

BOTSWANA SAVINGS BANK



PROCUREMENT UNIT

**TENDER TITLE: A SERVICE CONTRACT FOR THE DESIGN, DEVELOPMENT,
IMPLEMENTATION, INTEGRATION, TRAINING AND SUPPORT OF AN ePROCUREMENT
SOLUTION**

FOR BOTSWANA SAVINGS BANK FOR A PERIOD OF THREE (3) YEARS

REFERENCE NO: BSB/PU/016/2026/29

NAME AND ADDRESS DETAILS OF PROCURING DEPARTMENT AND ITS AGENT PREPARING THE DOCUMENTS	
PROCURING DEPARTMENT	AGENT
Finance Department Botswana Savings Bank P.O. Box 1150 Gaborone Tel: (267) 367 0000 Fax: (267) 395 2608	Procurement Unit Botswana Savings Bank P.O. Box 1150 Gaborone Tel: (267) 367 0000 Fax: (267) 395 2608 Email: procurementunit@bsb.bw

**A SERVICE CONTRACT FOR THE DESIGN, DEVELOPMENT, IMPLEMENTATION,
INTEGRATION, TRAINING AND SUPPORT OF AN ePROCUREMENT SOLUTION FOR
BOTSWANA SAVINGS BANK FOR A PERIOD OF THREE (3) YEARS**

TENDER

TENDERING PROCEDURES

- T1.1 Tender Notice and Invitation to Tender
- T1.2 Tender Data
- T1.3 Standardised Conditions of Tender

Botswana Savings Bank	TENDER NO: BSB/PU/016/2026/29 TENDERING PROCEDURES	TENDER NOTICE AND INVITATION TO TENDER
TENDER REF. NO: BSB/PU/016/2026/29		
A SERVICE CONTRACT FOR THE DESIGN, DEVELOPMENT, IMPLEMENTATION, INTEGRATION, TRAINING AND SUPPORT OF AN EPROCUREMENT SOLUTION FOR BOTSWANA SAVINGS BANK FOR A PERIOD OF THREE (3) YEARS.		
The procuring entity is the Procurement Unit, Botswana Savings Bank.		
Bidding method: Open International Bidding Method		
Tender offers are invited from companies for the design, development, implementation, integration, training and post-implementation support of an eProcurement solution for Botswana Savings Bank. The solution shall digitise and automate the procurement lifecycle from supplier registration, requisitioning, RFQ/RFP management, evaluation and award, purchase order management, goods receipt or service confirmation, invoice matching, budget and spend tracking, vendor performance management, workflow governance, reporting and dashboards.		
The scope of work includes requirements gathering, solution design, configuration and development, integration with Sage 300 and other applicable BSB systems, data migration support where required, user acceptance testing, administrator and end-user training, go-live support, system documentation, and ongoing maintenance and support for the contract period.		
Bidding companies should be in possession of appropriate registration, licensing and capability to provide information technology, software development, systems integration, implementation, training and support services. The applicable PPRA registration category and sub-code shall be verified online where applicable. Code 120 ICT Technical Support Services Sub-code Description 01 Systems Development Services and maintenance services		
All applicable citizen economic empowerment schemes such as Local Procurement Scheme (LPS), Citizen Economic Empowerment Programme (CEEP) and Economic Diversification Drive (EDD) shall be considered for evaluation and awarding purposes.		
Tenderers to purchase all their products from 100% Citizen locally based manufacturers and service providers, provided that the goods and services are locally available, competitively priced and meet tender specifications in terms of quality standard as certified or recognized by Botswana Bureau of Standards (BOBS) or other recognized certifying bodies.		
This tender is open to participation on equal terms by all service providers domiciled in Botswana		
Documents shall be accessed from the below link: https://www.bsb.bw/tenders/ with effect from 10 th August 2026, tender documents will only be available in soft copies. Bidders shall share proof of payment upon payment of the tender fee to procurementunit@bsb.bw and attach a copy to the bid.		

A non-refundable fee of P500.00 shall be paid by interested bidders before collection of the tender documents. Youth-owned companies shall pay half price upon presentation of proof thereof. Payment shall be made at any of the following Botswana Savings Bank branches : BSB Headquarters, Rail Park, Palapye, Mahalapye, Molepolole, Serowe, Hukuntsi, Francistown, Maunand Kanye , using the following account details:

Acc Name: Other Income

Acc No: 1415-1-03-35-24-00-0000

Reference no: Bidder's Company Name

Or EFT

- 1) **Account name:** Botswana Savings Bank
- 2) **Account number:** 9060005770217
- 3) **Account:** BWP Current
- 4) **Bank:** Stanbic Bank
- 5) **Branch name:** Fairgrounds
- 6) **Branch/Sort Code:** 064967

Swift code: SBICBWGX

A One-Envelope procedure will be followed.

Parts of each tender offer communicated on paper shall be submitted as one (1) original marked original plus two (2) copies.

Queries relating to the issue of these documents may be addressed to procurementunit@bsb.bw at Tel: +267 3670161/0237, at least five (5) days before the tender closing date, copied to ondlovu@bsb.bw and kmavika@bsb.bw. No queries shall be allowed thereafter.

The tender evaluation will follow the Least Cost Evaluation Procedure.

The closing time for receipt of tender documents is **10:00 AM on 04 September 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.

Tender opening register shall be done online at 10:15am after closing date.

Tender opening register will be available online. The register will be provided to bidders who share their email addresses with the Procuring Entity.

The winning bidder shall be required to have a business transaction account with Botswana Savings Bank where all payments shall be disbursed.

Tender documents not correctly packaged and labelled as indicated above will not be accepted.

The Public Procurement Regulatory Authority Standardised Conditions of Tender for Services shall apply to this procurement, for which all the applicable Tender Data is contained in the tender documents.

Notwithstanding anything in the foregoing, Botswana Savings Bank is not bound to accept the lowest or any tender offer, nor incur expenses in the preparation thereof.

**Procurement Unit
Botswana Savings Bank**

**A SERVICE CONTRACT FOR THE DESIGN, DEVELOPMENT, IMPLEMENTATION,
INTEGRATION, TRAINING AND SUPPORT OF AN ePROCUREMENT SOLUTION FOR
BOTSWANA SAVINGS BANK FOR A PERIOD OF THREE (3) YEARS**

1.1 The **conditions of tender** are the Standardised Conditions of Tender for Works as published by the Public Procurement Regulatory Authority.

The Standardised Conditions of Tender make several references to the Tender Data for details that apply specifically to this tender. The Tender Data shall have precedence in the interpretation of any ambiguity or inconsistency between it and the Standardised Conditions of Tender.

Each item of data given below is cross-referenced to the clause in the Standardised Conditions of Tender to which it mainly applies. There are many other clauses in which the data is required.

1.2 The Procuring entity is **Botswana Savings Bank**.

1.3 The tender documents issued by Botswana Savings Bank comprise:

TENDER SECTION

Tendering Procedures

SECTION 1: TENDER SECTION

T1.1 Tender Notice & Invitation to Tender

T1.2 Tender Data

T2.1 List of returnable documents

T2.2 Tender Schedules

CONTRACT SECTION

SECTION 2: PART 1-AGREEMENTS & CONTRACT DATA

C1 Part 1 Agreements & Contract Data

C1.1 Form of Offer & Acceptance

T2.2 Authority of signatory

C1.2 Contract Data

SECTION 3: PART 2-PRICING DATA

C2.1 Pricing Instructions

C2.2 (a) Terms of reference

SECTION 4: PART 3-SCOPE OF WORK

C3 Scope of Work: Services contract

1.4	The Procuring Entity's agent is: Procurement Unit Botswana Savings Bank Headquarters P.O. Box 1150 Gaborone Botswana
1.5	The following are the eligibility criteria for tenderers: 1) For Companies Domiciled in Botswana - Should be registered with the Public Procurement Regulatory Authority in the applicable category for information technology, software development, systems integration, implementation and support services, where applicable. Bidders shall have a valid Tax Clearance Certificate issued by BURS, or an exemption thereof issued by the same authority. The Tax Clearance Certificate is to be verified online on the BURS website. 2) For international companies • Certificate of Good Standing or equivalent document issued by the relevant authority in the country of registration • Foreign companies in possession of documentation defining the constitution or legal status, place of registration and principal place of Business
1.6	All clarifications sought are to be submitted in writing and delivered by hand, email or facsimile to the Employer's Agent five (5) days before the closing date. Any oral representation that may be made during the pre-tender meeting or site visit by the Employer's Agent will not take precedence over the contents of the Terms of Reference. Tenderers are therefore to present any clarification sought in writing to minimise misunderstanding. In accordance with Clause 2.8 of the Tender Data, all requests for clarifications and resulting addenda to the tender documents shall be distributed among all prospective Tenderers.
2.1	Stage 1: Compliance (Pass/Fail) At Stage 1, bids shall be assessed on a pass/fail basis only for mandatory compliance and eligibility requirements. A bidder who fails any mandatory compliance requirement may be disqualified from further evaluation. • Submission of one (1) original and two (2) copies of the Technical Offer and one (1) original and two (2) copies of the Financial Offer, packaged in the required two-envelope format as stated in the tender data. • Fully completed and signed Certificate of Authority of Signatory. • Fully completed list of directors, shareholders and beneficial ownership information. • Completed Declaration Form for Tender Purposes. • Completed Integrity Form for Tender Purposes. • Completed Vendor Self-Risk Assessment Questionnaire. • Valid Tax Identification Number (TIN) and Tax Clearance Certificate issued by BURS, or a valid exemption thereof, to be verified online. Valid registration with the Public Procurement Regulatory Authority in the applicable category and sub-codes stated in the tender document, to be verified online. Code 120 ICT Technical Support

	Services Sub-code Description 01 Systems Development Services and maintenance services for local companies • Certificate of Good Standing or equivalent document issued by the relevant authority in the country of registration • Foreign companies in possession of documentation defining the constitution or legal status, place of registration and principal place of Business • Fully Completed and Signed Form of Offer and Acceptance. Bidders who fail to submit the above documents (<i>put the ones listed in Circulars 1 & 5 of 2016</i>) will be requested during the evaluation to submit them within 2 days of notification. Bidders will be notified through a telephone call and email as an alert. Non responsiveness by the bidder shall result in disqualification of bid. All Bidders who fail to submit any of the above documents except (b) shall be given 2 days to submit failure which shall lead to a disqualification.
2.2	Parts of each tender offer communicated on paper shall be submitted as one (1) original, plus two (2) copies. All documents must comply to a one-envelope system.
2.3	The Procuring Entity's address for delivery of tender offers and identification details to be shown on each tender offer package are: Sealed envelopes marked A SERVICE CONTRACT FOR THE DESIGN, DEVELOPMENT, IMPLEMENTATION, INTEGRATION, TRAINING AND SUPPORT OF AN ePROCUREMENT SOLUTION FOR BOTSWANA SAVINGS BANK FOR A PERIOD OF THREE (3) YEARS Location of tender box is: Botswana Savings Bank Headquarters, Tshomarelo House, Floor 4 Plot 5379, Kagiso Mall Gaborone Identification details: "A SERVICE CONTRACT FOR THE DESIGN, DEVELOPMENT, IMPLEMENTATION, INTEGRATION, TRAINING AND SUPPORT OF AN ePROCUREMENT SOLUTION FOR BOTSWANA SAVINGS BANK FOR A PERIOD OF THREE (3) YEARS" Tender opening shall be available online. A link shall be provided 2 days later from the bid closing date
2.4	The closing time for submission of tender offers is 10:00 AM on 4th September 2026. The physical address for tender submission is: Botswana Savings Bank (BSB) Plot 53796, Tshomarelo House 4th Floor Tender Box, Kagiso Mall, P Box 1150, Gaborone Botswana.

