



**Request for Quotations
for Non-Consultancy Services
Lump-Sum**

**Maintenance of Data Centre Critical Infrastructure for
HQ, DR & Regional Sites for a period of three (3) years
to NamWater**

Procurement Reference No: NCS/RFQ/NW-002/2027

Name of Bidder		
Contact Person		
E-mail Address		
Postal Address		
Total Amount (Excl. VAT) for 3 years	Lot 1:	
	Lot 2:	
	Lot 3:	
	Lot 4:	
	Lot 5:	
Contact Phone number	Work:	Mobile:

Documents must be posted/delivered to:

The Quotation/Bid Box

Att: Procurement Management Unit (+264 61 71 2009, bids@namwater.com.na)

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

Closing Date: Thursday, 04 June 2026 at 11h00

NO LATE BIDS WILL BE ACCEPTED!

Initials.....

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 bidding standard 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: NCS/RFQ/NW-002/2027

15 May 2026

Dear Bidders,

Request for Quotations for Maintenance of Data Centre Critical Infrastructure for HQ, DR & Regional Sites for a period of three (3) years.

NamWater invites you to submit your best quote for the services 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, (PMU) Email: 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

(PMU)

Initials.....

SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

NamWater reserves the right:

- (a) to accept or reject any quotation; or
- (b) 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 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 Compliance Sheet 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 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 bid 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 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) Have an original 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.

Initials.....

- (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 at least three (3) contactable references (testimonials /reference Letters/ or certificate of completion, should be attached) provided to reputable organization.
- (h) Submit company profile detailing experience in creating similar solutions.
- (i) Submit at least three (3) key team members who are qualified and experienced in creating similar solutions (attach curriculum vitae / relevant qualifications / or relevant certifications).
- (j) 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.
- (k) 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, 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 Securing Declaration

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

6. Services Completion Period

The completion period for services shall be 36 months after acceptance/issue of Purchase Order. Deviation in completion period shall not be accepted/shall be considered if such deviation is reasonable.

7. Documents to be submitted

Bidders shall submit along with their quotations documents giving company's profile, past experience and evidence of similar services provided together with customers reference details.

8. 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 at the back of the envelope.

9. 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 **04 June 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.

10. Opening of Quotations

Quotations will be opened internally by NamWater immediately after the closing time referred to in section 9 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 of NamWater and available to any bidder on request within three working days of the Opening.

11. Evaluation of Quotations

NamWater 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.

11.1. Evaluation Criteria

Criteria 1- Mandatory Documentation

Administrative and Mandatory Criteria (Documentation)		Responsive	Non - Responsive
Item	Requirement		
1	Has the bidder submitted a valid certified (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)), copy of company Registration Certificate;		
2	Has the bidder submitted a valid original or valid certified copy of an original, (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 good Standing Tax Certificate;		
3	Has the bidder submitted a good Standing Social Security Certificate;		
4	Has the bidder submitted 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, 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;		
5	Has the bidder submitted 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, where applicable and that it will abide to sub-clause 6.8 of the General conditions of Contract if it is awarded the contract or part thereof.		
6	Has the bidder initialized/signed all pages of the standard bidding document and initial all the supporting documents including company profiles, brochures, etc.		
7	Submit at least three (3) contactable references (testimonials /reference Letters/ or certificate of completion, should be attached) provided to reputable organization.		
Overall Responsiveness			

Failure to submit all above-mentioned documents and references, the bidder shall be deemed non-compliant, therefore disqualified and excluded from further evaluation and comparison.

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Stage 2: Technical Evaluation criteria

Technical Criteria	Maximum Score
1. A company profile indicating a minimum of three (3) years experience in maintenance of data centre critical infrastructure. <ul style="list-style-type: none"> • Three (3) years' experience and more = 60 • Two (2) years' experience = 40 • One (1) year = 20 	60
2. At least three (3) contactable references (testimonials / reference Letters / or certificates of completion, should be attached) <ul style="list-style-type: none"> • Three (3) references or more = 25 • Two (2) references = 15 • One (1) references = 5 	25
3. At least three (3) key team members who are qualified and experienced in maintenance of data centre critical infrastructure (curriculum vitae / relevant qualifications / or relevant certifications, should be attached) <ul style="list-style-type: none"> • Three (3) or more qualified/experienced = 25 • Two (2) qualified/experienced = 15 • One (1) qualified/experienced = 5 	15
TOTAL TECHNICAL SCORE	100

A Bidder who fails to achieve a minimum score of 70% out of 100% for Technical Evaluation will be deemed as "non-responsive" and will be excluded from being considered for further evaluation.

