



**NATIONAL HOUSING ENTERPRISE
PROCUREMENT MANAGEMENT UNIT
BIDDING DOCUMENT**

ISSUED ON:

01 APRIL 2025

CLOSING DATE:

20 MAY 2025 @ 10H00 AM

FOR

PROVISION OF TRAVEL MANAGEMENT SERVICES TO THE NATIONAL
HOUSING ENTERPRISE (NHE) FOR A PERIOD OF THREE (3) YEARS

PROCUREMENT REFERENCE NO:

NCS/ONB/NHE-01/24/25

COST: N\$ 300.00

(Documents downloaded will be subject to the payment of this amount on submission of bids – Payments to be made by electronic funds transfer (EFT) only, to the account number indicated in the bidding document. Proof of payment should be attached to bid at submission, no late payments will be accepted.)

Name of Bidder		
Contact Person		
E-mail Address		
Postal Address		
Physical Address		
Contact Number	Work:	Mobile:
BID AMOUNT (N\$)		

National Housing Enterprise
7 Gen. Murtala Muhammed Ave, Eros, Windhoek, NAMIBIA
Tel: 061 2927111, Fax: 061 222 941,
procurement@nhe.com.na
www.nhe.com.na

NOTICE TO BIDDER

Documents downloaded will be subject to the payment of **N\$ 300.00** on submission of bids
 Payments should be made by electronic funds transfer (EFT) only, to the following account number:

Name of Account:

NHE Creditors Account, Standard Bank Namibia, Main Branch,

Account No.

043208290,

Branch Code 082372

Proof of payment should be attached to the bid document at submission. No late payments will be accepted. Bids without proof of payment will not be considered for evaluation.

(Please clearly indicate name of bidder and the procurement reference number on proof of payment. Name indicated should correspond with information of bid document submitted.)

Mandatory documents to be read out at bid opening

In terms of section 50(4) of the Public Procurement Act, 2015 (Act No. 15 of 2015) as amended,

“at a bid opening session, the name of the bidder, the total amount of each bid, any discount or alternative offered, the presence or absence of any bid security if required, and the documents referred to in section 50(2), are read out and recorded, and a copy of the record is made available to any bidder on request.”

Kindly place the following mandatory documents after this page for ease of reference at bid opening:

#	Mandatory Document	Checklist by Bidder before submission	Checklist by NHE at bid opening
1	Valid certified copy of Company Registration documents		
2	An original or certified copy of a valid certificate of good standing with the Receiver of Revenue		
3	A valid certificate of good standing with the Social Security Commission or, in the case where a company has no employees, confirmation letter from the Social Security Commission		
4	Affirmative action compliance: - Certified copy of certificate, or - Certified copy exemption, or - Certified copy of proof.		
5	Completed Undertaking in terms of section 138 of the Labour Act		

The National Housing Enterprise will apply margins of preferences to this bid when evaluating bids for exclusive preference, in line with the provisions of the Code of Good Practice issued in terms of section 71 and 72 of the Public Procurement Act, 2015 (Act No. 15 f 2015) as amended.

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Part I – Bidding Procedures

Section I. Instructions to Bidders

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Section I: instructions to Bidders

A. General

- | | |
|--|---|
| 1. Scope of Bid | <p>1.1 The National Housing Enterprise referred to herein after as the Employer, as defined in the Bidding Data Sheet (BDS), invites bids for the Services, as described in the BDS. The name and identification number of the Contract is provided in the BDS.</p> <p>1.2 The successful Bidder will be expected to complete the performance of the Services during the period provided in the BDS and the SCC Clause 2.3.</p> <p>1.3 Throughout these Bidding Documents:</p> <ul style="list-style-type: none"> (a) the term “in writing” means communicated in written form (e.g. by mail, e-mail, fax,) with proof of receipt; (b) if the context so requires, “singular” means “plural” and vice versa; and (c) “day” means calendar day. |
| 2. Public Entities Related to Bidding Documents and to Application for Review | <p>2.1 The public entities related to these bidding documents are the Public Entity, acting as procuring entity (Purchaser), the Procurement Policy Unit, in charge of issuing standard bidding documents and responsible for any amendment these may require, the Central Procurement Board in charge of vetting Bidding document, receiving and evaluation of bids in respect of major contracts and the Review Panel, set up under the Public Procurement Act, 2015 (hereinafter referred to as the Act.)</p> <p>Application for Review shall be addressed to:</p> <p>The Chairperson
Review Panel
Ministry of Finance
Private Bag 13295
Windhoek, Namibia</p> |
| 3. Corrupt or Fraudulent Practices | <p>3.1 The Government of the Republic of Namibia requires that bidders/suppliers/contractors, participating in procurement in Namibia, observe the highest standard of ethics during the procurement process and execution of contracts.</p> |

3.2 The Employer will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;

For the purposes of this Sub-Clause:

(i) “corrupt practice”¹ is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

(ii) “fraudulent practice”² is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

(iii) “collusive practice”³ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

(iv) “coercive practice”⁴ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

(v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

¹ For the purpose of this Contract, “another party” refers to a public official acting in relation to the procurement process or contract execution.

