

MINISTRY OF COMMUNICATIONS SCIENCE AND TECHNOLOGY (MCST)

EXPRESSION OF INTEREST

National Public Telecommunications Operators (PTOs), Internet Service Providers (ISPs) and Value Added Network Services (VANS) Licence holders are hereby requested to Express Interest in the Provision of Telecommunication Services Packages to Botswana Innovation Hub (BIH) and Botswana International Financial Services Centre (IFSC) registered Business Process Outsourcing companies and Call Centres.

Project

Provision of Telecommunications Services to Botswana Innovation Hub and Botswana International Financial Services Centre accredited BPO companies and Call Centres.

Background

The Botswana Innovation Hub intends to provide the ideal location for world-class companies engaged in ICT and other knowledge intensive activities while one of the Botswana IFSC focus sectors is Business Process Outsourcing and Call Centres. Therefore telecommunications services available to both the BIH and BIFSC registered companies should be state of the art and must be comparable with those anywhere in the world. The level of telecommunication services is an important differentiation factor for Botswana from other African countries. ICT-enabled services (BPO and Call Centres for example) as a focus area needs excellent communication facilities.

Strategic Fit and Linkages

- Best of breed Telecommunications services are imperative to the operations of companies within the BIH and those accredited through the IFSC.
- To be able to attract foreign investors, world class premises and services are crucial. Telecommunications services are essential in the networked business world.
- Currently in Botswana the availability of bandwidth, the level of service and the price are not as attractive as those of competitor countries. Price and availability will be improved in the future as a result of ongoing projects such as the East African cable system.
- The physical infrastructure of the Botswana Innovation Hub will be in place early 2011 but the BIH is expecting to attract foreign investors before then. Therefore, service providers should be able to offer world-class services to our customers operating in temporary premises.
- Competitive telecommunications packages are crucial in the promotion of Botswana as a preferred International BPO and Call Centre location particularly to the following priority destinations; RSA, USA, UK, Australia and other SADC countries.

Summary of Proposals

- Service providers are required to submit proposals for the provision of telecommunication services packages including; mobile and fixed voice, mobile and fixed data, Internet, International Private Leased Circuits (IPLCs), value-added services to local and offshore BPO companies and Call Centres.
- The proposed packages shall clearly indicate the tariffs for each offered service. The tariff shall also indicate the local, national and international call rates.
- The proposed tariffs shall make Botswana regionally and internationally competitive.
- Minimum bandwidth requirement is 1Mb/s for each company
- The Service Provider shall propose any sustainable technology that will be used to offer the required services.

Other Sector Packages

In addition to packages specific to BPO and Call Centres, service Providers may further propose packages suitable for the following BIH and BIFSC sectors.

BIH Focus Sectors;

- 1) Energy
- 2) Mining
- 3) Biotechnologies
- 4) ICT such as Software development companies.

BIFSC Focus Sectors;

1. Banking
2. International Insurance
3. International Business Companies
4. Investment Funds Management
5. Financial Advisory

Presentation

The respondents will be required to do presentations to the MCST Telecommunications Subcommittee. This will assist BIH and BIFSC in determining the suitable model of service provision to BPO and Call Centres.

Quality of Service

- 1) All services offered will be subject to BTA's Quality of Service requirements and the equipment will be subject to BTA type approval.
- 2) Service Providers will be required to sign an SLA with each of the tenants. A draft SLA shall be submitted as part of the proposal.

Cost Model

The proposal shall clearly show a breakdown of the products and services in the Model

Process

This expression of interest is a prequalification that will culminate in short listed service providers submitting final proposals. Priority cooperation will be awarded to short listed companies.

Confidentiality

All submissions will be treated with the highest level of confidentiality.

Closing Date and submission address

The deadline for submission of the proposals is 12:00hrs, 30th April 2009 at the Botswana IFSC, Plot 50676 Gaborone, Fairgrounds Office Park, Block B, Second Floor or

Botswana Innovation Hub, Plot 50380, Moedi House, Fairground Office Park.