

Department of Economic and Financial Policy - FED/TC/1/29/20-22

Tender offers are invited for a service contract for the support and maintenance of the SAGE Customer Relationship Management (CRM) System for 24 months

Closing: 29 January 2021 10H00

Site Visit:**Contacts**

Ms. Dorcus Setswe	3633664	3971882	dsetswe@gov.bw
Ms. Oreeditse Busang	3950312	3971882	ojbusang@gov.bw

Collection: The physical address for collection of Tender Documents is Office No. 206, First Floor, Ministry of Finance and Economic Development (MFED) Link Block, Government Enclave, Gaborone, Botswana. Documents may be collected during working days between 08:00 and 12:45 and from 13:45 to 15:30 from 29th December 2020. Queries relating to the issuance of these documents may be addressed in writing to Ms. Dorcus Setswe, Telephone No. 3633664, Fax No. 3971882, Email: dsetswe@gov.bw and Ms. Oreeditse Busang, Telephone No. 3950312, Fax No. 3971882, Email: ojbusang@gov.bw to be received no later than ten (10) days before the closing date of the tender

Fee: A non-refundable deposit of BWP250.00 (Two Hundred and Fifty Pula only) payable to the Government of Botswana. Note: Tender Documents will be sold at 50% of the selling price for youth; CAB 14(B) 2015 (Proof will be required at the point of sale, that is, Omang and Form of Directors).

Delivery: The names and addresses of bidders should be clearly marked on the envelope. Bid Submission Method is: Two-Envelope Procedure will be followed. Bids should be submitted as follows: The bid response shall be submitted in two (2) separate proposals, in which the financial offer for the tenderer is placed in one sealed envelope marked "Financial Offer" and the technical offer is placed into a second sealed envelope marked "Technical Offer", and both envelopes are placed into a third bigger package which is sealed. All three envelopes and or packages shall clearly be marked with the name of the bidder, Tender Number, and Tender Title. Both technical and financial proposals envelopes should have one (1) original and two (2) duplicate copies of the original tender offer. The original document should be marked with the word "Original" and all copies marked with the word, "Copy 1-4". The outer sealed envelope

shall be addressed to The Secretary, Ministerial Tender Committee, Ministry of Finance and Economic Development, Private Bag 008, Gaborone. It should be hand-delivered to the Ministry of Finance and Economic Development, Link Block, First Floor, Reception Area, Khama Crescent, Government Enclave, Gaborone. Bids shall be submitted in sealed envelopes clearly marked: "Procurement of a Service Contract for the Support and Maintenance of The Sage CRM System for a period of Two (2) Years at Ministry of Finance and Economic Development Headquarters in Gaborone (MFED-HQ)". Please register the tender with the Ministry Security Officers before dropping it in the Tender Box. Tender offers not properly packaged and labeled as above will not be accepted. The closing time for receipt of tender offers is 10:00 on 29th January 2021. Late tender offers will not be accepted

Requirements: 100% citizen-owned companies. The Procuring Method is Open Domestic Tender. Bidders must be registered with the Public Procurement and Asset Disposal Board (PPADB) in the following Category: Code: 120 - ICT Technical Support Services. System and Management Services, Sub-Code: 01 - Systems Development Services and Maintenance Services. Preferential Treatment: Where applicable, the Economic Diversification Drive (EDD) for preferential treatment may be applied in the evaluation of the tender. Bidders must, in order to be considered for preferential treatment, submit an EDD Registration Certificate. The Public Procurement and Asset Disposal Act's Standardised Conditions of Tender apply to this Procurement, for which all the applicable Tender Data is contained in the Tender Documents. Notwithstanding anything in the foregoing, the Government of Botswana is not bound to accept the lowest or any tender offer, nor incur any expenses in preparation thereof