

TENDER NO. CEDA 15/15-16: CONSULTANCY SERVICES AND IMPLEMENTATION OF CEDA CUSTOMER SERVICE CULTURE PROGRAMME

Citizen Entrepreneurial Development Agency (CEDA) is a development financial institution fully owned by the Botswana Government. It was established in August 2001 in response to the recommendations from National Conference on Citizen Economic Empowerment held in 1999 and the 4th Evaluation of FAP which called for support for business development to promote development of citizen entrepreneurship. In pursuit of this goal, CEDA places emphasis not only on funding, but also on the development of citizen entrepreneurs through provision of training and mentoring services.

The Citizen Entrepreneurial Development Agency invites companies to tender for **CONSULTANCY SERVICES AND IMPLEMENTATION OF CEDA CUSTOMER SERVICE CULTURE PROGRAMME**.

Tender documents with Terms of Reference are available for collection at the cashier's office on the ground floor at the address below for a non-refundable fee of P560.00 (Five Hundred and Sixty Pula Only) per tender inclusive of VAT. Payments can also be made through electronic transfer or deposited to the account below:

Bank Name: STANDARD CHARTERED BANK BOTSWANA

Account Name: CEDA

Branch: STANDARD HOUSE

Account Number: 0100158058800

Branch No: 662267

SWIFT CODE: SCHBBWGX

Reference: CEDA 15/15-16-Company Name

Tender Documents

For all EFT or cash deposit payments, Companies must forward proof of payment to the email address below and tender documents with Terms of Reference will be sent to prospective companies upon production of proof of payment of a non-refundable fee of **P560 (Five Hundred and Sixty Pula) (inclusive of VAT)**.

Tenders in sealed envelopes should be deposited in the tender box situated in the CEDA Head Office, First Floor, and Administration office at CBD at the corner of PG Matante Road and Khama Crescent Extension Prime Plaza Plot 54358 by the tender closing dates specified on the above schedule at **1500hrs** CEDA time and addressed to:

The Secretary

Management Tender Committee

CEDA Head Office

CBD at the corner of PG Matante Road and Khama Crescent Extension Prime Plaza Plot 54358

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Late, faxed and emailed responses will not be considered.

For any enquiries in relation to the tenders above please contact; tenderenquiries@ceda.co.bw

CLOSING DATE: 5TH NOVEMBER 2015 AT 1500HRS