

EXPRESSION OF INTEREST
CEDA (EOI) 002/2025 - 2026
FOR THE INCLUSION IN THE PANEL FOR
PROVISION OF DEBT COLLECTION SERVICES FOR
CEDA



1. BACKGROUND

- 1.1. Citizen Entrepreneurial Development Agency (CEDA) invites proposals from **100% Citizen(s) OR Citizen Contractor(s)** suitably qualified and experienced companies/firms registered and operating in Botswana to be considered for inclusion in the panel for the provision of debt collection services for CEDA. The EOI will be evaluated, and suitable companies/firms will be selected for inclusion in the panel of debt collection service providers for a defined period.
- 1.2. The EOI 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.
- 1.3. The EOI is not open to **100% Citizen(s) OR Citizen Contractor(s)** employed at Owned Entities/Parastatals or any such entities wherein the Government has a stake/shareholding and any bids from such company(s)/individual(s) shall not be accepted.

2. SCOPE OF SERVICE

- 2.1. In order to recover the Agency's debts using a combination of pre-legal collection through to post-insolvency actions, companies/firms should show that they have a thorough understanding of the following areas of litigation. They should also have an efficient debt collection team, including a well-established Debt Collection Services with highly experienced personnel and trained staff, including lawyers.
- 2.2. The functional requirement is set out below;
 - 2.2.1. Debt Collection
- 2.3. Selected companies/firms will be appointed to the Agency legal panel for a period of three (3) years which may or may not be renewed subject to written agreement by the parties.
- 2.4. The existence of the Panel does not preclude the Agency from engaging the services of other companies/firms outside the Panel.
- 2.5. Rates and Billing
 - 2.5.1. Bidder shall be required to submit their commission fee for the debt collection services and guide on any other related fees for the service.
 - 2.5.2. Companies/firms may be required to submit a fee quote prior to commencing any work.

3. COMPLIANCE REQUIREMENTS

- 3.1. Expression of Interest submissions should be accompanied by the following compliance documentation;
- 3.1.1. Certified copy of identity document(s) for shareholder(s). In the event a company is a shareholder (Shareholder Company), a Certificate of Incorporation accompanied by a register of shareholders as well as identity documents of shareholders of Shareholder Company must be submitted. If a company or entity is publicly listed, the bidder should provide organigram structure and proof of public listing.
 - 3.1.2. Copy of Valid Tax Clearance issued by Botswana Unified Revenue Service or tax number and tax pin for online verification.
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 - 3.1.3. Integrity Agreement (Attached)
 - 3.1.4. Disclosure of Interest (Attached)
 - 3.1.5. Form of Response (Attached)
 - 3.1.6. Declaration Form for Beneficial Owners (Attached)
 - 3.1.7. Qualification of key Personnel – Project team should composition should be as follows;
 - 3.1.7.1. **One (1) Project Manager** – Minimum Degree qualification in Business Administration, Finance or related field.
 - 3.1.7.2. **Two (2) Senior Debt Collection Officers** – Minimum Degree qualification in Credit Management or finance
 - 3.1.7.3. **One (1) Legal Officer/Collections Attorney** – Minimum Degree qualification in Law
 - 3.1.7.4. **Two (2) Call Center Agents** – Minimum Diploma qualification in any Business - related field
- 2.1. In the event that the bidder is a joint venture / partnership / consortium / subcontracting / technical partner / alliance / association / cooperation or similar relationship must be **100% Citizen Owned**, there must be full adherence to all the compliance requirements by each constituent member of the joint venture/partnership/consortium. Agreement between all parties involved should be submitted and signed off articulating works percentage wise to be carried out by both parties.

N.B Bidders who fail to submit the above-mentioned documents (as listed in Circular 1 & 5 of 2016) will be requested during the evaluation to submit them within 2-5 days of notification. Bidders will be notified through an email as an alert. The alert will be followed by telephone call. Non-responsiveness by the bidder shall result in disqualification of bid.

