



INVITATION TO TENDER (ITT) FOR THE PROVISION OF  
COUNSELLING SERVICES INCLUDING TOLL – FREE HELP  
LINE

GA/3/1/5-I 0001/2017-2018

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## 1. BACKGROUND

The Gambling Authority is a statutory body mandated with licensing and regulating the gambling industry in Botswana. The Gambling Authority located at Plot 70667, West Wing, Fairscape Precinct, Gaborone. The role and requirements of the Authority's integrated approach to problem gambling, aims to retain focus across the continuum of gambling harm, from prevention to treatment and ongoing research.

## 2. REQUIREMENTS

The Gambling Authority would like to invite reputable qualified companies, wishing to be considered for award of contract for the Provision of Counselling Services including a 24hour Toll – Free Help Line.

The Authority would like to have in place comprehensive counselling services to provide a treatment program to rehabilitate Excessive and Problem Gamblers. The service provider should have the capacity to provide counselling to clients via the Help line, walk-ins, as well as referrals. This should include having a nationwide network to be able to refer clients in their respective areas as and when required. The Authority is seeking applications for the following areas:

- Outpatient Counselling services for Gambling Addiction
- Telephone Counselling services via a 24-hr toll – free line
- Evaluations, Assessments and Screenings for excessive and problem gamblers and/or family members/significant others.

Gambling Assessment includes the administration of assessment tools to determine whether an individual has a gambling problem or family members affected by someone's gambling addiction.

Such assessments will generally be limited to a single session and result in referral(s) for further evaluation, treatment, or support services, as clinically indicated.

Gambling Treatment refers to individual outpatient services, group treatment, family Treatment afforded a gambler and/ or family member.

### 2.1 Scope of Work

Scope of work is to select a vendor for ensuring following services:

2.1.1: Provide 24 x 7 Toll free help line for providing counselling on problem gambling issues, information regarding where and how to seek help, information regarding treatment programs that can be availed.

2.1.2 Provide screening, assessment, treatment planning and referrals;

2.1.3 Provide case management, integrated case planning and after care, consultations and case reviews;

2.1.4: Provide support to affected family members of problem gamblers.

2.1.5: Provide a Counselling facility where clients privacy and comfort are ensured

2.1.6: Development of MIS to generate customised reports as per requirement; and provide daily, weekly, monthly reports which shall include the following but not limited to:

- a. Report on calls handled & call pending,
- b. Average duration of calls,
- c. Min. & max duration of calls,
- d. Number of instances the operator found busy,
- e. Calls abandoned due to breakdown,
- f. Calls referred to stakeholder institutions.
- g. Call type etc.
- h. Treatment diagnosis by type
- i. Treatment outcomes and number of clients rehabilitated

2.1.7: Be familiar with services available within the Addiction Services Continuum, social, health, financial and other related services and their referral processes;

2.1.8: Ensure follow up and progress tracking mechanism for clients;

2.1.9: Senior level officials of the Counselling Services operator and shall be required to attend status review meetings to be held at regular intervals;

2.1.10: Liaison with emergency ambulance service scheme to cater to people who may require emergency care.

## **2.2 Business and System Capability**

The bidder will assure core functionality to provide qualified personnel, facilities and equipment necessary to provide toll-free telephone, and centre counselling where to accommodate walk-ins and referrals. The bidder should be able to demonstrate counselling network capability to service Botswana.

The bidder should develop a staffing plan that will provide live call response and counselling, seven days a week by trained behavioural health specialists, preferably staff with bachelor's or master's degrees in social work, health management, psychology, or other behavioural health fields with a minimum of two years of counselling experience.

- Callers should receive a "live" (human) answer rather than navigating an automated answering system.
- Office space must accommodate administrative, counselling and support staff and confidential
- Records as well as sufficient telephone and data lines, telephones and computer hardware.
- There must be provision for at least two private counselling consultation rooms

The selected bidder will be solely responsible for the training of the call Centre staff. The Authority will assist the selected bidder in case there is any specific information that is required for the smooth operation of the service

The Bidder must ensure staff have the following skills as a minimum:

- Professional Customer Care
- Correct pronunciation, and using phrases properly (English and Setswana)
- Call handling and call flow
- Reporting
- Quality Assurance/ Monitoring
- Proper use of the various IT systems

- Complaint handling procedures and escalation

The Contractor must implement precautions to ensure that files and programs can be recreated in the event of loss by any cause, including a plan to safeguard data files.

