



Procurement Management Unit

Issue Date: 25 September 2025
Closing Date: 07 November 2025

Request for Sealed Quotations for Non-Consultancy Services

Business Systems Support Services for a period of Six (6) months

Procurement Reference No: NCS/RFQ/NQA–22/2025/26

Bidder's Name:	
Contact Details:	Tel:
	Email:
Total Quote Amount (N\$):	

Namibia Qualifications Authority
Private Bag 13247
Windhoek
Namibia

Phone: +264 61 384 100
Website: www.namqa.org

Fax: +264 61 384 114



Letter of Invitation

Date: **25 September 2025**

Dear Prospective Bidder,

Request for Sealed Quotations: Business Systems Support Services for a period of six (6) months: NCS/Rfq/NQA–22/2025/26

The Namibia Qualifications Authority invites you to submit your best quote for the goods described in detail hereunder.

Any resulting contract shall be subject to the terms and conditions referred to in the document. Moreover, bidders are urged to ensure that all spaces provided for the bidder in this document are completed. Bidders must also indicate “no quote” to goods specifications they cannot provide. Failure to adhere, may result in the disqualification of your bid.

Queries, if any, should be addressed to **Ms. Hilma Ngwali** at Hilma.Ngwali@namqa.org or **+264 61 384 113**.

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,

Paulus Paulus
Secretary to the Procurement Committee

SECTION I: INSTRUCTION TO BIDDERS

1. Rights of Public Entity

The Namibia Qualifications Authority reserves the right:

- a) to split the contract as per the lowest evaluated cost per item, or
- b) to accept or reject any quotation, or
- c) to cancel the quotation process and reject all quotations at any time prior to contract award; and
- d) to reduce or increase the quantity of items

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 **90 days** from the date of submission deadline.

4. Eligibility Criteria

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

- a) submit an original certified copy (certified by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act, 1963 (Act No. 16 of 1963)), of a **full valid Founding Statement including any amendment, and with a Certificate of Incorporation, clearly indicating ownership and shares.**
- b) submit an original or a certified copy (certified by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act, 1963 (Act No. 16 of 1963)), of a **valid Good Standing Tax Certificate; Certificate must be valid at the date of submission.**
- c) submit an original or a certified copy (certified by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act, 1963 (Act No. 16 of 1963)), of a **valid Good Standing Social Security Certificate; Certificate must be valid at the date of submission.**
- d) submit a valid certified copy (certified by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act, 1963 (Act No. 16 of 1963)), 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 or a valid certified copy of the original document; **Certificate must be valid at date of submission.**
- e) submit a **Written Undertaking** in terms of section 138 of the Labour Act, 2007 and section 50(2)(d) of the Public Procurement Act, 2015.

- f) submit a signed ***Bid Securing Declaration***.
- g) a declaration outlining the preference the bidder qualifies for as well as documentary evidence as outlined in the table at ITB no. 13 below.
- h) The bidding company must have in its employment a certified SQL database administrator (provide documentary evidence of certification as well as the appointment letter of the employee into the employment of the bidder).
- i) a minimum of two (2) years of experience of Data Administration and Data Programming (provide documentary evidence).
- j) minimum of two (2) years relevant VB.net Database System experience (provide documentary evidence).
- k) bidder must submit document documentary evidence, submit such as reference letter or completion certificate letters for similar work completed for corporate clients (attach one (1) reference letter). These references should be on a client's letterhead, dated, nature of goods supplied, duration clearly specified and stamped.
- l) a minimum two (2) years' experience in business process re-engineering (provide documentary evidence).
- m) bidder should have experience administering and working with Microsoft SQL Server databases (provide documentary evidence).
- n) a minimum two (2) years' experience in writing queries and creating and optimizing indexes (provide documentary evidence).
- o) knowledge of business applications, application development tools, server technology and software, data architecture design, and system integration between business applications and across technical platforms (provide documentary evidence).

5. Bid Security/Bid Securing Declaration

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

6. Contract Period for Services

The contract shall be for a period of 6 months.

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 deposited in the **Bid Box** located at the **Namibia Qualifications Authority, Head Office, Corner of Simeon Shixungileni and Dr. W. Külz Street, Windhoek** not later than **Friday, 07 November 2025 at 10h00 am**. Quotations by post or hand delivered should reach the same address by the same date and time at latest. 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 availed 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 to determine the lowest evaluated quotation.

11. Technical Compliance

Bidders shall submit along with their quotation, 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

Quotations shall be fixed in Namibian Dollars, and all payments will be made in this currency

13. Margin of Preference

The applicable margins of preference and the documentary evidence required are outlined in the table below. Moreover, in addition to the documentary evidence outline in the table below, a bidder **MUST** include **a declaration** in its bid, outlining the preference the bidder qualifies for (this declaration doesn't have to be from the Police, the bidder can type one and duly sign it on the company letterhead):

The applicable margins of preference applicable for Exclusive Preferences to Local Suppliers and their application methodology is as follows:

$$A = \frac{\text{Margin of Preference} \times \text{Bid Price}}{100}$$

Categories of bidders	Definition/Criteria	MOP	Documentary evidence to be submitted with the bid. (all the documents required per category must be submitted)	Document evidence submitted (bidder to indicate yes/no by ticking)	
				Yes	No
Manufacturer	"manufacturer" means a person or a company that is involved in the physical or chemical transformation of materials or components into new products whether or not –(a) the transformation is through work - (i) performed by a power-driven machine or by hand; or (ii) done in a home or factory; or (iii) the new products are sold on a wholesale or retail basis;	2%	a) Certified copy of Certificate of registration from a registering authority		
			b) Declaration (under oath) by the bidder that the manufactured goods meet the local content as determined in Annexure 1 of Code of Good Practice, as per the cost structure for Value Added Calculation.		

