



Procurement Management Unit

Issue Date: 30 June 2026
Closing Date: 31 July 2026 @ 10h00

Request for Sealed Quotations for Non-Consultancy Services

Maintenance and Servicing of Air Conditioning and Ventilation Systems for the Namibia Qualifications Authority for a period of 24 months (Time-Based Contract) - Re-advertisement

Procurement Reference No: NSC/RFQ/NQA-04/2026/27

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

Namibia Qualifications Authority
Private Bag 13247
Windhoek
Namibia

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

Fax: +264 61 384 114

Disclaimer: Bidders are advised to be vigilant against scammers purporting to be members of the NQA's Procurement Management Unit and soliciting payments or other favours in exchange for procurement contracts. All official correspondences will only be communicated through NQA's authorised official email addresses. Any suspicious communication should be disregarded and reported to the NQA immediately.

NOTICE TO BIDDERS

Please take note:

- Take note to sign all relevant pages as stipulated in this standard bidding document.
- Complete bidders' conflict of interest declaration under Instructions to Bidder 4(o).
- Initialize all pages of this standard bidding document, including supporting documents.
- Stamp all pages where applicable as indicated where a stamp is required.
- Submit a complete bidding document as issued.
- A receipt and/or proof of application will not be accepted as being in good standing on the respective requirement(s). However, applicable for the Affirmative Action Compliance certification.
- Copies of mandatory documents not certified by the Namibian Police or Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act, 1963 (Act No. 16 of 1963) will not be accepted, except the valid Good Standing Social Security Certificate.



Letter of Invitation

Procurement Reference No: **NCS/RFQ/NQA-04/2025/27**

Date: 30 June 2026

Dear Prospective Bidders,

Maintenance and Servicing of Air Conditioning and Ventilation Systems for the Namibia Qualifications Authority for a period of 24 months (Time-Based Contract) - Re-Advertisement

The Namibia Qualifications Authority invites you to submit your best quote for the works 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. Failure to adhere, may result in the disqualification of your bid.

Queries, if any, should be addressed to Ms. Johanna Filippus at Johanna.Filippus@namqa.org or +264 (61) 384 165/113. ***Request for clarifications should be received seven (7) working days prior to the deadline set for submission of bids.***

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

Head: Procurement Management Unit

SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

Namibia Qualifications Authority reserves the right:

- (a) to accept or reject any quotation or to cancel the quotation process; and
- (b) reject all quotations at any time prior to contract award.

2. Preparation of Quotations

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

- (a) the Quotation Letter in Section II with its annex for Bid Securing Declaration, where applicable;
- (b) the Priced Activity Schedule in Section IV;
- (c) the Specifications and Performance Standards in Section V; and
- (d) any other attachment as deemed appropriate.

You are advised to carefully read the complete Request for Quotations document, including the Contract Data Sheet 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 for **one hundred and twenty (120) working days** from the date of submission deadline.

4. Eligibility Criteria

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

- a) submit 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 **full valid Founding Statement or company registration including any amendment, if any, 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 copy 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** (*in the event that the AAC certificate is over 12 months from the date of issue, a confirmation letter from the Employment Equity Commissioner indication that the employer did submit the report for the period following from the date when the certificate was issued*), 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) Company Profile clearly indicating projects of similar nature.
- h) A **declaration** outlining the preference the bidder qualifies for as well as documentary evidence as outlined in the table at ITB no. 14 (Optional).
- i) Attach relevant traceable Reference letter(s), Site Handover or Completion Certificate(s) of at least three (3) successfully completed or current projects for corporate / government clients not older than 5 years, with each proof to be dated and bear an official stamp
- j) Submit a Witten undertaking in terms of **Wage Order for Setting National Minimum Wage** for Employees, Labour Act, 2007.
- k) Submit a certificate indicating valid certified copy of **SME Status (participation is reserved for M/SMEs)**.
- l) Submit a valid certified copy of a **Fitness certificate** issued by the City of Windhoek, or a **rental agreement** indicating where the bidder is operating from.
- m) A bidder must have a qualified technician with a minimum of two (2) years' experience in maintenance and servicing of air conditioning and ventilation services supported by at Curriculum Vitae (CV), proof of qualifications (a minimum relevant technical qualification at NQF Level 3) and least two (2) contactable reference letters. (Attach evidence of qualification, reference letter(s) and CV for the Technician).
- n) Attach proof that the Principal Business of the company is the Supply, Servicing and Maintenance of Air Conditioners and Ventilation Systems. (company registration/founding statement document submitted with the bid document should confirm the Principal Business).
- o) A bidder that is under a declaration of ineligibility by the Government of Namibia in accordance with applicable laws at the date of the deadline for bid submission or thereafter, shall be disqualified.

