

**Air Botswana — Tender No. AB/276/2024**

**THE PROVISION OF CUSTOMER CONTACT CENTER MANAGEMENT SERVICES  
TO AIR BOTSWANA FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

- AIR BOTSWANA HEREBY INVITES SEALED BIDS from all qualifying companies domiciled in Botswana and eligible to tender for the provision of customer contact center management services.
  - This tender is an Open Domestic Tender, open to registered Botswana reputable companies which are domiciled in Botswana and are registered with the Public Procurement Regulatory Authority under the following categories: Code: 138 – Marketing and Public Relations Services, Sub-Codes: 01 – Marketing Services, 02 or 03 – Public Relations Services, and/or Related Code.
  - The Invitation to Tender Documents may be purchased by interested companies for a non-refundable fee of BWP500.00 (Five Hundred Pula only). Payments must be made through a bank deposit or Telegraphic Transfer to the following bank account:
    - Bank: Standard Chartered Bank Botswana
    - Account: 0100110100000
    - Account Name: Air Botswana
    - Branch: Mall
    - Swift Code: Schbbwgxxxx
    - Reference: AB/274/2024.
  - Youth companies shall purchase the ITT at 50% of the Tender Fee as per the Presidential Directive CAB 14 (B)/2015.
  - Payment should reference the tender number of the tender being purchased. Tender Documents shall be emailed to interested bidders from 24th June, 2024, following the receipt of proof of payment, Proof of Payments (POPs) should be sent to the following email address: [tenders@airbotswana.co.bw](mailto:tenders@airbotswana.co.bw). All funds transfer bank charges shall be borne by the bidder.
- Issue date for this tender is from 21st June, 2024.
- Sealed bids and all supporting documents should be submitted on or before 1400 hours on 19th July, 2024 (tender closing date) and should be placed into a Tender Box situated in the Foyer at: Air Botswana Head Office Building, Airport Road, Sir Seretse Khama International Airport, Gaborone, Botswana.
- Late tender offers will not be accepted. Tender opening will commence immediately after tender closing time.
- For any enquiries and clarifications regarding the tender, please contact the Procurement Unit at: [tenders@airbotswana.co.bw](mailto:tenders@airbotswana.co.bw) at least fourteen (14) days before the closing date of the tender.

