



INVITATION TO BID
For the invitation different customer service Trainings

Floating Date: As of April 10, 2017
Closing Date: May 08, 2017
RFQ No: 3567029

REQUIREMENTS

1. Ethio telecom re-invites all interested and eligible bidders by this **International competitive Bid (ICB)** for the invitation of **the following different customer service Training with RFQ No.3567029**. The RFQ remains floating **from April 10, 2017 to May 08, 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 **100.00 (Birr One Hundred 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 100,000.00 (Birr One Hundred 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)”** 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 May 08, 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 **May 09, 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.