Bids from service providers appearing on the ineligibility lists of African Development Bank, European Bank for Reconstruction and Development, Inter-American Development Bank Group and World Bank Group shall be rejected.

Links for checking the ineligibility lists are available at:

- Government Republic of Namibia, Procurement Policy Unit
<https://eqp2.gov.na/EGovProcClient/forms/SearchSuspendedBidders.jsf>
- African Development Bank
<https://www.afdb.org/en/projects-operations/debarment-and-sanctions-procedures>
- World Bank Group
<http://www.worldbank.org/en/projects-operations/procurement/debarred-firms>
- European Bank for Reconstruction and Development
<http://www.ebrd.com/pages/about/integrity/list.shtml>
- Inter-American Development Bank Group
<http://www.iadb.org/en/topics/transparency/integrity-at-the-idbgroup/sanctioned-firms-and-individuals,1293.html>
- World Bank Group
<http://www.worldbank.org/en/projectsoperations/procurement/debarred-firms>

BIDDERS' CONFLICT OF INTEREST DECLARATION

(to be completed by the bidder)

Mandatory Requirements	Yes	No
Does the bidder have a relationship with any other bidder(s), directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder, or influence the decisions of the Purchaser regarding this bidding process?		
Has the bidder or owners participated in more than one bid in this bidding process? Participation by a bidder or owners in more than one Bid will result in the disqualification of all Bids in which the party is involved. However, this does not limit the inclusion of the same subcontractor in more than one bid?		
Has the bidder (owners/shareholders) or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of this Bid?		
Has the bidder participated in the deliberations or take part in the decision-making process in relation to the bidding process?		
Is the bidder a member of the Council, Bid Evaluation Committee, Procurement Committee, an Accounting Officer or staff member of Procurement Management Unit of the NQA?		
<i>If yes, please elaborate the nature of conflict:</i> 		

Note: Any Bidder found to have a conflict of interest shall be disqualified. The conflict of interest will be evaluated throughout all the stages of the evaluation process.

5. Contract Period for Services

The contract shall be for a period of twenty-four (24) months.

6. Documents to be submitted

Bidders shall submit along with their quotation documents giving company's profile, experience and evidence of similar services provided with customers' reference details and any other document proofing eligibility with reference to the eligibility criteria in **Instruction to Bidder No.4** above.

7. Sealing and Marking of Quotations

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

8. Submission of Quotations

Quotations should be delivered to Namibia Qualifications Authority, Head Office, Corner of Simeon Shixungileni and Dr. W. Külz Street Windhoek not later than **Friday, 31 July 2026** at **10h00am**. Quotations by post or hand delivered should reach Namibia Qualifications Authority, 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 by the Namibia Qualifications Authority representatives immediately after the closing time referred to in clause 8 above. A record of the Quotation Opening stating the name of the Bidders and the amount, the presence or absence of a Bid-Securing Declaration will be put on the website www.namqa.org/procurement and <https://egp1.gov.na> and available to any bidder on request within three (3) 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 evaluated cost to determine the lowest evaluated quotation

11. Scope of Services and Performance Standards

The Scope of Services, Specifications and Performance standards detailed in Sections III and V are to be complied with.

12. Price and Currency of Payments

Quotations shall be fixed in Namibian Dollars, and all payments will be made in this currency. Quotations shall cover all costs of labour, materials, equipment, overheads, profits and all associated costs for performing the services, and shall include all duties. The whole cost of performing the services shall be included in the items stated, and the cost of any incidental services shall be deemed to be included in the prices quoted.

