

Invitation to Tender N° RFP/CRMCOMM/2019-01

“CRM”

Dear Madam, Sir

The World Tourism Organization (UNWTO) is pleased to invite you to submit a proposal for the Implementation of a CRM

1. The tender will be conducted pursuant to the rules and procedures of UNWTO. The award will be made in accordance with the criteria set out in the tender documents (Document I: Tender Information).
2. The Tender documents are:

Document I: Tender Information
Document II: Contract and General Terms of Conditions
Document III: Terms of Reference (services)
Document IV: Annexes

These documents are also available at:

<http://www2.unwto.org/en/procurement>

3. The bid/proposal must be submitted in a sealed envelope (see Document I, point 3 for further detailed instructions) and must be received **before 4 March 2019** at the following address:

Tender reference: RFP/CRMCOMM/2019-01
World Tourism Organization (UNWTO)
Attention: Office of the Legal Counsel
World Tourism Organization Headquarters
Poeta Joan Maragall 42,
28020 Madrid
Spain

4. Should you wish additional information on the tender, questions may be submitted by email to procurement@unwto.org . Questions and the Answers shall be published at the UNWTO website.

Zurab Pololikashvili
Secretary General
UNWTO