



"Certified translation from the Czech language, page 1 of 10"

Prague Congress Centre

announces

a large call for tenders for the contract titled "**CRM and Reservation System**"

TERMS OF THE CALL

1. Identification data of the contracting authority

Name of the contracting authority:	Prague Congress Centre
Company ID No.:	63080249
Tax ID No.:	CZ63080249
Registered office of the contracting authority:	5. května 1640/65, Nusle, 140 00 Prague 4
Name and surname of the person authorised to act on behalf of the contracting authority:	Ing. Lenka Žlebková
Name of the tender process:	CRM and Reservation System
Type of tendering process: (according to Directive SQ-07-01)	Article 5.3
Type of contract:	System delivery and administration
Address of the contracting authority's profile:	www.kcp.proebiz.com

The Prague Congress Centre is one of the landmarks of the capital of the Czech Republic, offering a magnificent view of the Prague skyline, which also includes the adjacent **Vyšehrad Business Centre** and the four-star **Holiday Inn Prague ****** hotel with a capacity of 254 rooms. The contracting authority has been awarded an ECO Gold certificate for the use of energy from renewable sources.

The main business activities include: congress tourism, hotel accommodation and catering, long-term rental of non-residential premises and rental of parking spaces.

2. Aim of the tender process

The aim of the call for tenders entitled "CRM and Reservation System" is to select the most suitable bidder on the basis of a comprehensive assessment of the tenders received in terms of meeting the specified criteria and the interests of the contracting authority.

3. Subject-matter of the tender process

The subject-matter of the tender process entitled "CRM and Reservation System" is the supply, implementation, training of users and subsequent support of a new reservation and CRM system.

The aim of the contract is to fundamentally change the current state of affairs characterised by the use of the existing reservation system, which was in use at the time of its creation more than ten years ago. This system in its current form, despite continuous innovations and modifications, no longer offers sufficiently comprehensive support for modern forms of business and marketing activities towards existing or potential customers, which the client considers crucial for its further development.

The specific requirements for the system, which should ensure its future shape, are described in a structured and detailed way in Annex 1_ Mandatory System Specific Requirements and Annex 2_System Specific Requirements

List of annexes.

Annex No. 1 ZD_Mandatory Specific System Requirements

Annex No. 2 ZD_Specific System Requirements

Annex No. 3 ZD_Price Offer

General and IT System Requirements

- User friendliness and simplicity (UI/UX)
- The system must be open in configuration and have a modular architecture that allows customisation to the specific needs of the convention centre.
- The supplier must have a demonstrable process of continuous development and improvement of the system, which is funded by other customers and ensures continuous innovation in line with IT developments and know-how in convention centre management.
- The system must be accessible from workstations and public networks via laptops and mobile devices. The bidder must describe the remote access architecture including the types of clients used.
- The system shall include functions for data integrity control and information exchange management. The distribution of information, tasks and requests is done through the system.
- All activities in the system must be logged and archived.
- The system must ensure a fast response time for all tasks.
- Users must be able to edit parameters and manage dials, including the space catalogue, service offer and price lists.
- The system must be localised into the users' languages and allow personalisation for individual users or groups.
- The system must fully respect the current Czech legislation, adapt to its changes and comply with the obligations arising from other regulations such as GDPR on personal data protection.
- The system must enable access rights management with sufficient granularity and integration with Active Directory (Microsoft Entra ID).
- The supplier must provide complete documentation including documentation on the integration interface, the database model and the provision of full access to this data.
- The offer must include a detailed description of the costs of the licences, implementation and other components of the system, including the necessary hardware.

- The bidder must describe the licensing policy and its impact on the operational requirements of the contracting authority.
- The system must ensure secure processing and storage of data in accordance with relevant security standards and regulations.
- The system must include mechanisms for regular data backup and recovery in the event of failure or disaster.
- The supplier must also operate a system test environment and allow data to be restored to this environment from production

Reporting

- The system must provide flexible reporting tools for generating standard and custom ad-hoc reports. Creating user reports/dashboards must be easy and possible on each user's station or selected group of users without provider intervention.
- The system must enable the evaluation of the effectiveness of employees, internal and external service providers and entire events. The analysis of the use of in-house equipment and subcontracting shall be detailed and include an analysis of the availability of individual actions and items in the time band.
- Billing and revenue reporting must include a view of invoicing by event in a user-configurable structure and interfacing with the Helios accounting system for the fact and view of issuing, receiving and clearing of advances, rental and service invoices.

