



Simple. Secure. Everyday

BOTSWANA SAVINGS BANK

REQUEST FOR PROPOSALS AND QUOTATIONS

BSB/RFQ/PU/IT/006/2026

BOTSWANA SAVINGS BANK WEBSITE DESIGN, 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 Website Design, Development & Maintenance**

This submission is reserved for 100% citizen-owned companies in line with **section 76 of PPRA Act**. The closing time for receipt of tender documents is **1000 hrs. 19 May 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 via e-mail to procurementunit@bsb.bw

Clarification questions must be submitted in writing to the stated procurement email address three (3) days before the closing date. Responses to clarifications will be shared with all bidders to ensure fairness and transparency.

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/POU/RFQ/IT/006/26 – Website Design, 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 valid copy Tax Clearance Certificate- to be verified online
- b) Fully completed form of offer and acceptance.
- c) Submission of List of Directors and/or Shareholders from (CIPA)
- d) Should be in possession of **Code: 120** - CT Services / Software Development or Relevant IT Systems Development Category.
- e) Company Profile.
- f) Proof of 100% citizen ownership.
- g) Declaration of conflict of interest, litigation status and non-blacklisting.
- h) Evidence of authority to sign the bid, where applicable.

Stage 2: Technical Evaluation

Criteria	Description	Score
1. Company Experience	Proven experience in corporate website design, development and maintenance: (15) • 10 years or more (15); • 7 to less than 10 years (12); • 5 to less than 7 years (10); • 3 to less than 5 years (5); • 1 to less than 3 years (3). Portfolio of similar projects completed for corporate clients, including at least three reference letters for similar work. (5)	20
2. Technical Capability and Resources	Qualified development team including User Interface/User Experience (UI/UX), backend, QA and support resources; team structure and CVs of key personnel. (13) Demonstrated Search Engine Optimization (SEO), UI/UX and Content Management System (CMS) expertise, including WordPress, Drupal or equivalent. (13) Hosting and maintenance capability. (4)	30
3. Methodology	Clear implementation methodology includes discovery, design, development, testing and deployment. (10) Project governance, risk management, quality assurance and acceptance approach. (10) SEO implementation, website performance optimization and content migration strategy. (10) Realistic implementation timelines with milestones. (10)	40
4. Maintenance and Support	SLA for support, uptime guarantees, response and resolution times, backup frequency and CMS update management. (2.5) Maintenance, upgrade and security patch management plan. (2.5) Annual vulnerability assessment and penetration testing methodology. (2.5) Vulnerability assessment and penetration testing after major upgrades, stable patches or significant releases. (2.5)	10
Total		100

Pass Mark: 80%

Stage 3: Financial Evaluation

Only Bidders who get 80 % or more on the technical evaluation will pass to the financial evaluation.

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

Financial proposals shall be evaluated on the total cost of ownership for the initial development and first year of maintenance, unless otherwise stated by Botswana Savings Bank. Optional enhancements shall be priced separately and shall not be used to determine the least-cost compliant bidder unless formally accepted by Botswana Savings Bank.

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 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** under which payments shall be made against.

Pricing Item	Description	Amount BWP Excl. VAT	VAT	Total BWP Incl. VAT
Website Development Cost	Design, development, testing and deployment	Bidder to complete	Bidder to complete	Bidder to complete
Annual Maintenance Cost	Support, maintenance, updates and monitoring	Bidder to complete	Bidder to complete	Bidder to complete
Hosting / Third-Party Licensing	Hosting, plugins, licences or subscriptions, if any	Bidder to complete	Bidder to complete	Bidder to complete
Training Cost	Administrator training and handover	Bidder to complete	Bidder to complete	Bidder to complete
Optional Enhancements	Priced separately and not included in base evaluation unless accepted	Bidder to complete	Bidder to complete	Bidder to complete

Botswana Savings Bank	CONTRACT PART 1 AGREEMENTS & CONTRACT DATA	C1.1 FORM OF OFFER AND ACCEPTANCE
-----------------------	--	---

The Procuring Entity, **Botswana Savings Bank** of (address) _____,
has solicited offers to enter a contract for the procurement of:

Title of the Contract: **Botswana Savings Bank Website Design, Development
& Maintenance**

The tenderer, identified in the signature block below, has examined the documents listed in the Tender Data and addenda thereto as 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).

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 period of validity stated in the Tender Data, whereupon the tenderer becomes 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

Appendix A: Description of Services shall comprise the final approved scope of work, mandatory requirements, deliverables, timelines and acceptance criteria.

Appendix B: Schedule of Reporting Requirements shall include project progress reports, risk and issue reports, testing reports, maintenance reports and service level reports.

Appendix C: Key Personnel and Subcontractors shall list the bidder's project manager, technical lead, UI/UX lead, developer(s), QA resource(s), support resources and any subcontractors.