12. Scope of Services, Specifications and Performance Standards

The Scope of Services and Performance Standards Compliance Sheet detailed in Sections III and V are to be complied with. Bidders may propose alternative for part of the scope substantiating that such alternatives will equally serve the interest of the Public Entity. However, evaluation will be carried out as per the defined scope. Alternatives will only be considered from bidders having submitted the lowest evaluated quotation as per the base requirements.

Bidders should substantiate in what manner the deviation in set specifications and performance standards, if any, are not material deviation.

13. Prices and Currency of Payment

Prices for the execution of services shall be fixed in Namibian Dollars as quoted. 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.

14. Margin of Preference

Not applicable

14. Award of Contract

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The Bidder having submitted the lowest evaluated responsive quotation and qualified to perform the 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 and General Conditions of Contract

15. Notification of Award and Debriefing

NamWater shall after award must 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 of ward on its website within seven (7) days. Furthermore, NamWater shall attend to all requests for debriefing made in writing within seven days (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 Priced Activity Schedule and documents requested above. A signature and authorisation on this form will confirm that the terms and conditions of this RFQ prevail over any attachments. If your quotation is not authorised, it may be rejected.]

Quotation Addressed to: <i>[Name of Public Entity]:</i>	Namibia Water Corporation Ltd (NamWater)
Procurement Reference Number:	NCS/RFQ/NW-002/2027
Subject matter of Procurement:	Maintenance of Data Centre Critical Infrastructure for HQ, DR & Regional Sites for a period of three (3) years to NamWater.

We offer to provide the services detailed in the Scope of Service, 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 [disqualification on the grounds mentioned in the BDS]

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 quotation validity.

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

The services will be completed within _____ *[to 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./Fax	

Initials.....

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.:

To:[insert complete name of Public Entity and address]

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***

Initials.....



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:.....

Tell No.:.....

Fax No.:.....

Email Address:.....

Postal Address:.....

Full name of Owner/Accounting Officer:.....

.....

Email Address:.....

Initials.....

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.

Initials.....

SECTION III: SCOPE OF SERVICES

3-Year Maintenance Service Level Agreement

Scope of Work for the following maintenance service lots.

LOT 1: UPS Maintenance Services

1. Scope of Work

Annual preventative maintenance and inspections. Load testing and battery health assessment. Inspection of inverter, rectifier, and bypass systems. Battery testing and replacement were required. 24/7 emergency call-out support. Detailed service reports after each visit.

Technical Requirements

- OEM-certified technicians for the specific UPS model installed.
- Use of manufacturer-approved spare parts and batteries.
- Calibrated testing equipment for load testing and battery diagnostics.
- Thermal imaging capability for hotspot detection.
- Compliance with IEC standards and electrical safety regulations.
- Ability to interface with UPS monitoring software (if networked).

2. Service Frequency

- **Annual Preventative Maintenance** (minimum once per year).
- **Battery Health Assessment** annually or as recommended by OEM.
- **Load Testing** annually.
- **Emergency Call-Out Support** – 24/7 availability.
- Additional visits as required based on performance or faults.

3. Additional Operational Considerations

- Maintenance to be scheduled outside peak operational hours where possible.
- Service provider must ensure zero or minimal downtime.
- Advance notification before any planned shutdown.
- Maintain critical spare parts availability.

Initials.....

- Maintain service logbook and provide post-service reports within 5 working days.
- Recommended response time: within 4 hours for critical failures.

