



AUTORIDADE TRIBUTÁRIA DE MOÇAMBIQUE

PROJECTO DE MODERNIZAÇÃO DOS SERVIÇOS DO CONTRIBUINTE – FASE 1

Notice of Tender No. 56/AT/12

Request for Expression of Interest for Acquisition of Contact Center Solution

1. The Mozambique Revenue Authority in prosecution of its Master Plan for Information Technology (PDTI) and intending to create the Taxpayer Portal, submitted an application, through the Government of Mozambique, to the Investment Climate Facility for Africa (ICF), for financial support in the Modernization of Taxpayer Services. In this way, the implementation of the project was divided into two phases, the first called Project for the Modernization of the Taxpayer's Services - Phase 1 related to improving customer service by implementing a contact center, and the second, called Project for the Modernization of the Taxpayer's Services – Phase 2, which includes the implementation of online services for declaration (tax return) and electronic payments of taxes. So part of this fund will be used to acquire a Contact Center solution (hardware and systems) for the first phase of the project.
2. Therefore, we invite supplier's legal entities and individuals to express interest by sealed letters and for this purpose presenting carefully all supporting documentation of financial viability, qualified key staff accompanied by their professional qualifications and proof of experience in the business.
3. However, for eligibility purposes, companies must prove by a certificate of discharge, that their tax situation and social security is regularized.
4. The manifestation of interest must be submitted in a sealed letter until the 15th November, 2012 at 10 am at the address mentioned below. Please be informed that for this phase there will be no Formal opening sitting of Bids.
5. The hiring will follow the procedures for selecting and hiring approved by the ICF that its content can also be downloaded on the AT website: www.at.gov.mz

PRE-QUALIFICATION CRITERIA AS DESCRIBED IN ICF GUIDELINES

Criteria	Comment	Ponctuation
Financial Viability	Bidders must submit proof of financial stability demonstrated through legal statements and income statements or similar documents of the last three years	Till 5 point
Key Individual	Bidders shall submit the list of key staff accompanied by a Certificate of Academic Qualifications and detailed CV with emphasis on experience in projects of similar nature.	Till 50 points
Professional Qualification	Bidders must demonstrate documentally that has necessary qualifications to implement the purpose of the present hiring	Till 30 points
Previous similar experience	Bidders must present valid proof of having experience in identical projects to the present.	Till 15 points

Cidade de Maputo, Rua Timor Leste n° 95, 2° floor.

Maputo, November 01st 2012

The Competent Authority

Illegible