4. SELECTION CRITERIA

4.1. 4.1. The submissions will be evaluated for completeness and compliance with the requirements of this Expression of Interest. The selection/prequalification will be made based on the following:

4.1.1. A technical evaluation will be conducted based on the following criteria:

Item	Evaluation Criteria	Marks
1.	<p>Capability & Experience in Debt Collection Services Bidder must have undertaken three (3) projects and must be supported by reference letters or referees list from organizations particularly of funded Institutions and Financial Institutions where they have undertaken debt collection services.</p> <p>Note: [Only current and/or ongoing valid contracts (or concluded in the last 6 years) are considered for points award]</p> <p>N.B The Agency has the right to verify any reference / referee submitted for consideration.</p> <p>Minimum of three (3) projects are required Partner/ Consortium/ Sub Contractor experience can be used</p>	10
2.	<p>Technical Functionality Bidders must be able to demonstrate their technical functionality by ;</p> <ol style="list-style-type: none"> 1. Office space – bidder should have a stationed office. Indicate principal and satellite offices – 5 Marks 2. Office equipment – bidder should have equipment and or machinery key in handling data, such as , computers, printers etc, sufficient for data handling – 5 Marks 3. Call Centre capacity - Bidders must operate a dedicated call centre for debt collection, with the capacity to handle high volumes of debtor interactions. Details of infrastructure, staffing, operating hours, and systems used must be provided as evidence of capability – 5 Marks 4. Bidder to describe the quality control procedures to be implemented in order to supervise or monitor work done – 3 Marks 5. Professional indemnity cover of at least P 5 000 000.00 – 5 Marks 6. Business continuity measures put in place by the bidder – 2 Marks 	25

Item	Evaluation Criteria	Marks
3.	<p>Methodology</p> <p>Bidder should submit a clear approach based on the following but not limited to;</p> <ol style="list-style-type: none"> 1. Collections strategy – 10 Marks 2. Communication strategy and engagement approach – 10 Marks 3. Legal recovery – 10 Marks 	30
4.	<p>IT Security and Support</p> <ol style="list-style-type: none"> 1. Software – bidder should provide systems they have in place with regards to data handling and security – 15 Marks 	15
5.	<p>Technology and Reporting Tools</p> <ol style="list-style-type: none"> 1. Use of automated systems, portals and dashboards to monitor collections and performance – 5 Marks 	5
6.	<p>Project team related Experience</p> <p>Proposed Project team for the project (Max marks - 15)</p> <p>Bidders should provide a minimum of six (6) project team members with that have the appropriate qualification as guided</p> <p>Experience of the Project team. (Max marks - 15)</p> <ul style="list-style-type: none"> • One (1) Project Manager – Minimum of six (6) years experience in the debt collection industry - (Max marks – 4) • Two (2) Senior Debt Collection Officers – Minimum of five (5) years experience in the debt collection industry - (Max marks – 6 with each member scoring 3) • One (1) Legal Officer/Collections Attorney – Minimum of five (5) years experience in the legal field - (Max marks – 3) • Two (2) Call Center Agents – Minimum of four (4) years experience as a call center agent - (Max marks – 2 with each member scoring 1) <p>N.B Where more than one candidate per role is submitted, the Agency shall only consider one (1) personal per team role for the above team members. All proposed team members should sign and submit letter of content (attached) and submit together with their CV and qualification. Failure of which members will not be considered.</p> <p>Partner/ Consortium/ Sub Contractor personnel can be used</p>	15
	Total possible marks	100

NOTE: FAILURE TO ACHIEVE A MINIMUM SCORE OF 70 IN STAGE 2 SHALL DISQUALIFY THE PROPOSAL FROM ACCREDITATION.

4.2. This EOI seeks to solicit proposals for the inclusion in the panel for the provision of debt collection services for CEDA. Therefore, the Agency reserves the right to engage or not to engage service providers for the services. The Agency shall only appoint a number of ten (10) companies/firms to the panel based on the highest score achieved.

5. SUBMISSION OF PROPOSALS

5.1. Proposals must be submitted in three (3) copies (including compliance documents) through one (1) envelop procedure; one (1) original and two (2) copies, and the proposal must be clearly marked **“EXPRESSION OF INTEREST CEDA (EOI) 002/2025 - 2026 FOR THE INCLUSION IN THE PANEL FOR PROVISION OF DEBT COLLECTION SERVICES FOR CEDA”**

5.2. Proposal documents should be deposited in the expression of interest box provided at CEDA Head Office, Reception Area Ground floor, addressed and hand delivered to:

**Procurement Manager
Citizen Entrepreneurial Development Agency
Four Thirty Square, Plot 54350, Philip Matante Road
CEDA House, CBD.
Gaborone, Botswana**

5.3. Late, facsimile and electronic submissions will not be accepted.

5.4. All enquiries should be directed to **tenderenquiries@ceda.co.bw** on or before close of business **18th of July 2025**.

5.5. Closing date for proposal submission must be no later than **10:00hrs on 25th of July 2025** (as per CEDA timepiece displayed at the Reception Area).

