



October 6, 2017

INVITATION FOR BIDS

*Liberia Telecommunications Authority (LTA)
Menetamba Road, Cooper's Beach Community
Paynesville City, Liberia*

Development, Design and Installation of Consumer Complaint Management System

Contract Identification No: **IFB No: LTA/NCB/010/17/18**

The Government of Liberia through the Liberia Telecommunications Authority (LTA) has apportioned funds from its core budget towards the cost of procuring non-consultancy services to develop, design and install a Consumer Complaint Management System (IFB No: LTA/NCB/010/17/18).

The Liberia Telecommunications Authority now invites your firm to submit a bid comprised of a Technical Proposal and Financial Proposal, in separate sealed envelopes, for the development, design and installation of a Consumer Complaint Management System at the LTA's Head Office. Bidding will be conducted through National Competitive Bidding (NCB) procedures as specified in the Amended and Restated Public Procurement and Concessions Act (PPC Act) of September 2010.

The development, design and installation of the Consumer Complaint Management System shall conform to LTA's Terms of Reference and requirements included in the Bid documents:

REF NO:	DESCRIPTION	ITEM	QTY	BID SECURITY USD
IFB NO. LTA/NCB/010/17/18	DEVELOPMENT, DESIGN AND INSTALLATION OF CONSUMER COMPLAINT MANAGEMENT SYSTEM	CONSUMER COMPLAINT MANAGEMENT SYSTEM	ASSORTED	500.00

A soft copy of a set of bidding documents can be obtained *free of charge* at the below address. Bid security must be submitted together with bid document, and *must be per the amount stated above in Manager's Check or Bank Guarantee*.

Qualification requirements include the following:

- *Current Business Registration Certificate (Liberia Business Registry);*
- *Current Tax Clearance Certificate (Liberia Revenue Authority);*
- *Article of Incorporation/Partnership Agreement (Ministry of Foreign Affairs);*
- *Must provide two (2) references of previous or current clients over the last one (1) year;*
- *Must provide proof of being registered with the Public Procurement & Concessions Commission (PPCC);*
- *A copy of a Financial Statement (Profit and Loss) over the last one year*

You may obtain a soft copy of the Bidding Document and further information from the Procurement & Logistics Section, Liberia Telecommunications Authority (LTA), 3rd Floor, Room 28, from Monday- Friday (9:00 A.M - 5:00 P.M) .

Submission, including other requested information, must be in an envelope clearly marked, signed and sealed, as follows: *(IFB No: LTA/NCB/010/17/18)CONFIDENTIAL BID- for the Development, Design and Installation of Consumer Complaint Management System to the Liberia Telecommunications Authority (LTA) for Fiscal Year 2017/2018* and addressed to:

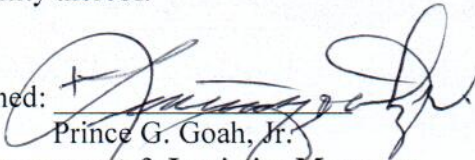
Procurement & Logistics Section
3rd Floor, Room 28
Liberia Telecommunications Authority
Menetamba Road, Cooper's Beach Community
Paynesville City, Liberia
Mobile number: +231-886591857/+231-886589047/+231-777564210
Web address: www.lta.gov.lr

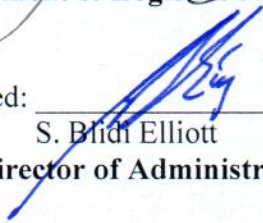
A pre-bid opening meeting will be held at the Liberia Telecommunications Authority (LTA) office situated at Menetamba Road, Cooper's Beach Community, Paynesville City on Monday, October 30, 2017 at 1:00 pm to answer questions relevant to the bidding process. Seven (7) days after which, all clarification requests would remain unanswered.

Bids must be submitted at the Procurement & Logistics Section, Room 28, 3rd Floor, on or before Monday, November 6, 2017, 2:00 pm. Bid Opening will be done promptly after closing at 2:00

PM, in P&L Conference Room # 29 on the 3rd Floor, in the presence of bidders' representatives or those who choose to attend.

The Liberia Telecommunications Authority reserves the right to reject or accept any bid submitted and also the right to annul the entire process through notifying bidders without incurring any liability thereof.

Signed: 
Prince G. Goah, Jr.
Procurement & Logistics Manager

Approved: 
S. Bledi Elliott
Director of Administration