Sales and marketing

- The system must include both operational and analytical CRM to analyse the relationship with individual customers, process new relationship opportunities, record marketing events or evaluate the performance of salespeople.
- The system must enable efficient contact entry and management, including business case creation and development, document storage and integration with Outlook for users, which includes the ability to store email communications directly into the reservation system database and personalized communications. It must also allow for planning future activities with the client and notifications to carry them out, as well as segmenting and filtering contacts to create target groups. In the area of email marketing, the system must enable the creation and sending of emails, including automated mailings, and the tracking, monitoring and evaluation of campaigns.
- For customer reporting and analysis, the system must provide reporting by segmentation, manager, event type, etc., including a detailed overview of the client's events at the convention centre or the client's historical bookings. It must also allow reporting by client segment, type of event, volume of events held at the venue or potential for pending RFP (request for proposal).
- Working with filters must be easy and user-friendly, allowing filtering by client, person and department. As far as working with leads is concerned, the system must allow you to find and track business opportunities and work with leads.

The system must be able to export the source data to formats such as xls/csv and others, so that the data can be processed using other software outside RS, and the structure of the exported data must be suitable for easy processing.

Reserving rooms and ordering services

- The system must allow easy booking and entry of individual rental items according to the price list with the possibility of applying discounts and deviations in the company's pricing policy. Everything can be entered as an absolute amount or as a percentage. In addition, it must be possible to specify rental price packages including services, AV equipment and catering.
- Easy editing of templates used (contract, contract annexes, calls for payment, etc.) and flexibility in generating these documents so that the status of the action does not have to change. Protection against multiple bookings of the same space at the same time must be provided with a "Waiting list" or 2nd option. Easy editing of space usage with the possibility of individual naming for a given action and preservation of the original parameters is essential, as well as bulk editing of spaces and copying of properties with the possibility of changing one specific parameter.

- The system must be able to handle multiple bookings and continuous billing of serial events and billing of multiple events as needed by the convention centre, not after the entire booking is completed. Another functional requirement is a Reservation Book with a minimum two-month viewing window.
- Saving client documents for events and clients, recording relevant notes in various booking sections and generating contracts and other documentation in formats such as Word, PDF or Excel are also part of the requirements.

AV equipment services:

- The system must allow the entry of AV equipment according to the approved price list of items for the year. The user will have a choice of two input methods - either individual items or preset AV equipment packages for each room. Furthermore, the system will allow copying of AV equipment services within days and spaces, as well as copying AV equipment from previous events.
- Possibility to assign the service to the whole event or only to one phase (days). The system will also support the separation of AV services from other services at all stages - offer, request letter, billing - allowing separate offers or billing for AV equipment only.
- Maintaining the ability to specify services with one item, for example, Conference Technology as requested by the client, will also be part of the system. It will also be possible to adjust the time period for technicians independently of the use of the hall. The system will also allow you to reserve equipment from the warehouse plus one day for internal preparation. There is no charge for reserving equipment.
- It will be possible to use the coefficient of days charged according to the KCP pricing policy, which applies only to AV equipment and is not recorded as a discount. The user will be able to enter a discount on the equipment for the entire event or only for individual halls, and the discount can only be granted for equipment, not for human labour.
- Linking the price list with the warehouse will allow the system to offer the possibility of replenishment at a different (supplier) price in case of a shortage of internal equipment in the warehouse.
- The system will generate the items that need to be rented. The stock of subcontracted items can be easily added to and modified. The system will allow the entry of the selling price and the sub-delivery price, but it must be possible to modify this price.
- The offer and the final invoice must be broken down by premises. The goal is to send the client a quote for each room separately. The system shall allow the use of preset set-up rooms (plans) that include AV equipment, with editing capabilities.

Accounting

- The system must be linked to Czech accounting laws, including linking entities with registers of economic and other entities.
- It is required that the invoicing documents comply with Czech tax regulations, especially in the area of value added tax (VAT). It is essential that the reservation system is linked to the accounting system, especially for the transmission of issued invoices, advance invoices, their payments and orders, as well as a direct link to the necessary data, such as subjects and specifications of invoiced services (including the structure of packages).

