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BOTSWANA SAVINGS BANK

REQUEST FOR PROPOSALS AND QUOTATIONS

BSB/RFQ/PU/IT/005/2026

BOTSWANA SAVINGS BANK INTRANET DEVELOPMENT & MAINTENANCE

Closing Date: 30th June 2026

Time: 10:00hrs

Bidders are invited to submit a proposal and quotation according to PART B:
Botswana Savings Bank Intranet Development & Maintenance

This RFQ is reserved for 100% citizen-owned companies in line with Section 76 of the PPRA Act.

The closing time for receipt of tender documents is 1000 hrs 30 June 2026

Tender offers received after closing date, telegraphic, faxed or emailed submissions will not be accepted. Late tenders will be rejected and returned unopened to bidders.

Names and addresses of bidders should be reflected on the envelopes.

The physical address for tender submission is:

Botswana Savings Bank (BSB) Plot 53796, Tshomarelo House 4th Floor Tender

Box, Kagiso Mall, P O Box 1150, Gaborone Botswana.

Queries relating to the RFQ may be addressed by email to procurementunit@bsb.bw.

Yours Sincerely,

.....

Manager, Procurement

Submission Requirements and Mandatory Checklist

Bidders must submit a complete proposal comprising a technical proposal, financial proposal and mandatory compliance documents. The email subject line must clearly state: **BSB/RFQ/PU/IT/005/2026-INTRANET DEVELOPMENT & MAINTENANCE**

. Technical and financial proposal documents must be clearly labelled and submitted as separate files.

- Technical proposal addressing the full scope of work, methodology, project team, timelines, deliverables, security approach and maintenance approach.
- Financial proposal using the pricing categories stated in this RFQ, with VAT clearly indicated where applicable.
- Completed Form of Offer and Acceptance.
- Valid tax clearance certificate.
- Company registration documents and CIPA list of directors and/or shareholders.
- Proof of 100% citizen ownership.
- Relevant PPRA registration or evidence of required code/category.
- Company profile and at least three reference letters for similar work.
- Declaration of conflict of interest, litigation status and non-blacklisting.
- Evidence of authority to sign the bid, where applicable.

The above checklist is simply required simply for the completeness of the bids, but not necessarily a disqualifying factor.

Yours Sincerely,

.....

Manager, Procurement

PART A: TERMS AND CONDITIONS OF THE RFQ

1. The selection and decisions shall be based on all items in the RFQ and will be evaluated as follows:

Stage 1: Preliminary/Compliance Stage

- a) Submission of a valid copy of the Tax Clearance Certificate, to be verified online.
- b) Fully completed form of offer and acceptance.
- c) Fully completed certificate of authority of signatory.
- d) Fully completed integrity form.
- e) Submission of a list of directors and/or shareholders from CIPA.
- f) The bidder must be in possession of **Code: 120** - ICT Services / Software Development or a relevant IT Systems Development category.
- g) Company Profile.

Stage 2: Technical Evaluation

CRITERIA	DESCRIPTION	SCORE
1. Company Experience and References	Proven experience in intranet, SharePoint, web portal or comparable enterprise platform development; portfolio of similar projects; at least three relevant reference letters.	15
2. Technical Capability and Resources	Qualified project team including project management, UI/UX, development, SharePoint or CMS expertise, integration, cybersecurity, QA and support resources; submit team structure and CVs of key personnel.	15
3. Functional Compliance and Solution Fit	Extent to which the proposed solution meets the scope items, including CMS, employee directory, news, departmental pages, document repository, search, HR resources, analytics, mobile responsiveness and optional enhancements.	20
4. Integration, Migration and Architecture	Approach to SharePoint, Active Directory, secure authentication, role-based access, API integration, content migration, data mapping, architecture design and scalability.	15
5. Security, Data Protection and Compliance	Security design covering encryption, authentication, access control, audit logs, vulnerability assessment, penetration testing, backup, disaster recovery and compliance with applicable Botswana data protection laws.	15

6. Methodology, Testing and Training	Clear implementation methodology covering discovery, design, development, testing, UAT, deployment, change management, administrator training, user training and handover documentation.	10
7. Maintenance, Support and SLA	Support model, SLA response and resolution times, warranty period, patching, upgrades, backup monitoring, vulnerability remediation, annual security testing and support escalation process.	5
8. Project Timelines and Delivery	Realistic implementation timelines, milestones, dependencies, project governance, reporting, risk management and go-live readiness plan.	5
Total	Technical Evaluation Score	100

Pass Mark: 80%

Where two or more bidders obtain the same technical score, preference shall be given to the bidder with the stronger security, integration and maintenance proposal. Where technical scores and financial offers are materially equivalent, Botswana Savings Bank may request clarifications or apply the most advantageous overall proposal principle in line with applicable procurement requirements.

