



BIDDING DOCUMENTS

Issued on: 09 May 2022

Provision for bulk SMS messaging solution (Numeric option) For NamWater

Procurement Reference No: NCS/RFQ/NW-003/2023

Name of Bidder		
Contact Person		
E-mail Address		
Postal Address		
Total Amount (36 months) Excl. VAT for Business Unit Central		
Contact Phone number	Work:	Mobile:

Documents must be posted / delivered to:

The Quotation/Bid Box

Att: Procurement Management Unit (PMU) (bids@namwater.com.na)

Namibia Water Corporation Ltd.

Private Bag 13389

176 Iscor Street, Aigams Building

Windhoek

Closing Date: Thursday, 02 June 2022 at 11h00
NO LATE BIDS WILL BE ACCEPTED!



Letter of Invitation

[Name and Address of Bidder_____]

Procurement Reference Number: NCS/RFQ/NW-003/2023

09 May 2022

Dear Sirs/Madam,

Request for Quotations for the Provision for bulk SMS messaging solution (Numeric option) For NamWater

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 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 site, or
- (b) to accept or reject any quotation or to cancel the quotation process; and
- (c) 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,
- (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 **90** days from the date of submission deadline.

4. Eligibility Criteria

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

- (a) Have a valid company Registration Certificate;
- (b) Have an original valid good Standing Tax Certificate;
- (c) Have an original valid good Standing Social Security Certificate;
- (d) Have a valid certified copy 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;
- (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;
- (h) Acquire and maintain numeric SMS short code (s) with MTC and TN Mobile more so allow SAP integration (enable specific messages to be sent directly from SAP system via solution provider's gateway).

5. Bid Security/Bid Securing Declaration

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

6. Contract Period for Services

The contract shall be on fixed rate for a period of 12 months

7. Documents to be submitted

Bidders shall submit along with their quotation documents giving company's profile, past experience and evidence of similar services provided 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 and addressed to NamWater 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 **Thursday, 02 June 2022** at 11h00. Quotations by post or hand delivered should reach Private Bag 13389 by the same date and time at latest. Late quotations 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

12. 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.

13. 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.

14. Labour Clause

In order to qualify for the 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 by the sub-clause 4.6 of the General Conditions of Contract, if it is awarded the contract or part thereof.

15. Margin of Preference

Not applicable

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 the contract. Award of the contract shall be by the issue of a Purchase Order/Letter of Acceptance in accordance with terms and conditions contained in Section VI: Contract and General Conditions of Contract.

16. Notification of Award and Debriefing

NamWater shall after award the 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 (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 the RFQ prevail over any attachments. **If your quotation is not authorised, it may be rejected.**]

Quotation Addressed to:	Namibia Water Corporation Ltd
Procurement Reference Number:	NCS/RFQ/NW-003/2023
Subject matter of Procurement:	Provision for bulk SMS messaging solution (Numeric option) For NamWater Debtors

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 Security/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*

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	

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*



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:.....

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 III: SCOPE OF SERVICES

The consideration is for a Bulk SMS Messaging Solution (Numeric option, i.e. sending and receiving SMS') to notify NamWater's customers of their monthly balances and for NamWater to communicate announcements, e.g. water suspension, tariff increases and to allow customers to send messages to NamWater requesting their balances for currently customers call NamWater to query their balances. More so, the solution should allow for integration with SAP ERP system.

REQUIRED SOLUTION FUNCTIONALITIES:

- Solution should allow for custom code message
- The solution should integrate with NamWater's ERP i.e. SAP hence the amount will be coming from SAP
- Solution should allow for sending SMS's to individuals and groups.
- Solution should allow for a two-way SMS channel
- Solution should allow for E-mail to SMS (E-mail2SMS) and SMS to E-mail (SMS2E-mail)
- Solution should allow for scheduled SMS i.e. a pre-written SMS that will be sent at a later date or time
- Solution should allow for short and long text
- The sender ID should be NamWater
- Solution should allow for TN Mobile and MTC networks (NamWater does not have a code yet it is still to be obtained)

SECTION IV: PRICED ACTIVITY SCHEDULE

Procurement Reference Number: **NCS/RFQ/NW-003/2023**

[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	Total Price
A*	B*	C*	D*	E	F
1	Bulk SMS Messaging Solution (Numeric option)	1	Each		
				Other additional costs	
				Subtotal	
				VAT @ %	
				Total	

Enter 0% VAT rate if VAT exempt.