Appendix D: Breakdown of Contract Price in Pula shall be completed using the pricing schedule in this RFQ.

Appendix F: Services and Facilities Provided by the Procuring Entity shall include available content, branding assets, stakeholder access, approvals, existing website information and system access required for delivery.

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 / TERMS OF REFERENCE

The matrices and requirements below will be used for evaluation.

Item	Description
1	Requirements gathering and stakeholder consultations
2	Website strategy, sitemap and information architecture
3	UI/UX design and wireframes
4	Development of a modern responsive corporate website
5	Homepage design and interactive banner management
6	About Us section
7	Corporate governance section
8	Products and Services pages
9	Branches and ATM locator functionality
10	News, media and press releases section
11	Careers / recruitment integration
12	Contact forms and customer enquiry functionality
13	Integration with social media platforms
14	Search functionality
15	Secure Content Management System (CMS)
16	SEO optimisation and Google indexing readiness
17	Website analytics and reporting dashboard
18	Security features including SSL and access controls
19	Mobile responsiveness across devices
20	Integration with third-party systems where applicable
21	Testing and quality assurance
22	Deployment and go-live support
23	Administrator training
24	User manuals and handover documentation
25	Technical support and maintenance
26	Bug fixing and system updates
27	Backup and disaster recovery solution
28	Hosting support and uptime monitoring
29	Service Level Agreement (SLA) support
30	API integration and API key security management
31	Plugin security and management

Deliverables

The successful bidder shall deliver:

- Fully functional corporate website
- Website source code and technical documentation
- Well documented role-based access implementation
- Responsive website for desktop, tablet and mobile
- Content Management System (CMS)
- Website administrator training
- User manuals and technical documentation
- Website hosting setup and deployment support
- Maintenance and support plan
- Warranty/support period
- SEO-ready website structure
- Website analytics integration
- Project implementation plan with timelines

Technical Requirements

The solution should:

- Be web-based and mobile responsive (Responsive Design)
- Have a modern, professional and user-friendly interface
- Support a secure and easy-to-use CMS
- Support multilingual capability (if required)
- Integrate with BSB digital platforms where necessary
- Support secure forms and customer enquiries
- Include SEO best practices (XML sitemaps, clean URL structures, and semantic schema markup)
- Be Cross-Browser Compatible
- Be scalable for future enhancements
- Support analytics and visitor tracking
- Comply with cybersecurity best practices
- Ensure fast loading speed and performance optimization
- Support SSL/HTTPS secure browsing
- Provide integration of website features below:
 - WhatsApp integration
 - Chatbot capability
 - Online forms/download centre
 - Financial calculators
 - Accessibility compliance
 - Cookie consent management
 - Newsletter subscription functionality

Expected Project Timeline

The bidder should propose timelines for:

- Discovery & Requirements Gathering
- Sitemap & UX Planning
- UI/UX Design
- Development
- Content Migration
- Testing & Quality Assurance
- Training
- Deployment / Go-Live
- Support & Maintenance Phase

Minimum Service Level Requirements

1. Minimum uptime target: 99.5% per month, excluding approved maintenance windows.
2. Critical incidents: response within 2 hours and resolution or workaround within 8 hours.
3. High priority incidents: response within 4 hours and resolution or workaround within 2 business days.
4. Medium and low priority incidents: response within 1 business day and resolution according to agreed service levels.
5. Backups must be performed at least daily, with agreed retention periods and restoration testing.
6. Security patches must be applied within agreed timelines based on severity, with critical patches prioritised.
7. Monthly maintenance and support reports must be submitted to Botswana Savings Bank.

Data Protection, Security & Confidentiality

1. Ensure all Botswana Savings Bank information and data remains confidential and is not shared with unauthorized third parties.
2. Clearly outline how hosting will comply with data protection regulations if hosted outside Botswana.
3. Implement secure administrator authentication and role-based access controls.
4. Ensure secure hosting infrastructure and encrypted data transmission (SSL/HTTPS).
5. Implement appropriate website backup and disaster recovery mechanisms.
6. Ensure protection against unauthorized access, malware, phishing and cyber threats.
7. Ensure compliance with applicable Botswana data protection laws and ICT security standards.
8. Sign a Non-Disclosure Agreement (NDA) before commencement of the project.
9. Ensure that all source code, website assets, designs and intellectual property developed for the project remain the property of Botswana Savings Bank.
10. Immediately report any security breach or suspected data compromise to Botswana Savings Bank.

11. Ensure customer information submitted through website forms is securely stored and only accessible to authorized personnel.
12. Disclose hosting location, data residency arrangements and any cross-border transfer safeguards.
13. Maintain access logs, audit trails and administrator activity records for the website and CMS.
14. Provide secure deletion, source code handover, credentials handover and transition support at contract end.