Services and support after implementation

- Training of key users in individual areas and KCP specialists: Detailed one-off and recurrent training of regular users and system administration specialists, including specification of the form and method of training.
- Post-implementation support and other services: Providing post-implementation support.
- Operational support and maintenance of the system: Providing operational support and maintenance of the system in the normal process, the supplier must provide regular support and updates to ensure the reliability and availability of the system after deployment.
- Helpdesk and user support: Specification of support method, SLA and support language.
- Activation of upgrades: Mechanism for triggering upgrades and providing an appropriate form of refresher training.

Integration with other convention centre systems

ERP system Helios - two-way information exchange. A draft contract including attachments is created in the reservation system and goes through the signature and approval process in the ERP system. The generation of invoicing documents takes place on the reservation system side, the advance invoice and the tax document (invoice) are created in the ERP system. The information on payments made is created in the ERP system and must be transferred to the reservation system. Synchronisation of customer (organisation) and service (invoice item) data. Integration with AV equipment warehouse.

4. Requirements of the contracting authority for the qualification of the bidder

Basic eligibility

An eligible bidder is one who:

- a) has not been convicted of a criminal offence or a similar offence under the law of the country of the bidder's country of residence within the last 5 years before the start of the tendering process; any spent convictions shall be disregarded,
- b) does not have a tax arrears due in the Czech Republic or in the country of its registered office recorded in the tax records,
- c) does not have any outstanding arrears of insurance premiums or penalties for public health insurance payable in the Czech Republic or in the country of its registered office,
- d) does not have any arrears of social security contributions or penalties payable in the Czech Republic or in the country of its registered office,
- e) is not in liquidation, has not been the subject of a bankruptcy order, has not been placed under receivership under another legal provision or is in a similar situation under the law of the country of the bidder's seat.

If the bidder is a legal person, the condition referred to in (a) above must be fulfilled by that legal person and by each member of its statutory body. If a legal person is a member of the applicant's statutory body, the condition referred to in letter a) above must be fulfilled by that legal person, by each member of that legal person's statutory body and by the person representing that legal person on the bidder's statutory body.

Bidders may prove that they meet the basic eligibility conditions by a relevant extract from the LQS (List of Qualified Suppliers) or by an affidavit not older than 3 months from the date of proof. Documents to prove eligibility shall be submitted in electronic form by entering them into the Proebiz system.

Professional competence

An eligible bidder is one who submits:

- a) an extract from the Commercial register or other similar register,
- b) an extract from the Trade Register, a licence or similar document proving the authorisation to conduct business in the scope corresponding to the subject-matter of the contract,
- c) where professional competence is required by law, proof of professional competence or of the existence of a person through whom the professional competence is ensured.

Bidders may prove that they meet the conditions of professional competence by means of an extract from the LQS (List of Qualified Suppliers) or an affidavit not older than 3 months from the date of proof. Documents to prove eligibility shall be submitted in electronic form by entering them into the Proebiz system.

Technical competence

To be eligible, the bidder must provide a sworn statement or other evidence of the completion of 3 contracts of similar projects and scope within the last three years.

The document must include information about the exact name of the client and his contact person (e-mail, phone number) for the possibility of reference verification.

Economic eligibility

To be eligible, a bidder must demonstrate, by means of profit and loss statements or an affidavit for the last three immediately preceding financial years:

a turnover of at least CZK 50,000,000 per year. The amount set is intended to ensure that the bidder is able to fulfil the contract as a whole without any problems in terms of its economic stability.

The contracting authority reserves the right to prove economic eligibility before concluding the contract by providing a profit and loss account.

5. Time and place of performance of the Contract

The contracting authority requires the bidder to deliver the subject-matter of the Contract in accordance with the conditions set out below.

The anticipated commencement of performance will be at the request of the client.

Place of performance:

Prague Congress Centre (Kongresové centrum Praha., a.s.)

Period of performance:

Expected start of performance: 2025

Required warranty period: 60 months

6. Conditions and requirements for the processing of the tender offer

6.1 The bidder shall submit its offer to the contracting authority in electronic form via the electronic portal at www.proebiz.com, i.e. www.kcp.proebiz.com. Bidders can find the rules for using the portal on the pages listed above.

6.2 The bidder shall fill in the price offer, and in the annex section insert documents to prove qualification and competence. ***The documents to prove basic, professional, technical and economic competence are uploaded to Proebiz in a single PDF file.***

6.3 A bidder may submit only one (1) offer.

Prices in the offer will be in CZK without VAT Bidders shall submit their tenders to the contracting authority in electronic form.