² For the purpose of this Contract, “party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

³ For the purpose of this Contract, “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

⁴ For the purpose of this Contract, “party” refers to a participant in the procurement process or contract execution.

3.3 In further pursuance of this policy, Bidders shall permit the Employer to inspect any accounts and records and other documents relating to the Bid submission and contract performance, and to have them audited by auditors appointed by the Employer.

3.4 Furthermore, bidders shall be aware of the provision in Clauses 3.1 and 35.1 (a) of the General Conditions of Contract.

3.5 Bidders, suppliers and public officials shall also be aware of the provisions stated in section 65 – 68 (Part 10) of the Public Procurement Act, 2015 which can be consulted on the website of the Procurement Policy Unit (PPU) : www.mof.gov.na/procurement-policy-unit

4. Eligible Bidders

4.1 Subject to ITB 4.4, a Bidder, and all parties constituting the Bidder, may have the nationality of any country except in the case of open national bidding where the bidding documents may limit participation to citizens of Namibia or entities incorporated in Namibia. A Bidder shall be deemed to have the nationality of a country if the Bidder is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country. This criterion shall also apply to the determination of the nationality of proposed subcontractors or service providers for any part of the Contract.

4.2 All bidders shall provide in Section III, Bidding Forms, a statement that the Bidder (including all members of a joint venture and subcontractors) is not associated, nor has been associated in the past, directly or indirectly, with the consultant or any other entity that has prepared the design, specifications, and other documents for the Project or being proposed as Project Manager for the Contract.

4.3 (a) 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.

(b) 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 on the Procurement Policy Unit's website: www.mof.gov.na/procurement-policy-unit

4.4 A firm shall be excluded if by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, Namibia prohibits any import of goods or contracting of works or services from a country where it is based or any payment to persons or entities in that country.

4.5 Government-owned enterprises in the Republic of Namibia shall be eligible only if they can establish that they:

(i) are legally and financially autonomous;

(ii) operate under commercial law, and

(iii) are not a dependent agency of the Purchaser.

4.6 Bidders shall provide such evidence of their continued eligibility satisfactory to the Employer, as the Employer shall reasonably request.

5. Qualification of the Bidder

5.1 All bidders shall provide in Section III, Bidding Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

5.2 (a) In the event that prequalification of potential bidders has been undertaken **as stated in the BDS**, only bids from prequalified bidders shall be considered for award of Contract, in which case the provisions of sub-clauses 5.3 to 5.6 hereafter shall not apply. These qualified bidders should submit with their bids any information updating their original prequalification applications or, alternatively, confirm in their bids that the originally submitted prequalification information remains essentially correct as of the date of bid submission. The update or confirmation should be provided in Section IV.

(b) If, after opening of bids, where prequalification has not been undertaken, it is found that any of the document listed in 5.3 and 5.4 is missing the Employer may request the submission of that document subject to the bid being substantially

responsive as per clause 27. The non-submission of the document by the Bidder within the prescribed period may lead to the rejection of its bid.

5.3 If the Employer has not undertaken prequalification of potential bidders, all bidders shall include the following information and documents with their bids in Section IV, unless otherwise **stated in the BDS**:

- (a) copies of original documents defining the constitution or legal status, place of registration, and principal place of business;
- (b) written power of attorney of the signatory of the Bid or any other acceptable document to commit the Bidder and as otherwise **specified in the BDS**.
- (c) total monetary value of Services performed for each of the last five years;
- (d) experience in Services of a similar nature and size for each of the last five years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;
- (e) list of major items of equipment proposed to carry out the Contract;
- (f) qualifications and experience of key site management and technical personnel proposed for the Contract;
- (g) reports on the financial standing of the Bidder, such as profit and loss statements and auditor's reports for the past five years;
- (h) evidence of adequacy of working capital for this Contract (access to line(s) of credit and availability of other financial resources);
- (i) authority to the Employer to seek references from the Bidder's bankers;
- (j) information regarding any litigation, current or during the last five years, in which the Bidder is involved, the parties concerned, and disputed amount; and
- (k) proposals for subcontracting components of the Services

amounting to more than 10 percent of the Contract Price.

