

Invitation for Bids
NATIONAL REVENUE AUTHORITY
INTERNATIONAL COMPETITIVE BIDDING (ICB)

Date: November 24th, 2014

SUPPLY, DELIVERY, INSTALLATION AND SUPPORT OF A CALL CENTRE SOLUTION

Contract Identification Number: NRA/ICB/ICT/24/11/2014

1. The National Revenue Authority has set aside funds for its operations during the financial year-2014. It is intended that part of the proceeds of the fund will be used to cover eligible payment under the contract for the supply, delivery, installation and Support of a Call Centre Solution.
2. The National Revenue Authority now invites sealed bids from eligible suppliers for the Supply delivery install and support a call centre solution as follows:

Brief Description of Items

No.	Qty	Description	Total Bid Security
1	1	CRM software including 12 months software update service	Le 20,000,000 or 4,000 US dollars
2	1	CRM to IP PABX integration software including 12 months software update service	
3	Lot	Implementation services for the telephony functions using the current IP PBAX server	
4	Lot	Implementation services for the CRM software	
5	Lot	Training services	
6	Lot	30 days onsite post implementation services	
7	Lot	12 months technical support services	

Bidders must bid for all the above items.

Partial quotations will be considered non-responsive.

3. Bidding will be conducted through International Competitive Bidding (ICB) procedures in accordance with Sierra Leone National Public Procurement Act, 2004 and open to all eligible bidders, who can demonstrate the ability and financial capability to supply the required items and also provide the ancillary services.

4. Interested eligible Bidders may obtain further information from and inspect the bidding documents at the **Procurement Unit, National Revenue Authority, 2nd Floor, Modesty House at 7 Bathurst Street, Freetown from 9.00am to 5:00pm – on Mondays to Fridays inclusive except on public holidays.**
5. A complete set of bidding documents may be purchased by interested bidders upon payment of a non-refundable fee of **LE 500,000 (Five Hundred Thousand Leones) for bidders within Sierra Leone and Le1,000,000.00 (One Million Leones) for international bidders (this include cost of mailing the documents). Payment should be by cash into NRA's Account {001-110618-10-00-01} at the Sierra Leone Commercial Bank, Siaka Stevens Street, and pay-in slip must be submitted to the Finance and Procurement Units.**
6. Bids must be marked on the outer envelope **"SUPPLY, DELIVERY, INSTALLATION AND SUPPORT OF A CALL CENTRE SOLUTION"** and delivered to the above office **on or before 12.00 pm on December 29th, 2014** and must be accompanied by the following documentation:

- A Bid security of **LE 20,000,000** or **4,000 US dollars** which must be in the form of a valid Bank Guarantee from a reputable Bank and recognised by the Central Bank of Sierra Leone;
- A True Copy of a valid Business Registration Certificate
- Evidence of performance of similar contracts

Bidders within Sierra Leone must produce the additional documents listed below:

- A True Copy of a valid tax certificate from the National Revenue Authority (NRA);
 - A True Copy of a valid Clearance Certificate from NASSIT;
 - A True Copy of a valid Goods and Services Tax (GST) Certificate from (NRA).
7. Bids will be opened on **Monday December 29th, 2014 at 12:00 noon** in the presence of bidders or their representatives who choose to attend, at **the Board Room, 2nd Floor, National Revenue Authority, Modesty House, 7 Bathurst Street, Freetown.** Late bids will be rejected and returned unopened to bidders.

