



BOTSWANA POWER CORPORATION

TENDER NOTICE

**PROVISION FOR THE DEVELOPMENT OF A CUSTOMER EXPERIENCE
STRATEGY FOR BOTSWANA POWER CORPORATION (BPC)**

TENDER REFERENCE NO. 7077/24

Date:24TH OCTOBER 2024

BOTSWANA POWER CORPORATION	TENDERING PROCEDURES	T I.1 TENDER NOTICE and INVITATION TO TENDER
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Tender Reference No. 7077/24

1. Tender Title: Provision for the Development of a Customer Experience Strategy for Botswana Power Corporation (BPC)

2. Sealed Tender Offers are invited for Provision for the Development of a Customer Experience Strategy for Botswana Power Corporation (BPC)

3. The Procuring Entity is **Botswana Power Corporation.**

4. Procurement Method is: Open domestic, reserved for 100% Citizen owned registered companies in the Republic of Botswana.

5. Tenderers who are domiciled in Botswana must, in order to be considered for the award of the contract, be registered with the Public Procurement Regulatory Authority in the following categories:

Code: 317 Other Consultancy Services

Sub code(s): 01 Management Consultancy Services

6. The tender is open to domestic contractors as stated under Section 76 (2) of the Public Procurement Act.

7. The physical address for collection of tender documents is:

Botswana Power Corporation
Supply Chain -Procurement Office
Plot 1222, Nkrumah Road, Light Industrial Sites,
Gaborone

Documents may be collected during working hours between 7:30 am and 16:30pm time as applicable. Proof of payment will be required for issuing the tender documents and should be sent to: ChatsamaD@bpc.bw OR marumok@bpc.bw

8. A non-refundable deposit of Two Hundred & Fifty Pula only (BWP 250.00) or One Hundred and Twenty-Five Pula (P125.00) for companies wholly owned by the Youth (evidenced through copy of identity card (Omang) and share certificates) payable by cash or bank guaranteed cheque made out in favour of the Botswana Power Corporation or the procuring entity stated in the tender document and is required on collection of the tender documents. Payments must be made directly to the bank to the accounts below:

ACCOUNT NAME:	BOTSWANA POWER CORPORATION
BANK:	STANBIC BANK BOTSWANA
ACCOUNT:	9060001431256
BRANCH:	Fairgrounds
SWIFT CODE:	SBICBWGX

OR

ACCOUNT NAME: BOTSWANA POWER CORPORATION
BANK: ABSA BOTSWANA (CURRENT ACCOUNT)
ACCOUNT NO: 307 1339
BRANCH: CORPORATE

OR

ACCOUNT NAME: BOTSWANA POWER CORPORATION
BANK: ACCESS BANK
ACCOUNT NO: 330 590 539 0701
BRANCH: FAIRGROUNDS

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9. Queries or clarifications relating to the issuance of these documents may be addressed in writing not later than 5 days before the tender closing date.
Ms. Debbie Chatsama, Tel No. 3603283 Email address: ChatsamaD@bpc.bw and Marumo Koketso @ Tel No.3603437 Email address: marumok@bpc.bw

10. The closing date and time for receipt of sealed tender offers is 10:00 AM ON 7TH NOVEMBER 2024.

Late tender offers will not be accepted.

The tender opening results will be shared with bidders through email.

11. The Bid Submission Method is: **One (1) Envelope Submission Method** in which a tenderer's financial and technical offers are submitted together in one sealed envelope.
12. Submit one (1) original tender document marked "**ORIGINAL**" and 2 duplicate copies of the original document marked "**COPY**" in one sealed envelope clearly marked:

Tender Reference No.7077/24 "**Provision for the Development of a Customer Experience Strategy for Botswana Power Corporation (BPC)**", shall be delivered to

The Executive Officer
Botswana Power Corporation
Supply Chain -Procurement Office
Plot 1222, Nkrumah Road, Light Industrial Sites
Gaborone

13. The name and address of the bidder should be clearly marked on the envelope.
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The Public Procurement Regulatory Authority Standardised Conditions of Tender for Supplies shall apply to this procurement, for which all the applicable Tender Data is contained in the tender document.

Notwithstanding anything in the foregoing, Botswana Power Corporation is not bound to accept the lowest or any tender offer.