OUs	UPS DESCRIPTION	BATTERIES per UPS Unit	UPS QUANTITY	Service Intervals
HQ	Eaton 9SX 11kVA UPS - DR Eaton 9E 10kVA UPS – Labs Eaton 9SX 11kVA UPS – Server Room	100 Batteries Server Room, 40 Batteries DR 12v 7ah batteries	1 Server Room, 1 DR, Labs 1	Every 6 Months
SWAKOPMUND	Eaton 9PX 6000i RT3U	per UP's Unit	1	Yearly
KATIMA	Eaton 9PX 6000i RT3U	per UP's Unit	1	Yearly
OSHAKATI	Eaton 9PX 6000i RT3U	per UP's Unit	1	Yearly
KEETMANSHOOP	Eaton 9PX 6000i RT3U	per UP's Unit	1	Yearly
RUNDU	Eaton 9PX 6000i RT3U	per UP's Unit	1	Yearly
OKAHANDJA	Eaton 9SX 6kVA UPS	per UP's Unit	1	Yearly

LOT 2: Fire Suppression & Detection System Maintenance

1. Scope of Work

Quarterly inspection of suppression and detection systems. Testing of control panels, detectors, and alarm systems. Inspection of gas cylinder pressures Battery inspection and replacement were required. Annual full functional compliance testing. 24/7 emergency response support. Compliance certification after inspections.

Technical Requirements

Initials.....

- Certified fire system technicians (in compliance with local fire regulations).
- Knowledge of installed fire panel and suppression system type (e.g., gas-based system).
- Calibrated gas pressure testing equipment.
- Testing tools for smoke/heat detectors.
- Compliance with fire safety standards and regulatory authority requirements.

2. Service Frequency

- **Quarterly inspections** of suppression and detection systems.
- **Annual full functional compliance testing.**
- **Battery inspections** quarterly.
- **24/7 emergency response support.**

3. Additional Operational Considerations

- Coordination with ICT/server room operations before alarm testing.
- Avoid accidental discharge of suppression systems during testing.
- Immediate reporting of non-compliance risks.
- Issuance of compliance certificates after each inspection.

Recommended response time: within 2–4 hours for critical alarm faults

OU's	Fire Suppression	BATTERIES	Service Intervals
HQ	X 2 Fire Suppression room service, data Centre and DR	4 Batteries	Every 6 months

LOT 3: Genset Maintenance Services

1. Scope of Work

Quarterly inspection and servicing. Oil and filter replacements. Battery and charging system inspection. Annual load bank testing. Fuel system inspection. 24/7 breakdown support with response time commitment. Detailed maintenance reports.

Technical Requirements

- Certified diesel generator technicians.

Initials.....

- OEM-approved lubricants and filters.
- Load bank equipment for annual load testing.
- Diagnostic tools for engine and alternator systems.
- Compliance with environmental and safety regulations.

2. Service Frequency

- **Quarterly servicing and inspection.**
- **Oil and filter replacement** as per manufacturer schedule (typically every 250–500 hours or quarterly).
- **Annual load bank testing.**
- **24/7 breakdown support.**

3. Additional Operational Considerations

- Test runs to be scheduled in coordination with ICT operations.
- Fuel quality monitoring to prevent contamination.
- Maintain minimum on-site fuel levels.
- Response time commitment (recommended: 4 hours for breakdowns).
- Maintain detailed service logs and operational hour tracking.

OUs	GENSET	BATTERY REPLACEMENT	GENSET Service Intervals
HQ	Generator Model: John Deere Rating: 30kVA (Major Service) Battery Replacement	Every 2 years	Every 6 months

LOT 4: Fire Extinguisher Maintenance Services

1. Scope of Work

Annual inspection of all extinguishers. Pressure and condition checks. Refilling and replacement of damaged components. Hydrostatic testing as required. Compliance certification and tagging. Updated asset maintenance register.

Initials.....

2. Technical Requirements

- Certified fire equipment inspectors.
- Calibrated pressure gauges.
- Capability to conduct hydrostatic testing as per standards.
- Use of approved refilling agents (CO₂, dry chemical powder, etc.).
- Compliance with national fire safety regulations.