Micro, Small and medium Enterprise	a bidder who is a MSME, means an enterprise that has a valid micro, small and medium enterprise certificate issued by the Ministry responsible for trade, whose minimum equity is 51% owned by Namibians	1%	a) Certified copy of SME registration certificate b) Declaration (<i>under oath</i>) indicating the percentage of Namibian MSME		
Women-owned enterprise	a bidder who is a woman or whose minimum equity is 51% owned by Namibian women	1%	a) Certified copy of Identity Documents (IDs) of all shareholders b) Certified copy of founding statement/company registration indicating ownership structure/certified copy of shareholder certificate c) Declaration (<i>under oath</i>) indicating the percentage of Namibian female ownership		
Youth owned enterprise	a bidder who is a youth or whose minimum equity is 51% owned by Namibian youths. "youth" means a young person aged from 16 to 35 years old as per Section 1 of the National Youth Council Act, 2009 (Act No. 3 of 2009)	2%	a) Certified copy of IDs of all shareholders b) Certified copy of founding statement/company registration indicating ownership structure/certified copy of shareholder certificate c) Declaration (<i>under oath</i>) indicating the percentage of Namibian youth ownership		
Previously Disadvantaged, Person (PDP) owned enterprise	a bidder who is a PDP or whose minimum equity is 51% owned by Namibian PDPs "Previously disadvantaged persons" means persons contemplated in Article 23(2) of the Namibian Constitution and includes - (a) women; and (b) persons with any disability as defined in the National Disability Council Act, 2004 (Act No. 26 of 2004);"	2%	a) Certified copy of IDs of all shareholders b) Certified copy of founding statement/company registration indicating ownership structure/certified copy of shareholder certificates c) Declaration (<i>under oath</i>) indicating the percentage of Namibian PDPs ownership (declaration to specify which category of PDP is being applied for)		
Supplier providing environmental protection	A bidder that promotes the protection of the environment, maintain ecosystems and sustainable use of natural resources as specified by the public entity in the bidding document	1%	a) Declaration (<i>under oath</i>) by the bidder that the latter deals with environmental protection		
Suppliers providing employment to Namibian	A bidder who employs 50% or more Namibian citizens	1%	a) Declaration (<i>under oath</i>) that the bidder employs 50% or more Namibian citizens. b) Certified copies of IDs of Namibian citizens employed by the bidder		
		10%			

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

Within seven (7) days, upon request, 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. 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

(to be completed by Bidders)

*[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:	Namibia Qualifications Authority
Procurement Reference Number:	NCS/RFQ/NQA-22/2025/26
Subject matter of Procurement:	Business Systems Support Services for a period of six (6) months

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 Authorising the Quotation:		Position:	Signature:
Date:		Phone No./Fax:	

Appendix to Quotation Letter

BID SECURING DECLARATION

(Section 45 of Act)

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

Date:[Day|month|year].

Procurement Ref No.: NCS/RFQ/NQA-22/2025/26

To: **Namibia Qualifications Authority**
Private Bag 13247
Windhoek

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/stamp (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:

Stamp:

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: NAMIBIA QUALIFICATIONS AUTHORITY Procurement Ref No. NCS/RFQ/NQA-22/2025/26

INSTRUCTIONS TO THE PUBLIC ENTITY					INSTRUCTIONS TO BIDDERS				
None					<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) - 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 NAD ¹	Total price without VAT NAD	VAT: NAD	Delivery weeks) (days/month	Country of Origin
1.	Business System Support Services per month	12 hours per month	Rate per hour						
					SUB TOTAL				
					VAT				
					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 QUOT

SECTION IV: SPECIFICATIONS AND PERFORMANCE REQUIREMENTS

Supply and Delivery of Corporate Wear for the Namibia Qualifications Authority

SECTION V: SPECIFICATIONS AND COMPLIANCE SHEET

Procurement Reference Number: **NCS/RFQ/NQA-22/2025/26**

Item No	Technical Specification Required	Compliance of Specification Offered	Details of Non-Compliance/ Deviation (if applicable)
<i>A*</i>	<i>B*</i>	<i>C</i>	<i>D</i>
1.	Business System Support Services		

Name:		Signature:	
Position:		Date:	
Authorised 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 Non-Consultancy Services - Ref. **NCS/RFQ-GCC** available on request from www.namqa.org except where modified by the Special Conditions below.