13. Labour Clause

In order to qualify for award of the Contract, bidders shall subscribe to the undertaking that the salaries and wages to be paid in respect of this bid are compliant with the relevant Laws, Remuneration Order and Award where applicable and that it will abide to the sub-clause 4.6 of the General Conditions of Contract, if it is awarded the contract or part thereof.

14. 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(s)** in its bid, outlining the preference the bidder qualifies for **tick only one box per category** (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:

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

No.	Categories of bidders	Definition/Criteria	Margin of preferences	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
1.	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 (<i>under oath</i>) 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.		
2.	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		
3.	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		
4.	Youth owned enterprise	a bidder who is a youth or whose minimum equity is 51% owned by Namibian youths. <i>“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)</i>	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		
5.	Previously Disadvantaged, Person (PDP) owned enterprise	a bidder who is a PDP or whose minimum equity is 51% owned by Namibian PDPs <i>“Previously disadvantaged persons” means persons contemplated in Article 23(2) of the Namibian Constitution and includes -</i> (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)		
6.	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		
7.	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		
Total			10%			

15. Award of Contract

The Bidder having submitted the lowest evaluated responsive quotation and qualified to perform the service shall be selected for award of contract. Award of contract shall be by issue of a Purchase Order in accordance with terms and conditions contained in Section VI: Contract and General Conditions of Contract.

16. Notification of Award and Debriefing

The Namibia Qualifications Authority shall after award will promptly inform all unsuccessful bidders by posting a notice of award of ward on its website www.namqa.org/procurement and <https://egp1.gov.na>, within seven (7) working days of award. Furthermore, the Public Entity shall attend to all requests for debriefing made in writing within the latter days.

17. Performance Security

The successful bidder shall upon acceptance of its offer submit a Performance Security as per the format contained in the Schedule for an amount of 10% of the contract price per year. Not applicable.

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 Priced Activity Schedule 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 may be rejected.]

Quotation Addressed to:	Namibia Qualifications Authority
Procurement Reference Number:	NCS/RFQ/NQA – 04/2026/27
Subject matter of Procurement:	Maintenance and Servicing of Air Conditioning and Ventilation Systems for the Namibia Qualifications Authority for a period of 24 months (Time-Based Contract) - Re-advertisement

We offer to provide the services detailed in the Scope of Services, 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: Request for Quotations.

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 BDS.

We declare that the salaries and wages to be paid in respect of this quotation are compliant with the relevant Laws, Remuneration Order and Award where applicable and that we shall abide to clause 4.6 of the General Conditions of Contract, if we are awarded the contract or part thereof.

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

We confirm that the prices quoted in the Priced Activity 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 bid validity.

The service will commence within _____ *[insert number]* days from date of issue of Purchase Order/Letter of Acceptance.

The services will be completed within _____ *[insert number]* days from date of issue of Purchase Order/Letter of Acceptance.

Quotation Authorised By:

Name of Bidder		Company's Address and seal	
Contact Person			
Name of Person Authorising the Quotation:		Position:	Signature:
Date		Phone No./E-mail	

BID SECURING DECLARATION
(Section 45 of Act)
(Regulation 37(1)(b) and 37(5))

Date: _____[Day|month|year]

Procurement Ref No.: NCS/RFQ/NQA-04/2026/27

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]

Company Stamp:



Republic Of Namibia

Ministry of Justice and Labour Relations

Written 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.*



NATIONAL MINIMUM WAGE FOR EMPLOYEES

Written undertaking in terms of Wage Order for Setting National Minimum Wage for Employees, Labour Act, 2007

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 **Wage Order for setting National Minimum Wage for Employees: Labour Act, 2007**.

With effect from 1 January 2025 the **minimum wage** for all employees, except for domestic, agricultural and security worker is N\$18.00 per hour.