2.5	Telephonic, telegraphic, telex, facsimile or emailed tender offers will not be accepted. Any bid submitted after the closing time shall be declared late, rejected and returned unopened to the bidder.										
2.6	The tender validity period is four months (120 days) after tender closing date. A bid valid for a shorter period shall be rejected by the Procuring Department as non-responsive. Prior to expiration of the validity period, the procuring department may request bidders to consider extending the validity period stated in the tender data, in writing, for an agreed additional period.										
2.7	The time and location for opening of the Technical Offers is 10:00 AM on on 4th September 2026. Opening shall also be available through Microsoft Teams. A link shall be provided. Location: Botswana Savings Bank (BSB) Plot 53796, Tshomarelo House 4th floor Boardroom, Kagiso Mall, P O Box 1150, Gaborone Botswana.										
3	FORMAT OF RESPONSE All bidders shall prepare their tender submissions in a manner and format described below. 1. The document should be a cover letter stating the following: delivery terms, expiry/warranty, price validity, currency used, postal address, physical address and telephone numbers. Any other related information should be provided. The completed document should be submitted in one (1) Original (Marked original) and two (2) copies to the Botswana Savings Bank (BSB) Plot 53796, Tshomarelo House, Kagiso Mall, P Box 1150, Gaborone, Botswana All bids must be securely bound. The procuring entity will not be held liable for misplaced pages due to insecure binding of bids.										
4.0	EVALUATION PROCESS										
4.1	TENDER EVALUATION CRITERIA										
4.2	Stage 2: Technical Evaluation										
	<table><tr><th>No.</th><th>Evaluation Criterion</th><th>Max Marks</th><th>Evidence Submitted</th><th>Evaluation Comments</th></tr><tr><td>1</td><td>Qualifications of Key Personnel</td><td>13</td><td>CVs and certified qualifications for Project Manager, Solution Architect, Business Analyst, Lead Developer, Integration Specialist, Database Administrator, Cybersecurity Specialist, Trainer and Support Lead.</td><td>The bidder shall submit documentation demonstrating that the proposed personnel have qualifications relevant to eProcurement solution design, software development, systems integration, project management, database administration, cybersecurity, training and support. The qualifications shall demonstrate capacity to deliver and support the solution effectively.</td></tr></table>	No.	Evaluation Criterion	Max Marks	Evidence Submitted	Evaluation Comments	1	Qualifications of Key Personnel	13	CVs and certified qualifications for Project Manager, Solution Architect, Business Analyst, Lead Developer, Integration Specialist, Database Administrator, Cybersecurity Specialist, Trainer and Support Lead.	The bidder shall submit documentation demonstrating that the proposed personnel have qualifications relevant to eProcurement solution design, software development, systems integration, project management, database administration, cybersecurity, training and support. The qualifications shall demonstrate capacity to deliver and support the solution effectively.
No.	Evaluation Criterion	Max Marks	Evidence Submitted	Evaluation Comments							
1	Qualifications of Key Personnel	13	CVs and certified qualifications for Project Manager, Solution Architect, Business Analyst, Lead Developer, Integration Specialist, Database Administrator, Cybersecurity Specialist, Trainer and Support Lead.	The bidder shall submit documentation demonstrating that the proposed personnel have qualifications relevant to eProcurement solution design, software development, systems integration, project management, database administration, cybersecurity, training and support. The qualifications shall demonstrate capacity to deliver and support the solution effectively.							

	2	Experience of Key Personnel	13	CVs detailing experience in eProcurement, procure-to-pay systems, supplier portals, workflow automation, ERP integration, reporting dashboards, cybersecurity and user training.	The proposed team shall demonstrate relevant experience in implementing enterprise procurement, sourcing, supplier management, workflow, reporting and integration solutions. Experience presented shall indicate adequate capacity to execute the assignment and support BSB users after go-live.
	3	Company Experience in Similar Assignments	20	Three (3) reference letters, contracts, purchase orders, completion certificates and evidence of similar eProcurement, workflow automation, ERP integration or procure-to-pay implementations.	The bidder shall provide verifiable evidence of completed similar assignments demonstrating organizational experience in eProcurement, procure-to-pay, supplier portal, workflow automation, ERP integration, reporting/dashboard implementation and related post-implementation support. Evaluation shall consider the relevance, number, scale and recency of assignments submitted, as well as whether supporting evidence such as reference letters, contracts, purchase orders or completion certificates confirms successful delivery of comparable solutions.
	4	Methodology, Functional & Governance Coverage	30	Technical proposal detailing solution architecture, implementation methodology, integration approach, security controls, data migration support, testing, training, go-live, support arrangements, rollout approach, departmental engagement plan and training coverage matrix.	The bidder shall submit a detailed technical proposal demonstrating a clear understanding of the scope of the eProcurement solution and presenting a robust, practical and defensible methodology for the design, configuration, implementation, integration, risks testing, training, go-live and post-implementation support of the system. The evaluation under this criterion shall assess: a) The bidder's implementation methodology, solution

				architecture, system configuration approach, integration strategy (including Sage 300), testing methodology, training and change-management approach, rollout sequencing, service-level arrangements, escalation procedures and post-go-live support model. b) The extent to which the proposed solution functionally complies with the Functional and Governance Requirements, including procurement planning, tender publication, supplier portal functionality, governance and approvals, evaluation and award controls, budget management, supplier lifecycle management, contract lifecycle management, dashboards and reporting. c) Governance, auditability and risk-control measures embedded within the solution, including segregation of duties, conflict-of-interest management, audit trails, exception handling and information-security controls. Bidders shall submit a Functional Coverage Matrix mapping each Functional Requirement and Enhanced Functional and Governance Requirement to the corresponding system feature or configuration. Failure to demonstrate adequate functional coverage or governance controls may result in reduced scores under this criterion.
5	Risk Management & Quality Assurance	8	Risk management framework, QA policy, audit reports, ISO certifications (e.g., ISO 9001, ISO 27001), testing methodology	Ability to identify, assess and mitigate operational, cybersecurity and system risks; quality control processes; system reliability; compliance with standards;

				evidence of regular audits and testing.
6	2. Innovation & Future Readiness	4	Product roadmap, R&D initiatives, AI/automation capabilities, upgrade strategy, integration architecture	Continuous innovation, adoption of emerging technologies, scalability, flexibility for future requirements, ease of integration with ERP and other enterprise systems, commitment to system enhancements.
7	3. Business Continuity & Sustainability	8	Business Continuity Plan (BCP), Disaster Recovery Plan (DRP), SLA commitments, backup procedures, sustainability policy	Ability to maintain service during disruptions, disaster recovery capabilities, recovery time objectives (RTO/RPO), system availability guarantees, environmental and long-term operational sustainability of the solution and vendor.
8	Citizen Participation	4	List of proposed personnel showing citizenship status.	Citizen participation was assessed based on the percentage of citizens within the proposed project team in accordance with the tender requirements.
	TOTAL SCORE	100		

DETAILED SCORING BREAKDOWN

1. Qualifications for Key Personnel (13 Marks)

Requirement	Marks Available	Assessment
Project Manager possesses a Degree/Diploma in Information Technology, Computer Science, Information Systems, Project Management, Business Analysis or equivalent, together with recognized project management certification or demonstrable experience managing enterprise software implementation projects.	8	8yrs or more = 8 5yrs to 7yrs = 4 4 yrs or less = 2 0 yrs = 0
Project Team Solution Architect, Lead Developer, Integration Specialist, Database Administrator Cybersecurity Specialist possesses relevant years of experience in software development, systems architecture, database	5	5yrs or more = 5 yrs to 3yrs = 3 2 yrs or less = 1 0 yrs = 0

administration, integration, cybersecurity, cloud/platform deployment or equivalent.		
Subtotal	13	

2. Experience of Key Personnel (13 Marks)

Requirement	Marks Available	Assessment
Project Manager or Implementation Lead with experience in eProcurement, procure-to-pay, ERP integration, workflow automation or enterprise software implementation projects.	8	8yrs or more = 8 5yrs to 7yrs = 4 4 yrs or less = 2 0 yrs = 0
Technical team experience in software development, systems integration, business analysis, cybersecurity, database administration, reporting, training and post-go-live support.	5	5yrs or more = 5 yrs to 3yrs = 3 2 yrs or less = 1 0 yrs = 0
Subtotal	13	

3. Company Experience in Similar Assignments (15 Marks)

Requirement	Marks Available	Assessment
Years of experience in eProcurement, procure-to-pay systems, supplier portals, workflow automation, ERP integration and reporting/dashboard implementations. Number and relevance of similar assignments completed.	20	5yrs or more and 3 verifiable assignments = 20 3yrs to 4 yrs and 2 Verifiable assignments = 15 3yrs or less and 1 Verifiable assignment = 5 0 yrs = 0
Subtotal	20	

4. Methodology, Functional and Governance Coverage (30 Marks)

No.	Area	Requirement	Evaluation Criteria (Scoring Basis)	Max Marks
4.1.1	Methodology	Understanding of BSB eProcurement scope & lifecycle	Excellent (clear, full lifecycle with governance alignment) = 3 Good (generally clear, minor gaps) = 2 Fair (basic understanding) = 1 Poor/None = 0	3
4.1.2	Methodology	Solution architecture, configuration & development approach	Robust, scalable, well-defined = 3 Adequate but with gaps = 2 Basic/unclear = 1 None = 0	3
4.1.3	Methodology	Integration approach (Sage 300 & other systems)	Strong, secure, fully defined = 3 Moderate/partially defined = 2 Weak/basic = 1 None = 0	3
4.1.4	Methodology	Testing strategy (functional, integration, UAT, security, performance)	Comprehensive coverage = 2 Partial coverage = 1 None = 0	2
4.1.5	Methodology	Training, change management & rollout approach	Structured, role-based, complete = 2 Basic approach = 1 None = 0	2
4.1.6	Methodology	Post-go-live support model, SLA & escalation	Clearly defined SLAs & support model = 1 Basic/limited support = 0.5 None = 0	1
		Subtotal 4.1		14
4.2.1	Functional Coverage	Procurement planning & pipeline management	Fully compliant = 1 Partially compliant = 0.5 Not compliant = 0	1

	4.2.2	Functional Coverage	Tender publication & supplier portal	Fully compliant = 1 Partially compliant = 0.5 Not compliant = 0	1
	4.2.3	Functional Coverage	Governance, approvals & segregation of duties	Fully compliant = 2 Partially compliant = 1 Not compliant = 0	2
	4.2.4	Functional Coverage	Evaluation & award controls	Fully compliant = 2 Partially compliant = 1 Not compliant = 0	2
	4.2.5	Functional Coverage	Budget and financial controls	Fully compliant = 1 Partially compliant = 0.5 Not compliant = 0	1
	4.2.6	Functional Coverage	Supplier lifecycle, risk & compliance	Fully compliant = 1 Partially compliant = 0.5 Not compliant = 0	1
	4.2.7	Functional Coverage	Contract lifecycle management	Fully compliant = 1 Partially compliant = 0.5 Not compliant = 0	1
	4.2.8	Functional Coverage	Dashboards, analytics & reporting	Fully compliant = 1 Partially compliant = 0.5 Not compliant = 0	1
			Subtotal 4.2		10
	4.3.1	Governance & Risk	Audit trails and traceability of procurement actions	Full auditability across lifecycle = 2 Partial auditability = 1 None = 0	2
	4.3.2	Governance & Risk	Conflict-of-interest (COI) controls & declarations	Fully compliant = 1 Partially compliant = 0.5 Not compliant = 0	1
	4.3.3	Governance & Risk	Security, access control & exception management	Strong RBAC & controls = 1 Basic controls = 0.5 None = 0	1
			Subtotal 4.3		4

4.4.1	Advanced Capabilities	Multi-part / sealed electronic bidding (time-locked access)	Fully compliant = 0.5 Partially compliant = 0.25 Not compliant = 0	0.5
4.4.2	Advanced Capabilities	Structured pre-bid Q&A with audit trail	Fully compliant = 0.5 Partially compliant = 0.25 Not compliant = 0	0.5
4.4.3	Advanced Capabilities	Automated bid tabulation & comparisons	Fully compliant = 0.5 Partially compliant = 0.25 Not compliant = 0	0.5
4.4.4	Advanced Capabilities	Supplier insurance & certification tracking	Fully compliant = 0.5 Partially compliant = 0.25 Not compliant = 0	0.5
		Subtotal 4.4		2
		TOTAL – CRITERION 4		30

5 Risk Management & Quality Assurance (8 Marks)

Sub-Criteria	Marks
Risk Management Framework	2
Cybersecurity & Information Security Controls	2
Quality Management System (ISO 9001 or equivalent)	1.5
Testing & Validation Methodology	1
Audit & Compliance Management	1
Service Reliability & Performance Monitoring	0.5
Total	8

6. Innovation & Future Readiness (4 Marks)

Sub-Criteria	Marks
Product Roadmap & Future Development Plans	1
Innovation & R&D Investment	1
AI, Automation & Advanced Capabilities	1
Scalability, Flexibility & Integration Capability	1
Total	4

7. Business Continuity & Sustainability (8 Marks)

Sub-Criteria	Marks
Business Continuity Plan (BCP)	2
Disaster Recovery Capability	2
Recovery Time & Recovery Point Objectives (RTO/RPO)	1
Service Availability & SLA Commitments	1
Backup & Data Protection Procedures	1
Corporate Sustainability & Long-Term Viability	1
Total	8

8. Citizen Participation (5 Marks)

Citizen Participation Level	Marks Available
90% and above	4
80% - 89%	2
50% - 79%	1
Less than 50%	0

Minimum Qualifying Score: 80 / 100

All bidders who score 80 points or more out of 100 will proceed to the final stage of evaluation.

4.3 Stage 3: Financial Evaluation

The Least-Cost Selection-Services evaluation method shall be used to compare financial offers from bidders.

Preliminary examination of bidder's submissions to ascertain whether:

- A bidder has qualified on the basis of having passed the selection.
- Responsiveness of the bid to the requirements of a bidding document.
- Funding and Financing Arrangement

Bidders must disclose any reliance on external financing specifically related to the proposed contract, including:

- o Advance payments
- o Cessions
- o Bank guarantees

Third party financing arrangements Disclaimer:

Botswana Savings Bank (BSB) does not provide, guarantee, arrange, or underwrite any form of funding, financing, advance payment, cession, guarantee, or other financial arrangement for bidders or vendors.