### **2.3 Infrastructure Guidelines:**

Some of the facilities/ equipment which must be provided in the Toll-Free Helpline Call Centre are as follows:

- Desktop PCs for each seat
- Dedicated Server Hardware
- Local Area Network
- Appropriate number of incoming and outgoing telephone lines
- Appropriate number of telephone instruments
- Hot Button Programming on all Telephone sets
- Conferencing Facility on Telephone sets
- Head phones for each agent
- CC TV camera in the call Centre for security and monitoring purposes.
- IVRS (interactive voice recognition system)
- Computer Telephony Integration (CTI) Server
- Adequate air-conditioning for all IT equipment.
- At least two UPS (Uninterrupted Power Supply) running in hot Standby mode each with enough capacity to handle entire load of the Call Centre.

The Infrastructure requirements for the Toll-Free Helpline are as follows:

- The Call Centre shall receive incoming calls from the public telephone operator through state-of-the-art Switch/EPABX.
- The Call Centre network must have multi-level security mechanism to protect it from attackers, hackers, worms, viruses, spamming etc.
- The Call Centre network shall have Firewall installed to protect unwanted intrusion into the network.
- The Call Centre network shall have Antivirus solution from reputed vendors.
- There must be adequate provision in the Call Centre for maintaining the required data redundancy and backup of the call record database application. There should be no loss of data or discontinuity of service due to hardware/server failure.
- The Call Centre shall have provision for full generator backup to run the Call Centre in case of failure of power supply.
- The Call Centre shall have sufficient numbers of the incoming lines with a facility to terminate additional lines in future
- It should have Voice Logging Facility for recording and playing back agents conversations, so that it can be used to monitor monitoring/analysis/review on regular basis.

### **2.4 Tenure of the Project:**

The Contractor must indicate a 5-year (72 Months) service plan.

3. Please attach the documents listed below when making your submissions:

- a) Certified copy of Certificate of Incorporation
- b) Shareholders and Directors information including certified copies of identification documents (Omang for Citizens and Passport for Non- Citizens);
- c) Percentage of Beneficial Citizen shareholding;
- d) Disclosure of Shareholders and Directors with shareholding of 5% or more;
- e) Certified Tax Clearance Certificate;
- f) Proof of PPADB registration for Code 134(sub-code 03), Code 317 (sub-codes 07) , Code 322 (sub- code 02)**
- g) EDD Certification

Financial Capability:

- a) Audited Financial Statements for the past 3 years (where applicable)
- b) Proof of existing Banking

Technical Capability:

- a) Provide evidence of previous similar work done in the past 3 years which must include description of the project, approach, timeframe,
- b) Provide at least 3 references of similar work done
- c) Detailed CV's of key personnel

4. **Closing Date:** Sealed submissions clearly marked “**GA/3/1/5-I 0001/2017-2018**” must be addressed and delivered by hand, to the following address:

**Gambling Authority  
West Wing  
Fairscape Precinct  
Fairgrounds  
Gaborone**

by **22<sup>nd</sup> September 2017; 12:00**. The Tenderer is advised that this is a Two Envelope Tender. Tender submissions should be clearly marked:

- 1) Technical Proposal
- 2) Financial Proposal.

- 5. Submissions received after the closing date and time will not be considered. Furthermore, telephonic, telex or facsimile submissions will also not be considered.
- 6. Kindly note that this ITT is not a contract or a financial obligation on the Gambling Authority to the companies that express interest. The Gambling Authority reserves the right to cancel the entire process.
- 7. No lobbying shall be permitted with the Board or employees of the Authority and any such occurrence will result in immediate disqualification.

## EVALUATION CRITERIA

### STAGE 1: COMPLIANCE STAGE

To be compliant, the company must satisfy all of the following qualifying criteria. Table below shows the sample evaluation template for compliance.

