



# **Request for Quotations for Non-Consultancy Services**

**Annual Maintenance of ManageEngine System and Support  
License for NTA for a Period of Thirty-Six (36) Months**

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**Procurement Reference No: NCS/RFQ/NTA-22/2025**

<b>Bidder's Name:</b>	
<b>Physical Address:</b>	
<b>Tel/Cell No:</b>	
<b>Contact Person:</b>	
<b>E-mail:</b>	
<b>Total amount VAT excl:</b>	
<b>Total amount VAT incl:</b>	

**Issued Date: 08 December 2025**

**Closing Date: 16 December 2025 @ 11:00**



## Letter of Invitation

**NCS/RFQ/NTA-22/2025**

**08 December 2025**

Dear Potential Bidders,

**REQUEST FOR SEALED QUOTATIONS: Annual Maintenance of ManageEngine System and Support License for NTA for a Period of Thirty-Six (36) Months**

The Namibia Training Authority 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 Richard Ndjahera, email: [Procurement@nta.com.na](mailto:Procurement@nta.com.na) tell: 061 207 8567.

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,

A handwritten signature in black ink, consisting of a large, stylized 'R' followed by a horizontal line and a small flourish.

Richard Ndjahera

## SECTION I: INSTRUCTIONS TO BIDDERS

### 1. Rights of Public Entity

The NTA 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, where applicable.
- (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/ Certified Copy of the Close Corporation Certificate (issued in terms of Act 26 of 1988) or Founding Statement or any other relevant Company Registration Certificate. These Certificates should clearly indicate the goods/services that the Supplier/Bidder is registered to render.
- (b) have an original valid /certified copy of good Standing Tax Certificate.
- (c) have an original valid/certified copy of 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) have a written undertaking as contemplated in section 138(2) of the Labour Act, 2007 (f) Submit signed Bid-securing Declaration.
- (e) All pages of the bidding document should be fully completed with accurate information at the correct spaces, initialled and principal business should be in line (ICT)
- (f) Provide Proof of being an Accredited **ManageEngine System Support Agent**
- (g) Submit a quotation on the company letterhead

## **5. Bid Security/Bid Securing Declaration**

Bidders are required to *submit a Bid Security/subscribe to a Bid Securing Declaration* for this procurement process. The Bidder shall furnish as part of its quotation, a Bid Security as per the format contained in Appendix to Quotation Letter of this document for *an amount of NAD 2% of your budget estimate for the procurement for a period of 30 days.*

## **6. Contract Period for Services Once-off.**

## **7. Documents to be submitted**

Bidders shall submit along with their quotation documents giving company's profile, 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 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:

Reception

NTA Village, Rand

Street, Khomasdal.

**By not later than Tuesday 16 December 2025, 11H00 (am).**

Quotations received by e-mail will not be considered.

## **10. Opening of Quotations**

Quotations will be opened internally by the Public Entity 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 Security/Bid-Securing Declaration will be put on the website of the Public Entity and available to any bidder on request within three working days of the Opening.

## **11. Evaluation of Quotations**

The Public Entity shall have the right to request for clarifications in writing during evaluation. Offers that are substantially responsive shall be compared based on 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**

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

**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 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.

**16. Performance Security**

None.

**17. Notification of Award and Debriefing**

The Public Entity 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, the Public Entity 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:	
Procurement Reference Number:	
Subject matter of Procurement:	

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 *[forfeiture of the security amount / 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

6  
**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]



## 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 service provider will be required to provide Annual Maintenance of ManageEngine and Support License for NTA

### SECTION IV: PRICED ACTIVITY SCHEDULE

Procurement Reference Number: \_\_\_\_\_

*[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 Year	Total Price 3 Years
A*	B*	C*	D*	E	F	G
1	Annual Maintenance and Support fee for 10 Users (500 nodes)- portal one- IT	10	User/License			
2	Annual maintenance and support fee for 5 Users -Portal Two	5	User/License			
<b>Subtotal</b>						
<b>VAT @        %</b>						
<b>Total</b>						

**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: \_\_\_\_\_

*[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	Annual Maintenance and Support fee for ten Users (500 nodes)- Portal One- IT		
2	Annual maintenance and support fee for 5 Users- Portal Two		

\* 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/RFQ/NTA-22/2025** for the procurement of services (time based) available on the website of the Public Entity <https://www.nta.com.na> except where modified by the Special Conditions below.