	Any expectation of advance payments, third-party financing, or financial support by BSB shall be presumed not permitted, unless expressly approved in writing by BSB in accordance with the Public Procurement Act, applicable regulations, and the Bank's internal governance frameworks. Where a performance bond, guarantee, or similar financial security is required, such security must be provided at the bidder's own cost and strictly in the form, value, and manner prescribed by BSB and compliant with PPRA requirements. Submission of a bid, completion of a financial risk assessment, or engagement in procurement discussions does not constitute approval, commitment, or assurance by BSB to provide funding, financial accommodation, or payment outside of duly executed contractual terms. Bidders remain solely responsible for ensuring they have adequate financial capacity and resources to perform the contract in full. Cost evaluation shall be conducted by reviewing the following: (i) Correct arithmetical errors. (v) Perform price comparison in accordance with the pricing sheet (vi) Assess reasonableness of quoted price based on market price and the PPRA publicized Price guide/Catalogue. (vii) Assess completeness of price offers. 4.31 Basis for Award Recommend the least-cost selection-services offer for the award of the contract at its offer amount unless there are compelling and justifiable reasons not to do so. Such reasons shall include assessed past performance, current workload and litigation history. NB: • EDD, CEEP and LPS preference margins shall be applied to this tender for evaluation purposes. For a bidder to be considered for any applicable preference, the bidder shall attach the relevant supporting certificates or correspondence from the issuing authority. • The successful bidder shall be required to have a BSB bank account for payment purposes.
5.0	TENDER ACCEPTANCE Notwithstanding anything contained in any of these tender documents, Botswana Savings Bank is not bound to accept the lowest or any tender nor incur any expenses in the preparation thereof. <i>Botswana Savings Bank reserves the right not to accept the lowest or any tender</i>
6.0	CONTRACT After notification of award, the procuring department will issue formal contract documents to the successful bidder for execution. The successful bidder must within five (5) days of receipt of the draft contract, comment or make suggestions for amendments, sign and return the documents to the procuring entity.

7.0	The number of paper copies of the signed contract to be provided by the Procuring Entity is 3.
8.0	Bidders are required to indicate information in their bids which they consider confidential and whose disclosure shall be prejudicial to their interest. Failure to identify the information referred to will render such information subject to declassification after two years following the award of tender. NOTE: This is not a disqualifying factor and shall not be used for evaluation.

Contents:

- 1 General**
- 2 Tenderer's obligations**
- 3 The Procuring Entity's undertakings**

1 General**Actions**

1.1 The Procuring Entity identified in the **Tender Data** and each tenderer submitting a tender offer shall comply with these Conditions of Tender and any applicable laws and regulations. The Procurement Requirements, Procurement Method, Bid Submission Method and Evaluation Method are identified in the **Tender Data**. The Procuring Entity shall, in addition, act in a manner that is fair, equitable and transparent.

Interpretation and definitions

1.2 References to the Tender Data highlighted in **bold** vary for each tender and are identified in the Tender Data. The Tender Data and additional requirements contained in the Tender Schedules that are included in the Returnable Documents are deemed to be part of these Conditions of Tender.

1.3 The Conditions of Tender, the Tender Data and Tender Schedules that are only required for tender evaluation purposes will not become part of the contract arising from the invitation to tender.

1.4 Comparative Offer means the tenderer's financial offer after all evaluation parameters have been taken into consideration including verifying arithmetic errors and conversion into a common currency.

Tender documents

1.5 Unless identified otherwise in the **Tender Data**, the documents issued by the Procuring Entity for the purpose of a tender offer are listed below.

These Conditions of Tender, the Tender Data and Tender Schedules consist of one volume. Tenderers' submissions shall make reference to the appropriate volume number corresponding to each document and/or form requested to be submitted.

A) TENDER SECTION**Part A-1 Tendering Procedures**

- Tender Notice & Invitation to Tender
- Standardised Conditions of Tender
- Tender Data
- List of Returnable Documents
- Tender Schedules

B) CONTRACT SECTION

Part B-1 Agreements & Contract Data

- Form of Offer & Acceptance
- General Conditions of Contract, except when a Purpose Written Contract is issued
- Contract Data, except when a Purpose Written Contract is issued
- Purpose Written Contract, if a standard contract is not issued

Part B-2 Pricing Data

- Pricing Instructions
- Price Schedules

Part B-3 Scope of Services

- Terms of reference

Communication & Procuring Entity's agent

1.6 Each communication between the Procuring Entity and a tenderer shall be in writing in English to or from the Procuring Entity's agent only. The Procuring Entity will not take any responsibility for non-receipt of communications from or by a tenderer. The name and contact details of the Procuring Entity's agent are stated in the **Tender Data**.

The Procuring Entity's rights to accept or reject any tender offer

1.7 The Procuring Entity may accept or reject any variation, deviation, tender offer, or alternative tender offer, and may cancel the tender process and reject all tender offers at any time prior to the formation of a contract. The Procuring Entity will not accept or incur any liability to a tenderer for such cancellation and rejection but will give reasons for the action.

1.8 After the cancellation of a tender process or the rejection of all tender offers, the Procuring Entity may abandon the proposed procurement and have it performed in another manner.

2 Tenderer's obligations

The tenderer shall comply with the following obligations:

Eligibility

2.1 Submit a tender offer only if the tenderer complies with the eligibility criteria stated in the **Tender Data** and the tenderer is not under any restriction to do business with the Government of Botswana.

Cost of tendering

2.2 Accept that the Procuring Entity will not compensate the tenderer for any costs incurred in the preparation and submission of a tender offer.

Check documents

2.3 Check the tender documents on receipt, including pages within them, and notify the Procuring Entity of any discrepancy or omission.

Confidentiality & Copyright of documents

2.4 Treat as confidential all matters arising in connection with the tender. Use and copy the documents issued by the Procuring Entity only for the purpose of preparing and submitting a tender offer in response to the invitation.

Standardised specifications and other publications

2.5 Obtain, as necessary for submitting a tender offer, copies of the latest versions of standardised specifications, conditions of contract and other publications, which are not attached but which are incorporated into the tender documents by reference.

Acknowledge addenda

2.6 Acknowledge receipt of addenda to the tender documents, which the Procuring Entity may issue, and if necessary, apply for an extension to the closing time stated in *clause 2.26 of the Tender Data*, in order to take the addenda into account.

Site visit and / or clarification meeting

2.7 Attend a site visit and/or clarification meeting at which tenderers may familiarise themselves with the services and locations and raise questions. Details of the meeting(s) are stated in the **Tender Data**.

Seek clarification

2.8 Request clarification of the tender documents, if necessary, by notifying the Procuring Entity by at least the number of working days stated in the **Tender Data** before the closing date and time stated in *clause 2.26 of the Tender Data*.

Insurance

2.9 Be aware that the extent of insurance to be provided by the Procuring Entity (if any) may not be for the full cover required in terms of the Contract. The tenderer is advised to seek qualified advice regarding insurance.

Pricing the tender offer

2.10 Include in the rates, prices, and the tendered total of the prices (if any) all duties, taxes (except VAT), and other levies payable by the successful tenderer, such duties, taxes and levies being those applicable 14 days prior to the closing time stated in *clause 2.26 of the Tender Data*.

2.11 Show Value Added Tax (VAT) payable by the Procuring Entity separately as an addition to the tendered total of the prices.

2.12 Provide rates and prices that are fixed for the duration of the Contract and not subject to adjustment except as provided for in the Contract.

2.13 State the rates and prices in local currency unless instructed otherwise in the **Tender Data**. The conditions of contract may provide for part payment in other currencies.

Alterations to documents

2.14 Not make any alterations or additions to the tender documents, except to comply with instructions issued by the Procuring Entity, or necessary to correct errors made

by the tenderer. All signatories to the tender offer shall initial all such alterations. Erasures and the use of masking fluid are prohibited.

Alternative tender offers

2.15 If identified in the **Tender Data**, may submit alternative tender offers only if a main tender offer, strictly in accordance with all the requirements of the tender documents, is also submitted. The alternative tender offer is to be submitted with the main tender offer together with a schedule that compares the requirements of the tender documents with the alternative requirements the tenderer proposes.

2.16 Accept that an alternative tender offer may be based only on the criteria stated in the **Tender Data**.

Submitting a tender offer

2.17 Submit a tender offer for providing the whole of the Services identified in the Contract, unless stated otherwise in the **Tender Data**.

2.18 Return all Returnable Documents to the Procuring Entity after completing them in their entirety, either electronically (if they were issued in electronic format) or by writing in black ink.

Information & data to be completed in all respects

2.19 Accept that tender offers which do not provide all the data or information requested, completely and in the required form, may be regarded by the Procuring Entity as non-responsive.

2.20 Submit the parts of the tender offer communicated on paper as an original plus the number of copies stated in the **Tender Data**, with an English translation of any documentation in a language other than English, and the parts communicated electronically in the same format as they were issued by the Procuring Entity.

2.21 Sign the original and all copies of the tender offer comprising a separate Technical Offer and a separate Financial Offer. The Procuring Entity will hold all authorised signatories liable on behalf of the tenderer. Signatories for tenderers proposing to contract as Joint Ventures shall state which of them is the lead partner whom the Procuring Entity shall hold liable for the purpose of the tender offer.

2.22 Seal the original and each copy of the Technical Offer as separate packages marking the packages as "ORIGINAL" and "COPY". Similarly seal the original and each copy of the Financial Offer marking the packages as "ORIGINAL" and "COPY". Each package shall state on the outside the Procuring Entity's address and identification details stated in the **Tender Data**, as well as the tenderer's name and contact address on the reverse side of the envelope

2.23 Unless otherwise stated in *clause 1.1 of the Tender Data*, the Two Envelope Submission Method shall apply. The sealed original and all the sealed copies of the Technical Offer shall be placed inside a sealed envelope clearly marked "Technical Offer". Similarly, the sealed original and all the sealed copies of the Financial Offer shall be placed inside a sealed envelope clearly marked "Financial Offer", and with a warning "DO NOT OPEN WITH THE TECHNICAL OFFER." The sealed envelopes containing the Technical and Financial Offers shall be suitably marked in accordance with *clause 2.22 of the Conditions of Tender*. The documents shall be securely bound.

2.24 Place the sealed envelopes containing the Technical and Financial Offers together in an outer package that states on the outside the Procuring Entity's address and identification details as stated in *clause 2.22 of the Tender Data*.

2.25 Accept that the Procuring Entity will not assume any responsibility for the misplacement or premature opening of the tender offer if the documents are not securely bound, the outer package is not securely sealed, and it is not marked as stated.

Closing date and time

2.26 Ensure that the Procuring Entity receives the tender offer at the address specified in *clause 2.22 of the Tender Data* not later than the closing date and time stated in the **Tender Data**. Proof of posting will not be accepted as proof of delivery. The Procuring Entity will **not** accept tender offers submitted by telephone, facsimile or email, unless stated otherwise in the **Tender Data**.

2.27 Accept that, if the Procuring Entity extends the closing date and time stated in *clause 2.26 of the Tender Data* for any reason, the requirements of these Conditions of Tender apply equally to the extended deadline.

Tender offer validity

2.28 Hold the tender offer(s) valid for acceptance by the Procuring Entity at any time during the validity period stated in the **Tender Data** after the closing date and time stated in *clause 2.26 of the Tender Data*.

2.29 If requested by the Procuring Entity, consider extending the validity period stated in *clause 2.28 of the Tender Data* for an agreed additional period. A Tenderer agreeing to the request will not be required or permitted to modify a tender.

Clarification of tender offer after submission

2.30 Provide clarification of a tender offer in response to a request to do so from the Procuring Entity during the evaluation of tender offers. This may include providing a breakdown of rates or prices and correction of arithmetical errors. No change in the substance of the tender offer is sought, offered, or permitted except as required by the Procuring Entity to confirm the correction of arithmetical errors discovered during the evaluation of tenders in accordance with *clause 3.15 of the Conditions of Tender*. The total of the prices stated by the tenderer as corrected by the Procuring Entity with the concurrence of the tenderer, shall be binding upon the tenderer.

Provide other material

2.31 Provide, on request by the Procuring Entity, any other material that has a bearing on the tender offer. Tenderer's response to such a request shall be for verification purposes only and will not be considered for evaluation purposes, which is restricted to the submitted proposal. Should the tenderer not provide the material, or a satisfactory reason as to why it cannot be provided, by the time for submission stated in the Procuring Entity's request, the Procuring Entity may regard the tender offer as non-responsive.

Submit securities, bonds, policies etc.

2.32 If requested, submit for the Procuring Entity's acceptance before formation of the contract, all securities, bonds, guarantees, policies and certificates of insurance required in terms of the Contract.

2.33 Check the final draft of the contract provided by the Procuring Entity within the time available for the Procuring Entity to issue the contract.

3 The Procuring Entity's undertakings

The Procuring Entity undertakes to:

Respond to clarification

3.1 Respond to a request for clarification received up to the number of working days stated in *clause 2.8 of the Tender Data* prior to the tender closing date and time stated in *clause 2.26 of the Tender Data* and notify all tenderers of the responses.

Issue Addenda

3.2 If necessary, issue addenda that may amend or amplify the tender documents to each tenderer. If, as a result of the addenda, a tenderer applies for an extension to the closing time stated in *clause 2.26 of the Tender Data*, the Procuring Entity may grant such extension and will then notify all tenderers.

Return late tender offers

3.3 Return tender offers submitted after the closing date and time of submission as stated in *clause 2.26 of the Tender Data*. The unopened offer shall be returned to the concerned tenderer immediately or as soon as practically possible after the bid opening with the words "Late Tender Offer", together with certification of the date and time on which the tender offer was so received.

Technical offer opening

3.4 Open valid Technical Offers in the presence of tenderers' agents and members of the public who choose to attend at the time and place stated in the **Tender Data**. Technical offers for which acceptable reasons for withdrawal have been submitted will not be opened. The envelopes with the Financial Offers shall remain sealed and shall be securely stored until they are opened in accordance with *clause 3.14 of the Conditions of Tender*.

