**EXPRESSION OF INTEREST: CONSULTANCY FOR MODERNISATION OF THE BANKING HALL AND DIGITALISATION OF PROCESSES**

**CONTRACT NUMBER – BOB/2021/06/25**

## 1 INTRODUCTION

The Bank of Botswana (the "Bank") seeks submissions of Expressions of Interest (EOI) from well-established companies with relevant experience to provide consultancy services for the modernising of its Banking Hall (technical, physical, security and electronic) and digitalisation of banking processes, particularly the collection of government revenue from different sources.

The Bank has initiated a process to digitalise its banking services for the collection of government revenue that is directly connected to the Bank's systems, except for the Botswana Automated Clearing House (BACH) and the Botswana Interbank Settlement System (BISS), otherwise known as the Real Time Gross Settlement System (RTGS).

**Current Business Processes (receipt of revenue)**

1 In Gaborone and Francistown and their surrounding areas, the Botswana Unified Revenue Services (BURS) and Botswana Government deposit funds in the form of cash and cheques in the Bank's Banking Halls, and EFTs through BACH and BISS or the RTGS. Government Revenue Officers collect funds for various services such as traffic fines, school fees, transport levies etc in cash, cheques and EFTs and deposit the funds at the Banking Halls. These direct deposits provide a clear audit trail, which allows the Bank to prepare an account statement, which is used by the Office of the Accountant General (OAG) for reconciliation.

2 Away from those two major centres, the OAG made arrangements with selected commercial banks for the receipt and collection of Government funds. The commercial banks consolidate the received funds and remit to the Bank in a lump sum without references, such that the narration for these transactions usually lacks enough information to permit reconciliation by the OAG.

2.1 Similarly, the OAG's arrangement with commercial banks allows for the use of their Point-of-Sale (PoS) payment mechanisms, which allow customers to pay for various services such as traffic fines, school fees, transport levies, etc by card. Again, the commercial banks consolidate the funds, then remit as a lump sum to the Government remittance account held at the Bank of Botswana on a at agreed intervals. The lump sum transfer with a lack of itemisation and proper referencing does not allow proper reconciliation by the OAG.

**The Envisaged Processes**

The "to be processes" are intended to create efficiency, by re-engineering the Bank and the Office of Accountant General processes, through interface, automation and ease of access to modern payment platforms. The targeted end result is elimination of reconciliation problems between the remittance accounts and the Government Accounting and Budgeting System and directly transfer of payments to the Remittance account. The Bank proposes a solution that will enable funds collected through PoS Machines across the country and the Teller Assisted Machines(TAMs) to be installed in the Banking Halls to be channelled directly to the Government Accounts with the appropriate Government Departmental code defined within the point of sale machine and TAMs for the collection of cash deposits.

The overall objective is to have a seamless solution installed at various Government and Botswana Unified Revenue Services offices connected to payments networks, for the online collection of Government funds which are then forwarded directly to the Bank with defined ledger codes to ease reconciliation problems.

The envisaged solution will be coming at a time where the Bank is also revamping its main banking system.

The digitalisation of government revenue collection should significantly reduce the amount of cash transactions at the Bank's Banking Halls in Gaborone and Francistown. Nevertheless, some cash transactions will remain; the Bank's desire is to make those as efficient as possible by reducing the human interface through the use of modern technology, such as Teller Assisted Machines.

**Headquarters Redevelopment Project in Gaborone.**

The project to modernise the Banking Halls and digitalise banking processes is set against the backdrop of a major physical project to redevelop the Bank's Headquarters in Gaborone, Botswana. This project is expected to be complete by the end of December 2022 and it is hoped that the newly designed Banking Hall within the redeveloped premises will similarly be complete at that time, together with the modernisation of back office and national payment processes.

## 2 PREQUALIFICATION CRITERIA

**1. In order to prequalify to be invited to tender for this project, bidders must fulfil the following criteria:**

1.1 Provide a very brief Organisational Profile including: a brief history of the organisation, company Formation Documents, shareholding and directorships; a summary of types of services offered, office locations and resources, quality control procedures; a statement from the company regarding any litigation the company or its directors may have been involved within the past 5 years; and a statement from the organisation's bankers or financiers as to the financial health of the company.

