



NATIONAL PENSION SCHEME AUTHORITY

INVITATION FOR BIDS

NAPSA/DIT/004/16: TENDER FOR THE DESIGN, SUPPLY, INSTALLATION AND COMMISSIONING OF CONTACT CENTER SOLUTION

1. The **National Pension Scheme Authority** has set aside funds towards the cost of **Contact Center Project**, and it intends to apply part of the proceeds of this financing to payments under the agreement(s) resulting from **the tender for the design, supply, installation and commissioning of contact center solution**.
2. The **National Pension Scheme Authority** serves as the implementing agency for the project/programme and now invites sealed bids from eligible Bidders for the **design, supply, installation and commissioning of contact center solution**. Bidding will be conducted using the Open National Bidding (ONB) procedures specified in the Public Procurement Act of 2008 and the Public Procurement Regulations of 2011, and is open to all Bidders eligible as defined in the Bidding Documents.
3. Interested eligible Bidders may obtain further information from **National Pension Scheme Authority** and inspect the bidding documents at the following address: National Pension Scheme Authority, 3rd Floor, Levy Business Park Office Block, Corner Kabelenga and Church Roads, P.O. BOX 51275, Lusaka, Zambia. The telephone number is 260 (01) 225226 and the fax number is (01) 225226. A pre-bid meeting which potential bidders may attend will be held on **Thursday, 15th September, 2016 at 11:30hrs in the Meeting Room on the Ground Floor, NAPSA, Levy Business Park Office Block, Corner Kabelenge and Church Roads, Lusaka**.
4. The bidding documents may be purchased by interested bidders from the National Pension Scheme Authority, 3rd Floor, Levy Business Park Office Block, Corner Kabelenga and Church Roads, P.O Box 51275, Lusaka upon payment of a non-refundable fee of **K500.00** or its equivalent.
5. The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which can result in ineligibility to be awarded Government-financed contracts.

6. The sealed and bound bids must be deposited in the tender box on the Ground Floor, Levy Business Park Office Block, Corner Kabelenga and Church Roads, Lusaka, clearly marked, **“Tender for the Design, Supply, Installation and Commissioning of Contact Center Solution. “Addressed to the Director General and must be sent not later than Thursday, 6th October, 2016, at 10:30 Hours local time. HOWEVER, TELEGRAPHIC OR TELEFAX BIDS WILL NOT BE ACCEPTED.**
7. ***Bids need to be secured by a Bid Securing Declaration.*** Late bids will be rejected. Bids will be opened soon after closing in the presence of Bidders’ representatives who choose to attend at the address below: National Pensions Scheme Authority, Meeting Room, Ground Floor, Levy Business Park Office Block, Corner Kabelenga and Church Roads, Lusaka.

James Chimpinde
Purchasing and Stores Manager
National Pension Scheme Authority