3. Service Frequency

- **Annual inspection** of all extinguishers.
- **Hydrostatic testing** as required by manufacturer standards (typically every 5 years).
- Spot inspections if required after use or damage.

4. Additional Operational Considerations

- Maintain updated asset register with extinguisher locations and serial numbers.
- Provide tagging and labelling after inspection.
- Immediate replacement of discharged or expired units.
- Ensure no area remains without fire protection coverage during servicing.

OUs	FIRE EXTINGUISHERS Service	Service Interval
HQ	3	Yearly

LOT 5: Air Conditioning Service and maintenance

1. Scope of work

Ensure reliable, efficient operation of air conditioning systems at HQ and DR data centres, minimizing downtime and maintaining optimal conditions.

2. Coverage

- HQ Data Centre
- DR Data Centre

Initials.....

Covered systems:

- Server Rooms Air Condition units
- Precision cooling systems
- Split/ducted units
- Control systems, sensors
- Electrical/mechanical parts

3. Technical Services

a. Preventive Maintenance

- Scheduled maintenance
- Clean/replace filters, coils
- Check refrigerant, inspect parts
- Test controls, electrical connections
- 24/7 support
- Respond to alarms, failures Emergency repairs
- System/load testing
- Validate failovers

b. Precision Cooling

- Calibrate sensors
- Verify settings, airflow, redundancy

OUs	Air-condition Units	Service Interval
HQ	2	Twice per Year
DR	2	Twice per Year

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SECTION IV: PRICED ACTIVITY SCHEDULE

Procurement Reference Number: NCS/RFQ/NW-002/2027

[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 re-designed and customized as per the type of services required].

Lot 1. Full service for the UPS and Batteries

Item No	Brief Description of Services	Quantity	Unit of Measure	Unit Price (per year)	Total Price (for 3 years)
A*	B*	C*	D*	E	F
1	WINDHOEK LAB Service and Maintenance Eaton 9E 10kVA UPS S/N: G426P11035	1	Each		
2	WINDHOEK DRC ROOM HQ Service and Maintenance Eaton 9SX 11kVA UPS S/N: G207K51005	1	Each		
3	WINDHOEK DR/Server/Lab ROOM HQ Battery Replacement including the regions CSB HR1234WF2 12V 9Ah Eaton 9SX 11kVA UPS S/N: G207K51005	160	Each		
4	WINDHOEK HEAD OFFICE Server Room Service and Maintenance Eaton 9SX 11kVA UPS S/N: G207L49012	1	Each		
5	OSHAKATI BRANCH UPS Service and Maintenance Eaton 9PX 6000i RT3U S/N: G203M11055	1	Each		
6	RUNDU BRANCH UPS Service and Maintenance Eaton 9SX 6000i RT3U S/N: G201M44015	1	Each		
7	KEETMANSHOOP BRANCH Service and Maintenance Eaton 9PX 6000i RT3U S/N: G203M22012	1	Each		
8	OKAHANDJA VON BACH Service and Maintenance Eaton 9SX 6000i RT3U S/N: G201M49015	1	Each		

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9	SWAKOPMUND OFFICE Service and Maintenance Eaton 9SX 6kVA UPS S/N: G201P25116	1	Each		
10	Katima Mulilo OFFICE Service and Maintenance Eaton 9SX 6kVA UPS S/N: G201P25116	1	Each		
11	Battery Replacement Regions (Oshakati, Rundu, Katima Mulilo, Keetmanshoop, Okahandja, Swakopmund) Based on request and due for replacements.	240	Each		
12	Travel Round Trip (Oshakati, Rundu, Katima Mulilo, Keetmanshoop, Okahandja, Swakopmund)		Each		
13	Accommodation		Each		
				Other additional costs	
				Subtotal (for 3 years)	
				VAT @ %	
				Total	

Enter 0% VAT rate if VAT exempt.

Priced Activity Schedule Authorised By: *[insert company seal]*

Name of signatory:		Signature:	
Position:		Date:	
Company Name :			

Initials.....

