NQA
Namibia · Qualifications · Authority

CLARIFICATION NO: 04

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: 11 November 2026

Q#	Clarification date: Tuesday, 10 November 2026	Response from NQA
1	***Number of Business Processes***: Could NQA provide an indicative number of business processes and subprocesses envisaged for mapping and redesign under this assignment? Alternatively, is there an existing process inventory that can be shared with prospective bidders?	The department does not have indicative numbers, nor does it have an existing process inventory.
2	***Existing Process Documentation***: To what extent are the current AAA business processes already documented, whether through process maps, standard operating procedures (SOPs), manuals, workflows, policies, guidelines or other forms of documentation? Will these documents be made available to the successful consultant?	It is difficult to determine the extent to which these are currently in place. However, all available information will be provided to the successful consultant.
3	***Business Process Modelling Deliverables***: Does NQA require the final As-Is and To-Be process models to be submitted in editable electronic formats, together with supporting documentation, or would PDF-based process diagrams and narrative reports suffice?	Ideally, editable electronic formats, together with supporting documentation.
4	***Business Process Modelling Software Tool***: Does NQA have a preferred or prescribed Business Process Management (BPM) software tool for modelling and documenting the As-Is and To-Be business processes, or may the consultant utilise its own licensed or authorised BPM modelling platform?	Any suitable modelling tool may be used.
5	***Future AAA Automation System***: Does NQA have an existing or preferred technology platform for the envisaged AAA Automation System, or should the consultant develop technology-neutral technical and functional requirements to inform the subsequent procurement of a system developer?	The NQA currently uses Microsoft 365 as its preferred technology platform.
6	***Payment Arrangements***: The Terms of Reference refer to a milestone-linked payment schedule, whereas	Payment shall be made as once-off payment upon successful completion of the project only.

	the sample contract indicates a once-off payment following completion and approval of the report by Council. Kindly confirm whether milestone-based payments will be considered.	
7	***Assignment Duration***: The Terms of Reference specify a three-month implementation period, while the sample contract refers to nine weeks under the reporting obligations. Kindly confirm the applicable duration for the assignment.	The project duration shall be three (3) months, as stipulated in the Terms of Reference.
8.	***Sub-consultants***: Data Sheet 3.3(a) excludes associations and joint ventures. May an eligible Namibian bidder use individual experts or a sub-consultant registered outside Namibia under ITC 1.9, with the bidder remaining fully responsible for the contract?	Associations and joint ventures are not permitted, as stipulated in Data Sheet 3.3(a).
9	Reference letters: Data Sheet 5.2(a)(i) asks for letters "for local corporate entities". Will letters from Namibian public-sector and regulatory clients be accepted? Will letters for assignments done by the proposed key experts or a sub-consultant, including for clients outside Namibia, be considered? The answer to Clarification 1, Question 2 is cut off on the published PDF; could the full answer be re-issued?	- Reference letters from Namibian public-sector institutions and regulatory bodies will be accepted, provided they demonstrate relevant experience in the required areas. - Reference letters for assignments undertaken by proposed key experts or sub-consultant including assignments performed for clients outside Namibia shall not be considered. - The full response to Clarification 1, Question 2, will be re-issued to ensure that the complete answer is available to all bidders.
10	***Business Process Mapping certification***: which certifications does NQA accept as relevant (for example BPMN, Lean Six Sigma or a business analysis certification)?	NQA will accept any of the above-mentioned options or equivalent alternatives.
11	***Mandatory documents***: if a Tax Good Standing certificate renewal has been applied for but not yet issued by the closing date, will proof of application be accepted?	Proof of application for all mandatory documents listed under Data Sheet 4.3 not be accepted, except for the certificate referred under (d).

Yours sincerely,

Paulus Paulus
Head: Procurement Management Unit

Namibia Qualifications Authority
NQA
11 NOV 2026
Procurement Management Unit
Windhoek, Namibia