CALL FOR SUBMITTING BIDS

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| Name of the contracting authority | Office for Information Technologies and e-Government |
| Address of the contracting authority | Belgrade, Katićeva 14-16 |
| Webpage of the contracting authority | [www.ite.gov.rs](http://www.ite.gov.rs) |
| Type of contracting authority | State administration body |
| Type of public procurement procedure | Open procedure |
| Type of procurement subject | Goods |
| Description of the subject of procurement and the name and designation from the Common Procurement Vocabulary | Integrated „CRM“, „TICKETING“ and multichannel communication systems  48000000 - Software package and information systems  48445000 - Customer Relation Management software package |
| Criteria, elements of criteria for awarding the contact | Lowest price offered |
| Method of accessing the tender documentation, i.e. internet address where the tender documentation is available | The tender documentation is available at the Public Procurement Portal [www.portal.ujn.gov.rs](http://www.portal.ujn.gov.rs) and on the webpage of the contracting authority: [www.ite.gov.rs](http://www.ite.gov.rs) |
| Manner of submitting the bid and the deadline for bid submissions | The bid is considered to be timely if it is received by the contracting authority no later than 12,00 PM (noon), on March 16th, 2020.  The bid is submitted directly at the address or by mail in a closed envelope or a box, sealed in such a way that allows it to be determined with certainty that it has been opened for the first time. On the back of the envelope of box, it is necessary to write the name and address of the bidder, with a telephone number of the contact person. In the case that the bid is submitted by a group of bidders, it should be indicated on the envelope that it is a group of bidders, and the names and addresses of all the participants in the group bid. The bid is to be submitted to the following address: Office for Information Technologies and e-Government, Belgrade, Katićeva 14-16, with an indication on the envelope or box „BID FOR PUBLIC PROCUREMENT OF GOODS, INTEGRATED „CRM“, „TICKETING“ AND MULTICHANNEL COMMUNICATION SYSTEMS, NUMBER JN-О-18/2019 – DO NOT OPEN;  If the bid is not received by the contracting authority by the said date and time it shall not be considered as timely. Upon the completion of the public opening of tenders, the contracting authority will return to the bidders all the unopened, untimely submitted bids, indicating that they have been submitted in an untimely manner. |
| Place, time and manner of opening of bids | Public opening of bids will be held on the same day that the deadline for submission of bids expires, i.e. March 16th, 2020, at 12,15 PM, on the premises of the Office for Information Technologies and  e-Government, Belgrade, Katićeva 14-16, with the presence of the authorized representatives of the interested bidders. |
| Conditions under which representatives of bidders can participate in the opening of bids | The representative of bidders that wish to be present, must before the beginning of the public opening of bids, submit to the Public Procurement Commission an original copy of the written authorization for the participation in the process of opening bids. The representative of bidders that wish to be present, if not citizens of Serbia, must at least 7 days before the beginning of the public opening of bids, submit to the Public Procurement Commission an scan of passport, for providing approval to enter the building. For citizens of Serbia, representative of bidders that wish to be present, must at least 1 working day before the beginning of the public opening of bids, submit to the Public Procurement Commission ID number (“broj lične karte”), for providing approval to enter the building. |
| Deadline for the adoption of the decision | The decision on awarding the contract or on stopping the procedure will be reached within a deadline that cannot be longer than 40 (forty) days from the date of the opining of the bid. The decision will be published at the Public Procurement Portal and on the webpage of the contracting authority within three days from the adoption of a decision. |
| Contact person | Ružica Nelki, phone: 011/3340-737 |