

PUBLIC TENDER NOTICE

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 & 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 **BWP 500.00**. Payments must be made through a bank deposit or Telegraphic Transfer to the following bank account:

BANK:	STANDARD CHARTERED BANK BOTSWANA
ACCOUNT:	010011010000
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. 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 **14:00PM** on the **19th July 2024** (Tender closing date) and should be placed in the 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 Enquiries – Contact Person; Pheny Phemo ; Contract Administrator **368 8430** further to tenders@airbotswana.co.bw copy mphefo@airbotswana.co.bw at least **fourteen (14) days** before the closing date of the tender.