- 5.4 Bids submitted by a joint venture of two or more firms as partners shall comply with the following requirements, unless otherwise stated in the **BDS**:
- (a) the Bid shall include all the information listed in ITB Sub-Clause 5.3 above for each joint venture partner;
 - (b) the Bid shall be signed so as to be legally binding on all partners;
 - (c) the Bid shall include a copy of the agreement entered into by the joint venture partners defining the division of assignments to each partner and establishing that all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms; alternatively, a Letter of Intent to execute a joint venture agreement in the event of a successful bid shall be signed by all partners and submitted with the bid, together with a copy of the proposed agreement;
 - (d) one of the partners shall be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; and
 - (e) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.
- 5.5 To qualify for award of the Contract, bidders shall meet the following minimum qualifying criteria unless otherwise stated in the **BDS**:
- (a) a minimum average annual financial amount of work over the period **specified in the BDS**.
 - (b) experience as prime contractor in the provision of at least two service contracts of a nature and complexity equivalent to the Services over the last 5 years (to comply with this requirement, Services contracts cited should be at least 70 percent complete) **as specified in the BDS**;
 - (c) proposals for the timely acquisition (own, lease, hire, etc.) of the essential equipment **listed in the BDS**;
 - (d) a Contract Manager with five years' experience in Services

of an equivalent nature and volume, including no less than three years as Manager; and

- (e) liquid assets and/or credit facilities, net of other contractual commitments and exclusive of any advance payments which may be made under the Contract, of no less than the amount specified in the **BDS**.

A consistent history of litigation or arbitration awards against the Applicant or any partner of a Joint Venture may result in disqualification.

- 5.6 The figures for each of the partners of a joint venture shall be added together to determine the Bidder's compliance with the minimum qualifying criteria of ITB Sub-Clause 4.4(a), (b) and (e); however, for a joint venture to qualify the partner in charge must meet at least 40 percent of those minimum criteria for an individual Bidder and other partners at least 25% of the criteria. Failure to comply with this requirement will result in rejection of the joint venture's Bid. Subcontractors' experience and resources will not be taken into account in determining the Bidder's compliance with the qualifying criteria, unless otherwise **stated in the BDS**.

6. Conflict of Interest

- 6.1 A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if :
- (a) they have a controlling partner in common; or
 - (b) they receive or have received any direct or indirect subsidy from any of them; or
 - (c) they have the same legal representative for purposes of this bid; or
 - (d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Employer regarding this bidding process; or
 - (e) a Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the party is

<p>7. Cost of Bidding</p>	<p>involved. However, this does not limit the inclusion of the same subcontractor in more than one bid; or</p> <p>(f) a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid.</p> <p>7.1 The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Employer will in no case be responsible or liable for those costs.</p>
<p>8. Site Visit/Pre-bid Meeting</p>	<p>8.1 (a) The Bidder, at the Bidder’s own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder’s own expense.</p> <p>(b) A pre-bid meeting shall be held if so indicated in the BDS to allow bidders to obtain clarifications on the bidding documents. Any information given in the course of the meeting that may have an incidence in the preparation of the bids shall be issued by the Public Entity as addendum after the meeting, as per ITB 11.2, to form part of the Bidding Documents.</p>

B. Bidding Documents

<p>9. Content of Bidding Documents</p>	<p>9.1 The set of bidding documents comprises the documents listed in the table below and addenda issued in accordance with ITB Clause 11:</p> <table border="0" style="margin-left: 40px;"> <tr> <td style="padding-right: 20px;">Section I</td> <td>Instructions to Bidders</td> </tr> <tr> <td>Section II</td> <td>Bidding Data Sheet</td> </tr> <tr> <td>Section III</td> <td>Bidding Forms</td> </tr> <tr> <td>Section IV</td> <td>Activity Schedule</td> </tr> <tr> <td>Section V</td> <td>Scope of Service and Performance Specifications</td> </tr> <tr> <td>Section VI</td> <td>General Conditions of Contract</td> </tr> <tr> <td>Section VII</td> <td>Special Conditions of Contract</td> </tr> <tr> <td>Section VIII</td> <td>Contract Forms</td> </tr> </table> <p>9.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in the rejection of</p>	Section I	Instructions to Bidders	Section II	Bidding Data Sheet	Section III	Bidding Forms	Section IV	Activity Schedule	Section V	Scope of Service and Performance Specifications	Section VI	General Conditions of Contract	Section VII	Special Conditions of Contract	Section VIII	Contract Forms
Section I	Instructions to Bidders																
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Section VIII	Contract Forms																

<p>10. Clarification of Bidding Documents</p>	<p>its bid. Sections III and IV should be completed and returned with the Bid in the number of copies specified in the BDS.</p> <p>10.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Employer in writing or by facsimile at the Employer's address indicated in the invitation to bid. The Employer will respond to any request for clarification received earlier than 14 days (<i>21 days for international bids</i>) prior to the deadline for submission of bids and by the date indicated in the BDS. Copies of the Employer's response will be forwarded to all purchasers of the bidding documents, including a description of the inquiry, but without identifying its source.</p>
<p>11. Amendment of Bidding Documents</p>	<p>11.1 Before the deadline for submission of bids, the Employer may modify the bidding documents by issuing addenda.</p> <p>11.2 Any addendum thus issued shall be part of the bidding documents and shall be communicated in writing or by cable to all purchasers of the bidding documents. Prospective bidders shall acknowledge receipt of each addendum in writing to the Employer.</p> <p>11.3 To give prospective bidders reasonable time in which to take an addendum into account in preparing their bids, the Employer shall extend, as necessary, the deadline for submission of bids, in accordance with ITB Sub-Clause 21.2 below.</p>