No.	Mandatory Requirement	Required Evidence / Submission	Outcome
1	Core security requirements	Confirmation of secure authentication, role-based access control, encrypted data transmission, secure hosting, backup and disaster recovery controls, and protection against cyber threats.	Pass / Fail
2	Confidentiality and data protection obligations	Written confirmation of compliance with confidentiality requirements, applicable Botswana data protection laws, ICT security standards and willingness to sign a Non-Disclosure Agreement before commencement.	Pass / Fail
3	Source code, data and intellectual property handover	Written acceptance that all source code, data, configuration, documentation and intellectual property	Pass / Fail

		developed for the project shall remain the property of Botswana Savings Bank.	
4	Functional compliance schedule	Completed functional compliance schedule against each scope item using Comply, Partially Comply or Do Not Comply, with comments, assumptions, exclusions and supporting evidence.	Pass / Fail

Failure to meet any mandatory requirement may result in disqualification regardless of technical score.

Stage 3: Financial Evaluation

Only bidders who score 80% or more in the technical evaluation will proceed to the financial evaluation.

Evaluation Method: Least Cost Selection – Services/Supplies (*where prices shall be evaluated for reasonableness and completeness*)

Pricing Instructions

- Prices must be in BWP inclusive of VAT where applicable.
- Prices must be valid for a period of not less than 60 days.
- Bidders must state the validity period.
- Pricing must clearly indicate:
 - Development Cost
 - Annual Maintenance Cost
 - Third-Party Licensing Costs (if any)
 - Training Costs
- The successful bidder shall be required to have a **BSB Bank Account** into which payments shall be made.

Offer

Botswana Savings Bank	CONTRACT PART 1 AGREEMENTS & CONTRACT DATA	C1.1 FORM OF OFFER AND ACCEPTANCE
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The Procuring Entity, **Botswana Savings Bank** of (address) _____, has solicited offers to enter into a contract for the procurement of:

Title of the Contract: **Botswana Savings Bank Intranet Development & Maintenance**

The tenderer, identified in the signature block below, has examined the documents listed in the Tender Data and any addenda listed in the Tender Schedules and, by submitting this Offer, has accepted the Conditions of Tender.

By attaching the signature of a duly authorized representative to this part of this Form of Offer and Acceptance, the tenderer offers to perform all of the obligations and liabilities of the Service Provider under the Contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with the Conditions of Contract identified in the Contract Data.

The total of the amount tendered is _____ _____ Pula, (in words); P_____ (in figures).
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This Offer, of which the tenderer has one original, may be accepted by the Procuring Entity by signing the Form of Acceptance overleaf and returning one fully executed original of this document, including the Schedule of Deviations, if any, to the tenderer before the end of the validity period stated in the Tender Data. The tenderer shall then become the party named as the Service Provider in the Conditions of Contract identified in the Contract Data.

For the tenderer:

Signature(s): _____

Name(s): _____

Capacity: _____

For: (Insert name and address of organization)

Name & Signature of witness: _____

Date: _____

Acceptance

By attaching the signature of a duly authorized representative to this part of this Form of Offer and Acceptance, the Procuring Entity accepts the tenderer's Offer. In consideration thereof, the Procuring Entity shall pay the Service Provider the amount due in accordance with the Conditions of Contract identified in the Contract Data. Acceptance of the tenderer's Offer shall form an Agreement between the Procuring Entity and the tenderer upon the terms and conditions contained in this Agreement and in the Contract that is the subject of this Agreement.

The terms of the Contract, are contained in:

Part 1 Agreements and Contract Data, (which includes this Form of Offer and Acceptance)

The following Appendices: [**Note:** If any of these Appendices are not used, the words "Not Used" should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.]

Appendix A: Description of the Services

Appendix B: Schedule of Reporting Requirements

Appendix C: Key Personnel and Subcontractors

Appendix D: Breakdown of Contract Price in Pula

Appendix F: Services and Facilities Provided by the Procuring Entity

Part 2: Pricing Data

Part 3: Scope of Work

and drawings and documents (or parts thereof), which may be incorporated by reference into the above listed Parts.