## SECTION VII: SPECIAL CONDITIONS OF CONTRACT

Procurement Reference Number: **NCS/RFQ/NTA-22/2025**

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

Subject and GCC Reference	Special Conditions
<b>Purchaser GCC 1.1(h)</b>	The purchaser is: <b>Namibia Training Authority</b>
<b>Site GCC 1.1(m)</b>	The final destination for delivery of the Goods is: <b>NTA Rand Street, Windhoek, Namibia</b>
<b>Incoterms Edition GCC 4.2(b)</b>	Incoterms shall be governed by the rules prescribed in Incoterms 2010. (DAP)
<b>Notices GCC 1.4</b>	Any notice shall be sent to the following addresses: For the NTA, the address and the contact name shall be: <b>Richard Ndjahera</b> , <a href="mailto:rndjahera@nta.com.na">rndjahera@nta.com.na</a>  For the Supplier, the address and contact name shall be: _____
<b>Disputes GCC 10.2</b>	The rules of procedures for arbitration proceedings pursuant to GCC 10.2 shall be as follows:
<b>Delivery and Documents GCC 13.1</b>	The service is to be delivered within 7 days from the date of Purchase Order or Letter of Acceptance. The documents to be furnished by the Supplier are: (a) signed delivery note. (b) Invoice
<b>Price Adjustment GCC 15.1</b>	The price charge for the Goods supplied and the related Services performed shall not be adjustable.

<b>Terms of Payment GCC 16.1</b>	The structure of payments shall be: full payment following delivery of the Supplies and submission of an invoice and the documents listed in clause 13.1
<b>Payments of Liquidated Damages GCC 3.10.1</b>	The maximum amount of liquidated damages for the whole contract is <i>[10%]</i> of the final contract price.
<b>Lack of Performance Penalty GCC 3.10.3</b>	The percentage to be used for the calculation of lack of Performance Penalty(ies) is _____ . Not Applicable
<b>Performance Security GCC 3.11</b>	Not Applicable
<b>Assistance and Exemptions GCC 5.1</b>	The assistance and exemptions provided to the Service Provider are Not Applicable
<b>Contract Price GCC 6.2(a)</b>	The amount in local currency is <i>Namibian Dollars</i> .

<b>Interest on Delayed Payments GCC 6.5</b>	Payment shall be made within 30 days of receipt of the invoice and the relevant documents, and within _____ days in the case of the final payment. The interest rate is <u>2%</u> _____.
<b>Price Adjustment GCC 6.6.1</b>	Price adjustment <i>is not</i> applicable.
<b>Identifying Defects GCC 7.1</b>	The following inspections shall be carried out: The defect liability period is:_____

Subject and GCC clause reference	Special Conditions
<b>Terms of Payment</b> <b>GCC 16.3</b>	Payments shall be made not later than thirty days after submission of an invoice and its certification by the Purchaser.
<b>Terms of Payment</b> <b>GCC 16.4 (a)</b>	The price shall not be adjustable to the fluctuation in the rate of exchange.
<b>Payment Period</b> <b>GCC 16.5</b>	<p>The method and conditions of payments to be made to the Supplier under this Contract shall be as follows:</p> <p><b>On Acceptance:</b> The Contract Price of goods received shall be paid no later than thirty (30) days of receipt of the Goods upon submission of an invoice (showing Purchaser's name; the Procurement Reference number, description of payment and total amount, signed in original, stamped or sealed with the company stamp/seal) supported by the Acceptance Certificate issued by the Purchaser.</p> <p>An interest rate of ----2 ---- % is payable to the supplier by the purchaser for each day payment is delayed until payment has been made in full.</p>
<b>Transportation</b> <b>GCC 25</b>	The Goods shall be delivered: <i>DAP</i>
<b>Inspection and Test</b> <b>GCC 26.1</b>	The inspection and tests shall be: <i>General Inspection</i>
<b>Location of Inspection and Tests</b> <b>GCC 26.2</b>	<b>NTA Village</b> <b>Rand Street,</b> <b>Windhoek, Namibia</b>
<b>Liquidated Damages</b> <b>GCC 27.1</b>	Liquidated damages for the whole contract are 0.05% per day. The maximum amount of liquidated damages for the whole contract is 4% of the final contract price.

**SCHEDULE 3****QUOTATION CHECKLIST SCHEDULE****Procurement Reference No.: NCS/RFQ/NTA-22/2025**

<b>Description</b>	<b>Attached (please tick if submitted and cross if not)</b>
Quotation Letter	
Priced Activity Schedule	
Performance Compliance Sheet	
Bid Security	
Documents evidencing eligibility	
Company profile, experience and references where similar services have been provided	

**Disclaimer:** The list defined above is meant to assist the Bidder in submitting the relevant documents and shall not be a ground for the bidder to justify its non-submission of major documents for its quotation to be responsive. The onus remains on the Bidder to ascertain that it has submitted all the documents that have been requested and are needed for its submission to be complete and responsive.