- 6.5 The tender must not contain any overwriting or corrections that could mislead the contracting authority.
- 6.6 The tender will be prepared in Czech (the exceptions are professional titles and data, documents in Slovak and documents of education in Latin, which are submitted without translation). Other documents in a foreign language must be submitted in translation.
- 6.7 The obligation to provide a document may be fulfilled by the bidder by reference to the corresponding information held in a public administration information system or in a similar system held in another Member State which allows unrestricted remote access. Such a link shall include the web address and the details for logging in and retrieving the requested information, if such details are necessary.
- 6.8 If a declaration is required by the contracting authority, it must be dated and signed by **a person authorised to sign for the bidder**, and the offer must document that person's authority to sign for the bidder.
- 6.9 If the bidder considers that any of the information contained in the tender is a trade secret, it shall indicate this fact in its tender, mark the relevant part clearly and briefly justify the fulfilment of the legal conditions for marking the information as a trade secret.
- 6.10 In the event of a change in the information provided in the tender before the contract is concluded with the selected bidder, the bidder is obliged to inform the contracting authority of this change in writing without delay.
- 6.11 The bidder is not entitled to prove professional and economic competence through a subcontractor.
- 6.12 The contracting authority shall exclude from the tender procedure any bidder who, in his/her tender:
- through the documents submitted has not demonstrated compliance with the qualification requirements according to point 4,
 - has not provided all the requirements according to point 6.3,
 - has submitted information and documents which do not correspond to the facts and which may affect the assessment of the conditions of participation or the fulfilment of the evaluation criteria, or
 - fails to remedy formal deficiencies which the contracting authority has asked it to remedy within the time limit set.
- 6.13 The contracting authority may exclude a bidder from the tender process:
- whose tender contains an abnormally low tender price that has not been justified by the bidder,
 - who has attempted to influence the contracting authority's decision in the tender process or has attempted to obtain non-public information that could give him/her an unfair advantage in the process.
- 6.14 The contracting authority shall send a notification of exclusion to the bidder without undue delay, stating the reasons for the exclusion.

7. Deadline and method of delivery of tender offers

- **Date:** 15.10.2024
- **Hour:** 2:00 p.m
- **Place:** online using the Proebiz system

Electronic tenders must be submitted within the deadline in the Proebiz system.

Tenders received after the deadline or in a form other than by uploading to the Proebiz system will not be included in the invitation to tender.

Bidders can enter any questions they may have in connection with the tender process into the Proebiz system.

8. Method of evaluation of tender offers

The tender process involves two rounds.

First round

In the first round, each bidder will prepare its structured preliminary offer for the reservation and CRM system including possible variants (e.g. for server and cloud solutions, different module arrangements, etc.), which

will be based on the completed Annex 1 ZD_Mandatory specific system requirements and the completed Annex No. 2 ZD_Specific system requirements.

The calibration of the corporate user base for pricing the solution in tender offers is 50 active full-fledged accesses at the same time and another 20 or so at the preview level, i.e. without the ability to insert, edit or delete data.

Preliminary tenders must include prices up to the level of the individual modules of the system.

The bidder's model contract, which includes payment terms, including the possibility of staggering payments over a period of years, must be an essential part of the tender. The model contract must be submitted with the possibility for the contracting authority to raise questions or comments on the contract during the tendering process. A duly completed Annex 3 of the RFP, created to standardize the parameters for comparing all RFPs, shall be part of the RFP. Only the relevant fields of the table will be filled in for each option. Other fields that are not relevant to the variant will remain blank for that variant. It must include a service contract for five years (for the life of the system) including SLA.

Second round

Bidders will be selected for the second round, whose preliminary tender offers will be evaluated by the contracting authority's representatives as meeting the basic requirements for the system. Advancement to the second round will be notified electronically to all advancing bidders without undue delay after the contracting authority's decision; this notification will be made at the same time.

The second round will be implemented as a physical and/or online presentation of the bidders' individual solutions.

The presentation of the solution is done by implementing and testing selected tasks and procedures in the system prepared by the bidder.

The time limit for the preparation and presentation of tenders for the second round is set at 30 days from the date of the announcement of the selection of the bidders advancing to the second round. The specific date and time of the presentation of tender offers will be determined by agreement between the contracting authority and the bidder.

To assess the tenders received and to verify the accuracy of the information contained therein, the contracting authority appoints an evaluation committee, with the understanding that Criterion 3 is evaluated by the Financial Department, with priority given to the lowest cost to the client and criterion 4 is evaluated by the Sales Director.