C. Preparation of Bids

<p>12. Language of Bid</p>	<p>12.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Employer shall be written in English. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the Bidding Data Sheet, in which case, for purposes of interpretation of the Bid, the translation shall govern.</p>
<p>13. Documents Comprising the Bid</p>	<p>13.1 The Bid submitted by the Bidder shall comprise the following: (Completion of all the forms stated below is mandatory and failure may lead to disqualification of bid)</p> <ul style="list-style-type: none"> (a) Bid Submission Form (in the format indicated in Section III); (b) Bid Securing Declaration Form; (c) Joint Venture Partner Information Form (only in the event of a Joint Venture)

- (d) Written undertaking in terms of section 138 of the Labour Act, 2007;
- (e) Self-Declaration Form;
- (f) Access to Information Form;
- (g) Qualification Information Form and Documents;
- (h) Priced Activity Schedule;
- (i) **The following documentary evidence is required and compulsory. Failure to submit will result in disqualification.**
 - (i) have a Valid Certified Copy of Company Registration Certificate / Founding Statement.
 - (ii) have a Valid Original or Certified Copy of Good Standing Tax Certificate.
 - (iii) have an Original / Certified Copy of Valid Good Standing Social Security Certificate.
 - (iv) 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.
 - (v) completion of the Written Undertaking as Contemplated in Section 138(2) of the Labour Act, 2007.
 - (vi) 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.
- (k) any other materials required to be completed and submitted by bidders, as specified in the BDS.

14. Bid Prices

14.1 The Contract shall be for the Services, as described in Appendix A to the contract and in the Specifications, Section IV, based on the priced Activity Schedule, Section V, submitted by the Bidder.

14.2 The Bidder shall fill in rates and prices for all items of the Services described in Section IV-the Scope of Service and Performance

Specifications and listed in Section V the Activity Schedule, Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.

14.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 30 days prior to the deadline for submission of bids, shall be included in the total Bid price submitted by the Bidder.

14.4 If **provided for in the BDS**, the rates and prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract in accordance with and the provisions of Clause 6.6 of the General Conditions of Contract and/or Special Conditions of Contract. The Bidder shall submit with the Bid all the information required under the Special Conditions of Contract and of the General Conditions of Contract.

14.5 For the purpose of determining the remuneration due for additional Services, a breakdown of the Time-Based price shall be provided by the Bidder in the form of Appendices D and E to the Contract.

15. Currencies of Bid and Payment

15.1 The time-based price shall be quoted by the Bidder in Namibian Dollars Only.

16. Bid Validity

16.1 Bids shall remain valid for the period **specified in the BDS**.

16.2 In exceptional circumstances, the Employer may request that the bidders extend the period of validity for a specified additional period. The request and the bidders' responses shall be made in writing or by facsimile. A Bidder may refuse the request without forfeiting the Bid Security. A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid but will be required to extend the validity of Bid Security/Bid Securing Declaration for the period of the extension, and in compliance with ITB Clause 17 in all respects.

16.3 In the case of contracts in which the Contract Price is fixed (not subject to price adjustment), if the period of bid validity is extended by more than 60 days, the amounts payable in local currency to the Bidder selected for award, shall be increased by applying to the local currency component of the payments, respectively, the factors specified in the request for extension, for the period of delay beyond 60 days after the expiry of the initial bid validity, up to the notification of award. Bid evaluation will be based on the Bid prices without taking the above correction into consideration.

17. Bid Security

17.1 The Bidder shall furnish, as part of the Bid, a Bid Security or a Bid-

Securing Declaration, if required, as **specified in the BDS**.

- 17.2 The Bid-Securing Declaration shall be in the form of a signed subscription in the Bid Submission Form.
- 17.3 The Bid Security shall be in the amount **specified in the BDS** and denominated in Namibian Dollars, and shall:
- (a) be issued by a reputable overseas bank located in any eligible country counter guarantee from a commercial bank having its place of business in Namibia or any commercial bank operating in Namibia selected by the Bidder
 - (b) be substantially in accordance with the form of Bid Security included in Section III, Bidding Forms.
 - (c) be payable promptly upon written demand by the Employer in case the conditions listed in ITB Sub-Clause 17.5 are invoked.
 - (d) be submitted in its original form; copies will not be accepted.
 - (e) remain valid for a period of 30 days beyond the validity period of the bids, as extended, if applicable, in accordance with ITB Sub-Clause 16.2.
- 17.4 If a Bid Security is required in accordance with ITB Sub-Clause 17.1, any bid not accompanied by a substantially responsive Bid Security in accordance with ITB Sub-Clause 17.1, shall be rejected by the Employer as non-responsive.
- 17.5 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Security pursuant to ITB Clause 35.
- 17.6 The Bid Security shall be forfeited or the Bid Securing Declaration executed:
- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form, except as provided in ITB Sub-Clause 16.2; or
 - (b) if a bidder refuses to accept a correction of an error appearing on the face of the Bid; or
 - (c) if the successful Bidder fails to:
 - (i) sign the Contract in accordance with ITB Clause 34; or
 - (ii) furnish a Performance Security in accordance with ITB Clause 35.

