:
- It is a development project
 - Development of the apps in the project was carried out based on the proposed infrastructure.
 - The project was completed and transferred to the production environment after January 1, 2018 and by the final date for submitting bids at the latest.
 - The cost of developing the apps, for each project – excluding the cost of licensing and maintenance – totaled a minimum of 100,000 shekels (before VAT).

c. The period of the contract is from the day of the signing of the agreement for a period of 24 months (“the period of developing the apps”), while the inviter reserves the right to extend the period of the contract by additional periods, including for maintenance purposes, for up to one year each time and for a total of another 10 years of maintenance, according to its exclusive discretion and with the approval of the Tenders Committee. The period of maintenance will be counted for each app separately, and will begin on the date when the inviter approves the conclusion of the development of the relevant app. 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, a summary of the bidders’ conference, 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 participate in the bidders' conference and/or did not ask clarification questions.

e. The bidders' conference is optional, participation in the conference is recommended for understanding the nature of the services. Only replies in writing will be binding on the CBS.

1. The bidders' conference will be held on **Thursday, September 29, 2022** (4 Tishrei, 5783), from **10 A.M. to 12 noon**, online, on a platform to be provided by the CBS, and the contents will be recorded. However, the CBS retains the right to hold the conference in person. The bidders' conference will be held in accordance with the rules determined by the CBS. The CBS will inform those registered for the conference in advance.

2. Registration for the bidders' conference will take place until **Wednesday, September 28, 2022** (3 Tishri, 5783) **at 2 P.M.**, by sending the bidders' details (name, identification number, email, phone numbers) and details of the representative who will participate in the conference on behalf of the bidder (name, email, phone numbers) to the email address: micrazim@cbs.gov.il. Each representative participating in the conference can represent only one bidder.

f. 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 **Tuesday, October 18, 2022** (23 Tishrei 5783) **at 8 P.M.** Only replies in writing will be binding on the CBS.

g. 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 37/2022,**" 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.

h. The final date for submitting bids for the tender is **Sunday, November 6, 2022** (12 Heshvan 5783) **at 12 noon**.

