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BONA LIFE INSURANCE (PTY) LTD. REGISTRATION NUMBER: BW00001362750

EXPRESSION OF INTEREST (EOI) AND PREQUALIFICATION FOR AN INTEGRATED HUMAN RESOURCES, PAYROLL, ACCOUNTING AND BUDGETING SYSTEM

(REF: ERP-HRFIN-2026-001)

Bona Life Insurance seeks submissions of Expression of Interest (EOI) from well-established Information Communication and Technology providers for the provision of a commercially viable Human Resources Management System (HRMS), Payroll and Accounting and Budgeting System which will transform and modernise Bona Life operations. The selected provider will also be expected to provide post-implementation support. This Expression of Interest is issued as a market enquiry (Request for Information) in accordance with Bona Life's Procurement Policy and does not constitute an invitation to tender or a commitment to award any business. No business transaction shall arise directly from this process.

The Enterprise Resource Planning (ERP) solution comprises the following two components:

COMPONENT A:
HUMAN RESOURCES MANAGEMENT SYSTEM & PAYROLL

Bona Life Insurance is a life insurance company operating in Botswana, with a workforce comprising permanent staff and contracted sales agents, while also administering annuity benefits for its annuity beneficiaries. Payroll administration spans three distinct streams: staff payroll , sales agent commission payroll, and annuity beneficiary payroll. This project shall entail procurement and migration to a cloud-hosted, integrated Payroll and Human Resources Management System (HRMS) capable of managing payroll for staff, sales agents, and annuity beneficiaries, while providing self-service HR functionality including leave management, performance management, talent management, and succession planning. Solution sizing for this component should be based on two (2) users with provision to buy further licences on a need be basis; bidders should state their licensing model and how it scales by user.

COMPONENT B:
ACCOUNTING & BUDGETING SYSTEM

The desired accounting and reporting system shall encompass procurement to implement and/or upgrade of the financial reporting system, which will automate the transaction processing and recording, classification and organizing of transactions into accounts and summarization into specific output reports and summaries. The proposed solution shall be able to support reporting requirements both management reporting, regulatory reporting (e.g. BURS, NBFIRA) and IFRS and/or GAAP requirements through standardised reports and customization functionalities, including a user-configurable report writer enabling Finance to design and amend statutory, regulatory and management report formats without vendor intervention.

In broad terms the desired system must support at a minimum core financial accounting and reporting process which includes general ledger, chart of accounts, and multi-dimensional reporting (by product, branch, and cost centre etc.), accounts payable, accounts receivable, and bank/investment reconciliations, fixed asset register and depreciation management, budgeting, forecasting, and variance analytics and reporting as well as insurance specific functionalities e.g. premium accounting, claims, commission and benefits payments and management as well as investment and fund accounting. The solution must further support budget preparation and multi-year planning, budget-holder workflows and approvals, budget-versus-actual variance analysis, and consolidated reporting across all cost centres and business units. No particular module structure is prescribed; bidders would have to map their own module configuration to the functions set out above, provided the standard sub-ledger modules are fully integrated to the general ledger. Solution sizing for this component should be based on five (5) users with provision to buy further licences on a need be basis; bidders should state their licensing model and how it scales by user.

Bidders may respond covering either or both components (A) and/or (B) as a single integrated solution provider, or as a consortium/partnership of providers collectively covering either or both components (A) and/or (B), provided integration between HR/Payroll and Accounting/Budgeting modules is clearly demonstrated.

IN ORDER TO PREQUALIFY AND BE INVITED TO TENDER FOR THIS PROJECT, BIDDERS MUST FULFIL THE FOLLOWING CRITERIA:

Fulfilment of the criteria below qualifies a bidder for shortlisting only.

1. Bidders are required to provide a brief Company Profile including a brief history of the firm, shareholding and directorships, a summary of types of service offered, office resources, quality control procedures, amount of professional indemnity insurance and curriculum vitae of key senior staff likely to be employed on this project, as well as post-implementation support.

2. Bidders are further required to declare any business relationships with any current or former Bona Life Insurance employee, director, or officer. Where no such relationships exist, respondents must provide a nil declaration.

3. Respondents must submit a signed Anti-Bribery and Anti-Corruption Declaration confirming that no bribe, inducement, gift, payment, or other improper advantage has been or will be offered, directly or indirectly, to any Bona Life Insurance employee, director, or officer in connection with this Expression of Interest or any subsequent procurement process.

4. Respondents must declare their Citizen Ownership status, including whether they qualify as a citizen youth-owned enterprise where applicable, and provide supporting documentary evidence.

5. Provide certified proof of registration with the PPADB or similar procurement regulatory body as well as JV/Partnership agreement where applicable. Respondents proposing a consortium, joint venture, partnership, or subcontracting arrangement must disclose all participating entities, clearly define their respective roles and responsibilities, and identify the entity that will assume primary contractual responsibility and accountability to Bona Life Insurance.

6. Provide VAT Registration Certificate or exemption; Proof of Tax Clearance with the Botswana Unified Revenue Service or any other relevant tax authority.

7. The bidder must have a minimum of five (5) years' demonstrable experience in the provision, implementation, and delivery of Human Resources Management Systems (HRMS), Payroll, and/or Accounting and Budgeting System solutions. Where a bidder specialises in only one of the two components, namely **(i) HRMS and Payroll or (ii) Accounting and Budgeting,** the bidder must demonstrate a formal and established integration partnership with a suitably qualified provider of the other component.

7.1 Bidders must provide:

i. At least three (3) references from a recent completed implementation specifically drawn from financial services or insurance sector clients, or clients of comparable regulatory complexity (NBFIRA-regulated or similar);
ii. A brief summary of projects completed, listing: project and client names, role on the project, project value.
iii. A summary of any expertise in data security certifications (ISO 27001, SOC 2 Type II) or cloud/SaaS deployment models relevant to HR, Payroll, and accounting systems.
iv. Bidders must confirm whether their proposed solution is Software-as-a-Service (cloud-hosted) and disclose the jurisdiction(s) in which client data will be stored and processed.

Shortlisted bidders will be invited to respond to a full Request For Proposal (RFP), which will apply the evaluation criteria prescribed in Bona Life's Procurement Policy.

8. Bidders are informed that at this juncture, the briefness of the submission is important. Submissions exceeding twenty (20) pages will be marked down in the evaluation. To facilitate a consistent and efficient evaluation process, respondents are requested to structure their Expression of Interest using the following format:

I.	**Company Profile –** Overview of the organisation, including ownership, years in operation, organisational structure, and relevant experience.
II.	**Registration and Compliance Documents –** Copies of company registration documents, tax clearance certificate, applicable licences, proof of PPADB registration and any other statutory or regulatory compliance documentation.
III.	**Relevant Experience and References –** Details of similar assignments successfully completed, including client references and contact details where applicable.
IV.	**Proposed Solution –** A description of the proposed solution, demonstrating how it addresses the requirements outlined in this Expression of Interest, with responses provided for each component or workstream where applicable.
V.	**Key Personnel –** Details of the proposed project team, including qualifications, relevant experience, and roles.
VI.	**Additional Information –** Any other information the respondent considers relevant to support its submission.

Respondents are encouraged to follow the above structure to ensure their submissions are complete and facilitate a fair and consistent evaluation.

Bona Life will evaluate the submissions and produce a shortlist of bidders to be invited for Tender.

Interested parties are invited to submit their Expressions of Interest (EOI) in electronic (soft copy) format to ***tenders@bonalife.co.bw*** no later than **29 September 2026 at 17:00 hours (CAT),** being not less than twenty-one (21) calendar days from the date of issue. Late submissions will not be considered. All Enquiries should be addressed to ***tenders@bonalife.co.bw.*** Any bidder found to have had a prior undisclosed business or contractual relationship with Bona Life relevant to this procurement must declare this in their submission. Where no such relationship exists, respondents must provide a nil declaration to that effect.

GENERAL CONDITIONS OF THIS EXPRESSION OF INTEREST

Expressions of Interest shall remain valid and binding upon respondents for a period of ninety (90) days from the submission deadline.

Bona Life Insurance reserves the right, at its sole discretion, to reject any or all submissions, accept or decline any Expression of Interest, amend or withdraw this invitation, or cancel the Expression of Interest process at any stage without prior notice. Bona Life Insurance shall not be liable for any costs, losses, or expenses incurred by respondents in preparing or submitting their Expressions of Interest, or as a result of the amendment, withdrawal, rejection, or cancellation of this process.

Prospective respondents may submit any queries or requests for clarification regarding this Expression of Interest in writing to the designated email address no later than the deadline specified in this document. All queries received within the prescribed timeframe, together with the corresponding responses, will be shared with all prospective respondents to ensure a fair, transparent, and equitable procurement process. No respondent will receive information that is not made available to all other respondents.

Data Protection Clause:

Bona Life Insurance is committed to protecting the privacy and confidentiality of personal information in accordance with the **Data Protection Act, 2024 (Act No. 18 of 2024)** and any other applicable laws of Botswana.

By submitting an Expression of Interest, bidders acknowledge and consent to Bona Life Insurance collecting, processing, storing, and using the personal information contained in their submission solely for the purposes of evaluating the Expression of Interest, conducting due diligence, communicating with bidders, and administering the procurement process.

By submitting an Expression of Interest, bidders warrant that they have obtained all necessary consents from any individuals whose personal information is included in the submission and that such information has been provided in compliance with applicable data protection laws.

All information provided will be treated confidentially and accessed only by authorised personnel or third parties engaged in the procurement process who are bound by appropriate confidentiality obligations. Personal information will be retained only for as long as is necessary to fulfil the purposes for which it was collected or as required by law, after which it will be securely disposed of.

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