Criteria	YES/NO
<ul style="list-style-type: none"><li>• Certified Copy of Certificate of Incorporation</li></ul>	
<ul style="list-style-type: none"><li>• Shareholders and Directors information including certified copies of identification documents (Omang for Citizens and Passport for Non-Citizens).CV and list of projects undertaken by proposed project manager.</li></ul>	
<ul style="list-style-type: none"><li>• Certified Tax Clearance Certificate</li></ul>	
<ul style="list-style-type: none"><li>• Proof of PPADB registration for: <b>Code 134 (sub-code 03), Code 317 (sub-codes 07) Code 322 (sub-code 02)</b></li></ul>	
<ul style="list-style-type: none"><li>• Audited Financial Statements for the past three years (where applicable)</li></ul>	
<ul style="list-style-type: none"><li>• Proof of existing Banking facilities for tendering entity.</li></ul>	
<ul style="list-style-type: none"><li>• Submission of list of Directors, certified copies of share certificates and valid national identity cards (Omang).</li></ul>	
<ul style="list-style-type: none"><li>• FULLY COMPLIANT</li></ul>	
	YES/NO

Tender responses must be fully compliant. Failure to satisfy any of the criteria as stated **above** will result in disqualification from further evaluation.

## **STAGE 2: TECHNICAL STAGE**

Proposals should be concise, to the point and address all key issues raised in this tender document. The strength of the organisation, approach and resources proposed will be key determining factors for selection. The following table shows award criteria to be used to evaluate proposals.

<b>Criteria</b>	<b>Description</b>	<b>Maximum Score</b>	<b>Scores awarded</b>
1- Technical Proposal	Provide the company profile and highlight the qualities of the organisation for undertaking the job. Summarize your understanding, submit clear proposal how the works will be carried out	40	
3- Education and Experience	Qualifications and Experience of Key Personnel to execute the required works	20	
4 – Solution provided	Ability to respond to the technical specifications.	25	
5– Company Previous Experience	Provide at least 3 References from previous employers and their contacts details.	15	
	<b>TOTAL</b>	<b>100</b>	

The evaluation process to be adopted by the Evaluation Committee will be as follows:

The proposals passing Stage 1 will be evaluated by the Evaluation Committee based on the **Evaluation Criteria** mentioned above. The evaluation process will **award points for each criterion identified, which will be summed up to reach total score.**

The Bidders attaining the score of 70% and above at Stage 2 will proceed to Stage 3.

## **STAGE 3: FINANCIAL STAGE**

Cost	Provide a total cost, including all expenses; sufficient breakdown should be given to allow evaluation of all key areas.
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A cost evaluation only of technically compliant bids shall be conducted to check arithmetic errors and compare bidders' prices.

**Breakdown of the costs**

**Charges VAT exclusive**

Item	Total Price inclusive of VAT
Total Price	

**Management of the contract**

The successful tenderer shall designate a Project Manager who shall manage the account and be the contractor's liaison with the nominated representative from the Gambling Authority. She/he shall be available at all times to receive and implement orders or special instructions from the nominated representative concerning the services provided.

**AWARDING OF TENDER**

The Gambling Authority will award this tender. The Gambling Authority is not bound to accept the lowest or any tender. Any costs, incurred by the tender respondent, associated with the preparation and compilation of the response to this tender, contract negotiation etc. will be to the tender respondent's account.

**Please note that the Tender will not necessarily be awarded to the lowest bidder**

The time and location for opening of the tender offers is:

**Time: 22<sup>nd</sup> September 2017; 12:15**

**Location;**

**Gambling Authority  
Building 3  
Fairscape Precinct  
Fairgrounds  
Gaborone**

**Enquiries:** Any enquiries relating to this should be done in writing and directed to Solomon Moremong and Kgomotso Hule who may be contacted on **telephone: 3957672** or **fax: 3182585** or email: [kqhule@gamblingauthority.co.bw](mailto:kqhule@gamblingauthority.co.bw), [smoremong@gamblingauthority.co.bw](mailto:smoremong@gamblingauthority.co.bw) on or before **22<sup>nd</sup> September 2017**.

8. **Bidders are informed that the Authority shall award the tender in whole.**
9. **Withdrawal of bids**

A bidder wishing to withdraw his or her bid shall, in writing, notify the procuring and disposing entity of the withdrawal, and the withdrawal letter shall be authorised and submitted in the same way as the bid, in an envelope clearly marked **'WITHDRAWAL' TENDER NO GA/3/1/5-I 0001/2017-2018**.