



TENDER NOTICE

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EXPRESSION OF INTEREST NO. 002/2026-2027

PROVISION OF OUTSOURCED CONTACT CENTER SERVICES FOR BTC .

BTC invites reputable, experienced, 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:

- a. Legal Registration: Must be a legally registered company in its country of incorporation, with valid business registration documents and all applicable licenses and permits.
- b. Relevant Experience: Must demonstrate at least three (3) years of experience to work with contact center technology, customer service, contact center, or business process outsourcing (BPO) services.
- c. Proven Track Record: Must provide evidence of at least two (2) similar projects undertaken within the last five (5) years, including client references and the scope of services delivered.
- d. Data Protection and Information Security: Must demonstrate appropriate data protection, confidentiality, cybersecurity, and information security measures, including compliance with applicable Botswana laws and regulations.
- e. Operational Capacity: Must demonstrate the ability to recruit, train, supervise, and manage suitably qualified contact center agents and provide adequate operational support.

1. 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)



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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 parties 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: **Friday 30th October 2026**, by 16:00 hrs.

Contact Information:

For submission and inquiries, please email:

procurementinternal@btc.bw

Note: There will be no public tender opening session.