17.7 The Bid Security or Bid- Securing Declaration of a JV must be in the name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid Security or Bid-Securing Declaration shall be in the names of all future partners as named in the letter of intent to constitute the JV.

17.8 If a bid security is **not required in the BDS**, and

- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Letter of Bid Form, except as provided in ITB 16.2, or
- (b) if a bidder refuses to accept a correction of an error appearing on the face of the Bid; or
- (c) if the successful Bidder fails to:
 - (i) sign the Contract in accordance with ITB Clause 34; or
 - (ii) furnish a Performance Security in accordance with ITB Clause 35.

The Bidder may be disqualified to be awarded a public contract in the Republic of Namibia for a period of time to be determined by the Procurement Policy Unit.

18. Alternative Proposals by Bidders

18.1 **Unless otherwise indicated in the BDS**, alternative bids shall not be considered.

18.2 When alternative times for completion are explicitly invited, a statement to that effect will be **included in the BDS**, as will the method of evaluating different times for completion.

18.3 Except as provided under ITB Sub-Clause 18.4 below, bidders wishing to offer technical alternatives to the requirements of the bidding documents must first submit a Bid that complies with the requirements of the bidding documents, including the scope, basic technical data, graphical documents and specifications. In addition to submitting the basic Bid, the Bidder shall provide all information necessary for a complete evaluation of the alternative by the Employer, including calculations, technical specifications, breakdown of prices, proposed work methods and other relevant details. Only the technical alternatives, if any, of the lowest evaluated Bidder conforming to the basic technical requirements shall be considered by the Employer. Alternatives to the specified performance levels shall not be accepted.

18.4 When bidders are **permitted in the BDS** to submit alternative technical solutions for specified parts of the Services, such parts shall be described in the Specifications (or Terms of Reference) and Drawings, Section V. In such case, the method for evaluating such

19. Format and Signing of Bid

alternatives will be as **indicated in the BDS.**

- 19.1 The Bidder shall prepare one original of the documents comprising the Bid as described in ITB Clause 11 of these Instructions to Bidders, bound with the volume containing the Form of Bid, and clearly marked "ORIGINAL." In addition, the Bidder shall submit copies of the Bid, in the number **specified in the BDS**, and clearly marked as "COPIES." In the event of discrepancy between them, the original shall prevail.
- 19.2 The original and all copies of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, pursuant to Sub-Clauses 5.3(a) or 5.4(b), as the case may be. All pages of the Bid where entries or amendments have been made shall be initialled by the person or persons signing the Bid.
- 19.3 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Bid.

D. Submission of Bids

20. Sealing and Marking of Bids

- 20.1 The Bidder shall seal the original and all copies of the Bid in two inner envelopes and one outer envelope, duly marking the inner envelopes as "ORIGINAL" and "COPIES".
- 20.2 The inner and outer envelopes shall
- (a) be addressed to the Employer at the address **provided in the BDS.**
 - (b) bear the name and identification number of the Contract as **defined in the BDS** and Special Conditions of Contract; and
 - (c) provide a warning not to open before the specified time and date for Bid opening as **defined in the BDS.**
- 20.3 In addition to the identification required in ITB Sub-Clause 20.2, the inner envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared late, pursuant to ITB Clause 22.
- 20.4 If the outer envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the Bid.

21. Deadline for

- 21.1 Bids shall be delivered to the Employer at the address specified

Submission of Bids	above no later than the time and date specified in the BDS.
	21.2 The Employer may extend the deadline for submission of bids by issuing an amendment in accordance with ITB Clause 11, in which case all rights and obligations of the Employer and the bidders previously subject to the original deadline will then be subject to the new deadline.
22. Late Bids	22.1 Any Bid received by the Employer after the deadline prescribed in ITB Clause 21 will be returned unopened to the Bidder.
23. Modification and Withdrawal of Bids	23.1 Bidders may modify or withdraw their bids by giving notice in writing before the deadline prescribed in ITB Clause 21.
	23.2 Each Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with ITB Clauses 19 and 20, with the outer and inner envelopes additionally marked "MODIFICATION" or "WITHDRAWAL," as appropriate.
	23.3 No Bid may be modified after the deadline for submission of Bids.
	23.4 Withdrawal of a Bid between the deadline for submission of bids and the expiration of the period of Bid validity specified in the BDS or as extended pursuant to ITB Sub-Clause 16.2 may result in the forfeiture of the Bid Security or execution of the Bid Securing Declaration pursuant to ITB Clause 17.
	23.5 Bidders may only offer discounts to or otherwise modify the prices of their bids by submitting Bid modifications in accordance with this clause, or included in the original Bid submission.

