

TENDER ADVERTISEMENT

TENDER NO: CEDA 006 / 2022 - 2023 INVITATION TO TENDER FOR PROVISION OF A CONTACT CENTRE SOLUTION FOR CEDA

1. Citizen Entrepreneurial Development Agency (CEDA) invites bids from qualified and experienced companies/partnerships/joint venture or consortiums registered and operating in Botswana that are **100% Citizen Owned OR 100% Citizen Owned** with foreign partnerships to submit bids for the provision of a Contact Centre solution for CEDA. The prospective bidders must be SAP authorized partners to provide services in Botswana.
2. The tender is not open to State Owned Entities/Parastatals or any such entities wherein the Government has a stake/shareholding in any bids from such entities shall not be accepted.
3. In the event that the bidder is a joint venture/partnership/consortium there must be full adherence to all the compliance requirements by each constituent member of the joint venture/partnership/consortium.
4. The Agency shall not allow any sub-contracting.
5. In the event the successful bidder is a joint venture/consortium/partnership the Agency shall enter into a contract with the individual constituents of such joint venture/partnership/consortium jointly.
6. The Physical address for submission of bid documents is:

**Secretary, Procurement Oversight Unit
Citizen Entrepreneurial Development Agency
Four Thirty Square, Plot 54350, Philip Matante Road
CEDA House, CBD.
Reception Area, Ground Floor
Gaborone, Botswana**

7. 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 **P 125.00 (One hundred and Twenty-Five Pula)** inclusive of VAT for youth owned companies as per Presidential Directive CAB (B)/2015 from the **4th August 2022**. Bidders will be required to observe all set COVID 19 protocols.
8. 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**

9. 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 006 / 2022-2023 should be used for identification of funds.**
10. Queries or clarifications relating to the tender should be addressed to Procurement on email tenderenquiries@ceda.co.bw in writing no later than **17th August 2022**.
11. All Bids must be received no later than **15:00hrs on 2nd September 2022** [As per CEDA timepiece placed at Reception Area].
12. Bidders will be required the following documents in order to bid;
 - 12.1.1 Public Procurement Regulatory Authority (PPRA) Registration; **Code 120 (ICT Technical Support Services) Sub Code 01 (Systems Development Services and Maintenance) OR Code 319 (ICT Consultancy) Sub Code 01 (ICT System Development)** issued by PPRA is required for this tender.
 - 12.1.2 Proof of accreditation with SAP AG and Sinch.
13. Telegraphic, telephone, facsimile, e-mail and late bids will not be accepted.
14. Visit CEDA website www.ceda.co.bw for more details.