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:

4. *A labour inspector may conduct unannounced inspections to assess the level of compliance*
5. *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: SCOPE OF SERVICES

Procurement Title: Maintenance and Servicing of Air Conditioning and Ventilation Systems for the Namibia Qualifications Authority for a period of 24 months (Time-Based Contract) - Re-advertisement

1. Introduction

The Namibia Qualifications Authority (NQA) seeks a qualified, experienced, and duly registered service provider to provide scheduled maintenance, inspection, servicing, repairs, and emergency support for all air conditioning and ventilation systems installed at the NQA Head Office. The objective is to ensure optimal performance, energy efficiency, prolonged equipment lifespan, and a comfortable and safe working environment.

2. Objectives of the Contract

The primary objectives of the services include:

- Ensuring continuous and optimal functionality of all air conditioning and ventilation units.
- Conducting preventative and corrective maintenance in accordance with manufacturer recommendations.
- Ensuring compliance with safety, health, and environmental standards.
- Reducing breakdowns through proactive inspections and early fault detection.
- Maintaining accurate service and equipment records.

3. Scope of Work

The service provider shall be responsible for **all labour, tools, equipment, and expertise** necessary to execute the following services:

4. Inventory of Equipment (Indicative)

The contractor shall verify and update the inventory upon commencement:

- Split-type wall-mounted AC units
- Cassette-type AC units
- Ducted air conditioning units
- Server room precision cooling unit(s)
- Extractor fans and ventilation systems
- Fresh-air intake systems
- Thermostats, controls, sensors, ducting, grills, and diffusers

NQA equipment list:

Equipment	Brand	Size
36 x Ceiling Cassette Air Conditioner		
(a) Boardroom	Daikin	24000BTU
(b) Training room	Daikin	18000BTU
(c) Conference Room 1 & 2	Daikin	18000BTU
(d) Canteen	Daikin	18000BTU
(e) Offices: NQA House	Daikin	12000BTU
20 x Split Unit Air Conditioner		
a) Admin, Finance, Marketing, Qualifications and Server room, Internal Audit, Partitioned Offices	TCL, GREE, Daikin	12000BTU and 1x 18000BTU

25x Ventilation Fans (Main Building only)		
(a) Offices	17x T/D 1000/200 Silent /	
(b) Boardroom	100 Silent	
(c) Canteen		
(d) WC's	8x Cata C extractor Fans	

5. Preventative Maintenance Services

The contractor shall perform a once-off annual **maintenance service**, including but not limited to:

5.1 Air Conditioning Units

- Cleaning, washing, and disinfection of indoor and outdoor units
- Cleaning and replacing filters as required
- Checking refrigerant levels and topping up where necessary
- Inspecting and cleaning evaporator and condenser coils
- Checking electrical connections, terminals, relays, and sensors
- Checking compressor operation and current draw
- Inspecting fan motors, bearings, and blades
- Checking and calibrating thermostats and controls
- Inspecting drainage pans, pipes, and clearing drain blockages
- Checking for refrigerant leaks and attending to them
- Lubrication of moving parts where required
- Inspecting mounting brackets, insulation, and piping

5.2 Ventilation Systems

- Cleaning and servicing extractor fans
- Inspecting belts, pulleys, and drive assemblies
- Checking airflow and ventilation performance
- Cleaning and inspecting ducts, grills, and diffusers
- Verifying fresh-air intake functionality

5.3 Server Room Air Conditioning

- Monthly inspection
- Reliability tests and temperature consistency checks
- Monitoring humidity control
- Checking UPS integration and alarm output signals

6. Corrective Maintenance and Repairs

The contractor shall perform corrective actions as necessary, including:

- Repair or replacement of faulty components
- Repair of refrigerant leaks
- Replacement of motors, fans, capacitors, PC boards, compressors, sensors, V-belts, and other parts
- Rectification of electrical faults
- Restoring units to full functionality
- Providing written recommendations for units beyond repair or those requiring replacement

All repair work shall be approved by way of a purchase order (PO) before execution.

7. Emergency/Breakdown Support

- Provide **on-call support** during working hours (08h00–17h00).
- Respond to emergencies within **4 hours** from notification.
- Diagnose and stabilise critical faults (e.g., server room cooling).
- Provide a written breakdown report within **24 hours** of attending.

