Request for Sealed Quotations for Goods

Supply and Delivery of Building Bricks (Super bricks - 7 MPa), Aggregates and Reinforcement Steel, for the Tsumkwe Upgrade Project

Procurement Reference No: G/RFQ/NW-046/2027

Name of Bidder		
Contact Person		
E-mail Address		
Postal Address		
Total Amount N$ (Excl. VAT)		
Contact Phone number	**Work:**	**Mobile:**

Documents must be posted / delivered to:

The Quotation/Bid Box

Att: Procurement Management Unit (+264 61 71 2081, bids@namwater.com.na)

Namibia Water Corporation Ltd.
Private Bag 13389
176 Iscor Street, Aigams Building
Windhoek

Closing Date: Thursday, 03 December 2026 at 11h00
NO LATE BIDS WILL BE ACCEPTED!

NOTICE TO BIDDERS

- **Please take note of initializing all pages of the standard bidding document and initial all the supporting documents including company profiles, brochures, etc.**
- **Take note to sign all relevant pages as stipulated in the biddingstandard document.**
- **Copies of documents not 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) will not be accepted.**

Namibia Water Corporation Ltd.
Private Bag 13389, Windhoek, Namibia
Tel: +264 61 71 2066
Fax: +264 61 21 0741

Letter of Invitation

Name and Address of Bidder_____

Procurement Reference Number: G/RFQ/NW-046/2027

13 November 2026

Dear Bidder,

Supply and Delivery of Building Bricks (Super bricks - 7 MPa), Aggregates and Reinforcement Steel, for the Tsumkwe Upgrade Project

NamWater 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 Procurement Management Unit (Tel: +264 61 71 2081, E-mail: bids@namwater.com.na) Private Bag 13389 Windhoek, Namibia.

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

Procurement Management Unit

SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

NamWater 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 **120 days** from the date of submission deadline.

4. Eligibility Criteria

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

(a) Have 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 company Registration Document;

(b) Have 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, as certified by the Commissioner of Oath;

(c) A valid good Standing Social Security Certificate;

(d) Have 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, as certified by the Commissioner of Oath;

(e) Submit signed Bid-securing Declaration.

(f) 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; and;

(g) Submit a minimum of one (1) reference letter from reputable entities whom the Bidder has supplied similar construction material in the last three (3) years, and handled successfully.

(h) Supporting information / literature for all the items offered to substantiate compliance, where applicable. These documents must be from the manufacturer or an authorised manufacturer's representative. Representatives must provide an authorised letter from the manufacturer confirming their status.

(i) Bids from service providers appearing on the ineligibility lists of African Development Bank, Asian 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:

- Republic of Namibia, Procurement Policy Unit

  https://egp2.gov.na/forms/SearchSuspendedBidders.jsf

- African Development Bank

  https://www.afdb.org/en/projects-operations/debarment-and-sanctions-procedures

- Asian Development Bank

  http://lnadbg4.adb.org/oga0009p.nsf/sancALLPublic?OpenView&count=999

- 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-idb-group/sanctioned-firms-and-individuals,1293.html

- World Bank Group
  http://www.worldbank.org/en/projects-operations/procurement/debarred-firms

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 **6weeks** after acceptance/issue of Purchase Order. Deviation in delivery period shall be considered if such deviation is reasonable.

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 Quotation/Bid Box located at Namibia Water Corporation Ltd Head office, Private Bag 13389, 176 Iscor Street, Aigams Building, Windhoek, not later than **03 December 2026 at 11h00**. Offers by post or hand delivered should reach Private Bag 13389 by the same date and time at latest. Late Offers 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 Security/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

NamWater shall have the right to request for clarifications in writing during evaluation. Substantially responsive offers shall be compared according to lifecycle cost to establish the lowest evaluated offer.

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

Not Applicable

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.

NamWater may consider partially awarding of offers as per Items or Lots.

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 days. Furthermore, the Public Entity shall attend to all requests for debriefing made in writing within 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*:*	**NamWater**
Procurement Reference Number:	**G/RFQ/NW-046/2027**
Subject matter of Procurement:	**Supply and Delivery of Building Bricks (Super bricks - 7 MPa), Aggregates and Reinforcement Steel, for the Tsumkwe Upgrade Project**

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 BSD.

The validity period of the Quotation is **……. 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(5) and 56(2))

Date: .....

Procurement Ref No.:.....

To: .....

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.]
delete if not applicable / appropriate

Republic Of Namibia

Ministry of Labour, Industrial Relations and Employment Creation

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:……..