E. Bid Opening and Evaluation

24. Bid Opening	24.1 The Employer will open the bids, including modifications made pursuant to ITB Clause 23, in the presence of the bidders' representatives who choose to attend at the time and in the place specified in the BDS.
	24.2 Envelopes marked "WITHDRAWAL" shall be opened and read out first. Bids for which an acceptable notice of withdrawal has been submitted pursuant to ITB Clause 23 shall not be opened.
	24.3 The bidders' names, the Bid prices, the total amount of each Bid and of any alternative Bid (if alternatives have been requested or permitted), any discounts, Bid modifications and withdrawals, the presence or absence of Bid Security/subscription to Bid Securing Declaration, and such other details as the Employer may consider appropriate, will be announced by the Employer at the opening. No bid shall be rejected at bid opening except for the late bids pursuant

	<p>to ITB Clause 22; Bids, and modifications, sent pursuant to ITB Clause 23 that are not opened and read out at bid opening will not be considered for further evaluation regardless of the circumstances. Late and withdrawn bids will be returned unopened to the bidders.</p>
<p>25. Process to Be Confidential</p>	<p>24.4 The Employer will prepare minutes of the Bid opening, including the information disclosed to those present in accordance with ITB Sub-Clause 24.3.</p> <p>25.1 Information relating to the examination, clarification, evaluation, and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process. Any effort by a Bidder to influence the Employer's processing of bids or award decisions may result in the rejection of his Bid.</p> <p>25.2 If, after notification of award, a bidder wishes to ascertain the grounds on which its bid was not selected, it should address its request to the Employer, who will provide written explanation. Any request for explanation from one bidder should relate only to its own bid; information about the bid of competitors will not be addressed.</p>
<p>26. Clarification of Bids</p>	<p>26.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer's discretion, ask any Bidder for clarification of the Bidder's Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing via e-mail or facsimile, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with ITB Clause 28.</p> <p>26.2 Subject to ITB Sub-Clause 26.1, no Bidder shall contact the Employer on any matter relating to its bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.</p> <p>26.3 Any effort by the Bidder to influence the Employer in the Employer's bid evaluation or contract award decisions may result in the rejection of the Bidder's bid.</p>
<p>27. Examination of Bids and Determination of Responsiveness</p>	<p>27.1 Prior to the detailed evaluation of bids, the Employer will determine whether each Bid (a) meets the eligibility criteria defined in ITB Clause 4; (b) has been properly signed; (c) is accompanied by the required securities; and (d) is substantially responsive to the requirements of the bidding documents.</p> <p>27.2 A substantially responsive Bid is one which conforms to all the terms, conditions, and specifications of the bidding documents, without</p>

	<p>material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the Bidder's obligations under the Contract; or (c) whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.</p>
<p>28. Correction of Errors</p>	<p>27.3 If a Bid is not substantially responsive, it will be rejected by the Employer and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.</p> <p>28.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Arithmetical errors will be rectified by the Employer on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.</p> <p>28.2 The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security shall be forfeited or the Bid Securing Declaration exercised and in accordance with ITB Sub-Clause 17.6(b).</p>
<p>29. Currency for Bid Evaluation</p>	<p>29.1 The Employer will evaluate the amounts in Namibian Dollars in which is the Bid Price, corrected pursuant to ITB Clause 28, is payable (excluding Provisional Sums but including Daywork where priced competitively) in Namibian Dollars at the selling rates on the closing date, established for similar transactions by the Bank of Namibia.</p>
<p>30. Evaluation and Comparison of Bids</p>	<p>30.1 The Employer will evaluate and compare only the bids determined to be substantially responsive in accordance with ITB Clause 27.</p> <p>30.2 In evaluating the bids, the Employer will determine for each Bid the evaluated Bid price by adjusting the Bid price as follows:</p> <ul style="list-style-type: none"> (a) making any correction for errors pursuant to ITB Clause 28. (b) excluding provisional sums and the provision, if any, for contingencies in the Activity Schedule, Section IV, but including Day work, when requested in the Specifications (or Terms of

31. Preference for Domestic Bidders

- Reference) Section V;
- (c) making an appropriate adjustment for any other acceptable variations, deviations, or alternative offers submitted in accordance with ITB Clause 18; and
 - (d) making appropriate adjustments to reflect discounts or other price modifications offered in accordance with ITB Sub-Clause 23.5.
- 30.3 The Employer reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations, and alternative offers and other factors, which are in excess of the requirements of the bidding documents or otherwise result in unsolicited benefits for the Employer will not be taken into account in Bid evaluation.
- 30.4 The estimated effect of any price adjustment conditions under Sub-Clause 6.6 of the General Conditions of Contract, during the period of implementation of the Contract, will not be taken into account in Bid evaluation.
- 31.1 Margin of Preference shall be applicable.

