ROAD TRANSPORT AND SAFETY

INVITATION FOR BIDS (IFB)

RTSA/ORD/04/2021 'TENDER FOR THE SUPPLY, DELIVERY AND INSTALLATION OF A CALL CENTRE SYSTEM'.

The Road Transport and Safety Agency (RTSA) in its 2021 Annual Work Plan (AWP) set aside funds towards the cost of supply, delivery and installation of a Call Centre System.

The RTSA now invites sealed bids from eligible and qualified bidders for the **Supply, Delivery and Installation of a Call Centre System.**

Bidding will be conducted through Open National Bidding procedures specified in the Public Procurement Act No 8 of 2020 and the Public Procurement Regulations of 2011, and is open to all local bidders as defined in the Public Procurement Act No.8 of 2020.

Interested eligible bidders may obtain further information from the Road Transport and Safety Agency, Procurement Specialist, email: jmmumba@rtsa.org.zm and inspect the documents at the address given below from **09:00-12:30 hours and 14:30-16:00 hours local time.**

A **Mandatory Site Visit** will be held on **Wednesday, 12th May 2021 at 14:30hrs** at Road Transport and Safety Agency Offices on Dedan Kimathi Road.

A complete set of bidding documents in English may be purchased by interested bidders from the address below upon payment of a non-refundable fee of ZMK 500.00 (Five hundred Kwacha). The method of payment will be in cash or by bank certified cheque. All bids must be accompanied by a **Bid Securing Declaration.**

Bids must be submitted in sealed envelopes, bound and clearly marked '**TENDER FOR THE SUPPLY, DELIVERY AND INSTALLATION OF A CALL CENTRE SYSTEM**' and shall be deposited in the Tender box at the Reception on the 1st Floor Road Safety House, on Dedan Kimathi Road, Lusaka, not later than **Friday 28th May, 2021** at 10:30 hours local time. The bids will be opened in the presence of bidders who choose to attend. LATE BIDS SHALL NOT BE ACCEPTED.

Procurement Specialist
For/Director & Chief Executive Officer
ROAD TRANSPORT AND SAFETY AGENCY