

Request for Purchase N° RFP/CRMCOMM/2019-01
“Development and implementation of a CRM”
QUESTIONS AND ANSWERS

Question 1

Which is the figure of CRM users?

Answer 1

At the moment we have more or less 30 active users. It is important to note that the current solution is not pay per user. In the case that it is pay per user, it is very likely that one user account would be shared per department; therefore no more than 12 accounts would be needed.

Question 2

What is the language of offers?

Answer 2

The proposals could be done in English or in Spanish (according to the preference of the company)

Question 3

Is there a minimum price for the project?

Answer 3

There is no minimum price for the project. Nonetheless, the economic offer could not be superior than 35.000 euro for this project.

Question 4

Could you provide details on the service provider/mailchip?

Answer 4

The web is currently hosted on OVH, a provider in the cloud. Regarding the mass mail service we use Sparkpost. Please note that any of these services can be modified if a better solution is offered.

Question 5

Could you provide details on the intranet?

Answer 5

We currently use Sharepoint 2013



Question 6

What are the requirements for data monitoring/dashboards?

Answer 6

There is no need to have a complex system or tool for data monitoring, the system should not allow for duplicates, and it should alert users if a contact is already registered.

Question 7

What are the requirements as to social media integration?

Answer 7

There is no need for the social media to be integrated with the CRM solution

Question 8

Please provide information on UNWTO Members and contacts

Answer 8

UNWTO's membership includes 158 countries (approx. 700 contacts altogether), and over 500 Affiliate Members representing the private sector (approx. 1500 contacts), educational institutions, tourism associations and local tourism authorities. Communication to general public is done through social media channels and through institutional letters, press releases which are being sent to subscribers.

Question 9

In relation to the deadline to submit the proposal, could you please confirm the closing date and time? In the event that the proposal has to reach UNWTO Headquarters before March 4th, should you receive the envelope by Friday? Alternatively, could you receive these documents on Saturday or Sunday?

The set date and time for the receipt of offers is March 4th, at 13.00 pm (Madrid Local Time). Please note that UNWTO cannot receive documents on Saturdays or Sundays. Please make sure your proposal reaches UNWTO Headquarters before March 4th at 13.00 pm