8. Service Deliverables

The contractor shall provide:

- Quarterly preventative maintenance reports
- Monthly status reports for critical equipment (server room AC)
- Breakdown and repair reports
- Replacement schedule and ageing analysis per unit
- Compliance certificates where applicable (electrical, environmental)

9. Contractor Responsibilities

The service provider must:

- Supply all tools, diagnostic equipment, and safety gear
- Provide qualified and certified HVAC technicians
- Maintain professional conduct and site cleanliness
- Ensure compliance with SHE, and manufacturer standards
- Dispose of waste and chemicals responsibly
- Maintain confidentiality of NQA premises and systems
- Ensure staff are identifiable (uniforms/ID cards)
- Issue quotations for envisaged replacements
- Provide the job card or completion certificate after repair, replacement or installation

10. NQA Responsibilities

NQA will:

- Provide access to premises
- Provide equipment list and as-built documents (where available)
- Review and approve quotations for replacement parts
- Facilitate coordination with internal departments

11. Reporting and Communication

- All maintenance activities must be submitted to the Supervisor: Property and Administration.
- Job cards or completion certificate must include:
 - Unit ID, location, and serial number
 - Tasks performed
 - Readings (temperature, amperage, refrigerant pressure)
 - Parts replaced
 - Recommendations

12. Performance Monitoring

The NQA will monitor:

- Response times

- Quality of maintenance reports
- Downtime statistics
- Compliance with planned maintenance schedule
- Replacement and upgrade recommendations

Poor performance may result in corrective measures as per contract terms.

13. Health, Safety, and Environmental Requirements

The contractor must:

- Comply with the Labour Act, Health and Safety Regulations, and environmental standards
- Handle refrigerants according to international environmental standards (no venting)
- Use ladders, PPE, and tools safely
- Ensure safe handling of electrical systems

14. Contract Duration

The contract duration shall be **24 months** from date of award, operating under a **Time-Based Contract**, where payment is based on:

- Labour hours
- Cost of parts/materials (cost-plus basis)
- Call-out fees (if applicable)

15. Exclusions (Unless Otherwise Agreed)

- Major replacement of AC units
- Procurement of new AC or ventilation systems
- Structural works related to ducting changes
- Relocation of units
- Major electrical upgrades

SECTION IV: PRICED ACTIVITY SCHEDULE

Procurement Reference Number: **NCS/RFQ/NQA – 04/2026/27**

[Complete the unit and total prices for each item listed below in Namibian Dollars. Authorize the prices quoted in the signature block below. The table shown hereunder may be redesigned and customized as per the type of services required].

Currency of Quotation: Namibian Dollars

Item No	Brief Description of Services	Quantity	Unit of Measure	Unit Price	Price Per year	Total Price 24 months
A*	B*	C	D*		E	F
1	Annual Maintenance and servicing of Ceiling Cassette Air Conditioning	36	EA			
2	Annual Maintenance and Servicing of Split Unit Air Conditioner	20	EA			
3	Annual Maintenance and Servicing of Ventilation Fans	25	EA			
4	Percentage mark-up on accessories	N/a	N/a			
5	Call out fee: normal hours	N/a	N/a			
6	Call out fee: public holiday	N/a	N/a			
Enter 0% VAT rate if VAT exempt.				Other additional costs <i>Specify</i>		
				Subtotal		
				VAT @ %		
				Total		

** Columns A to D to be completed as applicable by Public Entity*

Priced Activity Schedule Authorised By:

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

SECTION V: SPECIFICATIONS AND PERFORMANCE STANDARDS COMPLIANCE SHEET

Procurement Reference Number: **NCS/RFQ/NQA – 04/2026/27**

[Bidders should complete columns C and D with the specifications and Performance standards of the services 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.]

Item No	Specifications and Performance Required	Compliance Specifications Performance Offered	Details of Non-Compliance/ Deviation (if applicable)
A*	B*	C	D
1	Annual Maintenance and servicing of Ceiling Cassette Air Conditioning		
2	Annual Maintenance and Servicing of Split Unit Air Conditioner		
3	Annual Maintenance and Servicing of Ventilation Fans		
4	Section III: Scope of Services		

* Columns A and B to be completed by Public Entity.

