
Procurement of Cloud Interactive Voice Response (IVR) and Automatic Call Distributor (ACD) Solution

Competition Notice**SECTION I: CONTRACTING AUTHORITY****NAME, ADDRESSES AND CONTACT POINT(S)**

Official name: National Water Commission
Postal address: 28-48 Barbados Ave
Contact information: Cassanger Coke-Nelson
Telephone: 876-926-5825-7

SECTION II: OBJECT OF THE CONTRACT**DESCRIPTION**

Tender Reference Number:

823309

Scope (narration of procurement):

Procurement of Cloud Interactive Voice Response (IVR) and Automatic Call Distributor (ACD) Solution

Nature

Quantity

Type of contract and location of works, place of delivery or of performance

(Choose one category only - works, supplies or services - which corresponds most to the specific object of your contract or purchase(s))

<input type="radio"/> (a) Works Main site or location of works	<input type="radio"/> (b) Supplies Main place of delivery	<input checked="" type="radio"/> (c) Services Main place of performance
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A summary of the principal required terms and conditions of the procurement contract or the framework agreement:

The National Water Commission is seeking the Procurement of Cloud Interactive Voice Response (IVR) and Automatic Call Distributor (ACD) Solution

Expected delivery time:

Date: 01/11/2020 (dd/mm/yyyy)

Procurement of Cloud Interactive Voice Response (IVR) and Automatic Call Distributor (ACD) Solution

SECTION III: PROCEDURE

Type of procedure

<input type="radio"/> Open - ICB
<input checked="" type="radio"/> Open - NCB
<input type="radio"/> Restricted Bidding (RB)
<input type="radio"/> Single Source (SS)
<input type="radio"/> Emergency Procedure
<input type="radio"/> Specific Contract

Indicative Tender submission deadline:

Date: 22/07/2020 (dd/mm/yyyy) Time: 11:00 UTC-5

Indicative Tender opening date:

Date: 23/07/2020 (dd/mm/yyyy) Time: 13:00 UTC-5

<input checked="" type="radio"/> National Competitive Bidding
<input type="radio"/> International Competitive Bidding

Eligibility:

Tenderers must submit;

- ☐ A valid Tax Compliance Certificate (TCC)/Tax Compliance Letter (TCL) at the bid submission deadline,
- ☐ A valid Public Procurement Commission (PPC) /National Contracts Commission (NCC) registration at the bid submission deadline in the category of Information Technology Services
- ☐ Tender Security in the amount and format specified.
- ☐ Completed, signed and sealed Form of Tender
- ☐ A Power of Attorney (POA) document is required if the company's bid is not signed by a Director or Chief Executive Officer of the company.

The original Bid Security MUST be submitted in hard copy to the National Water Commission (NWC) and delivered by Wednesday, July 22, 2020 at 11:00 a.m. at the following address:

The Tender Box
National Water Commission
18 Oxford Road
Kingston 5

Qualification:

Additional requirements are outlined in the Criteria used for evaluation in the Bidding Document.

Funding Source: Self-financed

Funding Providers:

Project Reference Number: CP-26/2020

Country of Contract Performance:

<input checked="" type="radio"/> Jamaica
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Procurement of Cloud Interactive Voice Response (IVR) and Automatic Call Distributor (ACD) Solution☐ Outside of Jamaica**Non-petroleum indicator:**☒ Non-petroleum☐ Petroleum related procurement**Planned Evaluation End date**

Date: (dd/mm/yyyy) Time: UTC-5

Planned Contract Award date

Date: (dd/mm/yyyy) Time: UTC-5

SECTION IV: COMPLEMENTARY INFORMATION**DATE OF DISPATCH OF THIS NOTICE:**

02/07/2020 (dd/mm/yyyy)