F. Award of Contract

32. Award Criteria	<p>32.1 Subject to ITB Clause 33, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions of ITB Clause 4, and (b) qualified in accordance with the provisions of ITB Clause 5.</p> <p>32.2 If, pursuant to ITB Sub-Clause 13.2 this contract is being let on a “slice and package” basis, the lowest evaluated Bid Price will be determined when evaluating this contract in conjunction with other contracts to be awarded concurrently. Taking into account any discounts offered by the bidders for the award of more than one contract.</p>
33. Employer’s Right to Accept any Bid and to Reject any or all Bids	<p>33.1 Notwithstanding ITB Clause 32, the Employer reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders.</p>
34. Notification of Award and Signing of Agreement	<p>34.1 Prior to the expiration of the period of bid validity, the Employer shall, for contract amount above the prescribed threshold, notify the selected bidder of the proposed award and accordingly notify unsuccessful bidders. Subject to any application for review to the Review Panel the Employer shall notify the selected Bidder, in writing, by a Letter of Acceptance for award of contract. It will state the sum that the Employer will pay to the Service Provider in consideration of the execution of the services by the Service Provider as prescribed by the Contract (hereinafter and in the Contract called the “Contract Price”). Within seven days from the issue of Letter of Acceptance the Employer shall publish on the Public Procurement Portal and the Employer’s website, the results of the Bidding process.</p> <p>34.2 The issue of the Letter of Acceptance will constitute the formation of the Contract.</p> <p>34.3 The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder. It will be signed by the Employer and sent to the successful Bidder along with the Letter of Acceptance. Within 21 days of receipt of the Contract, the successful bidder shall sign the Contract and return it to the Employer, together with the required performance security pursuant to Clause 35.</p>
35. Performance Security	<p>35.1 Within 21 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance Security in the amount and in the form of a Bank Guarantee</p>

36. Advance Payment and Security	<p>stipulated in the BDS, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the General Conditions of Contract.</p> <p>35.2 If the Performance Security is provided by the successful Bidder in the form of a Bank Guarantee, it shall be issued either at the Bidder's option, by a commercial bank located in the Republic of Namibia or a foreign bank through a correspondent commercial bank located in the Republic of Namibia.</p> <p>35.3 Failure of the successful Bidder to comply with the requirements of ITB Sub-Clause 35.1 shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid Security.</p> <p>36.1 The Employer will provide an Advance Payment on the Contract Price as stipulated in the Conditions of Contract, subject to the amount stated in the BDS.</p>
37. Adjudicator	<p>37.1 The Employer proposes the person named in the BDS to be appointed as Adjudicator under the Contract, at an hourly fee specified in the BDS, plus reimbursable expenses. If the Bidder disagrees with this proposal, the Bidder should so state in the Bid. If, in the Letter of Acceptance, the Employer has not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed by the Appointing Authority designated in the Special Conditions of Contract at the request of either party.</p>
38. Debriefing	<p>38.1 The Employer shall promptly attend to all requests for debriefing for the contract, made in writing, and within 30 days from the date of the publication of award or date the unsuccessful bidders are informed about the award.</p>

Section II. Bidding Data Sheet

A. General	
ITB 1.1	<p>The Public Entity is: National Housing Enterprise (NHE)</p> <p>The Name and of the Procurement: Provision of Travel Management Services to the National Housing Enterprise (NHE) for a Period of Three (3) Years</p> <p>Reference Number: NCS/ONB/NHE-01/24/25</p> <p>The Invitation for Bid has been issued through: Open National Bidding in term of Section 29(b) of the Public Procurement Act.</p>
ITB 1.2	The Intended Contract Period shall be for a period of three (3) years
ITB 5.3 (c)	Bidder must provide total monetary value of travel management or related services performed for each of the last five years; The minimum average amount of these services should not be less than N\$ 500,000.00 per annum.
ITB 5.3 (d)	<p>Bidder must have experience in Services of a similar nature and size for the last five years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts.</p> <p>(Attach at least three (3) testimonials/reference letters from your current/previous clients). The testimonials/reference letters should be clearly indicative of the time-period (term) for which a bidder has provided travel agency services.</p>
ITB 5.3 (e)	Current contractual commitments and/or memorandum of understanding and/or service level agreements with third party/relevant service providers providing the services needed by NHE (for example various airlines, car hire agencies, hotel establishments etc.). For the sake of confidentiality, confirmation letters justifying such agreements will also be accepted
ITB 5.3 (f)	Bidders must provide CV's indicating qualifications and experience of key management and support personnel proposed for the Contract; years of experience as indicated in the evaluation criteria
ITB 5.3 (g)	Bidder must provide reports on the financial standing of the Bidder, such as profit and loss statements and auditor's reports for the past five years;
ITB 5.3 (h)	Bidder must demonstrate evidence of adequacy of working capital of at least N\$ 200,000.00 per month for this Contract (access to line(s) of credit and

