NQA
Namibia · Qualifications · Authority

CLARIFICATION NO: 03

Bid No.: SC/RFP/NQA–04/2026/27
Bid Description: Procurement of Consultancy Services for Business Process Mapping and Development of Technical System Requirements for the NQA's Accreditation, Assessment and Audit (AAA) Automation System (Lump-Sum Contract)
Date: 10 November 2026

Q#	Clarification date: Monday, 9 November 2026	Response from NQA
1	What process documentation exists: AAA procedures or manuals, accreditation criteria and guidelines, forms, checklists, letter templates, registers, committee paper templates, and any previous process maps?	All are in place, except any previous process maps.
2	Is there a required modelling notation or tool, or is BPMN 2.0 acceptable? What formats do you need for deliverables (Visio, PDF, BPMN XML)?	Any modelling tool and preferred format will be Visio.
3	What are the annual volumes: applications by type, accredited providers and programmes, the SME pool, and site visits per year?	Application for Accreditation (13), Re-Accreditation (8) and Expanding of Scope (18). Accredited Providers (83) and Programmes (700). SME Pool (120) and site visits per year (50).
4	Does "Assessment and Audit" in the AAA name include processes beyond those listed, such as institutional audits?	Yes, it includes institutional audits.
5	The ToR uses "Council" and "NQA Board" interchangeably. What is the meeting calendar, and does payment really depend on Council approval of the final report?	The term "NQA Council" is the legal term, and when "NQA Board" is mentioned, it refers to the Council. The Council and Subcommittees meet at least quarterly. Not all payments depend on Council approval.
6	Which Microsoft 365 license tier do you have, does it include Power Platform rights, and which finance and procurement systems would the new system integrate with?	Microsoft 365 E3; we have Power Platform users and will acquire more if and when needed by a new system. Our Finance section is migrating to Sage Intacct, and Procurement will also use some functionality of this cloud-based system.
7	Is an e-signed gazette notice accepted for Government Gazette publication? Is the Board Chairperson's e-signature already set up with a certification provider?	Government Gazette's not yet, and the Board Chairperson's e-signature is not set up with a certification provider.
8	Will NQA facilitate access to providers and SMEs for interviews or a focus group?	Yes
9	Which certifications count as a "Business Process Mapping certification"?	Any relevant and related certification.

10	Must the developer ToR follow a particular NQA or Public Procurement Act template?	TOR formulated shall be vetted by the NQA before the subsequent procurement process and subjected to the Public Procurement Act, 2015 and internal process.
11	Is a cost estimate for the system expected?	Yes, cost estimation is expected.

Yours sincerely,

Paulus Paulus
Head: Procurement Management Unit

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10 NOV 2026
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