CEDA	RETURNABLE DOCUMENTS TENDER SCHEDULES	TENDER SCHEDULES LETTER OF CONSENT
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LETTER OF CONSENT

I _____
citizen of _____
ID/Passport No. _____ valid up to _____
, whose CV has been listed under Key Personnel above, do hereby offer my full consent to work on the **EXPRESSION OF INTEREST CEDA (EOI) 002/2025 - 2026 FOR THE INCLUSION IN THE PANEL FOR PROVISION OF DEBT COLLECTION SERVICES FOR CEDA** with the Company/Contractor named _____
, that intends to submit a tender for the abovementioned project.

I also confirm that I have neither offered nor will offer my consent to any other firm to work for any other project until the expiry of the validity of the proposal or the award of the contract whichever is later. However, if the above-mentioned firm is successful in winning this contract, I shall be available for the full duration of the contract.

Signature of Consenter

Date

Each member of the proposed key staff **must** fill and sign a Letter of Consent.

APPENDIX A

CEDA	RETURNABLE DOCUMENTS TENDER SCHEDULES	TENDER SCHEDULES INTEGRITY AGREEMENT
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Declaration on ethical conduct, fraud and corruption (applicable to the bidders)

1. Pursuant to section 56 (2) and (3) of the Act, a bidder shall complete and submit this form with a bid.
2. We the undersigned confirm the following in the preparation of our bid:
 - a. Neither we, nor any of our employees, associates, agent, shareholders, consultants, partners, beneficial owners or associates have any relationship that could be regarded as a conflict of interest as set out in the bidding documents;
 - b. Should we become aware of the potential for such a conflict. We will report it immediately to the entity;
 - c. That neither we, nor any of our employees, associates, agents, shareholders, partners, beneficial owners, consultants or associates have entered into corrupt, fraudulent, coercive or collusive practices in respect of our bid or proposal; and
 - d. That no payment in connection with this procurement exercise have been made by us or our associates, agents, shareholders, partners, beneficial owners or associates to any of the staff, associates, consultants, employees or immediate family member of such who are involved with the procurement process on behalf of the Procuring Entity, Client or Employer
3. We understand our obligation to allow the Government including the procuring entity and Authority to inspect all records relating to the preparation of our bids and any contract that may results from such, irrespective of whether we are awarded a tender or not.
4. 4. In case of a successful bid, should we be found to be in breach of the integrity agreement, the procuring entity has the right to cancel the procurement including termination of any resulting contract at no costs or legal obligation on her part.

Authorised signature: _____ Name and title of signatory: _____

Name of bidder: _____ Date: _____

Address: _____ Phone number: _____ Fax number: _____

Email address: _____

FORM OF RESPONSE

Below is the format of response for this ITT that must be adhered to by all the bidders. Failure to follow this format will render the bid disqualified.

Company Name	
Location of Headquarters and address:	
If bidder is partnering with another Company to provide solution, details of partner should be indicated here (Attach documents)	
What type of support will there be after implementation? Local, Regional, Telephonic	
Reference Sites and References: (Projects completed that are of similar nature to the requirements of this ITT) A brief description of the nature of the project is required	
PRIMARY POINT OF CONTACT FOR THIS TENDER RESPONSE: Include name, address, email, phone, fax & cellular information in contact details	

Company Stamp:

DISCLOSURE OF INTEREST DISCLOSURE OF FAMILY RELATION WITHIN THE PROCURING ENTITY OR EMPLOYMENT IN PUBLIC BODY BY BIDDER(S)

This form should be completed by all shareholders of the bidding company

Bidder's Information:

Name: _____
Company Name: _____
Position/Role: _____
Contact Information: _____

Family Relationship Disclosure:

1. Are you related by blood or marriage to any individual currently employed within the procuring entity? Yes No

2. If yes, please provide details of the relationship [e.g., spouse, sibling, parent, child, etc.]:

Relation: _____

Name of Family Member : _____

Position / Role within Organization: _____

3. Are you currently employed by a public body? Yes No

4. If yes, please provide details of your employment:

Public Body Name: _____

Position/Role within Public Body: _____

Certification:

I hereby certify that all the information provided in this form is true and accurate to the best of my knowledge. I understand that any false statements may result in disqualification or other penalties.

Signature: _____ Date: _____

NB: The Procuring Entity reserves the right to confirm the authenticity of the information provided above.

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THUS SIGNED AND SWORN TO BEFORE ME COMMISSIONER OF OATHS AT
_____ ON THIS _____ DAY OF _____ 20____, AT ____AM
/ PM, THE DEPONENT HAVING ACKNOWLEDGED THAT HE KNOWS AND UNDERSTANDS THE
CONTENTS OF THIS DECLARATION AND THAT IT IS BINDING ON HIS CONSCIENCE.