* 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/NW-003/2023**

[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 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	Bulk SMS Messaging Solution (Numeric option)		
2			
3			

* 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 of NamWater website (www.namwater.com.na) except where modified by the Special Conditions below.

SECTION VII: CONTRACT DATA SHEET

Procurement Reference Number: NCS/RFQ/NW-003/2023

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 from acceptance of the Purchase Order.
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 2 months after acceptance of Purchase Order.
GCC 1.6.1 Issue of notices	The Authorized Representative of the Employer is : Procurement Management Unit Namibia Water Corporation Ltd. 176 Iscor Street, Aigams Building Windhoek The Authorized Representative of the Service Provider is: _____
GCC 2.6 Insurance and liabilities to Third Party	The amount of the Professional Indemnity Insurance Cover shall be at least: Not applicable
GCC 2.7 Reporting Obligations	The Service Provider shall report to: NamWater Debtors
GCC 2.10 Performance Security	Not applicable.
GCC 4.2 Contract Price	The amount payable is: _____ per month.
GCC 4.3 Terms of Payment	Payments will be made to the Service Provider on a monthly basis 30 days after receipt of invoice.
GCC 4.5 Price Adjustment	Prices "shall not be" adjustable.

SCHEDULE 3

QUOTATION CHECKLIST SCHEDULE

Procurement Reference No.: NCS/RFQ/NW-003/2023

Description	Attached (please tick if submitted and cross if not)
Quotation Letter	
Priced Activity Schedule	
Performance Compliance Sheet	
Bid Securing declaration	
Documents evidencing eligibility	
Company profile, past experience and references where similar services have been provided	
Valid company Registration Certificate Copy from Ministry of Trade and Industry	
Original valid good standing Tax Certificate from Inland Revenue or a valid certified copy of an original certified by the Namibian Police of good standing Tax Certificate	
Original valid good Standing Certificate from Social Security Commission or a valid certified copy of an original certified by the Namibian Police of good standing Tax Certificate	
Valid 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;	

Our Ref.:
NCC/RFQ/NW-
003/2023

Your Ref.:

Enquiries: Selma Shitana

Telephone: +264 61 71 2819
E-mail: bids@namwater.com.na

16 May 2022

NOTICE TO BIDDERS – No. 1

PROCUREMENT REFERENCE NUMBER: NSC/RFQ/NW-003/2023

Provision for bulk SMS messaging solution (Numeric option) For NamWater

Dear Bidders,


In accordance with Instruction to Bidders 8 (**Clarification of bidding Documents**) and 9 (**Amendment of Bidding Documents**) of the Bidding Document the Employer will respond in writing to any request for clarification, and should the Employer deem it necessary to amend the Bidding Document as a result of a request for clarification, it shall do so.

This notice to bidders form an integral part of the bidding documents and must be attached to the offer upon submission.

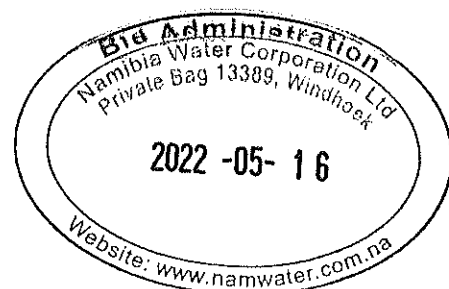
1. Amendment to bidding document.

The advanced threat protection option is no longer required, and the bidding document has been amended accordingly.

Yours sincerely,



Ms. Puje Katjivena
HEAD: SUPPLY CHAIN MANAGEMENT





Date: Monday, May 16, 2022

NOTICE TO BIDDERS - No 1

PROCUREMENT REFERENCE NUMBER: NCS/RFQ/NW-003/2023

Provision for bulk SMS messaging solution (Numeric option) For NamWater

ACKNOWLEDGEMENT OF RECEIPT

CONFIRMATION

I, of

Hereby confirm receipt of the Notice to Bidders – No 1

Signed at On this Day

.....
On behalf of the Bidder

ANNEXURE 1- CLARIFICATION REQUEST

CLARIFICATION REQUEST		
QUESTION NO	BIDDER QUESTION	
	NAMWATER RESPONSE	
1.	<p>What is the volume estimates you are looking to send on a monthly basis? Is this SMS communication only to be sent to Namibia or are there any other countries you are looking to send communication to?</p>	<p>Number of customers is +- 50 000 and there are a few customers outside Namibia, i.e. United Kingdom (UK), Canada, South Africa and United States of America and as a result communication will also be sent to customers in those countries.</p>