3.5 Announce out loud and record minutes at the opening and the name of each tenderer whose tender offer is opened, the number of originals and copies, the total amount of each tender offer, time for completion (if any) and the presence or absence of any bid security (if required) for the main tender offer only on the PPRA Form 1.

Non-disclosure

3.6 Shall not disclose to tenderers, or to any other persons not officially concerned with the procurement process including the evaluation stage, information relating to the procurement process in general, evaluation of Technical Offers, evaluation of Financial Offers, the ranking of tender offers or recommendations for the award of a contract. Disclosure of information related to the procurement process and tenders can be made available in accordance with the provisions of the Public Procurement

Regulatory Authority Regulations to tenderers and any interested individuals after the award recommendation of the contract to the successful tenderer has been made.

Grounds +for rejection & disqualification

3.7 Determine whether there has been any effort by a tenderer to influence the processing of tender offers if it is reasonably established that the tenderer offered an inducement to or colluded with any person or other tenderer with the intent to influence the award of the contract. Upon such determination the matter shall be further referred for investigation to be carried out by the competent authority.

Clarification of Tender Offers

3.8 Obtain clarification from a tenderer on any matter that could give rise to ambiguity in a contract arising from the Technical Offer.

Examination and Evaluation of Tender Offers

3.9 Use the Least Cost Selection – Services evaluation method for the examination and, if eligible, subsequent evaluation of tender offers, comprising (a) Stage One – Preliminary Examination of Technical Offers only; (b) Stage Two – Technical Evaluation of responsive Technical Offers only; and (c) Stage Three – Cost Evaluation of only the Financial Offers whose corresponding Technical Offers have secured the minimum qualifying score. Thereafter, determine the Comparative Offer for each qualified and responsive tender offer.

Least Cost Selection – Services Evaluation Method

Stage One - Preliminary Examination of Technical Offers only

3.10 Conduct a preliminary examination of Technical Offers only, before detailed evaluation, to determine:

- (a) Whether a tenderer is eligible, on the basis of having passed or failed the eligibility criteria for the tender identified in the *clause 2.1 of the Tender Data*. Tenderers shall prove eligibility by submitting the documentary evidence stated in clause 3.10 of the **Tender Data**; and
- (b) The completeness in accordance with the Returnable Documents Annexed to the tender document of only the Technical Offer and its responsiveness to the terms of the tender document.

A tenderer that fails to meet the eligibility criteria and / or whose Technical Offer is found to be incomplete and / or non-responsive to the terms of the tender document shall be eliminated from further evaluation.

Test for responsiveness

3.11 Classify a responsive Technical Offer as one that conforms to all the terms, conditions, and specifications of the tender documents identified in *clause 3.10 of the Conditions of Tender* without material deviation or qualification. A material deviation or qualification is one which, in the Procuring Entity's opinion, would:

- Detrimentially affect the scope, quality, or performance of the Services identified in the Contract,

- Change the Procuring Entity's or the tenderer's risks and responsibilities under the Contract, or
- Affect the competitive position of other tenderers presenting responsive tenders, if it were to be rectified.

Non- responsive Technical Offers

3.12 Reject a non-responsive Technical Offer, and not allow it to be subsequently made responsive by correction or withdrawal of the non-conforming deviation or reservation.

Stage Two-Technical Evaluation of responsive Technical Offers only

3.13 (a) Only for Technical Offers that in accordance with *clause 3.10 of the Conditions of Tender* have been determined to (i) have been submitted by eligible tenderers; and (ii) be complete and responsive Technical Offers, conduct a technical evaluation to determine technical compliance with the specifications listed in the tender document. The technical evaluation criteria and sub criteria, marking of each criterion and weights and minimum qualifying mark are stated in the **Tender Data**. After concluding the Technical Evaluation, the evaluation committee shall prepare a technical evaluation report which shall be approved by the adjudicating authority. Thereafter each tenderer shall be notified of their Technical results. Tenderers who have secured the minimum qualifying score shall be notified and advised of the date and time set for the public opening of Financial Offers. Technical offers that fail to secure the minimum qualifying mark and / or are declared non-responsive to the specification in the tender document shall be eliminated from further evaluation and their corresponding Financial Offers will be returned and marked unopened to the respective Tenderers after completion of the evaluation, adjudication and award process.

Financial Offer opening

3.13 (b) Only for Technical Offers that in accordance with *clause 3.13 of the Conditions of Tender* have been determined to have secured the minimum qualifying mark and are responsive to the specifications listed in the tender document, open in public the corresponding sealed Financial Offers no sooner than 10 working days after notifying the Tenderers of their Technical Score. The name of the responsive and qualified Tenderer, the Technical Score and Financial Offer amount and the duration of the contract shall be announced at the Financial Offer opening.

Stage Three -Cost Evaluation of only the Financial Offers whose corresponding Technical Offers are technically responsive and have secured the minimum qualifying mark

3.14 Only for technically responsive and qualified Technical Offers whose Financial Offers have been opened in accordance with *clause 3.13(b) of the Conditions of Tender*, conduct a cost evaluation of the Financial Offers to:

- (i) Perform price comparison in accordance with the pricing sheet, if any;
- (ii) Correct arithmetical errors;

- (iii) Where applicable, convert Financial offers to a common currency; and
- (iv) Adjust Financial Offers to compensate for deviations and errors and for evaluation purposes to exclude local taxes.

Correct Arithmetical errors

3.15 Check responsive and qualified Financial Offers for arithmetical errors, correcting them in the following manner:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.
- If a schedule of quantities or schedule of prices applies and there is an error in the line item total resulting from the product of the unit price and the quantity, the unit price shall govern and the total shall be corrected.
- Where there is an error in the total of the prices, either as a result of other corrections required by this checking process or in the tenderer's addition of prices, the total of the prices, if any, will be corrected. The corrected Financial Offer amount will be communicated to the tenderer. The tenderer may not change the corrected Financial Offer amount.

3.16 Reject a tender offer if the tenderer does not accept the correction of the arithmetical errors in the manner described above.

Convert Financial Offer amounts to a common currency

3.17 Where applicable and for evaluation and comparison purposes only, convert Financial Offer amounts in multiple currencies to Botswana Pula at the Bank of Botswana ruling exchange rate at the tender closing date and time stated in *clause 2.26 of the Tender Data*.

Adjustments to the corrected Financial Offer amounts to compensate for priced deviations, errors, oversights and to exclude taxes

3.18 Make adjustments to the corrected Financial Offer amount that, where applicable, has been converted into a common currency. Such adjustments are to take into account (a) minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set forth in the tender documents; (b) errors or oversights that are capable of being corrected without touching on the substance of the tender offer and will not constitute a material deviation as defined by Clause 3.11. Any minor deviations shall be quantified to the extent possible and appropriately taken account of in the evaluation and comparison of tender offers. For evaluation purposes only the corrected Financial Offer shall be adjusted to exclude local taxes.

Determination of a responsive tender offer's Comparative Offer

3.19 Taking into account *clauses 3.15, 3.16, 3.17 and 3.18 of the Conditions of Tender* for each responsive and qualified Technical and Financial Offer, determine its Comparative Offer.

Ranking of Comparative Offers and award recommendation where no preferences schemes are applicable

3.20 Where no preferences schemes are applicable, rank Comparative Offers from the least cost Comparative Offer to the highest cost Comparative Offer. Recommend the least cost Comparative Offer for the award of the contract, unless there are compelling and justifiable reasons not to do so.

Ranking of Comparative Offers and award recommendation where preferences schemes are applicable

3.21 For each responsive and qualified Technical and Financial Offer whose Comparative Offer has been determined in accordance with *clause 3.19 of the Conditions of Tender*, determine:

- (i) its eligibility for the preference(s) claimed and establish the corresponding weight(s) for the Category of preference (W_p);
- (ii) the Evaluated Comparative Offer (E_{co}) and;
- (iii) the ranking in the manner below:

- (a) Examine the documentation supporting the preference(s) claimed, determine the responsive tender offers' eligibility for the preference(s) claimed in respect of the categories of preference(s) stated in the **Tender Data** and establish the corresponding weight(s) for the Category of preference (W_p).
- (b) For evaluation purposes only, determine the Evaluated Comparative Offer using the formula below:

$$E_{co} = P \times (1 - W_p)$$

Where:

E_{co} = Evaluated Comparative Offer

P = the Comparative offer under consideration

W_p = Weight for the Category of preference as specified in the **Tender Data**

- (c) Rank Evaluated Comparative Offers from the least cost Evaluated Comparative Offer to the highest cost Evaluated Comparative Offer. Recommend the least cost Evaluated Comparative Offer for the award of the contract at its Comparative Offer amount established in *clause 3.19 of the Conditions of Tender*, unless there are compelling and justifiable reasons not to do so.
- (d) Where two or more tender offers have the same Evaluated Comparative Offer (E_{co}), recommend* the award of the contract to the tenderer with the highest Weight for the Category of preference (W_p), unless there are compelling and justifiable reasons not to do so.

Insurance provided by the Procuring Entity

3.22 If requested by the proposed successful tenderer, submit for the tenderer's acceptance the policies and / or certificates of insurance which the conditions of contract identified in the Contract Data, require the Procuring Entity to provide.

Acceptance of tender

3.23 Notify the successful tenderer of the Procuring Entity's acceptance of his tender offer by completing and returning one copy of the Form of Offer and Acceptance before the expiry of the validity period stated in the Tender Data, or agreed additional period. Providing the Form of Offer and Acceptance does not contain any qualifying statements, it will constitute the formation of a contract between the Procuring Entity and the successful tenderer as described in the Form of Offer and Acceptance.

Notice to unsuccessful tenderers

3.24 After the successful tenderer has acknowledged the Procuring Entity's notice of acceptance, notify other tenderers that their tender offers have not been successful.

Prepare contract documents

3.25 If necessary, revise documents that will form part of the contract and were issued by the Procuring Entity as part of the tender documents to take account of:

- addenda issued during the tender period,
- inclusion of some of the Returnable Documents,
- other revisions agreed between the Procuring Entity and the successful tenderer, and
- the Schedule of Deviations attached to the Form of Offer and Acceptance.

Issue final contract

3.26 Prepare and issue the final draft of contract documents to the successful tenderer for acceptance as soon as possible after the date of the Procuring Entity's execution of the Form of Offer and Acceptance (including the Schedule of Deviations). Only those documents that the Conditions of Tender require the tenderer to submit, after acceptance by the Procuring Entity will be included.

Provide copies of the contracts

3.27 Provide to the successful tenderer the number of copies stated in the **Tender Data** of the signed copy of the contract as soon as possible after completion and signing of the Form of Offer and Acceptance.

PUBLIC PROCUREMENT REGULATORY AUTHORITY	RETURNABLE DOCUMENTS	LIST OF DOCUMENTS	RETURNABLE
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List of Returnable Documents

The tenderer must complete the following returnable documents:

1 Returnable Documents required for tender evaluation purposes

Reference RETURNABLE DOCUMENT

T2.2 GA	Form of Offer and Acceptance
T2.2 GK	Certificate for Authority of Signatory
T2.2 GL	CVs of proposed contract manager/operations lead and key supervisors
T2.2 GM	Certified copies of qualifications, training certificates, valid IDs and signed consent letters for proposed key personnel
T2.2 GN	Company experience in similar eProcurement, procure-to-pay, supplier management, workflow automation and ERP integration assignments supported by reference letters, contracts, purchase orders and/or certificates of completion
T2.2 WD	Methodology and implementation approach, including solution architecture, development approach, integration plan, project governance, rollout plan, departmental engagement plan, training coverage matrix, testing, change management, go-live, support model, escalation matrix and business continuity plan
T2.2 WE	Operational capacity statement with evidence of development resources, support desk capability, integration tools, testing environment, cybersecurity controls, deployment approach and other technical resources
T2.2 WI	Implementation locations and user departments plan, including proposed rollout approach, stakeholder engagement plan, departmental workshop schedule, training coverage matrix, UAT participation plan, change-management approach, communication plan and post-go-live support arrangements for all BSB user departments.
T2.2 WF	Citizen participation schedule showing percentage of citizen team members, supported by IDs and staffing summary
T2.2 WG	Declaration Form for Tender Purposes
T2.2 WH	EDD / LPS / CEEP returnable forms and supporting evidence, where applicable

2 Other documents required for tender evaluation purposes

- Tax Identification Number (TIN) and valid Tax Clearance Certificate (TCC), or exemption thereof issued by BURS, to be verified online.
- Public Procurement Regulatory Authority registration in the applicable category and sub-codes stated in the tender document, to be verified on the relevant system.
- Current contract commitments form.
- Evidence of operational licences, permits, certifications or authorisations required to provide software development, systems integration, cybersecurity, implementation and support services in Botswana, where applicable.
- Evidence of access to development tools, testing environments, integration resources, support infrastructure, secure hosting or deployment capability and other key technical resources.
- Proof of insurance or risk cover relevant to the assignment, where applicable.
- Bills of Quantities / pricing schedules.

