



*Marine Resources Forever!*

**BIDDING DOCUMENTS**  
**Issued on 25/02/2025**

for

**Procurement of**  
*IT Support Services for the financial  
years 1 April 2025-March 2026 and 1  
April 2026-March 2027*

---

---

**Procurement Reference No: NCS/RFQ/FOA – 10/2025**

1274 W  
1<sup>st</sup> Street East  
Walvis Bay  
Namibia



✉ 2903  
☎ +264-64-219 500  
☎ +264-64-219 547  
Walvis Bay  
Namibia

*Marine Resources Forever!*

## Letter of Invitation

NCS/RFQ/FOA – 10/2025

25/02/2025

Dear Sir/Madam,

### Request for Quotations for IT Support Services

The Fisheries Observer Agency 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 **Ms. Josephina Hango (064)219513;** [jhango@foa.com.na](mailto:jhango@foa.com.na)

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,

*Jhango*  
.....

**Ms. Josephina Hango**

**Head of Procurement Management Unit**

## SECTION I: INSTRUCTIONS TO BIDDERS

### 1. Rights of Public Entity

The Fisheries Observer Agency 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 30 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) have a certificate indicating SME Status (for Bids reserved for SMEs);
- (f) Submit signed Bid-securing Declaration.
- (g) 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) *[insert any other additional eligibility criteria]*

**5. 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 **2 years**

**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 the Public Entity with the Bidder's name at the back of the envelope.

**9. Submission of Quotations**

Quotations should be deposited in the Bid Box located at **Fisheries Observer Agency, 1<sup>st</sup> Street East, Reception Area**, not later than the **14<sup>th</sup> of March 2025 @ 10h00**. Quotations by post or hand delivered should reach **Fisheries Observer Agency P. O. Box 2903, Walvis Bay**, by the **same date and time at latest. Late quotations will be rejected.**

Quotations received by e-mail will be considered.

Email: [jhango@foa.com.na](mailto:jhango@foa.com.na)

**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 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 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. 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 award 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: <i>[Name of Public Entity]</i>	<b>FISHERIES OBSERVER AGENCY</b>
Procurement Reference Number:	<b>NCS/RFQ/FOA – 10/2025</b>
Subject matter of Procurement:	<b>IT Support Services for the financial years 2025/2026 &amp; 2026/2027</b>

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

**BID SECURING DECLARATION**  
**(Section 45 of Act)**  
**(Regulation 37(1)(b) and 37(5))**

Date: .....[Day|month|year].....

Procurement Ref No. NCS/RFQ/FOA-10/2025

To: Fisheries Observer Agency  
1<sup>st</sup> Street East  
(Behind Ministry of Fisheries and Marine Resources)  
Walvis Bay

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 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

- Providing all aspects of technical support to end users within the constraints of the technical processes.
- Ensuring stability and maximum availability of client infrastructure components.
- Responsible for performing all assigned end user client technical tasks.
- Ensuring end-user training needs are identified and resolved through the coaching.
- Recommends for continuous improvement as per identified faults.
- Ensuring an up-to-date IT asset register, IT assets custodian.
- Ensuring IT hardware infrastructure is in a well functional state to ensure availability to business.
- Ensure IT data access control in accordance with IT policies and procedures.
- Adherence to system maintenance requirements as per business needs and SOP's
- Ensuring IT calls are executed and resolved within the required SLA MTTR's targets.
- Ensuring minimum business impact in the event of an IT service disruption and/or change.
- Ensure IT infrastructure antivirus and windows updates is always up to date.
- Adhere to audit schedules and requirements.
- Keeps equipment operational as per manufacture's specifications (care and maintenance of equipment, service of printers, etc.)
- Making recommendations to meet business needs regarding IT equipment and services.
- Regularly monitors and accurately checks of IT client/server infrastructure.
- Fault resolution on server infrastructure fault and errors ensuring availability.
- Daily investigations into IT faults and errors to prevent re-occurrence, thus preventing future downtime
- Monitors systems and corrects, when necessary, using known solution, or refers if not known.
- Identifies and applies known solutions particular to a system or process.
- Ensuring back-up operations takes place as set out in the IT Backup Policy and always ensures safe keep of these backups.
- Resolves high level technical problems timeously.
- Lead the daily operations of information technology to meet the highest standards of service to all stakeholders and respond to user's needs and requests.
- Ensuring IT security and access control in line with business needs and requirements.
- Protecting business data and the movement thereof.
- Identifying IT risks and managing the IT risk management plans to allow for business continuity in case of emergencies (Risk Register, DRP, BCP).
- Ensuring Procured services meets operational requirements as agreed upon in SLA's.
- Implementation of new IT initiatives, software changes and IT infrastructure.
- Timeously procurement of IT equipment and adhering to replacement cycles if all IT infrastructure.
- Complete monthly IT reports.

**Additionally, please provide list of companies with references for which your company were contracted for to provide a similar service.**

**Attach to your submission the applicable qualification requirement to be able to provide above mentioned services.**

Minimum Qualifications of support team:

- IT Related Diploma or NQF Level 6
- CompTIA A+ / N+
- Microsoft Technology Associate (MTA)

## SECTION IV: PRICED ACTIVITY SCHEDULE

Procurement Reference Number: NCS/RFQ/FOA – 10/2025

[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	Service requirements listed above in Section III				
2					
3					
4					
5					
6					
<b>Other additional costs</b>					
<b>Subtotal</b>					
<b>VAT @        %</b>					
<b>Total</b>					

*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/FOA – 10/2025**

*[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)
A*	B*	C	D
1	Service requirements listed above in Section III		
2			
3			
4			
5			
6			

\* 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	

**QUOTATION CHECKLIST SCHEDULE**

*[Public Entity to update the Checklist to ensure that it contains the documents required from Bidders for the specific procurement]*

**Procurement Reference No.: NCS/RFQ/FOA-10/2025**

<b>Description</b>	<b>Attached (please tick if submitted and cross if not)</b>
Quotation Letter	
Priced Activity Schedule	
Performance Compliance Sheet	
Bid Security Declaration	
Documents evidencing eligibility (Section I ;4)	
Company profile, past experience and references where similar services have been provided	
Company Registration Certificate	
Valid good Standing Tax Certificate	
Valid good Standing Social Security Certificate	
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	
Certificate indicating SME Status (if applicable)	
Witten undertaking in terms of section 138 of the Labour Act, 2015 and section 50(2)(D) of the Public Procurement Act, 2015	

**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.*