Specifications and Performance Standard Compliance Sheet Authorised By:

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

SECTION VI: CONTRACT AGREEMENT AND GENERAL CONDITIONS OF CONTRACT

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), **Ref: NCS-TB/RFQ-GCC** for the procurement of services (time based) available on the website (www.namqa.org) except were modified by the Special Conditions below.

SECTION VII: CONTRACT DATA SHEET

Procurement Reference Number: NCS/RFQ/NQA – 04/2026/27

The clause numbers given in the first column correspond to the relevant clause numbers of the GCC [This section is to be customised by the Public Entity to suit the requirements of the specific procurement].

Clause	Contract Data
GCC 1.1 Effectiveness of Contract	The Contract shall come into effect as from: Within 30 days after the notice of award.
GCC 1.3.1 Intended Completion date	Unless terminated earlier pursuant to sub-clause GCC 1.7 of the Contract, the Service Provider shall complete its activities by 24 Months from the effective date of contract execution.
GCC 1.6.1 Issue of notices	The Authorized Representative of the Employer is: Ms. Harmoni Beukes Email: Harmoni.Beukes@namqa.org The Authorized Representative of the Service Provider is: Name: _____ Contact: _____ Email: _____
GCC 2.6 Insurance and liabilities to Third Party	N/a
GCC 2.7 Reporting Obligations	The Service Provider shall report to: Mr. Smart Isaacs Supervisor: Property & Administration
GCC 2.10 Performance Security	N/a
GCC 4.2 Contract Price	The amount payable is: _____ per month. N/a
GCC 4.3 Terms of Payment	Payments will be made to the Service Provider within 30 days after submission of invoice.
GCC 4.5 Price Adjustment	The fees indicated in Section IV: price Schedule shall Not be adjustable

QUOTATION CHECKLIST SCHEDULE

Procurement Reference No.: NCS/RFQ/NQA – 04/2026/27

Description	Attached (please tick if submitted and cross if not)
Quotation Letter	
Priced Activity Schedule	
Specification and Compliance Sheet	
Company profile and past experience where similar services have been provided	
Submit a certified copy of a full valid Founding Statement or company registration including any amendment, and with a Certificate of Incorporation, clearly indicating ownership and shares.	
Submit an original or a certified copy of a valid Good Standing Tax Certificate.	
Submit an original or a copy of a valid Good Standing Social Security Certificate.	
Submit a valid certified copy of Affirmative Action Compliance Certificate <u>(in the event that the AAC certificate is over 12 months from the date of issue, a confirmation letter from the Employment Equity Commissioner indication that the employer did submit the report for the period following from the date when the certificate was issued),</u> or 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.	
A written 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	
Attach relevant traceable Reference letter(s), Site Handover or Completion Certificate(s) of at least three (3) successfully completed or current projects for corporate/ government clients not older than 5 years, with each proof to be dated and bear an official stamp.	
Submit a Witten undertaking in terms of Wage Order for Setting National Minimum Wage for Employees, Labour Act, 2007.	
Submit a certificate indicating valid certified copy of SME Status (participation is reserved for M/SMEs).	

Submit a valid certified copy of a Fitness certificate issued by the City of Windhoek, or a rental agreement indicating where the bidder is operating from.	
A bidder must have a qualified technician with a minimum of two (2) years' experience in maintenance and servicing of air conditioning and ventilation services supported by at Curriculum Vitae (CV), proof of qualifications (a minimum relevant technical qualification at NQF Level 3) and least two (2) contactable reference letters. (Attach evidence of qualification, reference letter(s) and CV for the Technician).	
Attach proof that the Principal Business of the company is the Supply, Servicing and Maintenance of Air Conditioners and Ventilation Systems. (<u>company registration/founding statement document submitted with the bid document should confirm the Principal Business</u>).	
Attach declaration(s) and documentary evidence in the event a bidder is applying for a margin of preferences (optional).	

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.