In addition, the evaluation committee will assess the bidders' tender offers according to the following criteria.

Criterion	Weight
1. Comprehensiveness - the extent to which individual solutions meet the requirements of the client, as specified in the tender documentation	40 %
2. Total price for delivery, implementation, training, maintenance and support of the reservation and CRM system	40 %
3. Payment terms – includes the spread of payments over several years and other relevant terms	10 %
4. Date - expected date of launch of the new system	10 %
Total:	100 %

The contracting authority will only be obliged to verify the qualifications of the bidders whose tender has been evaluated as the most economically advantageous. For this purpose, the contracting authority may, at any time during the tendering period, request any bidder to provide original or certified copies of documents, if the bidder has only partially or fully demonstrated the fulfilment of the qualification requirements by submitting an affidavit and/or simple copies of the documents in question in accordance with the tender conditions. A reasonable period of time will be allowed to provide supporting documents. Failure to provide the subsequently requested qualifications within the required time limit will be grounds for exclusion of the bidder.

Bidders who submit a tender will be informed of the result of the evaluation by the contracting authority via email communication via Proebiz. The successful bidder will be notified of his/her selection. Unsuccessful bidders by notification of the selection of another bidder, whose identity the contracting authority is not obliged to disclose.

9. Rights of the contracting authority

- 9.1 The contracting authority reserves the possibility of changing the tender process to a multi-bid process. The contracting authority has the right to limit the number of bidders for these rounds. Any further round of the tender process may include a change to the terms of reference.
- 9.2 The contracting authority is entitled to amend or supplement the tender conditions until the deadline for submission of tenders. The contracting authority is obliged to notify the change in the same way as it notified the invitation and, at the same time, it is obliged to extend the deadline for submission of tender offers (if applicable) adequately in view of the nature of the change.
- 9.3 The contracting authority reserves the right to cancel the tender process at any time up to the conclusion of the contract.
- 9.4 The contracting authority reserves the right not to disclose the names, titles or other information concerning the bidders.
- 9.5 The contracting authority reserves the right to select the tender offer that suits it best within the set criteria, to select only part of the offer, to reject all submitted offers, to change or cancel the request procedure.
- 9.6 Tender offers submitted by bidders will remain archived in Proebiz together with all supporting documents.
- 9.7 The contracting authority shall not reimburse bidders for any costs incurred for the purposes of, or in connection with, the tender process.
- 9.8 The contracting authority reserves the right to communicate with bidders in the tender procedure via the Proebiz system.
- 9.9 The contracting authority reserves the right to verify the facts declared in the tenders during the tender process.
- 9.10 The contracting authority reserves the right to request references from the bidder separately.
- 9.11 The bidder accepts the right of the contracting authority to provide the bidder with data and information related to the tender procedure only if the bidder signs an agreement on the protection of confidential information.
- 9.12 The contracting authority is entitled to require the winner of the tender procedure to provide identification data of all persons who are its beneficial owners pursuant to Act No. 253/2008 Coll., on certain measures against the legalisation of proceeds of crime and terrorist financing, as amended, in the form of an extract from the Register of Data on Beneficial Owners pursuant to Act No. 304/2013 Coll., on Public Registers of legal and Natural Persons and on the Registration of Trust Funds, as amended.
- 9.13 The contracting authority is entitled to require the successful bidder to provide originals or certified copies of documents proving his/her qualifications, if not already available, and documents or samples whose submission is a condition for the conclusion of the contract, if the contracting authority has reserved them.

10. Electronic communication

All data in the framework of the tender process as well as all communication between the contracting authority (or its representative) and the bidder is carried out electronically via the Proebiz system.

11. Final provisions

All data and information contained in the documents provided are confidential within the meaning of Section 1730(2) of Act No. 89/2012 Coll., the Civil Code, as amended, and may not be used for any purpose other than that for which they were provided, nor may they be otherwise disclosed.

This call for tenders is organised on an informal basis and cannot be considered as a public tender or a call for tenders, a proposal to conclude a contract or any other legally relevant act obliging the contracting authority to select a bidder or to conclude a contract with a bidder whose tender meets the relevant criteria. This process is not subject to Act No. 134/2016 Coll., on Public Procurement, as amended.

In Prague, on 2.9.2024



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Director General
Prague Congress Centre (Kongresové centrum Praha, a.s.)