Deviations from and amendments to the documents listed in the Tender Data and any addenda thereto listed in the Tender Schedules as well as any changes to the terms of the Offer agreed by the tenderer and the Procuring Entity during this process of Offer and Acceptance, are contained in the

Schedule of Deviations attached to and forming part of this Form of Offer and Acceptance. No amendments to or deviations from said documents are valid unless contained in this Schedule, which must be signed by the duly authorized representative(s) for both parties.

The tenderer shall within one week of receiving a fully executed original of this Agreement, including the Schedule of Deviations (if any), contact the Procuring Entity's agent (whose details are given in the Contract Data) to arrange the delivery of any securities, bonds, guarantees, proof of insurance and any other documentation to be provided in terms of the Conditions of Contract identified in the Contract Data at, or just after, the date this Agreement comes into effect. Failure to fulfil any of these obligations in accordance with those terms shall constitute a repudiation of this Agreement.

Notwithstanding anything contained herein, this Agreement comes into effect on the date when the tenderer receives one fully executed original of this document, including the Schedule of Deviations (if any). Unless the tenderer (now Service Provider) within five days of the date of such receipt notifies the Procuring Entity in writing of any reason why he cannot accept the contents of this Form of Offer and Acceptance, this Agreement shall constitute a binding contract between the Parties.

For the Procuring Entity

Signature(s): _____

Name(s): _____

Capacity: _____

For: (Insert name and address of organization)

Name & Signature of witness: _____

Date: _____

Note: If tenderer wishes to submit alternative tender offers, further copies of this document may be used for that purpose, duly endorsed, 'Alternative Tender No. ____

(Suggested format, to be completed by the Procuring Entity prior to award of contract)

Schedule of Deviations

Note:

1. The extent of deviations from the tender documents issued by the Procuring Entity prior to the tender closing date is limited to those permitted in terms of the Conditions of Tender.
2. In the event of conflict between the contents of this Schedule of Deviations and any other list or record of tender stage amendments or addenda, this Schedule shall take precedence.

1 Subject _____

Details

2 Subject _____

Details

3 Subject _____

Details

4 Subject _____

Details

5 Subject _____

Details

6 Subject _____

Details

By affixing the signatures of the duly authorized representatives below, the Procuring Entity and the tenderer both agree to and accept the foregoing Schedule of Deviations as the only deviations from and amendments to the documents listed in the Tender Data and any addenda thereto listed in the Tender Schedules, as well as any changes to the terms of the Offer agreed by the tenderer and the Procuring Entity during this process of Offer and Acceptance.

It is expressly agreed that no information, documentation, or communication not listed in the Schedule of Deviations shall have any meaning or effect in the contract

Signature(s): _____

Name(s): _____

Capacity: _____

For: (Insert name and address of organization);

PART B: SCOPE, SPECIFICATIONS AND TERMS OF REFERENCE

The matrix below will be used for evaluation.

INTRANET DEVELOPMENT & MAINTENANCE	
Item	Description
1	Requirements gathering, stakeholder consultations and confirmation of business objectives, user groups, content owners, workflows and approval requirements.
2	UI/UX design, information architecture, wireframes, responsive layouts and user journey design for desktop, tablet and mobile users.
3	Development of a secure, responsive intranet platform, preferably Microsoft SharePoint based, with a user-friendly content management system.
4	Employee directory, internal news and announcements, departmental pages, document repository, search functionality, events calendar, HR resources and staff engagement features.
5	Integration with SharePoint, Active Directory or other BSB systems where applicable, including role-based permissions, secure authentication and application link distribution.
6	Migration of agreed existing documents, policies, forms, bulletins, staff resources and legacy intranet content, including data mapping, clean-up assumptions and migration validation.
7	Security controls including encryption in transit and at rest, multi-factor authentication or single sign-on where applicable, audit logs, secure session management, vulnerability assessment and penetration testing.
8	Hosting, availability, backup and disaster recovery requirements, including proposed hosting model, uptime target, backup frequency, recovery time objective and recovery point objective.
9	Testing and quality assurance covering functional testing, security testing, performance testing, accessibility testing and user acceptance testing with documented sign-off criteria.
10	Administrator and user training, user manuals, technical documentation, source code or configuration handover, deployment support and go-live support.
11	Maintenance and support for a minimum period to be proposed by the bidder, including SLA response times, issue resolution times, patching, upgrades, bug fixing and annual vulnerability assessment.