3 Returnable Documents that will be incorporated into the contract

T2.2 GH QUALITY PLAN

T2.2 GK CURRICULUM VITAE OF KEY PERSONNEL

T2.2 WD MANAGEMENT PLAN

T2.2 GA FORM OF OFFER AND ACCEPTANCE

4 Other returnable documents that will be incorporated into the contract

5 CONTRACT DATA PROVIDED BY THE CONTRACTOR

BOTSWANA SAVINGS BANK	TENDER	TENDER SCHEDULES
PUBLIC PROCUREMENT REGULATORY AUTHORITY	RETURNABLE DOCUMENTS	CERTIFICATE OF AUTHORITY OF SIGNATORY

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 COMPANY	B PARTNERSHIP	C JOINT VENTURE	D SOLE PROPRIETOR	E OTHER

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.

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 SIGNATURE, NAME & CAPACITY
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:

BOTSWANA SAVINGS BANK PUBLIC PROCUREMENT REGULATORY AUTHORITY	TENDER RETURNABLE DOCUMENT	DECLARATION FORM FOR TENDERING PURPOSES
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Declaration to establish that Directors, shareholders, Beneficial Owners, partners, members have not participated through any other bid for the same tender.

PART A

I, _____ (full name), in my capacity as _____ (state position in Entity)

hereby declare that on my behalf, and on behalf of the Beneficial Owners, Partners / Directors/ Shareholders /Administrators and/or Other (Please specify) _____

of: _____ *(name of Entity)*

of: _____

_____ *(Postal/physical address)*

that, in connection with the enclosed tender,

All information contained herein is true and not misleading, and it is to the best of my knowledge factual and binding on the Entity and/or its Representatives. I state that the (State Name of Entity) _____ and/or its representatives confirm that they have not, through other entities, participated in the same tender and offer the same products in response to the same items.

NOTE THAT: In the case of competing franchises, the franchises may bid for the same item but with different products. Item means the commodity required by the procuring entity indicated in the ITT. Product means the commodity offered by the bidder.

I declare and confirm that the Entity and/or its Representatives have in fact not participated in the same tender and offered the same products in response to the same items, through any other registered company or other entity. I hereby provide a current list of Beneficial Owners, Partners / Directors/ Shareholders /Administrators for the Company/Partnership/ *Society*/Joint Venture/ Private Foundation/Statutory Body and/or other (Please specify) _____

	<i>DIRECTORS/MEMBERS/and/OR Other (Please Specify).....</i>	<i>CAPACITY ENTITY</i>	<i>IN</i>	<i>NATIONALITY</i>	<i>PERCENTAGE OF SHAREHOLDIN G</i>
1					
2					
3					
4					
5					
6					
7					

	SHAREHOLDERS NAME	NATIONALITY	PERCENTAGE OF SHAREHOLDING
1			
2			
3			
4			
5			
6			
7			

	BENEFICIAL OWNERS NAME	NATIONALITY	PERCENTAGE OF SHAREHOLDING
1			
2			
3			
4			
5			
6			
7			

If more space is required attach additional sheet. Note that Public companies should state which stock exchange the company is listed under.

I further acknowledge that should any of the Beneficial Owners, Partners / Directors/ Shareholders /Administrators (others please specify) be found to be associated in a similar or other manner in another company/entity, participating in this tender and offering the same products in response to the same items, this shall disqualify this Company/Partnership/ Society/Joint Venture/ Private Foundation/Statutory Body, and whichever company or other entity the said director/partner/shareholder/member and/or administrator is consequently involved in.

I further acknowledge that should the Company /Partnership/ *Society*/Joint Venture/ Private Foundation/ Statutory Body or any of its affiliates or subsidiaries be found to have participated in the same tender and offered the same products in response to the same items, the said Company/Partnership/ *Society*/Joint Venture/ Private Foundation/Statutory Body/(others please specify) and its affiliates and/or subsidiaries shall be disqualified.

The Company/Partnership/ *Society*/Joint Venture/ Private Foundation/ Statutory Body/(others please specify), through its agents, employees or directors has not illegally communicated with any member of the procuring department or any person employed by or associated with the Procuring Entity or its Agents, except as may be permitted in the relevant "instructions to tenderers" or by law.

The Company/Partnership/ *Society*/Joint Venture/ Private Foundation/Statutory Body/(others please specify), through its agents, employees, partners, members, administrators and/or directors has not paid or offered to pay any consideration, favour or promise to any member of the procuring entity or any person employed by or associated with the Procuring Entity or its Agents.

I declare that this tender is submitted by us in our own right and we have not colluded in any way with any other /potential tenderer in the production and submission of this tender other than in the establishment of a joint venture or sub-contractor arrangement as fully and correctly declared in the tender.

I acknowledge that if after the award of this tender any of these declarations are found to be false then any contract(s) between ourselves and the procuring entity shall be terminated forthwith and we may be barred from future tendering for government services and liable to possible prosecution.

I confirm that our entity has undertaken not to collude to withdraw from a tender award, only for the reason that an unsuccessful bidder be awarded the tender. I confirm further that the entity has undertaken not to engage in frivolous complaints and litigation that frustrates project implementation.

SIGNED: NAME:

DATED:.....

.....
Entity
Stamp

PART B

1. Declaration to establish Eligibility for Reservation and Price Preferences for 100% Citizen Owned Contractor / Companies and other Entities.
2. The declaration shall be signed by all Businesses tendering for reserved contracts and contracts subject to preferences, as a condition of each tender.
3. The 100% citizenship requirements for shareholders, etc contained therein shall not withstand any previous consents and practice, be pre condition for the award of any reserved tender.

Definition

4. The following definitions shall apply to this declaration:

Citizen Contractor: a natural person or an incorporated company wholly owned and controlled by persons who are citizens of Botswana.

Control: the possession and exercise of legal authority and power to manage the assets, goodwill and daily operations of a business and the active and continuous exercise of managerial and financial authority and power in determining the policies and directing the operations of the business.

Net Amount: the financial value of the Contract at the time of the award of the Contract, exclusive of sales tax which the law requires the Employer to pay to the Contractor.

Owned: Having all the customary incidents of ownership, including the right of disposition, and sharing in all the risks and profits commensurate with the degree of ownership interest or shareholding as demonstrated by an examination of the substance as well as the form of ownership arrangements.

Beneficial Owner: means a natural person, who directly or indirectly through any contract, arrangement, understanding, relationship or otherwise —

(a) in relation to an incorporated body, ultimately owns or has a controlling ownership or exercises ultimate effective control through positions held in the incorporated body or is the ultimate beneficiary of a share or other securities in the body corporate;

(b) in relation to a trust or other legal arrangement, is the settlor, trustee or ultimate beneficiary of the trust or legal arrangement or has the power, alone or jointly with another person or with the consent of another person, to —

(i) dispose of, advance, lend, invest, pay or apply trust property or property of the legal arrangement,

(iii) vary or terminate the trust or legal arrangement,

(iii) add or remove a person as a beneficiary or to or from a class of beneficiaries,

- (iv) appoint or remove a trustee or give another person control over the trust or legal arrangement, or
- (v) direct, withhold consent or to overrule the exercise of a power referred to in subparagraphs (i) – (iv);
- (c) is the ultimate beneficiary of proceeds of a life insurance policy or other related investment services when an insured event covered by the policy occurs; or
- (d) a transaction is conducted on his or her behalf.

5. The company operates banking and savings accounts, the only authorised signatories are:

- i.....
(Bank Name and Name of signatory) (Omang No. /Passport)
- ii.....
(Bank Name and Name of signatory) (Omang No. /Passport)
- ii.....
...
(Bank Name and Name of signatory) (Omang No. /Passport)
- iv.....
....
(Bank Name and Name of signatory) (Omang No. /Passport)

6. Undertakings

The Tenderer confirms that it is a Citizen contractor and undertakes to remain a Citizen Contractor for the duration of the Contract.

7. Sanctions relating to reserved treatment

Any changes in Ownership or Control which violate the definition of a Citizen Contractor shall be sufficient reason for the Procuring Entity to terminate the Contract.

8. All the Beneficial Owners, Partners / Directors/ Shareholders /Administrators of(Name of company) have read this declaration and agree to its contents.

- a) All the Beneficial Owners, Partners / Directors/ Shareholders /administrators hereby give consent and verification of the information provided above and understand that this may include but is not limited to the verification of assets, liabilities, accounts, bonds and undertake to notify the competent authorities of

any change to the information provided in this Declaration within seven (7) days of such occurrence.

- b) I understand and declare that each matter here deposed to is essential for the tender validity of (Name of company)'s

NB: The Procuring Entity reserves the right to confirm the authenticity of the information provided above.

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:

BOTSWANA SAVINGS BANK	TENDER	TENDER SCHEDULES
PUBLIC PROCUREMENT REGULATORY AUTHORITY	RETURNABLE DOCUMENTS	CURRICULUM VITAE OF KEY PERSONNEL

Note to tenderers: Please provide details of your CV here. Alternatively, you may attach a signed copy of your CV. Tenderers must include details of actual team members that will be deployed on site to perform the work not simply their company management personnel.

Name:

Date of Birth:

Profession:

Nationality:

Current Position:

Years with the firm:

Qualification and Experience:

Education:

Professional Membership

Experience Record

Languages:

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this data correctly describes me, my qualifications and my experience.

[Signature]

Date: _____

BOTSWANA SAVINGS BANK PUBLIC PROCUREMENT REGULATORY AUTHORITY		RETURNABLE DOCUMENTS			CURRENT CONTRACT COMMITMENTS	
Name of Contract	Employer Details, Contact Person, Address, Telephone	Value of Project	Start Date	Finish Date	Extended Completion Date	Value of outstanding Works

Signed

Date

Name

Position

Tenderer

BOTSWANA SAVINGS BANK	RETURNABLE DOCUMENTS	TENDER SCHEDULE: T 2.2 GH:
PUBLIC PROCUREMENT REGULATORY AUTHORITY		QUALITY PLAN

Note to tenderers: Please provide details of your quality plan here. Alternatively, you may attach a copy of your quality plan.

BOTSWANA SAVINGS BANK	TENDER	TENDER SCHEDULE: T
PUBLIC PROCUREMENT REGULATORY AUTHORITY	RETURABLE DOCUMENTS	2.2 WD:
		MANAGEMENT PLAN

Note to tenderers: Please describe the management arrangements for the work in this contract. You are requested to include:

1. An organisation chart showing on site and off-site management personnel
2. CV's for people proposed for all identified posts.
3. Details of the location (and functions) of offices from which the work will be managed.
4. Details of the experience of the staff who will be working on the project with respect to
 - Working with the chosen form of contract.
 - (Insert other experience that is important for the contractor's staff to have)

If staff experience of these matters is limited, an indication of relevant training that they have attended would be helpful.

5. An explanation of how you propose to allocate adequate resources to enable you to comply with the requirements and prohibitions imposed on you by or under the statutory provisions relating to health and safety.

Summary of items attached to this schedule:

	CONTRACT
--	-----------------

CONTRACT

PART 1: AGREEMENTS AND CONTRACT DATA

- C1.1 Form of Offer and Acceptance
- C1.2 General Conditions for Services Contract
- C1.3 Contract Data

PART 2: PRICING DATA

- C2.1 Pricing Instructions
- C2.2 Price Schedules

PART 3: SCOPE OF SERVICES

- C3 Scope of Services

Integrity Agreement

Declaration on Ethical Conduct, Fraud and Corruption (applicable to the Bidders)

1. Pursuant to Section 56 (2) and (3) of the Act a bidder shall complete and submit this form with a bid.
2. We the undersigned confirm the following in the preparation of our bid:
 - a. neither we, nor any of our employees, associates, agents, shareholders, consultants, partners, beneficial owners or associates have any relationship that could be regarded as a conflict of interest as set out in the bidding documents;
 - b. should we become aware of the potential for such a conflict, we will report it immediately to the procuring entity;
 - c. that neither we, nor any of our employees, associates, agents, shareholders, partners, beneficial owners, consultants or associates have entered into corrupt, fraudulent, coercive or collusive practices in respect of our bid or proposal; and
 - d. that no payments in connection with this procurement exercise have been made by us or our associates, agents, shareholders, partners, beneficial owners or associates to any of the staff, associates, consultants, employees or immediate family members of such who are involved with the procurement process on behalf of the Procuring Entity, Client or Employer.
3. We understand our obligation to allow the Government including the procuring entity and Authority to inspect all records relating to the preparation of our bid and any contract that may result from such, irrespective of whether we are awarded a tender or not.
4. In case of a successful bid, should we be found to be in breach of the integrity agreement, the procuring entity has the right to cancel the procurement including termination of any resulting contract at no cost or legal obligation on her part.

Authorised signature: _____

Name and title of signatory: _____

Name of bidder: _____

Date: _____

Address: _____

Phone number: _____

Fax number: _____

Email address: _____

Offer

The Procuring Entity, Botswana Saving Bank Department of Facilities of Private Bag 1150 Gaborone, has solicited offers to enter into a contract for the procurement of:

**A SERVICE CONTRACT FOR THE DESIGN, DEVELOPMENT, IMPLEMENTATION,
INTEGRATION, TRAINING AND SUPPORT OF AN e PROCUREMENT SOLUTION FOR
BOTSWANA SAVINGS BANK FOR A PERIOD OF THREE (3) YEARS**

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 authorised representative to this part of this Form of Offer and Acceptance, the tenderer offers to perform all of the obligations and liabilities of the 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). In _____ calendar days

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 Provider, in the Conditions of Contract identified in the Contract Data.