1.2 Demonstrate a proven track record in the provision of similar consultancy services for digitalisation of banking services, including the design, collection solutions and Third

Party Processing solutions linked to various payment networks in the financial services sector. Provide a brief summary of projects completed, listing: project and client names, type of project and project value as well as evidence of market share or size of the customer base. At least two client references should be provided (written reference or email contact details). Bidders should describe in detail the company's approach to contracting and negotiation, licensing and support agreements as well as negotiating fees with the payment network companies.

1.3 Bidders should describe in detail their in-house competencies for Product Development, Transaction Processing and Routing, Merchant Management Application, Terminal Application, Fraud Monitoring, Risk Assessment and Management, Anti-money Laundering, Settlement, Reconciliation and Dispute Resolution Functionalities in Merchant Acquiring Business (MAB) etc.

1.4 Provide confirmation of the company's presence in Botswana, if any, and whether there is any intention of establishing such a presence and/or partnering with a Botswana entity for skills transfer and local empowerment, with a brief statement clarifying how contract work in Botswana will be undertaken and managed.

1.5 Provide the name and Curriculum Vitae of the proposed project leader.

1.6 Provide information on any potential subcontractors you propose engaging for specialised services.

1.7 Bidders should provide an outline of intended post-implementation support proposed in the areas of Training, Ongoing Software Maintenance Support, Documentation (technical and operations manuals) and potential Third Party Products.

**2. Bidders must also note and/or provide the following:**

2.1 The Expression of Interest should be compiled and submitted in the order presented above;

2.2 Tenderers are also required to submit relevant copy of Licences or Public Procurement and Assets Disposal Board (PPADB) certificates where applicable.

2.3 Status of ISO9001 certification or similar quality management system (QMS).

2.4 For a joint venture, state the nature of the JV arrangement, and provide information requested above for all constituent companies.

2.5 It is a requirement that the taxes of the participating bidders **must** be in good standing or that suitable payment agreements have been agreed with the tax authorities. Tenderers are therefore requested to obtain and submit a copy of a tax clearance certificate or letter from the tax authorities.

2.6 Bidders are urged to keep submissions concise and submissions should not exceed 25 A4 size pages in length per company. Reference to corporate or product websites is preferable to pages of downloaded material.

Submissions will be evaluated by the Bank to produce a shortlist of suppliers who will be invited for Tender.

Interested parties are required to pay a non-refundable fee of P350 inclusive of VAT and submit their expressions of interest in writing. Include a copy of your payment receipt in the submission. Payment may be by **EFT** or cash at the Bank's **Banking Hall, (Botswana Rd - Main Mall) from Monday to Friday at 0900 hours to 1400 hours** before the Submission Closing Date.

Bank Details for EFT payments

| | |
|---|---|
| Bank | Bank of Botswana |
| Account Name | Accpac Sundry Receipts |
| Account Number | 0000110900001 |
| Branch Code | 910167 |
| Branch Name | Gaborone |
| SWIFT Code | BBOTBWGX |
| Please include reference | (Company Name) |

Submissions will be evaluated by the Bank to produce a shortlist who will be invited for Tender. The Bank reserves the right to decide on the number of vendors to be shortlisted.

**Tender Submission Instructions**:

The tender offers must be submitted through an email and addressed to Bob20210625@bob.bw

Documents should be marked **"EXPRESSION OF INTEREST: CONSULTANCY FOR MODERNISATION OF THE BANKING HALL AND DIGITALISATION OF PROCESSES – COMPANY NAME"** and submitted no later than 1000 hours on **July 23, 2021**. Submissions will be opened thereafter. A formal report of the opening will be kept, noting names of those who have submitted bids.

Bidders should submit the documents in a zip file/folder format to reduce the size of the documents. The maximum allowable email size at a time shall be 10MB. Bidders wishing to submit documents with more than the stated email size will be free to split the submission in multiple parts but not exceeding the reasonable length required. All documents must be in PDF format and must be password protected. The password shall be in two parts, with one part sent to Buckmasterg@bob.bw and the other part to Mothusik@bob.bw

Bidders should note that an e-mail transmission cannot be guaranteed to be secure or error-free as information could be intercepted, arrive late or incomplete, or contain viruses. Bank of Botswana therefore does not accept liability for any errors or omissions in the contents of the e-mail transmission. In this context, bidders are encouraged to submit their offers earlier.

The information provided in this request for submissions is the full extent of information provided at this stage.

Enquiries may be addressed to:
Mr Vincent Golebetswe

E-mail: golebetswev@bob.bw