



**INVITATION TO BID
(REQUEST FOR PROPSAL)
ICB #: MOHW-BPOCMS&DVC-2022-12-15**

**PROCUREMENT OF CONSULTING SERVICES FOR
BUSINESS PROCESS OUTSOURCING (BPO) FIRM
FOR THE COMPLAINTS MANAGEMENT SYSTEM
AND VERIFICATION AND ISSUANCE OF DIGITAL
VACCINE CERTIFICATES**

The Ministry of Health & Wellness now invites bids from eligible and qualified firms to provide Business Process Outsourcing (BPO) services for the Complaints Management System (CMS) and verification and issuance of digital vaccine certificates to the general public.

Bidding will be conducted through the International Competitive Bidding (ICB) Procedures specified in the Government of Jamaica procurement policies. The detailed Terms of Reference for this tender opportunity can be viewed at the Ministry's website.

Eligibility Requirements:

Bidders must submit their bids in accordance with the instructions and requirements stipulated in the Standard Bidding Document.

Completed, Stamped and Signed Bid Submission Form (Bid sum must be inclusive of GCT and shall be clearly differentiated from the subtotal amount.)

Tender submissions that do not comply with the requirements will be deemed non-responsive.

Team Leader Education

- The team leader should have a bachelor degree and at least five years of relevant professional experience or an associate degree with a minimum of seven years of relevant professional experience;

Firm Professional Experience

- The firm should have technical experience in providing call centre support;
- Expertise in business process outsourcing;
- Proven ability to provide customer support;
- Experience with handling call centre support for the health sector.

Availability of Bid Document and Bid Submission:

This is an online tender where tender documents, clarifications and bid submission will only be made available and accepted via the Government of Jamaica Electronic Portal – GOJEP (www.gojep.gov.jm). No offline (hard copies) will be accepted and there will be no physical drop box for drop-off of tender documents.

- Tender documents can be downloaded as of **Thursday, December 15, 2022**.
- Clarification period for queries and responses closes on **Friday, January 6, 2023 at 3:00 p.m.**

Submission Deadline:

Tenders must be submitted via GOJEP no later than **Tuesday, January 31, 2023 at 10:30 a.m.**

Late bids will be automatically rejected by the system. To participate in this tender opportunity, suppliers must first be registered on GOJEP at www.gojep.gov.jm. To register select the "Register as a supplier" link from the GOJEP system's home page.

For assistance with training, registration, download of tender documents and upload of tender proposals, please contact the Ministry of Finance, Office of Public Procurement Policy Customer Care Desk at 876-932-5220/932-5246/933-5253/932-5251/932-5244 or email at [oppcustomer@mof.gov.jm](mailto:oppcustomer@mo.gov.jm).

This advertisement can also be viewed on the Ministry of Health & Wellness website at www.moh.gov.jm.

For further information regarding this advertisement, please contact submissionsprocurement@moh.gov.jm, or via telephone at 876-633-8289.

The Ministry of Health & Wellness reserves the right to accept or reject any tenders or to abandon the tender process without any explanation to prospective bidders.