Lot 2. Full service for the ICT Fire Suppression Solutions

Item No	Brief Description of Services	Quantity	Unit of Measure	Unit Price (per year)	Total Price (for 3 years)
A*	B*	C*	D*	E	F
1	Fire suppression room service For HQ & DR	2	Each		
2	Battery Test or Replacements in year 2 or upon request	4	Each		
				Other additional costs	
				Subtotal (for 3 years)	
				VAT @ %	
				Total	

Enter 0% VAT rate if VAT exempt.

Priced Activity Schedule Authorised By: *[insert company seal]*

Name of signatory:		Signature:	
Position:		Date:	
Company Name :			

Initials.....

Lot 3. Full service for the ICT Air conditioning Solution

Item No	Brief Description of Services	Quantity	Unit of Measure	Unit Price (per year)	Total Price (for 3 years)
A*	B*	C*	D*	E	F
1	Under Ceiling Units Service, Indoor and outdoor, (Gas Pressure and AC)	3	Each		
				Other additional costs	
				Subtotal (for 3 years)	
				VAT @ %	
				Total	

Enter 0% VAT rate if VAT exempt.

Priced Activity Schedule Authorised By: *[insert company seal]*

Name of signatory:		Signature:	
Position:		Date:	
Company Name :			

Initials.....

Lot 4. Fire Extinguishers Full Service

Item No	Brief Description of Services	Quantity	Unit of Measure	Unit Price (per year)	Total Price (for 3 years)
A*	B*	C*	D*	E	F
1	2KG C02 Service	3	Each		
2	2KG C02 refill	3	Each		
3	Fire Extinguisher back board	3	Each		
				Other additional costs	
				Subtotal (for 3 years)	
				VAT @ %	
				Total	

Enter 0% VAT rate if VAT exempt.

Priced Activity Schedule Authorised By: *[insert company seal]*

Name of signatory:		Signature:	
Position:		Date:	
Company Name :			

Initials.....

Lot 5. John Deer 30KVA Generator Full Service

Item No	Brief Description of Services	Quantity	Unit of Measure	Unit Price (per year)	Total Price (for 3 years)
A*	B*	C*	D*	E	F
1	Oil Filter	1	Each		
2	Fuel Filter	1	Each		
3	Air Filter	1	Each		
4	Replacement of Battery in Year 2	1	Each		
5	Labour fee	Per hour	Each		
6	Fuel Filter	1	Each		
				Other additional costs	
				Subtotal (for 3 years)	
				VAT @ %	
				Total	

Enter 0% VAT rate if VAT exempt.

Priced Activity Schedule Authorised By: *[insert company seal]*

Name of signatory:		Signature:	
Position:		Date:	
Company Name :			

Initials.....

SECTION V: SPECIFICATIONS AND PERFORMANCE STANDARD COMPLIANCE SHEET

Procurement Reference Number: NCS/RFQ/NW-002/2027

[Bidders should complete columns C and D with the specifications 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 of Specifications and Performance Offered	Details of Non-Compliance/ Deviation (if applicable)
<i>A*</i>	<i>B*</i>	<i>C</i>	<i>D</i>
1	Lot 1. Full service for the UPS and Batteries. HQ and Regions		
2	Lot 2. Full service for the ICT Fire Suppression Solutions		
3	Lot 3. Full service for the ICT Air conditioning Solution		
4	Lot 4. Fire Extinguishers Full Service		
5	Lot 5. John Deer 30KVA Generator Full Service		

Specifications and Performance Standard Compliance Sheet Authorised By:

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

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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-LS/RFQ-GCC for procurement of services (lump-sum) available on the website of NamWater Ltd (www.namwater.com.na) except where modified by the Special Conditions below.

