



Specific Procurement Notice

Request for Bids (Non-Consulting Services)

Employer: National Information Technology Authority-Uganda

Project: Uganda Digital Acceleration Project (UDAP)

Contract title: Supply, Installation, Configuration, Training, and Commissioning of ICT Infrastructure, Call Center Technology Systems, and Telecom Services for the Uganda Refugee Support Call Center (URSCC)

Country: Uganda

Loan No. /Credit No. / Grant No.: 6898-UG

RFB No: NITA-U/UDAP/NCONS/2026-2027/00008

Issued on: 15th September 2026

1. The Government of Uganda represented by the National Information Technology Authority Uganda (NITA-U) has received financing from the World Bank toward the cost of the: Uganda Digital Acceleration Project-Government Network (UDAP-GOVNET), and intends to apply part of the proceeds toward payments under the contract for the Supply, Installation, Configuration, Training, and Commissioning of ICT Infrastructure, Call Center Technology Systems, and Telecom Services for the Uganda Refugee Support Call Center (URSCC).
2. The National Information Technology Authority-Uganda (NITA-U) now invites sealed Bids from eligible Bidders for the Supply, Installation, Configuration, Training, and Commissioning of ICT Infrastructure, Call Center Technology Systems, and Telecom Services for the Uganda Refugee Support Call Center (URSCC)
3. Bidding will be conducted through National competitive procurement using a Request for Bids (RFB) as specified in the World Bank's "Procurement Regulations for IPF Borrowers ." "Procurement in Investment Projects Financing" (July 2016, revised February 2025) ("Procurement Regulations"), and is open to all eligible Bidders as defined in the Procurement Regulations.
4. Interested eligible Bidders may obtain further information from National Information Technology Authority-Uganda and inspect the bidding document during office hours 0800 to 1700 hours from Monday to Friday at the address given below.
5. The bidding document in English may be purchased by interested eligible Bidders upon the submission of a written application to the address below and upon payment of a nonrefundable fee of Ugx.200,000 (Two Hundred Thousand Uganda Shillings Only) or equivalent in a freely convertible currency. The method of payment will be the Electronic Funds Transfer (EFT) Bank account number: 006550058000001, Customer name: National Information Technology Authority, Uganda (NITA-U), Account title: NITA-U Local Revenue Expenditure Account, Bank Name: Bank of Uganda Swift Code: UGBAUGKA. A PDF bidding document shall be sent to the potential bidder electronically upon receipt of confirmation of payment.
6. Bids must be delivered to the address below on or before Tuesday, 6th October 2026 at 11:00am Ugandan Time. Electronic Bidding will not be permitted. Late Bids will be rejected. Bids will be publicly opened in the presence of the Bidders designated representatives and anyone who chooses to attend at the address below on Tuesday, 6th October 2026 at 11:15am.
7. All Bids must be accompanied by a Bid Security of UGX 21,400,000 (Twenty-One Million, Four Hundred Thousand Only)
8. Attention is drawn to the Procurement Regulations requiring the Borrower to disclose information on the successful bidder's beneficial ownership, as part of the Contract Award Notice, using the Beneficial Ownership Disclosure Form as included in the bidding document.
9. The address(es) referred to above is (are):
The Procurement Officer,
National Information Technology Authority-Uganda
Palm Courts, Plot 7A Rotary Avenue,
1st Floor
Kampala-Uganda,

EXECUTIVE DIRECTOR