Tel 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 IV: PRICED ACTIVITY SCHEDULE

Supply and Delivery of Building Bricks (Super bricks - 7 MPa), Aggregates and Reinforcement Steel, for the Tsumkwe Upgrade Project

Procurement Reference Number: **G/RFQ/NW-046/2027**

INSTRUCTIONS TO THE PUBLIC BODY	INSTRUCTIONS TO BIDDERS
At time of preparation of the RFQ, Columns A to I shall be filled in by the Public Entity. [*To be filled by the Public Entity*]	Bidders shall fill-in columns F, G & H and fill the total 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	F	G	H

Item no.	Description of Goods	Quantity	Unit of measure	Price per unit NAD[1]	Total price without VAT NAD	VAT: NAD
	Standard Bricks					
1	217x100x100mm Solid super brick with minimum compressive strength of 7 MPa	8 820	No.			
	Aggregates					
2	Supply and delivery of 19mm alkali-silica non-reactive aggregates	66	m^3			
3	Supply and delivery of building sand suitable for concrete mix and plastering	36	m^3			
	Reinforcement					
4	R8 reinforcement bars as per Bending Schedule	140	kg			
5	Y10 reinforcement bars as per Bending Schedule	1320	kg			

Initials……

Item no.	Description of Goods	Quantity	Unit of measure	Price per unit NAD[1]	Total price without VAT NAD	VAT: NAD
6	Y12 reinforcement bars as per Bending Schedule	130	kg			
7	Y20 reinforcement lifting hooks as per Bending Schedule	230	kg			
8	Welded mesh Ref. 245 2.4x6m Sheets	7	sheets			
9	Welded mesh Ref. 617 2.4x6m Sheets	15	sheets			
10	Binding Wire 50 Kg	2	Rolls			
	All prices to include delivery at NamWater Yard site in Tsumkwe					
	Delivery period [Weeks]			**TOTAL**		

NAME:	POSITION:	SIGNATURE	DATE
NAME OF BIDDER:	ADDRESS:		

Priced Activity Schedule Authorised By:

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

SPECIFICATIONS AND PERFORMANCE REQUIREMENTS
SECTION V: SPECIFICATIONS COMPLIANCE SHEET

Procurement Ref No. G/RFQ/NW-046/2027

SECTION IV: SPECIFICATIONS AND PERFORMANCE REQUIREMENTS

Standard Bricks

The bricks shall be suitable for masonry construction, chamber construction, manholes, valve chambers, ancillary structures and general civil works.

The bricks shall comply with the requirements of:

- **SANS 227** – Burnt Clay Masonry Units.
- **SANS 1215** – Concrete Masonry Units (where concrete bricks are supplied).
- **SANS 10400-K** – Walls.

The bricks shall be uniform in shape and dimensions and free from cracks, chips, warping, excessive efflorescence and other defects.

217 × 100 × 100 mm Solid Super Brick

Material Requirements

- Dimensions: 217 × 100 × 100 mm.
- Minimum compressive strength: **7 MPa**.
- Water absorption and dimensional tolerances shall comply with the applicable SANS standard.
- Suitable for load-bearing and non-load-bearing masonry construction.

Aggregates

All aggregates shall comply with:

- **SANS 1083** – Aggregates from Natural Sources for Concrete.
- **SANS 5861 Series** – Concrete Aggregates.
- **SANS 2001-CC1** – Construction Works Specification for Concrete Works.
- Crushed stone aggregate.
- Nominal maximum size: 19 mm.
- Aggregate shall be certified as **Alkali-Silica Non-Reactive (ASR)**.
- Suitable for structural concrete production.

Aggregates shall be clean, durable and free from clay, silt, organic matter, salts and other deleterious substances.

19 mm Alkali-Silica Non-Reactive Aggregate

Material Requirements

- Crushed stone aggregate.
- Nominal maximum size: 19 mm.
- Aggregate shall comply with **SANS 1083**.
- Aggregate shall be certified as **Alkali-Silica Non-Reactive (ASR)**.
- Suitable for structural concrete production.

Building Sand Suitable for Concrete Mix and Plastering

Material Requirements

- Natural river sand or approved quarry sand.
- Shall comply with **SANS 1083** requirements for fine aggregate.
- Suitable for concrete production, mortar and plastering.
- Free from organic matter, clay, vegetation and harmful contaminants.

Reinforcement Steel

All reinforcing steel shall comply with:

- **SANS 920** – Steel Bars for Concrete Reinforcement.
- **SANS 282** – Welded Steel Fabric for Reinforcement of Concrete.
- **SANS 2001-CC1** – Concrete Works.
- **SANS 10100** – Structural Use of Concrete.

All reinforcement shall be free from excessive rust, oil, grease, paint, loose mill scale or any substance that may impair bond with concrete.

Cutting and bending shall be carried out in accordance with the approved Reinforcement Bending Schedule.

Welded Mesh Reinforcement

Welded mesh reinforcement shall comply with:

- **SANS 1024** – Welded Steel Fabric.
- **SANS 282** – Welded Steel Fabric for Reinforcement of Concrete.
- **SANS 10100** – Structural Use of Concrete.

All welded intersections shall be factory welded. Mesh shall be supplied free from excessive corrosion and deformation.