For the tenderer:

Signature(s)

Name(s)

Capacity

*(Insert name and address of organisation)*Name &
signature
of witness

Date

Acceptance

By attaching the signature of a duly authorised 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 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)
Part 2 Pricing Data
Part 3 Scope of Supply

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

Part 2 Pricing Data
Part 3 Scope of Work

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 authorised 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 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

(Insert name and address of organisation)

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 authorised 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 between the parties arising from this Agreement.

For the tenderer:

Signature(s)

Name(s) _____

Capacity _____

(Insert name and address of organisation)

Name &
signature of
witness

Date

For the Procuring Entity

Signature(s)

Name(s) _____

Capacity _____

(Insert name and address of organisation)

Name
signature
witness

&
of

.....
.....

GENERAL CONDITIONS OF CONTRACT

Definitions and interpretations

1. In these conditions, except where the context otherwise requires:
 “Articles” means all Articles, plant, equipment, materials, items and service which the Provider is required under the Contract to supply:
 “Procuring Entity” means Botswana Savings Bank Department of **Human Capital**, Facilities Department.
2. Any notice or other communication whatsoever which the Procuring Entity is required to give or make to the Provider in terms of the Contract shall, without prejudice to any other method of giving or making it, be sufficiently given or made if it is sent by post in a letter addressed to the Provider at the last known place of abode or business of the Provider and if the letter is not returned through the post undelivered, such notice or communication shall be deemed for the purpose of the Contract to have been given or made at the time at which the letter would in the ordinary course of post have been delivered.

Law of Contract

3. The Contract shall be considered as a Contract made in Botswana and subject to the law of Botswana.

Transfer and assignment

4. The Provider shall not give, bargain, sell, assign, sublet or otherwise dispose of the Contract or any part thereof or the benefit or advantage of the Contract or any part thereof without the previous consent in writing of the Procuring Entity.

Warranty

5. The Provider warrants all Articles, material or services delivered to be free from defect material or workmanship and this warranty shall survive any inspection, delivery, acceptance or payment by the Procuring Entity of the Articles, material or services.

Insurance

6. The Articles supplied under the Contract shall be fully insured against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery, in accordance with the applicable Incoterms or in the manner specified in the Contract Data.

Quality

7. The Articles delivered shall be of the quality, standard or specification described in the Contract and where samples form part of the Contract shall in all respects conform to sample.
8. All Articles, materials, workmanship or services covered by this Contract shall be the subject of the Procuring Entity's inspection and test all times before, during or after manufacture. The Provider shall furnish without extra charge all reasonable facilities and assistance for safe and convenient inspection or test required by appointed Inspectors. Such inspections may be carried out on the Provider's

premises or at such other place as deemed appropriate by Inspectors. The Procuring Entity shall have the right to reject or, at its discretion, to require the correction or replacement of Articles, materials, workmanship, or services which are defective or do not conform to the specified requirements of this Contract. All rejects shall be held at the Provider's risk and expense including all transportation and handling costs until returned to or collected by the Provider. All rejects shall be replaced or rectified and made good at the Provider's expense within the replacement period to the full satisfaction of the Inspectors and in conformity with the standards, specification or samples specified in this Contract.

Rejection for inferior quality

9. Should the Articles or any portion of them offered or delivered by the Provider be reasonably rejected by the officer to whom the Provider has been ordered to deliver them, as not being equal to the quality, standard or specification Contracted for, or as being of a quality inferior to that of the samples where samples form part of the Contract, the Provider shall forthwith at his own expense remove the rejected Articles and shall within the replacement period replace them with a like quantity of Articles which meet the specified requirements.
10. In the event of the Provider failing to remove such rejected Articles within 1 *day of notification of the rejection the Procuring Entity shall be at liberty to return them at the Provider's risk, the cost of carriage being recoverable from the Provider.
11. In the event of a rejection of any of the Articles whereby the Provider considers himself aggrieved *he may, within eight days of the receipt of notification of rejection and before such Articles have been removed, give the Procuring Entity notice of objection. It shall be a condition precedent to consideration by the Procuring Entity of the Provider's objection that the Provider shall have given notice of his objection within the said time. If the Provider gives notice as aforesaid the Articles shall not be removed until the Procuring Entity so directs.

Title to draw specifications

12. The Procuring Entity shall at all times have title to all drawings and specifications furnished by the Procuring Entity to the Provider and intended solely for use in connection with this Contract. The Provider shall use such drawings and specifications only in connection with the Contract and shall not disclose such drawings and specifications to any person, firm or company other than those authorised by Procuring Entity or to the Provider's employees, sub-Contractors or Procuring Entity Inspectors. The Provider shall upon the Procuring Entity's request or on completion of the Contract promptly return all drawings and specifications to the Procuring Entity.

Liquidated Damages for late delivery

1. Should the Provider fail to supply any of the Articles on the date or dates or within the period or periods specified thereof, or should he fail to replace any rejected Articles as required by the Contract, the Provider shall be liable to pay the Procuring Entity a fixed sum for each day of late delivery as stated in

the contract documents. The sum per day or week will be as specified in the Contract Data and will be applied up to a maximum sum of 15 % of the contract price. When a level of 15 % of the contract value is reached, the contract is deemed to have been breached and the Procuring Entity may consider its right to cancelling the Contract. In such an event the Procuring Entity shall be at liberty to retain the amount of liquidated damages from any money due by the Procuring Entity to the Provider but without prejudice to other methods of recovery open to the Procuring Entity.

Alteration of specification etc.

2. The Procuring Entity reserves the right to alter from time to time any specifications, patterns and drawings relating to the Contract, and as from the date specified by it for any such alteration, the Articles shall be in accordance with the specifications, patterns and drawings so altered. In the event of such alteration involving an alteration in the cost of, or in the period required for production, a revision of the Contract prices and of the time for delivery shall be made by the parties to this Contract or agreement or in the event of disagreement by an arbitrator appointed by the parties in relation to the Articles which are the subject of the alteration, but in all other respects the Contract shall remain unaltered.

Quantities

3. The quantities or service volumes stated in the Pricing Data are estimates of the Procuring Entity's likely requirements during the thirty-six (36) months period from the date of award of the Contract. The actual services requested and performed, including the number, frequency, value, location, and timing of cash-in-transit collections, deliveries, and related services, shall be determined solely at the discretion of the Procuring Entity. Nothing in this Contract obliges the Procuring Entity to request any minimum volume of services.

Minimum Quantities

The price stated in the Pricing Data for each cash-in-transit service shall apply to the minimum service unit or call-out specified by the Provider for that service. If no minimum service unit or call-out is stated in the Pricing Data, the minimum service unit will be deemed to be one requested service or trip, as applicable to the service described

Packages

4. Unless otherwise provided by the Contract: -
 - a. The Articles are required to be properly packed for long term storage in containers suitable to protect the contents against damage through rough handling and for over-storage in transit or whilst in store.
 - b. All containers (including packing cases, boxes, tins drums and wrappings) supplied by the Provider shall be considered as non-returnable, and their cost having been included in the Contract price.

Marking

5. When so directed the Provider shall mark each Article clearly and indelibly in accordance with the requirements shown in the Scope of Services. The marking shall include any serial number or mark allocated to the Article, and if the Article has a limited shelf life, the date of manufacture expressed as required in the Scope of Services or, in default of such a requirement, as month (letters) and year (2 figures). Where because of its size or nature it is not possible to mark the Article with the required particulars these shall be marked on the package or container in which the Article is packed.

Price

6. Unless otherwise stated in the Pricing Data the price shall be the price of the Article packaged and delivered DDP inclusive of insurance to the consignee at Gaborone or where otherwise stated and at risk to the Provider unless otherwise specified in the Scope of Services.

Price Variation

7. Prices charged by the Provider for the Articles delivered shall not vary from the prices quoted by the Provider in its tender, with the exception of any price adjustments authorized in the **Contract Data**.

Delivery Notes / Invoices

8. Except where otherwise directed each delivery of Articles shall be accompanied or preceded by a delivery consignment or advice note addressed to the officer at the place where the Articles are delivered. Immediately after despatch of the Articles a priced invoice shall be posted or delivered in accordance with the instructions set out in each order and must bear the number in accordance with the Scope of Services.

Payment Terms

9. The Contract Price, including any Advance Payments, if applicable, shall be paid as specified in **the Contract Data**. The Provider's request for payment shall be made to the Procuring Entity in writing accompanied by invoices describing, the cash-in-transit services performed during the relevant billing period, together with any supporting documents required under the Contract, and upon fulfillment of all other obligations stipulated in the Contract. Payments shall be made promptly by the Procuring Entity, but in no case later than sixty (60) days after submission of an invoice or request for payment by the Provider, and after the Procuring Entity has accepted it. Delayed payments shall attract an interest at the rate of two percent (2%) per annum.

Indemnity

10. The Provider shall not, in connection with the Contract use any process, system, equipment, software, documentation, method or other material in a manner that would constitute an infringement of any patent rights or proprietary marks or descriptions or

any other intellectual property rights, and the Provider shall indemnify the Procuring Entity from all proceedings, damages, costs, charges, expenses, loss and liability which the Procuring Entity may sustain, incur or be put to by reason or in consequence directly of any breach of this provision (whether wilful or inadvertent) and against the payment of any royalties or other monies which the Procuring Entity may have to make to any person or body entitled to exclusive rights in respect of any process, system, equipment, software, documentation, method or other material used by the Provider in performing the Services in connection with the Contract.

11. The Provider shall not, in connection with the Contract **use any process, system, equipment, software, documentation, method or other material in a manner that would constitute** an infringement of any patent rights or proprietary marks or descriptions **or any other intellectual property rights**, and the Provider shall indemnify the Procuring Entity from all proceedings, damages, costs, charges, expenses, loss and liability which the Procuring Entity may sustain, incur or be put to by reason or in consequence directly of any breach of this provision (whether wilful or inadvertent) and against the payment of any royalties or other monies which the Procuring Entity may have to make to any person or body entitled to exclusive rights in respect of any process, **system, equipment, software, documentation, method or other material used by the Provider in performing the Services** in connection with the

Gratuities etc.

12. The Provider shall not offer, pay or cause to be offered, paid or given, directly or indirectly any fee, gratuity or reward in money or any other form to any person in the employ of the Procuring Entity.

Extension of Time

13. If at any time during performance of the Contract, the Provider should encounter conditions impeding timely delivery of the Articles, the Provider shall promptly notify the Procuring Entity in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Provider's notice, the Procuring Entity shall evaluate the situation and may at its discretion extend the Provider's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.

Termination of Contract

14. In case the Provider shall be in breach of any of the terms and conditions of this Agreement, or shall on any occasion fail in the due and punctual, performance of any of the cash-in-transit services required under the Contract or shall repeatedly perform the services below the required standard, or fail to remedy any properly rejected, deficient or non-compliant services within the required **time** the Provider shall be deemed to have failed in the due performance of the Contract and the Procuring Entity shall be at liberty by notice in writing or otherwise to terminate the Contract, but without prejudice to the Procuring Entity's rights of retention and recovery in respect of any loss or damage sustained.

Performance Security

15. If required as specified in the Contract Data, the Provider shall, within twenty-eight (28) days of the notification of contract award, provide a performance security for the performance of the Contract in the amount specified in the Contract Data.

The proceeds of the Performance Security shall be payable to the Procuring Entity as compensation for any loss resulting from the Provider's failure to complete its obligations under the Contract.

As specified in the Contract Data, the Performance Security, if required, shall be denominated in the currency(ices) of the Contract, or in a freely convertible currency acceptable to the Procuring Entity; and shall be in one of the format stipulated by the Procuring Entity in the Contract Data, or in another format acceptable to the Procuring Entity.

The Performance Security shall be discharged by the Procuring Entity and returned to the Provider not later than twenty-eight (28) days following the date of Completion of the Providers' performance obligations under the Contract, including any warranty obligations, unless specified otherwise in the Contract Data.

Force majeure

16. The Provider shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Provider that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Provider. Such events may include, but not be limited to, acts of the Procuring Entity in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Provider shall promptly notify the Procuring Entity in writing of such condition and the cause thereof. Unless otherwise directed by the Procuring Entity in writing, the Provider shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Settlement of Disputes

17. The Procuring Entity and the Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

{If, after twenty-eight (28) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Procuring Entity or the Provider may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be

finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Supplies under the Contract. Arbitration proceedings shall be conducted in accordance with the rules of procedure under the Botswana Arbitration Act of 1966.

Notwithstanding any reference to arbitration herein,

- (a) the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and the Procuring Entity shall pay the Provider any monies due the Provider.

PRICE

- The unit price shall be quoted as Delivery Duty Paid, Gaborone Botswana, Plot 53796 Tshomarelo House, Kagiso Mall inclusive of the cost of Packaging, Insurance, Transportation, Labour costs, Material costs and Overheads and the net all discounts being allowed.

CURRENCY

- Bidders are required to express the price of their services in **Botswana Pula only (BWP)**.

VALUE ADDED TAX (VAT)

- All prices shall be exclusive of VAT except on the grand total.
- Proof of VAT registration shall be submitted by VAT registered Bidder.
- VAT exclusion on the Grand Total by VAT registered Bidder shall render the bid non-compliant and not fit for consideration for award.

PRICE VARIATION

If the Provider incurs increased costs in performing the Contract due to any of the circumstances set out below, a price adjustment may be considered, subject to the prior written approval of Botswana Savings Bank.

