

INVITATION TO NATIONAL COMPETITIVE BID
*For the Procurement of **National Customer Satisfaction Survey***

Floating Date: **As of March 5, 2018**
Tender/BID No: 3621309

Requirements

1. Ethio Telecom invites all interested and eligible Bidders by this **National Competitive BID (NCB)** for the procurement of ‘**National Customer Satisfaction survey**’ **BID No. 3621309**. This Tender remains floating from **March 5, 2018 to April 2, 2018**

The BID Document can be obtained from Ethio Telecom’s Head Office, Addis Abeba, Churchill road, inside main post office compound, second floor, Room No. 203, (**BID No. 3621309**) during Office hours (Monday to Friday) upon payment of a non-refundable fee of **Birr 30.00 (Birr Thirty)**.

2. Interested Bidders are expected to fulfill the Requirements stated here below.
 - a) Availability of BID security;
 - b) Availability of Letter of Authorization to sign the BID offers;
 - c) Signed Anti-bribery pledge form;
 - d) Bidders should have a valid and valid trade license for the year;
 - e) Bidders should be registered with the appropriate government organ (MoFED, ethio telecom, EPA, etc.) as may be appropriate;
 - f) Bidders shall fulfill their obligations to pay taxes according to Ethiopian laws.
 - h) Bidders should produce tax clearance certificate;
 - i) Bidders should be VAT registered.
3. All Bidders must be accompanied by a BID security in the amount of **20,000.00 (fifty Thousand Birr Only)**
 - 3.1. The BID bond shall be furnished in one of the following forms:-
 - a) Cash
 - b) Certified Cheque /CPO issued by a recognized domestic bank or
 - c) Bond issued by and/or confirmed through a recognized/reputable Domestic bank.
 - 3.2 The Bank that issues the bond as per 3.1 (c) 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 whatsoever.
 - 3.3 The bond-issuing bank shall clearly incorporate the content stated under Clause 3.2 here above on the issued bond.
 - 3.4. Sealed BIDs marked as: “Tender for Provisions of “**National Customer Satisfaction survey**” and shall be addressed to: one of the following office

**Ethio Telecom
Head Quarter
Churchill Road
Sourcing and Facilities Division
2nd floor, Room No. 211B
P. O. Box: 1047, Addis Ababa, Ethiopia
(BID No. 3621309)**

BID proposal will be received at the **Churchill Road, Head Quarter 2nd floor, Room No. 211B, on or before April 02, 2018 until 5:00 P.M.** BIDs submitted after the closing time will not be accepted and /or automatically rejected and shall be returned unopened to the Bidder.

4. BIDs received in time and fulfilling the other formalities shall be opened in the presence of interested Bidders or their legal representatives at **10:00 A.M on April 03, 2018, at**
5. **Churchill Road, Head Quarter 2nd floor, Room No. 211B.**
6. Ethio telecom reserves the right to reject all or parts of this BID.
7. 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.
8. Bidders are seriously advised to read and comply with the instructions provided in this Bidding document.