



# TENDER NOTICE

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## EXPRESSION OF INTEREST NO. 004/2024-25

### **PROVISION OF OUTSOURCED CONTACT CENTER SERVICES FOR BTC.**

BTC invites reputable, experienced, and **locally registered companies** to express their interest in submitting a tender for the **Provision of outsourced Contact Center Services for BTC**. Interested parties should email BTC at the address provided below.

#### **Prequalification Requirements:**

##### **Experience & Capabilities**

- Interested Parties must provide detailed descriptions of at least three similar projects undertaken within the last three years. Each project description should include the following:
  - a) A comprehensive description of the project(s)
  - b) The year(s) the project(s) were executed.
  - c) The name(s) of the client(s)
  - d) Three Reference(s)

#### **Required Submission Documents:**

In addition to the prequalification requirements, interested parties must submit the following documents:

1. Letter of Expression of Interest
2. Company registration Documents

#### **Submission Instructions:**

Interested bidders should email their expressions of interest with the subject line:

**PROVISION OF OUTSOURCED CONTACT CENTER SERVICES FOR BTC.**

#### **Important Dates:**

- \* Deadline for Expression of Interest: **Monday, 16<sup>th</sup> September 2024**, by **16:00 hrs.**

#### **Additional Information:**

Following the closure of the Expression of Interest, tender documents will be shared electronically with interested parties who **meet the prequalification requirements** on the **23<sup>rd</sup> of September 2024**.

#### **Contact Information:**

For submission and inquiries, please email:

[procurementinternal@btc.bw](mailto:procurementinternal@btc.bw)

**Note:** *There will be no public tender opening session.*