Deliverables

The successful bidder shall deliver the following:

- Fully functional intranet platform
- Source code and technical documentation
- User manuals
- Training sessions for administrators
- Maintenance and support plan
- Warranty/support period
- Project implementation plan with timelines

Technical Requirements

The intranet solution must:

- Be web-based
- Be mobile responsive
- Support role-based access
- Have a user-friendly CMS
- Integrate with existing BSB systems where necessary
- Support secure authentication
- Be scalable for future enhancements
- Comply with cybersecurity best practices
- Provide technical capability to work on Microsoft SharePoint based.
- Serve as the central platform for the Bank's bulletins.
- Serve as a central platform for distributing applications and application links to all staff.
- Serve as a one-stop platform for all company documentation.
- Apply user access rights to shared folders and files.
- Support chatbot capability.
- Provide an online forms/download centre.
- Integrate financial calculators.
- Comply with recognised accessibility standards.
- Provide cookie consent management, where applicable.
- Provide newsletter subscription functionality, where applicable.

Expected Project Timeline

The bidder should propose timelines for:

- Discovery & Requirements Gathering
- Design
- Development
- Testing
- Training
- Deployment
- Support Phase

Data Protection, Security & Confidentiality

TENDER	TENDER SCHEDULES
RETURABLE DOCUMENTS	CERTIFICATE OF AUTHORITY SIGNATORY

1. Ensure that all Botswana Savings Bank information and data remain confidential and are not shared with unauthorized third parties.
2. Implement secure user authentication and role-based access controls.
3. Ensure secure hosting infrastructure and encrypted data transmission using SSL/HTTPS.
4. Implement an appropriate backup and disaster recovery strategy.
5. Ensure protection against unauthorized access, malware and cyber threats.
6. Ensure compliance with applicable Botswana data protection laws and ICT security standards.
7. Sign a Non-Disclosure Agreement before commencement of the project.
8. Ensure that all source code, data and intellectual property developed for the project remain the property of Botswana Savings Bank.
9. Immediately report any security breach or suspected data compromise to Botswana Savings Bank.
10. Ensure that user data is securely stored and accessible only to authorized personnel.

Republic of Botswana

Indicate the status of the tenderer by ticking the appropriate box hereunder. The tenderer must complete the certificate set out below for the relevant category.

A. Certificate for Company

I, _____, authorised representative of _____, hereby confirm that by resolution of the board Mr/Ms _____, acting in the capacity of _____, was authorised to sign all documents in connection with this tender offer and any contract resulting from it on behalf of the company.

A	B	C	D	E
COMPANY	PARTNERSHIP	JOINT VENTURE	SOLE PROPRIETOR	OTHER

B. Certificate for Partnership

We, the undersigned, being the key partners in the business trading as _____ hereby authorise Mr/Ms _____, acting in the capacity of _____, to sign all documents in connection with the tender offer for Contract _____ and any contract resulting from it on our behalf.

NAME	ADDRESS	SIGNATURE	DATE

NOTE: This certificate is to be completed and signed by all of the partners.
Attach additional pages if more space is required.

Furthermore we attach to this Schedule a copy of the partnership agreement which incorporates a statement that all partners are liable jointly and severally for the execution of the contract and that the lead partner is authorised to incur liabilities,

receive instructions and payments and be responsible for the entire execution of the contract for and on behalf of any and all partners.

C. Certificate for Joint Venture

We, the undersigned, are submitting this tender offer in Joint Venture and hereby authorise Mr/Ms _____, an authorised signatory of the company _____, acting in the capacity of lead partner, to sign all documents in connection with the tender offer for Contract _____ and any contract resulting from it on our behalf.

This authorisation is evidenced by the attached power of attorney signed by legally authorised signatories of all the partners to the Joint Venture.

Furthermore we attach to this Schedule a copy of the joint venture agreement which incorporates a statement that all partners are liable jointly and severally for the execution of the contract and that the lead partner is authorised to incur liabilities, receive instructions and payments and be responsible for the entire execution of the contract for and on behalf of any and all the partners.

NAME OF FIRM	ADDRESS	AUTHORISING NAME & CAPACITY	SIGNATURE,
Lead partner			

D. Certificate for sole proprietor.

I, _____, hereby confirm that I am the sole owner of the business trading as _____

E. Certificate for other.

I, _____, hereby confirm that I am _____
_____ of the business trading as _____

THUS SIGNED AND SWORN TO BEFORE ME COMMISSIONER OF OATHS AT

_____ ON THIS _____ DAY OF _____ 20____, AT ____AM
/ PM, THE DEPONENT HAVING ACKNOWLEDGED THAT HE KNOWS AND UNDERSTANDS
THE CONTENTS OF THIS DECLARATION AND THAT IT IS BINDING ON HIS CONSCIENCE.

COMMISSIONER OF OATHS
CAPACITY: