

INVITATION TO BID

Floating Date: As of July 18, 2017

RFQ No: 3567029-2

REQUIREMENTS

1. Ethio telecom re-invites all interested and eligible bidders by this **International competitive Bid (ICB)** for the invitation of **the following different types of customer service Training with RFQ No.3567029-2**. The RFQ remains floating from **July 18, 2017 to August 17, 2017**.

No.	Description	Training Type
1	Budgeting and Resource Management Training	Advanced Level
2	Call Center Metrics: Harnessing Data to Drive Performance Training	Proficient Level
3	Call Quality Monitoring Training	Expert Level)
4	Advanced Customer Handling and Customer relationship, Customer experience management and Customer behavior	Advanced Level
5	Software Development Training	Advanced Level
6	Advanced Troubleshooting Training	Advanced Level

Bid documents can be obtained from ethio telecom Head Office, Room No. 203 during office hours upon payment of a non-refundable fee of Birr **30.00 (Thirty Birr only)**.

2. All interested bidders are expected to fulfill the Requirements stated here below:
 1. Bid Security;
 2. Availability of Letter of Authorization to sign the bid offers;
- ✓ Regardless of interested foreign bidders, all local bidders licensed under the laws of Ethiopia that qualify to bid are expected to fulfill the following:
 - a) Bidders should have a valid and renewed trade license for the year;
 - b) Bidders should have VAT registration certificate;
3. All Bids must be accompanied by a bid security in the amount of **BIRR 30,000.00 (Birr Thirty Thousand only)**.
 - 3.1 The bid bond shall be furnished in one of the following forms: -



- a) Certified Cheque /CPO issued by a recognized domestic bank or
- b) Bond issued by and/or confirmed through a recognized/reputable domestic bank.

3.2 The Bank that issues the bond as per 3.1 (b) here above shall **unequivocally guarantee to pay the purchaser immediately upon the first written demand of payment.** The Purchaser's written demand of payment shall not be subject to any condition what so ever.

3.3 The bond issuing bank shall clearly incorporate the content stated under Clause here above on the issued bond.

3.4 Sealed bids marked as: **“Different Types of Customer Service Training (RFQ No. 3567029-2)”** and be addressed to:

**Ethio telecom,
Churchill Road
Head Quarter
Sourcing and Facilities Division
2nd Floor, Room No.214,
P. O. Box 1047, Addis Ababa, Ethiopia.**

Bid proposal will be received at the **Churchill Road, Head Quarter 2nd Floor, Room No.214, on or Before August 17, 2017 until 5:30 P.M.** Bids presented by any bidder after the closing date shall not be accepted.

- 4 Bids received in time and fulfilling the other formalities shall be opened in the presence of interested bidders or their legal representatives on **August 18, 2017 at 10:00 A.M, at Churchill Road, Head Quarter 2nd Floor, Room No.213.**
- 5 Partial bid is allowed
- 6 Partial award may be granted.
- 7 Bidders are seriously advised to read and comply with the instructions provided in this bidding document.
- 8 No one is allowed to duplicate or transfer the bidding document that she/he acquired to participate under this invitation. Legally authorized agents shall collect the bidding documents for each principal they are representing.
- 9 Ethio telecom reserves the right to reject all or parts of this bid.