Binding Wire

Binding wire shall:

- Be annealed mild steel binding wire.
- Be suitable for tying reinforcement bars and welded mesh.
- Be supplied in **50 kg coils**.
- Be free from excessive corrosion and contaminants.
- Comply with the applicable requirements of **SANS 935** or equivalent recognised standard for mild steel wire products.

Delivery Requirements

All prices shall include:

- Supply of materials.
- Loading at source.
- Transportation.
- Offloading.
- Insurance during transit.
- Delivery to **NamWater Yard, Tsumkwe**.

No separate payment shall be made for transport, loading, offloading or handling costs.

This specification is aligned with the SANS references typically used by **NamWater, Roads Authority, and local consulting engineers for civil and concrete works**.

SECTION V: SPECIFICATIONS AND COMPLIANCE SHEET

Bidders should complete column C with the specification offered. Attach detailed technical literature. Authorise the specification offered in the signature block below.

Item No	Technical Specification Required	Compliance of Specification Offered	Details of Non-Compliance/ Deviation (if applicable)
*A**	*B**	*C*	*D*
1	**Bricks**		
	Supply and delivery of 217 × 100 × 100 mm Solid Super Bricks with a minimum compressive strength of 7 MPa, complying with applicable SANS standards.	Yes/No	
2	**Aggregates**		
	Supply and delivery of 19 mm Alkali-Silica Non-Reactive (ASR) aggregate and building sand suitable for concrete and plastering works, complying with applicable SANS standards.	(Yes/No)	
3	**Reinforcement**		
	Supply and delivery of R8, Y10, Y12 and Y20 reinforcement steel, Welded Mesh Ref. 245 and Ref. 617, and 50 kg binding wire, complying with applicable SANS standards and the approved Bending Schedule.	Yes/No	

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**) *(available at public entities physical address/website: https://eprocurement.gov.na/documents/-/document_library/ycvk/view/53613* 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 Ref No. G/RFQ/NW-046/2027

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 Water Corporation Ltd
Site GCC 1.1(m)	The Site/final destination for delivery of the Goods is **Tsumkwe, Namwater Yard.**
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 NamWater Ltd the address and the contact name shall be: Procurement Management Unit (Tel: +264 61 71 2081), E-mail: bids@namwater.com.na Private Bag 13389 Windhoek, Namibia For the Supplier, the address and contact name shall be: _____

Subject and GCC clause reference	Special Conditions
Disputes GCC 10.2	The rules of procedures for arbitration proceedings pursuant to GCC 10.2 shall be as follows: In the case of a dispute between the Purchaser and a Supplier, the dispute shall be arbitrated in accordance with Arbitration Act, 1965 (Act No. 42 of 1965).
Delivery and Documents GCC 13.1	The Goods are to be delivered within **6 weeks** from the date of Purchase Order or Letter of Acceptance. The documents to be furnished by the Supplier are: (a) signed delivery note and Invoice
Terms of Payment GCC 16.1	The structure of payments shall be: full payment following complete 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 month of invoicing and submission of an invoice and its certification by the Purchaser.
Terms of Payment GCC 16.4	The currency of payment shall be the currency of order specified in the List of Goods, Price Schedule and Product details in the Statement of Requirements.
Performance Security GCC 18	Not Applicable
Packing GCC 23.2	The packing, marking and documentation within and outside the packages shall be: **G/RFQ/NW-046/2027: Supply and Delivery of Building Bricks (Super bricks - 7 MPa), Aggregates and Reinforcement Steel, for the Tsumkwe Upgrade Project** **Aigams Building** **Northern Industrial Area** **Windhoek**
Insurance GCC 24	The insurance should be covered as described in **Delivery Duty Paid (DDP)**
Transportation GCC 25	The Goods shall be delivered: **Delivery Duty Paid (DDP)**
Inspection and Tests GCC 26.	NamWater will inspect all items upon delivery to ascertain Technical compliance and specification compliance verification.
Liquidated Damages GCC 27	Liquidated damages for the whole contract are 1/14% per day. The maximum amount of liquidated damages for the whole contract is 14% of the final contract price.
Warranty GCC 28.3	The period of validity of the warranty shall be: 12 Months

3.1. Schedule 3: Quotation Checklist Schedule

Procurement Ref No. G/RFQ/NW-046/2027

Description	Attached	Not Attached
Quotation Letter		
List of Goods and Price Schedule		
Specifications Compliance Sheet		
Evidences for conformity of Goods		
valid copy of company registration / founding statement. **(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)**		
Original or certified copy of valid good Standing TAX Certificate; **(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)**		
Valid good Standing Social Security Certificate;		
A certified copy of a valid Affirmative Action Compliance Certificate, 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; **(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)**		
Submit signed Bid-securing Declaration.		
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; and		
Supporting information / literature for all the items offered to substantiate compliance, where applicable. These documents must be from the manufacturer or an authorised manufacturer's representative. Representatives must provide an authorised letter from the manufacturer confirming their status.		