

TENDER ADVERTISEMENTS

TENDER NO: CEDA 018 / 2021 - 2022 INVITATION TO TENDER FOR PROVISION OF A CONTACT CENTRE SOLUTION FOR CEDA

1. Citizen Entrepreneurial Development Agency (CEDA) invites bids from **100% Citizen Owned** suitably qualified and experienced companies/partnerships/joint venture/sub-contracting or consortiums registered and operating in Botswana for provision of a Contact Centre solution for CEDA.
2. In the event the submitting/responding company is in a partnership/joint venture/sub-contracting/consortium, all the Compliance requirements of this ITT must be submitted for each respective company that makes up the partnership/joint venture/consortium. The said partnership/joint venture/sub-contracting/consortium should be **100% Citizen Owned**.
3. In the event a Bidder sub-contracts the works, such sub-contractor shall not be allocated/sub-contracted more than 20% of works.
4. The Physical address for submission of bid documents is:

The Secretary - Management Tender Committee
Citizen Entrepreneurial Development Agency
Four Thirty Square, Plot 54350, Philip Matante Road
CEDA House, CBD.
Reception Area, Ground Floor
Gaborone, Botswana

5. Tender documents are available for purchase and collection at **CEDA Head Office Only** at a non-refundable fee of **P250.00 (Two Hundred and Fifty Pula Only)** inclusive of VAT and **P125.00 (One hundred and Twenty-Five Pula)** inclusive of VAT for youth owned companies as per Presidential Directive CAB (B)/2015 from **10th January 2021**. Bidders will be required to observe all set Government COVID 19 protocols.
6. The non-refundable fee for the tender document can be deposited in the CEDA Bank Account and the details are as follows:

Citizen Entrepreneurial Development Agency (CEDA)
Standard Chartered Bank Botswana
Standard House
Account Number: 0100158058800
Branch Code: 662167
Swift Code: SCHBBWGXXXX
7. Tender document shall be issued upon provision of Proof of Payment (POP) and confirmation of receipt of funds. All funds transfer bank charges shall be borne by the bidder. Bidders must email the proof of payment to: procurement@ceda.co.bw for verification of funds. **Reference for payment should be the Company Name and CEDA 018 / 2021-2022 should be used for identification of funds.**
8. Queries or clarifications relating to the tender should be addressed to Procurement on email tenderenquiries@ceda.co.bw in writing no later than **21st January 2022**.
9. All Bids must be received no later than **15:00hrs** on **8th February 2021** (As per CEDA timepiece placed at Reception Area).
10. Bidders will be required the following documents in order to bid:

10.1. Public Procurement and Asset Disposal Board (PPADB) Registration; **Code 120 (ICT Technical Support Services) Sub Code 01 (Systems Development Services and Maintenance)** issued by PPADB is required for this tender.

11. Telegraphic, telephone, facsimile, e-mail and late bids will not be accepted.