SECTION VII: SPECIAL CONDITIONS OF CONTRACT

Procurement Reference Number: NCS/RFQ/NW-002/2027

The clause numbers given in the first column correspond to the relevant clause numbers of the GCC

Subject and GCC Reference	Special Conditions
Definitions GCC 1.1(a)	Adjudicator is Not Applicable for this contract
Definitions GCC 1.1(l)	The Member is: <i>[to be inserted at contract signing]</i>
Definitions GCC 1.1(o)	The Service Provider is: <i>[to be inserted at contract signing]</i>
Notices GCC 1.4	<p>Any notice shall be sent to the following addresses:</p> <p>For the NamWater, the address and the contact name shall be:</p> <p>The Accounting Officer E-mail: bids@namwater.com.na Private Bag 13389 Windhoek, Namibia</p> <p>_____</p> <p>For the [Service Provider], the address and contact name shall be <i>[to be inserted at contract signing]</i>:</p> <p>_____</p>
Authorised Representatives GCC 1.6	<p>The Authorised Representatives are:</p> <p>For the Public Entity:</p> <p>The Accounting Officer E-mail: bids@namwater.com.na Private Bag 13389 Windhoek, Namibia.</p> <p>For the Service Provider <i>[to be inserted at contract signing]</i>:</p> <p>_____</p>

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Effectiveness of Contract GCC 2.1	The date on which this Contract shall come into effect upon signing of contract.
Starting Date GCC 2.2.2	The intended starting date for the commencement of Services is upon signing of contract.
Intended Completion Date GCC 2.3	The intended completion date is 36 months.
Prohibition GCC 3.2.3(c)	List of Activities: Not applicable
Service Provider's Actions Requiring Public Entity's Prior approval GCC 3.7(c)	The other actions are not applicable
Documents Prepared by Service Provider to be the Property of the Public Entity GCC 3.9	Restrictions on the use of documents prepared by the Service Provider are: Not applicable
Payments of Liquidated Damages GCC 3.10.1	Liquidated damages for the whole contract are [1%] per week. The maximum amount of liquidated damages for the whole contract is [5%] of the final contract price.
Lack of Performance Penalty GCC 3.10.3	The percentage _____ to be used for the calculation of lack of Performance Penalty(ies) is _____. Not applicable
Performance Security GCC 3.11	(i) No Performance Security is required.

Assistance and Exemptions GCC 5.1	The assistance and exemptions provided to the Service Provider are <i>(where</i> Not applicable
Contract Price GCC 6.2(a)	The amount in local currency is Namibia Dollar.
Terms and Condition of Payment GCC 6.4	Insert the payment terms in line with the GCC.
Interest on Delayed Payments GCC 6.5	Payment shall be made within 30 days of receipt of the invoice and the relevant documents, and within 30 days in the case of the final payment. Payments are processed only at the end of each month.
Price Adjustment GCC 6.6.1	Price adjustment not applicable.
Identifying Defects GCC 7.1	The following inspections shall be carried out: N/A The defect liability period is: N/A
Dispute Settlement GCC 8.2	In cases where no adjudicator has been appointed the disputes shall be subject to the procedures of the laws of Namibia. If any dispute arises between the Employer and the Contractor in connection with or arising out of the Contract, the parties shall seek to resolve any such dispute by amicable agreement. If the parties fail to resolve such dispute by amicable agreement, within 14 days after one party has notified the other in writing of the dispute, then the dispute may be referred to court by either party.
Dispute Settlement GCC 8.2.3	Not Applicable
Dispute Settlement GCC 8.2.4	The arbitration procedures of _____ will be used (applicable to overseas service provider)
Dispute Settlement GCC 8.2.5	Not Applicable

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SCHEDULE 4

QUOTATION CHECKLIST SCHEDULE

Procurement Reference No.: NCS/RFQ/NW-002/2027

Description	Attached (please tick if submitted and cross if not)
Quotation Letter	
List of Goods and Price Schedule	
Specification and Compliance Sheet	
Bid Securing Declaration	
Evidences for conformity of Goods	
Company profile, past experience and references where similar services have been provided	
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;	
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;	
An original valid good Standing Social Security Certificate	
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;	
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	

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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.	
Submit at least three (3) contactable references (testimonials /reference Letters/ or certificate of completion, should be attached) provided to reputable organization.	
Submit company profile detailing experience in creating similar solutions.	
Submit at least three (3) key team members who are qualified and experienced in creating similar solutions (attach curriculum vitae / relevant qualifications / or relevant certifications).	