- an increase arising from any statute, enactment, regulation or other law having the force of law, which is applicable to the Provider, binding on or affecting the Contract, and which could not reasonably have been foreseen as at the tender submission date;
- . after the first twelve (12) months of the Contract, prices may be reviewed and adjusted by reference to the Consumer Price Index, subject to the prior written approval of Botswana Savings Bank.
-

. Bidders must provide a full price breakdown of the total Contract cost, including all fees, charges, levies, disbursements and other expenses. Prices must be inclusive of VAT (Value Added Tax) and must clearly state any withholding tax implications where applicable. The breakdown must be sufficiently detailed to enable evaluation of all key pricing components.

NB: Failure to comply to any of the following Pricing instructions shall render the bid non-compliant and therefore a disqualification.

BOTSWANA SAVINGS BANK PUBLIC PROCUREMENT REGULATORY AUTHORITY	CONTRACT PART 3 SCOPE OF WORK	SCOPE OF WORK: SERVICES CONTRACT
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Part 3: SCOPE OF WORK

1 DESCRIPTION OF THE SERVICES

BSB invites sealed proposals from qualified and experienced service providers for the design, development, implementation, and support of a Procurement Management System.

1.1

2. BACKGROUND

The organisation seeks to modernise and digitise its procurement processes to enhance efficiency, transparency, compliance, and governance. The desired system will support the full procurement lifecycle from requisition to payment.

3. OBJECTIVE

The objective of this procurement is to acquire an integrated, secure, and scalable procurement management system that:

- Digitises procurement processes end-to-end
- Enhances internal controls and transparency
- Improves supplier management and performance
- Integrates with existing financial systems (Sage 300)

1.2 Description of the services

SCOPE OF WORK

4.1 General Requirements

The contractor shall:

- Design, develop, and implement the system
- Integrate with existing systems
- Provide training and documentation
- Provide post-implementation support

4.2 Functional Requirements

Supplier & Vendor Management

- Supplier registration portal
- Compliance tracking
- Approval workflows
- Vendor categorization and risk scoring
- Blacklisting and suspension

Requisition Management

- Requisition creation
- Budget checks
- Approval routing
- Document attachment
- Status tracking

RFQ / RFP Management

- RFQ/RFP/RFI generation
- Vendor invitation
- Secure submissions
- Evaluation comparison
- Audit trail

Evaluation ,Adjudication & Award Management

- Weighted scoring
- Evaluation committees
- Threshold validation
- Award recommendations
- Approval workflows

Purchase Order Management

- PO generation
- Approval workflows
- Vendor dispatch
- Amendments and cancellations

Goods Receipt & Services

- GRN processing
- Service confirmation
- Exception handling
- Document uploads

Invoice Matching

- Invoice capture
- Matching (2-way/3-way)
- Exception tracking
- Finance approval

Budget & Spend Tracking

- Budget validation
- Commitment tracking
- Spend reporting
- Forecasting

Vendor Performance

- Scorecards
- SLA monitoring
- Incident management
- Vendor classification

Reporting & Dashboards

- Operational dashboards
- Compliance reports
- Export tools

Workflow & Governance

- Multi-level approvals
- Segregation of duties
- Audit logs

Notifications

- Alerts and reminders
- Multi-channel communication

Contract Management

- Contract creation and approval workflows
- Contract repository and document management
- Standard contract templates
- Contract amendments and variations
- Contract renewals and expiry alerts
- Milestone, deliverable and obligation tracking
- Contract performance monitoring and compliance
- Linkage of contracts to suppliers, purchase orders and invoices

Contract audit trail and reporting

5. TECHNICAL REQUIREMENTS

- Platform must support integration with Sage 300
- Backend: .NET Core (C#)
- Database: SQL Server
- Frontend: Web-based (React or equivalent)
- Secure, scalable, and API-enabled architecture

6. IMPLEMENTATION REQUIREMENTS

Phases include:

- Project initiation
- Scoping and design
- Development
- Integration
- Testing (UAT)
- Training
- Go-live

7. DELIVERABLES

- Fully functional system
- System documentation
- Training materials
- Integration components
- Support services

Further General IT requirements

Generic IT System Requirements

Technical Specifications

The proposed solution in response to BSB's specific situation should be guided by best practice, industry trends and key architecture principles.

1. **Integration Capabilities:** Compatibility with existing banking systems and third-party services.
2. **User Access and Security:** Robust security features and role-based access controls.
3. **Support:** Provide a second level support and capacitate internal IT team for first level support to system users.
4. **Hosting:** On premise or cloud; in the case of the latter the service provider should adhere to Botswana's data protection Act.

1. **Storage/ Database:** The database engine must support ANSI SQL (SQL:2022 or later) for relational workloads, or a documented open query language for non-relational workloads.
 - Secure storing of sensitive user data, such as personal information and financial details, using encryption and hashing mechanisms.
 - Database access credentials must not be hard-coded in application binaries or configuration files exposed to end users.
5. **Operating System:** The solution must support enterprise grade operating systems that are widely adopted, vendor-supported, and aligned with industry standards. Preferably Microsoft Windows 2022 OS or RHEL version 9.2.
6. **Upgrades and Migration:** Alert the Bank on new patch and provide guidance of deployment of the same. Ensure upgrades are **non-disruptive** and backward compatible where possible.
7. **Failover:** The implementation should include DR and HA setup.
8. **Data Encryption:** All communication channels between the bank's systems and the integrator gateway, are encrypted using secure protocols such as TLS (Transport Layer Security).
9. **Authentication and Authorization:** Implement strong authentication mechanisms to verify the identity of users and the systems involved in the transactions.
 - Use multi-factor authentication (MFA) to add an extra layer of security for user verification.
 - Employ proper authorization controls to ensure that users only have access to the functionalities and data they are authorized to use.
10. **Secure Coding Practices:** Secure coding practices to prevent common vulnerabilities such as injection attacks, buffer overflows, and other code exploits. Regularly conduct code reviews and security assessments.
11. **Transaction Security:** Implement secure transaction protocols to protect against man-in-the-middle attacks and replay attacks.
12. **Session Management:** Implement secure session management practices to protect user sessions from hijacking or session fixation attacks.
13. **Logging and Monitoring:** Implement comprehensive logging mechanisms to track and monitor all transactions. Monitor logs regularly to detect any suspicious activities.
Use intrusion detection systems (IDS) and intrusion prevention systems (IPS) to identify and prevent potential security threats.
14. **Vendor Security:** If using third-party gateways, ensure that they adhere to robust security practices. Perform security assessments of their systems and processes.

15. **Regular Security Audits and Penetration Testing:** Conduct regular security audits and penetration testing to identify vulnerabilities and weaknesses in the system. Remediate any issues promptly.
16. **Compliance with Regulations:** Compliance with relevant financial regulations and standards. This may include data protection regulations and other industry-specific standards.
17. **User Education:** Educate users about security best practices, such as not sharing sensitive information and being cautious of phishing attempts.
The service provider to create and maintain comprehensive documentation for all configurations, facilitating troubleshooting and future modifications.
18. **Licensing & Cost Transparency:** All licensing models must be clearly defined, including:
 - User-based, processor-based, or consumption-based metrics
 - Any dependencies (e.g., database, OS, middleware licensing)
 - Vendors must disclose all potential costs, including:
 - Initial licensing
 - Renewal and support fees
 - Upgrade or feature enablement costs
 - Solutions should avoid hidden or indirect licensing costs arising from third-party components.

1.4 Overall summary of the scope of services

The eProcurement solution shall be designated as the authoritative system of record for all procurement-related activities, including procurement planning, sourcing, evaluation, award, contract management and supplier governance.

Sage 300 shall be the authoritative system of record for all financial transactions, including accounting, budgeting, payments and financial reporting.

Integration between the two systems shall be strictly controlled and auditable, ensuring that all data exchanged is accurate, complete, authorised and traceable. This shall include the controlled synchronisation of supplier master data, procurement commitments, purchase orders, invoice information and payment status.

The bidder shall ensure that integration mechanisms include validation controls, error handling, reconciliation processes and full audit trails to support governance, risk management and compliance requirements.

ANNEXURE A

Tender offers are invited from local companies for the design, development, implementation, integration, training and post-implementation support of an eProcurement solution for Botswana Savings Bank. The solution shall digitise and automate the procurement lifecycle from supplier registration, requisitioning, RFQ/RFP management, evaluation and award, purchase order management, goods receipt or service confirmation, invoice matching, budget and spend tracking, vendor performance management, workflow governance, reporting and dashboards.

The scope of work includes requirements gathering, solution design, configuration and development, integration with Sage 300 and other applicable BSB systems, data migration support where required, user acceptance testing, administrator and end-user training, go-live support, system documentation, and ongoing maintenance and support for the contract period.

Terms of Reference / Scope of Work

Botswana Savings Bank requires a secure, configurable and scalable eProcurement solution to automate the end-to-end procurement lifecycle. The solution shall provide a centralised platform for managing supplier registration, requisitions, sourcing events, evaluations, awards, purchase orders, goods receipt or service confirmation, invoice matching, budget tracking, vendor performance, approvals, audit trails, reports and dashboards.

Objectives

- Digitise and standardise procurement processes across Botswana Savings Bank.
- Improve transparency, compliance, auditability and turnaround times for procurement activities.
- Strengthen supplier management, workflow governance, budget control and spend visibility.
- Integrate procurement transactions with Sage 300 and other applicable BSB systems.

Implementation Locations and User Departments

The eProcurement solution shall be implemented for use across Botswana Savings Bank, with the primary implementation, project governance, user acceptance testing, administrator training and go-live coordination taking place at Botswana Savings Bank Head Office, Tshomarelo House, Kagiso Mall, Gaborone. The solution shall be accessible to authorised users through a secure web-based platform from BSB offices and other approved access points, subject to BSB information security and access-control requirements.

Implementation Location Department	Expected Role in the eProcurement Solution
BSB Head Office, Tshomarelo House, Gaborone	Primary project implementation site, project governance, administrator training, UAT coordination, go-live management and support handover.
Procurement Unit	System owner and primary business user responsible for sourcing events, supplier onboarding, requisition oversight, evaluation coordination, award management, procurement reporting and supplier performance monitoring. Management of the complete contract lifecycle, including contract authoring, template management, contract approvals, execution, document repository, amendments and variations, renewal and expiry management, milestone and obligation tracking, contract compliance monitoring, performance monitoring, and integration with procurement, supplier management and finance processes.
Finance Department	Budget validation, commitment tracking, invoice matching, payment-support workflows, finance approvals and integration oversight with Sage 300.
ICT Department	Technical administration, integration coordination, cybersecurity controls, access management, infrastructure readiness, testing support and post-go-live technical support.
User Departments / Business Units	Requisition creation, supporting-document uploads, approvals, goods receipt or service confirmation, supplier performance feedback and participation in user acceptance testing and training.
Internal Audit, Risk and Compliance	Audit trail review, compliance monitoring, risk-control review, segregation-of-duties validation and reporting requirements.
Approvers and Evaluation Committees	Workflow approvals, bid evaluation, scoring, recommendation review, award approval and governance sign-off in accordance with approved procurement thresholds.

The successful bidder shall conduct stakeholder engagement, process validation, configuration workshops, user acceptance testing and training with the above departments and any other user groups identified by BSB during project initiation. Final user roles, approval levels, access rights, reporting requirements and implementation sequencing shall be confirmed during the requirements-gathering and solution-design phase.

General Requirements

The successful bidder shall provide a secure, configurable and fit-for-purpose eProcurement solution, together with all services required for design, implementation, integration, testing, training, documentation, go-live and support for the full contract period.

- **Compliance:**

The solution shall comply with applicable Botswana laws, public procurement requirements, BSB policies, information-security standards, data protection obligations and audit requirements.

- **Configuration:**

The bidder shall configure the system to reflect BSB's approved procurement processes, approval thresholds, user roles, supplier categories, workflows, reporting and records-retention requirements.

- **Security:**

The solution shall provide role-based access control, segregation of duties, secure authentication, audit logs, encryption where applicable, secure document handling and controls against unauthorised access or data loss.

- **Integration requirements:**

The bidder shall provide secure, tested and documented integration with Sage 300 and any other BSB systems identified during requirements gathering. Integration shall support agreed data exchange requirements, error handling, reconciliation, exception reporting, audit trails and access controls.

- **Data migration and records:**

Where required, the bidder shall support migration of agreed supplier, procurement, catalogue, user and historical transaction data. Data migration activities shall include mapping, cleansing support, validation, reconciliation, error reporting and sign-off by BSB. All records generated through the system shall be searchable, auditable and retained in line with BSB requirements.

- **Testing and acceptance:**

The bidder shall prepare and execute test plans covering functional testing, integration testing, security testing, performance testing, user acceptance testing and defect resolution. No module shall proceed to go-live without agreed testing evidence, defect closure or approved workaround, and formal sign-off by BSB.

- **Training and knowledge transfer:**

The bidder shall provide structured training for administrators, procurement users, finance users, approvers, evaluation committee members, ICT support staff and other user groups identified by BSB. Training shall include practical demonstrations, user guides, administrator manuals, quick-reference materials and knowledge transfer to enable BSB to operate and support the solution effectively.

- **Project governance and reporting:**

The bidder shall provide a project governance framework, implementation plan, issue log, risk register, decision log, progress reports, meeting minutes and status updates throughout implementation. Progress reporting shall cover activities completed, planned activities, risks, issues, dependencies, defects, training progress, integration progress and support readiness.

