

CONTENTS OF TENDER DOCUMENT

Project Title:	APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE SENTECH WITH A ONE-STOP CALL CENTRE SOLUTION FOR A PERIOD OF TWELVE (12) MONTHS.
Bid Number:	SENT/011/2024-25

SECTIONS IN THIS TENDER DOCUMENT

Tenderers are to ensure that they have received all pages of this document, which consists of the following sections:

Section	Document Name
01	Cover page
02	Contents
03	List of returnable documents
04	SBD 1 Notice and invitation to Tender
05	Tender Data
06	Service Level Agreement
07	SBD 2 Tax clearance certificate requirements
08	Application for tax clearance certificate
09	SBD 4 Declaration of interest
010	SBD 5 National Industrial Participation Programme
011	SBD 6.1 Preference Points Claim Form
012	SBD 8 Declaration of bidder's past supply chain management practices
013	SBD 9 Certificate of independent bid determination
014	Resolution of board of directors to Bid -Participation
015	Resolution of board of directors to enter consortia or joint ventures
016	Resolution of authority of JV
017	Compulsory Enterprise Questionnaire
018	Record of addenda for Bids
019	General Conditions of Contract