



## INVITATION TO TENDER

# PROVISION OF CALL CENTRE COUNSELLING SERVICES

**TENDER REFERENCE NUMBER:  
BPOMAS / 02 - 2024 / COUNSELLING SERVICES**

### 1. BACKGROUND

The Botswana Public Officers' Medical Aid Scheme (BPOMAS), registered in terms of the Societies Act No. 18:01 of 1972, was established through a Presidential Directive CAB 1/90 of 01 December 1990 with the specific intent to provide medical aid cover for public servants and their dependants. The Scheme extends cover to Cabinet Ministers, Members of Parliament, Members of the House of Chiefs, employees of Government and Parastatal Organisations.

### 2. REQUIREMENT

BPOMAS seeks to facilitate provision of mental health assistance to its Members and to that end, the Scheme invites proposals from licensed and suitably qualified local medical call centre operators to bid for the **Provision of Counselling Services to Members of the Scheme**.

### 3. TENDER FEES

- 3.1 The tender is issued at a non-refundable fee of **P1, 000.00** (VAT inclusive).
- 3.2 Prospective Bidders are to make payment at the below banking details;

**Bank Name:** First National Bank Botswana  
**Account Name:** BPOMAS  
**Account Number:** 62763419324  
**Branch:** Corporate Branch  
**Swift Code:** FIRNBWGX

- 3.3 Payment should only be made through the bank as cash shall not be accepted.

- 3.4 Proof of payment must be emailed to **tenders@bpomas.co.bw** and the subject of the email must be **Call Centre Counselling Services**.

### 4. TENDER BID DOCUMENTS

Tender Bid Documents, inclusive of detailed Terms of Reference, will be distributed to Prospective Bidders via email upon proof of payment. Any queries regarding the tender advert must be forwarded to the above email address.

### 5. TENDER SUBMISSION & CLOSING DATE

The tender shall be submitted electronically on or before **10h00** on **26 April 2024**. For enquiries email: **tenders@bpomas.co.bw**