Financing Agreement Reference: 2100150036596
Sector: Enterprise Development
Project ID No.: P-LS-KF0-002

The Government of the Kingdom of Lesotho has received financing from the African Development Bank toward implementation of the Economic Diversification Support Project and intends to apply part of the agreed amount for this grant to payments under the contract for consultancy services on the Feasibility Study for the Development of a Call Centre in Lesotho.

The overall objective of the assignment is to carry out a complete and detailed feasibility study and to package the study as an investment ready project. The services included under this project are: (a) Undertake a feasibility study on the establishment of a Call Centre, establishing the economic and financial viability of the project, identify risks and challenges and their mitigation; (b) Review all relevant laws, regulation treaties, policies, programs, initiatives and institutional arrangements related to ICT sector and that directly affect the establishment of a Call centre in Lesotho; (c) Review similar call centres in various parts of the world, in particular in the Southern African Region; (d) Assess requirements for and estimate market demand for various services, facilities, infrastructure and amenities by the ICT industry; Conduct stakeholder mapping and develop a stakeholder engagement strategy for the project; (e) Develop and recommend viable investment models and applicable financial and non-financial incentives for the project; (f) develop a financial model for the development and operation of the call centre including capital costs, operating costs including taxation, revenues, profits etc. and (g) recommend the institutional framework for the development and operation of the call centre.

The Government of the Kingdom of Lesotho through the Ministry of Trade and Industry now invites eligible Consulting Firms to indicate their interest in providing these services. Interested consultants must provide information indicating that they are qualified to perform the services (including brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.). Consultants may constitute joint-ventures to enhance their chances of qualification.

Eligibility criteria, establishment of the short-list and the selection procedure shall be in accordance with the Procurement Policy and Methodology for Bank Group Funded Operations, dated October 2015, which is available on the Bank’s website at http://www.afdb.org.

Interested consultancy firms may obtain further information at the address below during office hours 08.00 hours to 16.30 hours.

Expressions of Interests must be delivered as a single pdf document to the address below by 1st December, 2017 at 11:00hrs, and electronic submissions should mention as the subject message “FEASIBILITY STUDY FOR THE DEVELOPMENT OF A CALL CENTRE” and should be sent to the address below.

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