SECTION VIII: SPECIAL CONDITIONS OF CONTRACT

Procurement Reference Number: **NCS/RFQ/NQA-22/2025/26**

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: Namibia Qualifications Authority
Site GCC 1.1(m)	The destination for delivery of the services is Namibia Qualifications Authority, Corner of Simeon Shixungileni and Dr. W. Külz Street, Windhoek
Incoterms Edition GCC 4.2(b)	Incoterms shall be governed by the rules prescribed in Incoterms 2020.
Notices GCC 8.1	Any notice shall be sent to the following addresses: Namibia Qualifications Authority, Corner of Simeon Shixungileni and Dr. W. Külz Street, Windhoek, Attention: Ms. Harmoni Beukes (Acting CEO) For the Supplier, the address and contact name shall be: _____ _____ _____
Disputes GCC 10.2	Not Applicable

Subject and GCC clause reference	Special Conditions
Delivery and Documents GCC 13.1	The Services are to be delivered within 30 working days upon the issuance of a purchase order to the selected/successful bidder. The documents to be furnished by the Supplier are: (a) signed delivery note and invoice
Price Adjustment GCC 15.1	Not Applicable
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 16.5.
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	The method and conditions of payments to be made to the Supplier under this Contract shall be as follows: i) On Acceptance: The Contract Price of services received shall be paid no later than thirty (30) days of receipt of the Good 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. ii) A reasonable interest rate as may be determined by the supplier is payable to the supplier by the purchaser for each day payment is delayed until payments has been made in full.
Performance Security GCC 18.1	(i) No performance security is required
Discharge of Performance Security GCC 18.4	Not Applicable

Subject and GCC clause reference	Special Conditions
Packing GCC 23.2	The packing, marking and documentation within and outside the packages shall be: Not applicable
Insurance GCC 24.1	Not applicable
Transportation GCC 25	The Goods shall be delivered: Namibia Qualifications Authority, Corner of Simeon Shixungileni and Dr. W. Külz Street, Windhoek
Inspection and Test GCC 26.1	Inspection will be done upon delivery
Location of Inspection and Tests GCC 26.2	Namibia Qualifications Authority, Corner of Simeon Shixungileni and Dr. W. Külz Street, Windhoek
Liquidated Damages GCC 27.1	Not applicable
Warranty GCC 28.3	The period of validity of the warranty shall be: 1 Year.
Repair and Replacement GCC 28.5	Not applicable

ANNEXURE 1: DETERMINATION OF LOCAL CONTENT

COST STRUCTURE FOR VALUE ADDED CALCULATION PER PRODUCT GROUP	
(a) Raw Materials, Accessories & Components	N\$
Value of import (Including cost, insurance, freight)	
(b) Labour Cost	
Value of non-Namibian labour/consultancy cost attributed to this product group	
(c) Bid price	
Total Bid price	
Other (if any, please specify)	
.....	
TOTAL COST	

Local Value Added = $\frac{c - (a + b)}{c} \times 100 =$ Answer: _____

SCHEDULE 1**Quotation Checklist Schedule****QUOTATION CHECKLIST SCHEDULE****Procurement Reference No.: NCS/RFQ/NQA-22/2025/26**

Description	Attached (please tick if submitted and cross if not)
Quotation Letter	
Priced Activity Schedule	
Specification and Compliance Sheet	
Bid securing declaration	
Reference letters	
Completed all spaces provided for the bidder in the bidding document and initialled each page of the bidding document.	
Attach documentary evidence in the event a bidder is applying for a margin of preferences	
Mandatory documents as per Instructions to Bidders No. 4	
Completed Annexure 1	

Disclaimer: The list defined above is meant to assist the Bidder in submitting the relevant documents and shall not be a ground for the bidder to justify its non-submission of major documents for its quotation to be responsive. The onus remains on the Bidder to ascertain that it has submitted all the documents that have been requested and are needed for its submission to be complete and responsive.

ANNEXURE 1**TERMS OF REFERENCE****Part 1. Background**

The NQA wishes to source the services of an experienced provider to render support services for an NQA Business System in accordance with the scope outlined below.

Part 2. The Services

- Troubleshooting and bug fixing existing Microsoft SQL Server database
- Investigating and resolving SQL and database performance bottlenecks
- General database health checks and auditing
- Front end application support
- Backup and Restore setup and testing

Part 3. Facilities to be provided by the NQA

The successful provider will be provided access to application source code, access to server and related database and any support needed by the service provider in the execution of services.

Part 4. Contract duration and fees**(a) Duration of initial contract**

The contract shall be for the duration of 6 months.

(b) Fees

Payment will be done within 30 days after the monthly invoice is submitted to the NQA.

Part 5. Deliverables

- Functional Application and Database through Support Services.
- Backup and Restore setup.
- Application and Database troubleshooting.
- Application and Database updating and enhancement
- Application and Database Updates.

Part 7. Ethics, Integrity and Honesty

- The Service Provider shall conduct all activities under this contract with the highest level of integrity, honesty, and ethical standards, always acting in the best interests of the NQA. Any attempt to collude with other service providers or engage in price inflation will be considered a serious breach of contract. Such actions will result in immediate termination of the contract, with the Service Provider being reported to the Review Panel for debarment from future opportunities.