

Call for service provider:

Development of a custom-made CRM tool

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Final date for application: 24th May 2024, 5pm CET

I- Client description

The Eastern Partnership Civil Society Forum (EaP CSF) works together with 1000+ organisations to promote European integration, facilitate reforms and democratic transformations in the six Eastern Partnership countries – Armenia, Azerbaijan, Belarus, Georgia, Moldova and Ukraine. It is the largest umbrella organisation of NGOs from the Eastern Partnership region and the EU.

EaP CSF's mission is to ensure effective participation of civil society organisations in the process of planning, monitoring and implementation of the Eastern Partnership policy.

II- Project need

As part of its communication work, EaP CSF is looking for a consultancy to design and create a custom-made CRM tool. Ideally, the CRM will be designed using open-source software like Odoo. It must also be able to interact with the EaP CSF website and its email marketing platform.

Specifics

The CRM will need to feature two sets of data:

- Key contact details including
 - Gender,
 - First and Last Name,
 - Phone number,
 - Email,
 - Job title,
 - Location,
 - Organisation name,
 - Two additional blank fields:
 - Notes
 - Area of Expertise field (with a tagging system)
- A set of filters including

- Type of organisation (with 14 sub-categories and several sub-sub-categories),
- Country of interest (with 7 sub-categories),
- Theme of interest (with 5 sub-categories).

The CRM will need to interact with the sign-up form of the EaP CSF website and its email marketing platform.

III- Selection criteria

Each proposal will be judged according to the following criteria:

- Price,
- Data security,
- Compatibility with website and email marketing platform,

IV- Application procedure

Applicants are required to submit a detailed proposal containing:

- The technical solution proposed,
- An indicative timeline,
- The team involved in the project,
- Examples of similar projects carried out,
- A quote listing all expected costs.

These elements have to be sent as one attachment to maxence.salendre@eap-csf.eu **before Friday 24 May at 5pm CET**. Questions regarding this call for service can be sent to the same address.

V- Payment modalities

The Client agrees to pay the service provider the agreed upon fee for the project. The payment terms will be as follows:

- 50% at the signature of the contract,
- 50% after final delivery.