

Vilnius, 15-06-2015  
EIGE/VL/as 2015/D/297

**Subject: Ex-ante publicity notice for procurement procedure: improvement of EIGE's Stakeholders Database by implementation of a CRM system**

**Reference number: EIGE/2015/OPER/17**

Description of the contract:

The European Institute for Gender Equality (EIGE) envisages awarding a low-value contract for implementation of a customer relationship management (CRM) system in order to make management of EIGE's stakeholders more effective. This is done as part of an update of EIGE's stakeholder management plan and improvement, update, and expansion of the stakeholder database.

The implementation of the CRM system within EIGE has several specific objectives:

- Accessing several source databases through an single user-friendly interface;
- Streamlining communication and other procedures related to stakeholders management;
- Documenting interactions between EIGE and its stakeholders, and allowing their analysis;
- Exchanging information with other EIGE's IT systems.

Description of the requested services:

The low-value contract aims to secure the external professional expertise and technical assistance required to reach the aim and objectives described above.

The professional services sought through this tender are grouped as follows:

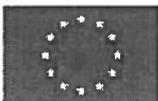
1. Propose a CRM system to match EIGE's needs<sup>1</sup>, based on an analysis of the organization's operation, including policy documents, IT systems, workflows and procedures;
2. Design and create a stakeholders database for the selected CRM system, also by importing data from existing sources;
3. Provide training (training sessions and training materials/documentation) to EIGE staff explaining the usage of the CRM system, including any non-standard solutions tailored to EIGE's needs;
4. Provide help desk services to EIGE staff and troubleshooting and maintenance services for the duration of the contract.

Description of the procedure:

This ex-ante publicity is the first stage of the negotiated procurement procedure through which EIGE may award the above-mentioned contract.

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<sup>1</sup> EIGE needs will be described at length in the Invitation to tender.



All parties interested in providing the services described above are invited to express their interest by e-mail (400 words maximum) to [procurement@eige.europa.eu](mailto:procurement@eige.europa.eu) with the subject reference **EIGE/2015/OPER/17, before 26 June 2015 17:00 Vilnius time (EET).**

Tender documents will be sent by e-mail.

This publication constitutes no obligation for EIGE to launch the mentioned procurement procedure.

We look forward to receiving your declaration of interest.