



**Invitation to International Competitive Bid
For the Procurement of Training Service**

Floating Date: As of September 10, 2013
Closing Date: October 10, 2013
Tender No: 1590001, 1862001, and 1862002

1. Ethio telecom invites all interested and eligible bidders of Training delivery by this **International Competitive Bid (ICB)** for

No	Descriptions of the Trainings	No of Trainees	EMD(Bid Security) Amount	RFQ No
1	Sales Policy Development Training (Fundamental level)	7	50,000.00	1590001, 1862001 and 1862002
2	Sales Channels performance Monitoring Techniques Training (Fundamental level)	22		
3	Logistic Technique Training (Fundamental level)	4		
4	Customer Relationship Management Training (Advanced Level) levels	85		
5	Know The Technical Environment Of a Call Center Training (Advanced Level)	35		
6	Manage a contact Center Sales and Service Team Training (Advanced Level)	80		
7	Qualitative and Quantitative Analysis Techniques Training (Advanced Level)	150		

2. The Tender remains floating from **September 10, 2013 up to October 10, 2013**
Bid documents can be obtained from ethio telecom's Head Office, Room No. 201 during office hours (Monday to Friday) upon payment of a non-refundable fee of Birr **100.00 (One Hundred only)**.

3. Interested eligible bidders may obtain further information from ethio's website
- 3.1. Sealed bids marked as "**Tender for Training Service (RFQ No: 1590001, 1862001, and 1862002)**" and be addressed to:

**Ethio telecom
Head Quarter
Churchill Road
Sourcing and Facilities Division
2nd Floor, Room No. 214
P. O. Box: 1047
Addis Ababa, Ethiopia**

Bid proposal will be received at the **Churchill Road, Head Quarter 2nd Floor, Room No. 214, before or on October 10, 2013 until 05:00 P.M.** Bids presented by any bidder after the closing date and time shall not be accepted.

4. Bids received in time and fulfilling the other formalities shall be opened in the presence of interested bidders or their legal representatives **on October 11, 2013 at 10:30 A.M, at Churchill Road, Head Quarter 2nd Floor, Room No. 205.**
5. Ethio telecom reserves the right to reject all or parts of this bid.

www.ethiotelecom.et