COMMISSIONER OF OATHS

CAPACITY:

This form is in line with Section 111 of the Public Procurement Act and for definition of immediate family members, please refer to the Corruption and Economic Crime Act

Form M (reg. 96(1)) Declaration of Beneficial Owners

Declaration to establish beneficial owners of a citizen owned contractor or a joint venture with a non-citizen owned contractor

1. Declaration to establish eligibility for reservation and price preferences for citizen contractor and any other entity.
2. The declaration shall be signed by all contractors tendering for reserved contracts and contracts subject to preferences as a condition of each tender.
3. Definition –

The following definitions shall apply to this declaration:

- a. **citizen Contractor:** a natural person or an incorporated company wholly owned and controlled by persons who are citizens of Botswana;
- b. **control:** the possession and exercise of legal authority and power to manage the assets, goodwill and daily operations of a business and the active and continuous exercise of managerial and financial authority and power in determining the policies and directing the operations of the business;
- c. **beneficial Owner:** means a natural person, who directly or indirectly through any contract, arrangement, understanding, relationship or otherwise –
 - i. in relation to an incorporated body, ultimately owns or has a controlling ownership or exercises ultimate effective control through positions held in the incorporated body or is the ultimate beneficiary of a share or other securities in the body corporate,
 - ii. in relation to a trust or other legal arrangement, is the settlor, trustee or ultimate beneficiary of the trust or legal arrangement or has the power, alone or jointly with another person or with the consent of another person, to –
 - dispose of, advance, lend, invest, pay or apply trust property or property of the legal arrangement,
 - vary or terminate the trust or legal arrangement,
 - add or remove a person as a beneficiary or to or from a class of beneficiaries,
 - appoint or remove a trustee or give another person control over the trust or legal arrangement, or
 - direct, withhold consent or to overrule the exercise of a power referred to in subparagraphs (i) – (iv),
 - iii. is the ultimate beneficiary of proceeds of a life insurance policy or other related investment services when an insured event covered by the policy occurs, or
 - iv. a transaction is conducted on his or her behalf;

d. **net amount:** the financial value of the Contract at the time of the award of the Contract, exclusive of sales tax which the law requires the Employer to pay to the Contractor; and

e. **owned:** Having all the customary incidents of ownership, including the right of disposition, and sharing in all the risks and profits commensurate with the degree of ownership interest or shareholding as demonstrated by an examination of the substance as well as the form of ownership arrangements.

4. The company operates banking and savings accounts, and the only authorised signatories are:

i.....
(Bank name and name of signatory) (Oman No. /Passport)

ii.....
(Bank name and name of signatory) (Oman No. /Passport)

ii.....
(Bank name and name of signatory) (Oman No. /Passport)

iv.....
(Bank name and name of signatory) (Oman No. /Passport)

5. I hereby provide a current list of beneficial owners for the company/partnership/ society/joint venture/ private foundation/statutory body, or any other (please specify)

	List of beneficial owners	Capacity in company	Nationality	Percentage
1				
2				
3				
4				
5				
6				

6. Undertakings:

The tenderer confirms that it is a citizen contractor and undertakes to remain a citizen contractor for the duration of the contract. I acknowledge that if after the award of this tender any of these declarations are found to be false then any contract(s) between ourselves and the procuring entity shall be terminated immediately and we may be barred from future tendering for Government services and liable to possible prosecution.

7. Sanctions relating to reserved treatment:

Any changes in ownership or control which violate the definition of a citizen contractor shall be sufficient reason for the procuring entity to terminate the contract.

8. All the beneficial owners, partners/directors/shareholders and Administrators of (name of company) have read this declaration and agree to its contents:

a. All the Beneficial owners, partners/ directors/ shareholders and Administrators hereby give consent and verification of the information provided above and understand that this may include but is not limited to the verification of assets, liabilities, accounts, bonds and undertake to notify the competent authorities of any change to the information provided in this declaration within seven (7) days of such occurrence; and

b. I understand and declare that each matter here deposed to is essential for the tender validity of (name of company)

NB: The procuring entity reserves the right to confirm the authenticity of the information provided above.

THUS SIGNED AND SWORN TO BEFORE ME COMMISSIONER OF OATHS AT
_____ ON THIS _____ DAY OF _____ 20____, AT ____AM
/ PM, THE DEONENT HAVING ACKNOWLEDGED THAT HE KNOWS AND UNDERSTANDS THE
CONTENTS OF THIS DECLARATION AND THAT IT IS BINDING ON HIS CONSCIENCE.

COMMISSIONER OF OATHS

CAPACITY: