



Request for Sealed Quotations For Services

**IT SUPPORT SERVICES FOR A
PERIOD OF 2 YEARS**

Procurement Reference No: NCS/RFQ/NAMDIA-05/2022

C/O Sam Nujoma Drive & Dr Kwame Nkrumah Avenue, Windhoek
+2646183331111 procurement@namdia.com 20 April 2022



20 April 2022

Reference number: NCS/RFQ/NAMDIA-05/2022

Dear Bidder,

IT SUPPORT SERVICES FOR 2 YEARS

NAMDIA invites you to submit your best quote for the items described in detail hereunder.

Any resulting contract shall be subject to the terms and conditions referred to in the document.

Queries, if any, should be addressed to *Maritza Julius* at procurement@namdia.com

Please prepare and submit your quotation in accordance with the instructions given or inform the undersigned if you will not be submitting a quotation.

Yours faithfully,

Maritza Julius

Procurement Management Unit

SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

NAMDIA reserves the right:

- (a) to split the contract as per the lowest evaluated cost per item, or
- (b) to accept or reject any quotation; and
- (c) to cancel the quotation process and reject all quotations at any time prior to contract award.

2. Preparation of Quotations

You are requested to quote for the items mentioned in Section III by completing, signing and returning:

- (a) the Quotation Letter in Section II with its annex for Bid Securing Declaration
- (b) the List of Goods and Price Schedule Section III;
- (c) the Specifications and Compliance Sheet in Section V; and
- (d) any other attachment deemed appropriate.

You are advised to carefully read the complete Request for Sealed Quotations document, including the Special Conditions of Contract in Section VII, before preparing your quotation. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction.

3. Validity of Quotations

The Quotation validity period shall be 14 days from the date of submission deadline.

4. Eligibility Criteria

To be eligible to participate in this Quotation exercise, you should:

- (a) have a valid company Registration Certificate;
 - (b) have an original valid good Standing Tax Certificate;
 - (c) have an original valid good Standing Social Security Certificate;
 - (d) have a valid certified copy of Affirmative Action Compliance Certificate, proof from Employment Equity Commissioner that bidder is not a relevant employer, or exemption issued in terms of Section 42 of the Affirmative Action Act, 1998;
 - (e) have a certificate indicating SME Status (for Bids reserved for SMEs);
 - (f) Submit signed Bid-securing Declaration.
 - (g) An undertaking on the part of the Bidder that the salaries and wages payable to its personnel in respect of this proposal are compliant to the relevant laws, Remuneration Order, and Award, where applicable and that it will abide to sub-clause 4.6 of the General conditions of Contract if it is awarded the contract or part thereof;
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(h) **Submit at least 3 reference letters of similar work or any other IT related services to entities**

5. Bid Security/Bid Securing Declaration

Bidders are required to subscribe to a Bid Securing Declaration for this procurement process.

6. Delivery

Delivery shall be 7 days after acceptance/issue of Purchase Order. Deviation in delivery period shall be considered if such deviation is reasonable.

6.1. The following tests and inspections will be conducted on the goods at delivery: N/A

7. Sealing and Marking of Quotations

Quotations should be sealed in a single envelope, clearly marked with the Procurement Reference Number, addressed to the Public Entity with the Bidder's name and contact information at the back of the envelope.

8. Submission of Quotations

Quotations should be delivered at C/O Sam Nujoma Drive & Dr Kwame Nkrumah Avenue, Windhoek, **09 May 2022 at 11H00**. Quotations by post or hand delivered should reach C/O Sam Nujoma Drive & Dr Kwame Nkrumah Avenue, Windhoek, by the same date and time at latest.

NB: Late quotations will be rejected.

Quotations received by e-mail will not be considered.

9. Opening of Quotations

Quotations will be opened internally by the Public Entity immediately after the closing time referred to in instruction 8 above. A record of the Quotation Opening stating the name of the bidders, the amount quoted, the presence or absence of a Bid Securing Declaration, will be posted on the website of the Public Entity and available to any bidder on request within three working days of the Opening.

10. Evaluation of Quotations

The Public Entity shall have the right to request for clarifications in writing during evaluation. Offers that are substantially responsive shall be compared on the basis of price or ownership cost, subject to Margin of Preference where applicable, to determine the lowest evaluated quotation.

11. Technical Compliance

Bidders shall submit along with their quotations documents, catalogues and any other literature to substantiate compliance with the required specifications and to qualify deviations if any with respect to Public Entity's requirements.



The Specifications, Performance Requirements and Compliance Sheet details the minimum specifications of the goods/items to be supplied. The specifications have to be met but **no credit will be given for exceeding the specifications.**

12. Prices and Currency of Payment

Prices shall be fixed in Namibian Dollars.

13. Margin of Preference

Preference will be given to 100% Namibian owned companies

14. Award of Contract

The Bidder having submitted the lowest evaluated responsive quotation and qualified to supply the goods/items and related services shall be selected for award of contract. Award of contract shall be by issue of a Purchase Order/Letter of Acceptance in accordance with terms and conditions contained in Section VI: Contract Agreement and General Conditions of Contract.

15. Notification of Award and Debriefing

The Public Entity shall after award of contract promptly inform all unsuccessful bidders in writing of the name and address of the successful bidder and the contract amount and post a notice of award on its website within seven (7) days. Furthermore, the Public Entity shall attend to all requests for debriefing made in writing within seven (7) days of the unsuccessful bidders being informed of the award.

SECTION II: QUOTATION LETTER

*[Complete this form with all the requested details and submit it as the first page of your quotation with the Price list and documents requested above. A signature and authorisation on this form will confirm that the terms and conditions of the RFQ prevail over any attachments. **If your quotation is not authorised, it will be rejected.**]*

Quotation addressed to:	Namib Desert Diamonds (PTY) Ltd
Procurement Reference Number:	NCS/RFQ/NAMDIA/5/2022
Subject matter of Procurement:	IT SUPPORT SERVICES FOR A PERIOD OF 2 YEARS

We offer to supply the items listed in the attached List of Goods and Price Schedule as per the defined specifications, *except for the qualified deviations [Bidder may delete this phrase in case of no deviation]* and, in accordance with the terms and conditions stated in your Request for Quotations referenced above.

We confirm that we are eligible to participate in this Quotation exercise and meet the eligibility criteria specified in Section 1: Instruction to Bidders.

We undertake to abide ethical conduct during the procurement process and the execution of any resulting contract.

We have read and understood the content of the Bid Securing Declaration (BSD) attached hereto and subscribe fully to the terms and conditions contained therein. We further understand that this subscription could lead to disqualification on the grounds mentioned in the BD].

The validity period of the Quotation is _____ days *[insert number of days]* from the date of the bid submission deadline.

We confirm that the prices quoted in the List of Goods and Price Schedule are fixed and firm and will not be subject to revision or variation, if we are awarded the contract **prior to the expiry** date of the quotation validity.

The delivery period offered from the date of issue of Purchaser Order/ Letter of Acceptance is as shown in the List of Goods items and Price Schedule.

Quotation Authorised by:

Name of Bidder		Company's Address and seal	
Contact Person			
Name of Person Authorizing the Quotation:		Position:	Signature:
Date		Phone No./Fax	



BID SECURING DECLARATION

(Section 45 of Act)

(Regulation 37(1)(b) and 37(5))

Date:[Day/month/year].....

Procurement Ref No.:

To:[insert complete name of Public Entity and address].....

I/We* understand that in terms of section 45 of the Act a public entity must include in the bidding document the requirement for a declaration as an alternative form of bid security.

I/We* accept that under section 45 of the Act, I/we* may be suspended or disqualified in the event of

- (a) a modification or withdrawal of a bid after the deadline for submission of bids during the period of validity;**
- (b) refusal by a bidder to accept a correction of an error appearing on the face of a bid;**
- (c) failure to sign a procurement contract in accordance with the terms and conditions set forth in the bidding document, should I/We* be successful bidder; or**
- (d) failure to provide security for the performance of the procurement contract if required to do so by the bidding document.**

I/We* understand this bid securing declaration ceases to be valid if I am/We are* not the successful Bidder

Signed:
[insert signature of person whose name and capacity are shown]

Capacity of:
[indicate legal capacity of person(s) signing the Bid Securing Declaration]

Name:
[insert complete name of person signing the Bid Securing Declaration]

Duly authorized to sign the bid for and on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____, _____
[insert date of signing]

Corporate Seal (where appropriate)

[Note*: In case of a joint venture, the bid securing declaration must be in the name of all partners to the joint venture that submits the bid.]



Republic Of Namibia

Ministry of Labour, Industrial Relations and Employment Creation

Witten undertaking in terms of section 138 of the Labour Act, 2015 and section 50(2)(D) of the Public Procurement Act, 2015

1. EMPLOYERS DETAILS

Company Trade Name:.....

Registration Number :.....

Vat Number:

Industry/Sector:

Place of Business:.....

Physical Address:.....

Tell No.:.....

Fax No.:.....

Email Address:.....

Postal Address:.....

Full name of Owner/Accounting Officer:.....

.....

Email Address:.....



2. PROCUREMENT DETAILS

Procurement Reference No.:.....

Procurement Description:

.....

.....

Anticipated Contract Duration:

Location where work will be done, good/services will be delivered:

.....

3. UNDERTAKING

I [insert full name], owner/representative

of[insert full name of company]

hereby undertake in writing that my company will at all relevant times comply fully with the relevant provisions of the Labour Act and the Terms and Conditions of Collective Agreements as applicable.

I am fully aware that failure to abide to such shall lead to the action as stipulated in section 138 of the labour Act, 2007, which include but not limited to the cancellation of the contract/licence/grant/permit or concession.

Signature:

Date:

Seal:.....

Please take note:

1. A labour inspector may conduct unannounced inspections to assess the level of compliance
2. This undertaking must be displayed at the workplace where it will be readily accessible and visible by the employees rendering service(s) in relations to the goods and services being procured under this contract.





SECTION III: LIST OF GOODS AND PRICE SCHEDULE

QUOTATION FOR: 3 Month birthday campaign

Procurement Ref No. NCS/RFQ/NAMDIA-01/2022

INSTRUCTIONS TO THE PUBLIC ENTITY					INSTRUCTIONS TO BIDDERS				
At time of preparation of the RFQ, Columns A to D shall be filled in by the Public Entity. [To be filled by the Public Entity]					<u>Bidders shall fill-in columns E - I and fill the total</u> E= mark with a *if an equivalent is quoted F= Rate per unit G=Total price for one item (C x F) <ul style="list-style-type: none"> • If an equivalent is quoted, please attach to your quote appropriate technical information & specification • Bidders shall fill in and sign the bottom section of this page 				
A	B	C	D	E	F	G	H	I	
Item no.	Description of Goods	Quantity required	Unit of measures	*	Price per unit NAD¹	Total price without VAT NAD	VAT: NAD	Delivery weeks (days/month)	Country of Origin
SEE BELOW SPECIFICATIONS									
TOTAL									
NAME:			POSITION:		SIGNATURE			DATE	
NAME OF BIDDER:			ADDRESS:						

1. if Price quoted is subject to change in rate of exchange at the time of delivery of goods provide details hereunder Currency:Exchange Rate: If no base rate of exchange is given, the price shall be treated as firm in Namibian Dollars for all intent and purpose. Key notes:

NA=NOT APPLICABLE, NQ=NO QUOTE

SECTION IV: SPECIFICATIONS AND PERFORMANCE REQUIREMENTS

NAMDIA: TECHNICAL SPECIFICATIONS FOR ICT SUPPORT

The successful bidder will enter into a support level agreement of 24 months to provide 2nd level continuous and seamless escalation support for NAMDIA ICT Desktop, Network and Data Centre infrastructure environment. Escalations from NAMDIA ICT team 2nd level support covers configurations, troubleshooting, software and patch management updates, break-fix and warranty services if applicable.

1. NETWORK INFRASTRUCTURE AND SUPPORT

NAMDIA hereby requires the below services to support, configure, optimize, and provide 2nd level support escalations from NAMDIA ICT team for switching, routing and WAN environment.

Below are the requirements for implementation, configuration, and support:

- Provide maintenance and support when required to existing HPE core and layer switches at both Production and DR site.
- Provide maintenance and necessary support when required to existing Cisco Series and ONT router, WAN/LAN at Production and DR site.
- Provide maintenance and necessary remote and onsite support when required.
- Provide maintenance & network security support, configuration, updates, remote support, and onsite support when required for NAMDIA for our security clusters and other security devices.
- Support should be provided for VLAN configurations, network support, VOIP and general network support.
- Provide and maintain necessary regular software updates.
- Provide a continuous support for the duration of the SLA period and above environment ensuring minimal risk to business continuity on a daily basis.
- Apply industry best practices for implementation, configuration, optimization, and support.
- Keep and share documentation with NAMDIA regarding any changes made on the system (Change Management Policy).

2. DATA CENTRE VIRTUALIZATION INFRASTRUCTURE SUPPORT

NAMDIA hereby requires the below services to provide 2nd level support escalations from NAMDIA ICT team for data center infrastructure consisting of Servers, Switches, Storage, Virtualization, and backup software.

The various service line of NAMDIA environment are depicted here to ensure clarity of what is expected in each area.

2.1 Software Architecture Environment

- Microsoft
- Hyper-V
- Backup exec
- Microsoft Windows Server standard
- Symantec Endpoint Security – Cloud
- Darktrace - Reporting & analytics
- VMWare environment (Future)
- Veeam environment (Future)
- Microsoft Exchange Online (Future)

2.2 Tasks on Software Architecture Escalations from NAMDIA ICT Team 2nd level support

- Configuration
- Troubleshooting
- Patches
- Event Management
- Versions upgrade
- Support for sites fail-over between production and DR and vice versa

2.3 Hardware Architecture Environment

- 3x Physical HPE Servers (Microsoft windows server standard)
- Running 2 virtual machines on Hyper-V
- 5x Dell PowerEdge servers (Microsoft Windows server standard)
- NAS Storage device
- HPE Switches Aruba Managed Switches
- 1x Cisco Core Router

- 1x ONT Router
- At least 40 Workstations – Patching and software update, Antivirus, Operating System, Office suite, Office 365, etc. (Dell & HP Workstations & Servers)

2.4 Maintenance Tasks on Hardware Architecture for Escalations from NAMDIA ICT team 2nd level support

Please note that NAMDIA would require the below minimum certifications and partnership levels to be included as part of your submission:

Company Minimum Requirements:

- Namibian registered ICT company
- Microsoft Certified Partner
- Minimum HPE accredited and Certified Partnership Status
- Minimum Dell accredited and Certified Partnership Status
- VMWare Certified Partner
- Fortigate Certified Partner-Minimum NSE 4 or higher certified engineers
- Cisco Certified Partner
- Minimum three references of similar implementation support
- Company should have service a desk support

2.5 Minimum Skills Required (the following skillset is required to adequately support NAMDIA's environment), bidder to provide CV's and Certificates for the assigned engineer's.

- Microsoft Certified Solutions Expert – Minimum Certified Engineer (s)
- Dell Expert – DCE
- HPE - Accredited Solutions Expert
- VMware Certified Professional (VCP) or Microsoft Hyper-V
- Veeam Certified engineer (VMCE)
- Fortinet Networks Security Expert (NSE) – Minimum Level 4
- Cisco Certified Network Professional (CCNP) Routing and switching
- Darktrace Cyber Analyst Certification - Tier 2 end users / analysts – and provide references where Darktrace is successfully implemented.
- Symantec Certified Specialist (SCS) - Endpoint Security Complete - Administration R1 – And familiar or certified with any other endpoint security solutions.

Client References

- Minimum 3 Client references of similar nature
- Proof of reference letters

SECTION V: SPECIFICATIONS AND COMPLIANCE SHEET

Procurement Reference Number: NCS/RFQ/NAMDIA-5/2022

Item No	Technical Specification Required	Compliance of Specification Offered	Details of Non-Compliance/ Deviation (if applicable)
A*	B*	C	D
1.	As indicated above		

[Bidders should complete columns C and D with the specification of the goods offered. Also state “comply” or “not comply” and give details of any non-compliance/deviation to the specification required. Attach detailed technical literature if required. Authorise the specification offered in the signature block below.]

Specifications and Compliance Sheet Authorised By:

Name:		Signature:	
Position:		Date:	
Authorized for and on behalf of:		Company	

SECTION VI: GENERAL CONDITIONS OF CONTRACT AND CONTRACT AGREEMENT

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) for the Procurement of Goods - Ref. **G/RFQ-GCC** on the website of the Public www.namdia.com except where modified by the Special Conditions below.

SECTION VI: CONTRACT AGREEMENT

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) for the Procurement of Goods except where modified by the Special Conditions below.

SECTION VIII: SPECIAL CONDITIONS OF CONTRACT

Procurement Reference Number: **NCS/RFQ/NAMDIA-5/2022**

The clause numbers given in the first column correspond to the relevant clause number of the GCC.

Subject and GCC clause reference	Special Conditions
Purchaser GCC 1.1(h)	The purchaser is: Namib Desert Diamonds (PTY) Ltd
Site GCC 1.1(m)	The Site/final destination for delivery of the Goods is: C/O Sam Nujoma Drive & Dr Kwame Nkrumah Avenue, Windhoek
Incoterms Edition GCC 4.2(b)	Incoterms shall be governed by the rules prescribed in Incoterms 2010.
Notices GCC 8.1	Any notice shall be sent to the following addresses: For Namib Desert Diamonds (PTY) Ltd and the contact name shall be: Mr. Kennedy Hamutenya. For the Supplier, the address and contact name shall be: _____
Disputes GCC 10.2	The rules of procedures for arbitration proceedings pursuant to GCC 10.2 shall be as follows: _____
Delivery and Documents GCC 13.1	The Goods are to be delivered within 7 days from the date of Purchase Order or Letter of Acceptance. The documents to be furnished by the Supplier are: (a) signed delivery note;

Subject and GCC clause reference	Special Conditions
Price Adjustment GCC 15.1	The price charge for the Goods supplied and the related Services performed shall not be adjustable.
Terms of Payment GCC 16.1	The structure of payments shall be: full payment following delivery of the Supplies and submission of an invoice and the documents listed in clause 13.1
Terms of Payment GCC 16.3	Payments shall be made not later than thirty days after submission of an invoice and its certification by the Purchaser.
Terms of Payment GCC 16.4 (a)	The price shall not be adjustable to the fluctuation in the rate of exchange.
Payment Period GCC 16.5	<p>The method and conditions of payments to be made to the Supplier under this Contract shall be as follows:</p> <p>On Acceptance: The Contract Price of goods received shall be paid no later than thirty (30) days of receipt of the Goods upon submission of an invoice (showing Purchaser's name; the Procurement Reference number, description of payment and total amount, signed in original, stamped or sealed with the company stamp/seal) supported by the Acceptance Certificate issued by the Purchaser.</p> <p>An interest rate of 0% is payable to the supplier by the purchaser for each day payment is delayed until payment has been made in full.</p>
Performance Security GCC 18.1	(i) No performance security is required
Discharge of Performance Security GCC 18.4	The performance security will be discharged and returned to the supplier not later than [insert number of days] following completion date: N/A
Packing GCC 23.2	The packing, marking and documentation within and outside the packages shall be: _____
Insurance GCC 24.1	<i>[where goods are ordered from overseas Suppliers, insert percentage and type of insurance required for transportation]</i>
Transportation GCC 25	The Goods shall be delivered: <i>[Incoterm for transportation]</i> .

Subject and GCC clause reference	Special Conditions
Inspection and Test GCC 26.1	The inspection and tests shall be: Meetings with vendors will be scheduled
Location of Inspection and Tests GCC 26.2	The inspections and tests shall be conducted at: C/O Sam Nujoma Drive & Dr Kwame Nkrumah Avenue, Windhoek
Liquidated Damages GCC 27.1	Liquidated damages for the whole contract are <i>[insert percentage of the final contract price]</i> per day. The maximum amount of liquidated damages for the whole contract is <i>[insert percentage 4-10%]</i> of the final contract price.
Warranty GCC 28.3	<p>The period of validity of the warranty shall be: <i>[insert number]</i> day(s)</p> <p>For the purpose of the Warranty, the place(s) of the final destination(s) shall be: C/O Sam Nujoma Drive & Dr Kwame Nkrumah Avenue, Windhoek</p> <p>For item 1, the minimum period of warranty/shelf life shall be 12 Months For item 2, the minimum period of warranty/shelf life shall be 12 Months For item 3, the minimum period of warranty/shelf life shall be 12 Months</p>
Repair and Replacement GCC 28.5	The period for repair or replacement shall be: 30 day(s)



NAMDiA
NAMIB DESERT DIAMONDS (PTY) LTD

QUOTATION CHECKLIST SCHEDULE

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Procurement Reference No.: NCS/RFQ/NAMDIA-5/2022

Description	Attached	Not Attached
Quotation Letter		
List of Goods and Price Schedule		
Specification and Compliance Sheet		
Bid Security / Bid Securing Declaration		
Evidences for conformity of Goods		