



## **TENDER NOTICE: ‘Supply & Delivery of Generative AI Customer Relationship Management’**

**Tendering: Reference: RSL/BE/SCM/01/07/2024**

The Revenue Services Lesotho invites interested and qualified suppliers/ companies to submit proposals for “**Supply & Delivery of Generative AI Customer Relationship Management**” to provide superior client service, streamlined operations, customer data analysis, personalized interactions with the clients and leveraging data-driven insights. The bidders must be ready to deliver the work upon the award of the tender. All potential Bidders must be in possession of a proven track record and must be licensed for providing services of this nature.

**All bidders must attach certified copies of valid Tax Clearance Certificates, company registration licences, copy of shareholding certificates, and the most recent annual financial statements for RSL to assess the financial strength and capability of the bidder to carry out the assignment. Bids without these required minimum documents shall be disqualified.**

The detailed Request for Proposal (RFP) document indicating all requirements and specifications shall, upon request, be sent through email from the **15<sup>th</sup> July 2024 @ 10:00 am**. Interested entities shall contact Supply Chain Management office **through the email** stated below.

### **Terms and Conditions:**

1. Tender documents will be available at a non-refundable tender deposit of **M500.00**.
2. The price quoted in the Bids must be in Maloti/Rand and must include all applicable taxes and duties.
3. The Bids must be submitted not later than **12:00 hours** on the **09<sup>th</sup> August 2024** and they shall be opened same day at **12:30 hours**.
4. Tenders received later than the above-mentioned deadline shall not be accepted.
5. Non- electronic tenders **shall not be accepted**; and
6. Detailed tender packaging and labelling requirements in the Request for Proposal (RFP) must be adhered to or this shall lead to **disqualification**.

### **1. Important indicative dates:**

<b>Action</b>	<b>Date</b>
Issue RFP	15 July 2024
Final date to submit written questions only (email format)	02 August 2024 @17:00 hrs
Pre- bid meeting	02 August 2024 @ 10:00 a.m
Distribution of questions and answers to all bidders (email format)	05 August 2024
Final date for submission of Bidder proposals in response to the RFP electronic	<b>09 August 2024 @ 12:00 noon</b>
Public opening of the bids (virtual)	09 August 2024 @ 12:30pm

All tenders/ queries must be addressed to: The Secretary – Tender Adjudication Committee Revenue Services Lesotho at this e-mail address: [supplychainmanagement@rsl.org.ls](mailto:supplychainmanagement@rsl.org.ls)