- **Support, maintenance and service levels:** The bidder shall provide post-go-live support, helpdesk services, incident logging, escalation, troubleshooting, corrective maintenance, minor enhancements, system monitoring and periodic service reports for the contract period. The bidder shall propose service levels for response, resolution, uptime, escalation and support availability.
- **Business continuity and backup:** The solution shall include backup, restoration, disaster recovery, incident response and business continuity arrangements appropriate for BSB's operating environment. The bidder shall document recovery procedures, support roles, escalation contacts and restoration testing requirements.

- **Documentation and handover:**

The bidder shall submit complete documentation including requirements specification, solution design, configuration register, interface specifications, test reports, training materials, user manuals, administrator manuals, security controls, support procedures, change-management records and final handover report.

- **Confidentiality and data protection:**

The bidder shall treat all BSB information, supplier data, user information, procurement records, pricing information and system credentials as confidential. The bidder shall ensure that its personnel and subcontractors, where approved, comply with confidentiality, data protection and information-security obligations.

- **Quality assurance:**

The bidder shall apply quality assurance controls throughout the assignment to ensure that deliverables are complete, accurate, approved, traceable and aligned to the agreed requirements. BSB reserves the right to reject deliverables that do not meet agreed specifications, quality standards or acceptance criteria.

Functional Requirements

- Supplier and vendor management, including supplier registration, document submission, compliance tracking, categorisation, risk scoring, approval, suspension and blacklisting controls.

- Requisition management, including creation, document attachment, budget checks, approval routing, status tracking and audit history.
- RFQ/RFP management, including sourcing-event creation, supplier invitations, secure bid submissions, evaluation comparison and audit trail.
- Evaluation , Adjudication and award management, including weighted scoring, evaluation committees, threshold validation, award recommendations and approval workflows.
- Purchase order management, including PO generation, approvals, dispatch to suppliers, amendments, cancellations and status tracking.
- Goods receipt, service confirmation and invoice matching, including two-way or three-way matching, exception handling and finance approval.
- Budget and spend tracking, including commitment tracking, spend reporting, forecasting and management dashboards.
- Vendor performance management, including scorecards, SLA monitoring, incident management and vendor classification.

Enhanced Functional and Governance Requirements

In addition to the core functional requirements, the proposed solution shall provide enhanced capabilities that strengthen governance, transparency, budget control, supplier oversight, auditability and operational efficiency across the procurement lifecycle.

- **Procurement planning and pipeline management:**

The solution shall support annual procurement plans, procurement calendars, activity prioritisation, pipeline tracking, milestone monitoring, plan approvals and visibility of upcoming, active and completed procurement activities.

Example: BSB should be able to create an annual procurement plan showing planned tenders by department, budget, expected start date, approval status and progress stage.

- **Tender publication and supplier portal:**

The solution shall provide secure publication of tenders, supplier access to tender documents, electronic bid submission, bid receipt timestamps, tender amendments, addenda, clarifications, supplier Q&A and bid-status tracking.

Example: A registered supplier should be able to log into the portal, download tender documents, submit a bid electronically, receive confirmation of submission and track the bid status.

- **Governance, approvals and segregation of duties:**

The solution shall embed approval authority, delegation limits, segregation-of-duties controls, committee governance, recommendation workflows, exception

approvals and role-based permissions aligned to BSB policies. **Example:** A user who creates a requisition should not be able to approve the same requisition, and approvals should route automatically according to value thresholds.

- **Evaluation and award controls:**

The solution shall support compliance, technical and financial evaluation stages, configurable scoring criteria, weighted scoring, evaluation committee assignment, conflict-of-interest declarations, automated recommendation calculations and complete evaluation audit trails. **Example:** Evaluation committee members should score bids against predefined criteria, submit conflict-of-interest declarations and generate a recommendation report with scoring evidence.

- **Budget and financial control:**

The solution shall provide budget allocation by department, cost centre, project or category; budget availability checks; commitment tracking; spend monitoring; budget alerts; forecasting; and supplementary budget approval workflows. **Example:** When a requisition is raised, the system should check available budget, reserve a commitment amount and alert Finance if the request exceeds the approved allocation.

- **Supplier lifecycle, risk and compliance management:**

The solution shall support structured supplier onboarding, due diligence, document verification, compliance-document expiry tracking, supplier categorisation, risk classification, suspension or blacklisting controls and supplier performance monitoring. **Example:** The system should flag suppliers whose tax clearance, licences or statutory documents are expired and prevent them from being invited where mandatory compliance is not met.

- **Contract lifecycle management:**

- The solution shall provide comprehensive Contract Lifecycle Management (CLM) capabilities covering the complete contract lifecycle from contract creation to closure. The solution shall include a centralised contract repository, contract authoring and template management, configurable approval workflows, version control, contract execution and electronic record management, milestone and deliverable tracking, service level agreement (SLA) and contractual obligation monitoring, amendment and variation management, automated renewal and expiry alerts, compliance monitoring, complete audit trails, contract performance reporting and dashboards, automated notifications and reminders, and contract closure and archival. The solution shall integrate contract management with procurement, supplier management and financial processes to provide end-to-end visibility and governance.

Example: The system should enable BSB to create, review, approve, execute, monitor, amend, renew and close contracts electronically, automatically notify contract owners of upcoming milestones and expiry dates, track supplier obligations and SLA compliance, maintain a complete history of contract changes, and provide comprehensive reports on contract status, performance and compliance

- **Dashboards, analytics and reporting:**

The solution shall provide executive dashboards, spend analytics, supplier analytics, compliance reports, tender and evaluation reports, audit-log exports, exception reports and export capability to commonly used formats. **Example:** Management should be able to view spend by supplier, category, department and period, as well as open tenders, overdue approvals and procurement-cycle performance.

- **Notifications and workflow automation:**

- The solution shall provide configurable workflow automation and automated notifications throughout the procurement lifecycle. The solution shall generate alerts for supplier registrations, approvals, rejections, clarifications, requests for additional information, pending actions, workflow status changes, budget exceptions, document expiry, contract milestones, contract renewals, and escalation reminders. The Bank shall be able to configure notification rules, reminder frequencies, escalation paths, recipients, approval timeframes, and communication channels to align with its procurement policies and business processes. Notifications shall be role-based and triggered automatically by predefined events and workflow conditions.

- **Example:** BSB should be able to configure reminders for pending approvals after two days, automatically escalate overdue approvals to the next approval level after five days, send notifications only to the relevant users based on their roles and responsibilities, and customise alerts for contract expiry, supplier performance milestones, and other critical procurement events

- **Electronic procurement repository:**

The solution shall maintain a secure, searchable and auditable repository of procurement plans, requisitions, tender documents, bids, clarifications, evaluations, approvals, contracts, supplier records and supporting evidence. **Example:** An authorised audit user should be able to retrieve the full record of a tender, including approvals, bid submissions, evaluation scores, award recommendation and contract documents.

- **Security and scalability:**

The solution shall include secure authentication, session controls, password encryption, role-based authorisation, activity tracking, secure file uploads, audit logging, protection against common web application vulnerabilities, encryption where applicable and capacity to scale with BSB usage requirements. **Example:** The system should restrict access by role, log all user actions, securely store uploaded documents and support increased users, suppliers and transaction volumes over the contract period.

- **Optional procurement intelligence capability:**

Bidders may propose value-added procurement intelligence features such as natural-language reporting, spend-risk insights, compliance alerts, supplier-risk signals and decision-support dashboards, provided these features comply with BSB security and data-governance requirements. **Example:** BSB may ask the system to identify suppliers with repeated late deliveries, highlight abnormal spend patterns or generate plain-language summaries of procurement performance.

Technical Requirements

- The solution shall be web-based, secure, scalable, configurable and API-enabled.
- The backend shall be based on .NET Core or an equivalent enterprise-grade framework, with a SQL Server or equivalent relational database.
- The frontend shall be modern, responsive and browser-based, using React or an equivalent framework.
- The solution shall support integration with Sage 300, authentication services, reporting tools and other BSB systems as required.
- The solution shall support role-based access control, segregation of duties, audit logs, secure document storage, encryption, backup and recovery controls.

Implementation Requirements

1. Project initiation, planning and governance setup.
2. Requirements gathering, process mapping and solution design.
3. Configuration, development, integration and data migration support where required.
4. System testing, security testing and user acceptance testing.
5. Training for administrators, procurement users, finance users, approvers and other relevant stakeholders.
6. Go-live readiness, deployment, stabilisation and post-implementation support.
7. Formal approval by BSB shall be required at the completion of each implementation phase before the supplier proceeds to the next phase.

8. The supplier shall provide post-go-live support and stabilisation services for a minimum period specified by BSB, including issue resolution, knowledge transfer and transition to business-as-usual support.

Deliverables

- Approved project plan, implementation schedule and governance framework.
- Requirements specification, solution design and process maps.
- Configured and fully functional eProcurement system.
- Integration components and tested interfaces with Sage 300 and other applicable systems.
- System administration manual, user manuals, training materials and technical documentation.
- UAT sign-off report, go-live report and post-implementation support plan.
- Data migration and reconciliation reports (where data migration is required).
- All customisations, integration components, source/configuration documentation and related technical documentation required for BSB to operate and maintain the solution.

ANNEXURE B:

Vendor Self-Risk Assessment Questionnaire Mandatory submission with all bids to Botswana Savings Bank (BSB).

A. Vendor Identification & Declarations

Legal Name: _ Ownership Structure (incl. beneficial

owners>10%): _____

Years in Operation: _____

Use of Subcontractors (Yes/No): _____

Litigation/Regulatory Sanctions Disclosure: _____

Conflict of Interest Declaration: _____

B. Financial Exposure

Audited Financial Statements Available

(Yes/No): _____

Solvency & Liquidity Position: _____

Client Concentration >30% (Yes/No): _____

Advance Payments / Cessions Requested

(Yes/No): _____

Ability to Absorb Penalties: _____

c. Operational Criticality & Dependency

Service Criticality to BSB: _____

Availability of Alternative Suppliers: _____

Switching Complexity: _____

Dependency on IP/Specialist Skills: _____

Impact of Service Disruption: _____

D. Regulatory & Compliance Risk

Relevant Regulatory Obligations: _____ Licenses/Certifications Held: _____ History of Compliance Breaches: _____
Audit/Inspection Support Capability: _____ Compliance Monitoring Controls: _____

E. Data Protection & Cybersecurity

Access to BSB Systems/Data: _____ Data Classification: _____ Cybersecurity Controls: _____ History of Data Breaches: _____
Secure Data Destruction at Exit: _____

F. Reputational Risk

Adverse Media History: _____ Ethics & Anti-Fraud Controls: _____ Past Contract Terminations: _____
Public Sector Governance Alignment: _____

G. Business Continuity & Incident Management

Business Continuity Plan Available: _____ Disaster Recovery Arrangements: _____ Incident Escalation Procedures: _____ Single-Point Dependency Risks: _____

H. Declaration

I declare that the information provided is true and complete. _____ Authorized Representative Name: _____
Signature: _____ Date: _____

BOTSWANA SAVINGS BANK		TENDER	TENDER SCHEDULES	
PUBLIC REGULATORY AUTHORITY	PROCUREMENT	RETURNABLE DOCUMENTS	FUNCTIONAL MATRIX	COVERAGE

Bidders are required to complete and submit this **Functional Coverage Matrix** as part of their Technical Offer.

The matrix shall demonstrate how the proposed solution meets each **Functional and Governance Requirement** stated in the Scope of Work.

Failure to complete this matrix or failure to demonstrate adequate functional coverage may result in reduced technical scores or disqualification at Stage 2.

Section A – Core Functional Requirements

No.	Requirement Area	Specific Requirement	Solution Feature / Module	Config / Custom	Full	Partial	Not	Remarks
A1	Supplier Management	Supplier registration and onboarding						
A2	Supplier Management	Compliance tracking and document expiry						
A3	Requisition Management	Requisition creation and approvals						
A4	RFQ / RFP	Secure bid submission and audit trail						
A5	Evaluation	Weighted scoring and committees						
A6	Purchase Orders	PO generation and amendments						
A7	Goods Receipt	GRN and service confirmation						
A8	Invoice Matching	2-way / 3-way matching						
A9	Budget Tracking	Commitments and spend tracking						
A10	Vendor Performance	Scorecards and SLA monitoring						

Section B – Enhanced Functional & Governance Requirements

No.	Enhanced Requirement	Specific Capability	Solution Feature	Config / Custom	Full	Partial	Not	Remarks
B1	Procurement Planning	Annual procurement plans & pipeline						
B2	Supplier Portal	Tender publication & bid tracking						
B3	Governance	Segregation of duties & approvals						
B4	Evaluation Controls	COI declarations & audit trails						
B5	Budget Control	Budget blocking & alerts						
B6	Supplier Risk	Due diligence & blacklisting						
B7	Contract Lifecycle	Renewals & expiry alerts						
B8	Dashboards	Spend & compliance dashboards						
B9	Notifications	Workflow alerts & escalation						
B10	Repository	Electronic procurement archive						
B11	Security & Scale	RBAC, logs & scalability						
B12	(Optional) Intelligence	Procurement analytics / AI						

Bidder Declaration

We confirm that the information provided above accurately reflects the capabilities of the proposed solution.

Authorised Signatory: _____

Name & Position: _____

Date: _____