	availability of other financial resources);
ITB 5.3 (i)	<p>Submission of an acceptable bank rating letter from a registered Namibian Bank. Only ratings of A, B, or C are considered acceptable.</p> <p>Bidder must give authority to the NHE to seek references from the Bidder's bankers;</p>
ITB 5.5(b)	<p>The experience required to be demonstrated by the Bidder should include as a minimum that the agency has executed the same service during the last 5 years as follows:</p> <ul style="list-style-type: none"> - Experience as prime service provider in the provision of at least three service contracts of similar nature and complexity over the last 5 years - The ability to provide the full range of travel agency services. - Above average level of customer service. - Proven ability to handle queries at all times (24 hours). - Demonstration of fast turnaround time is essential. - Proven financial stability. - Documentary proof of at least three (3) years of continuous experience in rendering travel agency services within the last five (5) years. (Attach at least three (3) testimonials/reference letters from your current/previous clients). The testimonials/reference letters should be clearly indicative of the time-period (term) for which a bidder has provided travel agency services.
ITB 5.5(c)	<p>The essential services to be made available for the Contract by the successful Bidder shall include the following:</p> <ul style="list-style-type: none"> • Provision of domestic, regional and international travel management services to NHE on a 24-hour basis which will include, but not limited to the following services: <ul style="list-style-type: none"> - Flight and accommodation arrangements. - Car rentals. - Conferencing arrangements. - Airport & City transfers arrangements. - Travel insurance (domestic, regional & international). - Travelling visa arrangements; and - Any other related services as it may be determined by NHE.
B. Bidding Data	
ITB 9.2 and 19.1	<p>The number of copies of the Bid to be completed and returned shall be:</p> <p>one (1) original and 1 copy</p>
C. Preparation of Bids	

ITB 13.1	<p>The Bid submitted by the Bidder shall comprise the following:</p> <ol style="list-style-type: none"> a) Bid Submission Form (in the format indicated in Section III); b) Bid Securing Declaration Form. c) Joint Venture Partner Information Form (only in the event of a Joint Venture). d) Written undertaking in terms of section 138 of the Labour Act, 2007. e) Self-Declaration Form. f) Access to Information Form. g) Qualification Information Form and Documents. h) Priced Activity Schedule. i) The bidding document must be fully initialled, signed and submitted in one (1) original and one (1) copy. j) <u>Mandatory Legal Requirements</u>: (Failure to submit will result in disqualification) <p style="margin-left: 20px;">For the bid to meet the mandatory requirements, the bidder must submit the following documents as outlined in section 50 of the Act:</p> <ol style="list-style-type: none"> i. an original or certified copy of a valid certificate of good standing with the Receiver of Revenue. ii. a valid certificate of good standing with the Social Security Commission or, <ul style="list-style-type: none"> in the case where a company has no employees, confirmation letter from the Social Security Commission. iii. as required by the Affirmative Action (Employment) Act, 1998 (Act No. 29 of 1998) - <ul style="list-style-type: none"> • a certified copy of a valid affirmative action compliance certificate issued under section 41 of that Act, or • a certified copy of an exemption issued under section 42 of that Act, or • a certified copy of proof from the Employment Equity Commissioner that the bidder or supplier is not a relevant employer as defined in that Act. iv. a written undertaking as contemplated in section 138(2) of the Labour Act, 2007(Act No. 11 of 2007), and v. a certified copy of a valid – <ul style="list-style-type: none"> • certificate of business registration for an entity incorporated or registered under the company or close corporation laws of Namibia. • certificate of registration of a co-operative registered under the laws regulating co-operatives in Namibia.
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	<ul style="list-style-type: none"> • document serving as evidence of registration as a trust and the trust deed for a trust registered under the laws regulating trusts in Namibia, or • partnership agreement in the case of a partnership, a valid joint venture agreement in the case of a joint venture or a valid agreement in case of other similar arrangements, <p>but a bidder or supplier who is a sole proprietor only needs to comply with the provisions of paragraph (i) to (iv).</p> <p>k) Valid proof accreditation by International Air Transport Association (IATA), Association of Southern African Travel Agents (ASATA) and Association of Namibian Travel Agents (ANTA) or equivalent (any other professional affiliation)</p> <p>l) Proof of registration with the Namibia Tourism Board (NTB).</p>
ITB 14.1	Local inputs shall be quoted in Namibian Dollars Only
ITB 14.4	The Contract is not subject to price adjustment
ITB 16.1	The period of Bid validity shall be 180 days after the deadline for Bid submission specified in the BDS.
ITB 17.1	The Bidder shall subscribe to a Bid Securing Declaration by signing the Bid Securing Declaration containing the provision with regard thereto.
ITB 19.1	The Bidder shall prepare one original of the documents comprising the Bid as described in ITB Clause 11 of these Instructions to Bidders, bound with the volume containing the Form of Bid, and clearly marked " Original. " In addition, the Bidder shall submit one (1) copy of the Bid clearly marked as " Copy " In the event of discrepancy between them, the original shall prevail.
D. Submission of Bids	
ITB 20.1	The number of copies of the Bid to be completed and returned shall be: One (1) original and one (1) copy
ITB 20.2	The Employer's address for bid submission is: 7 General Murtala Mohammed Avenue, Eros in Windhoek Attention: Noreen Siyanga (Head: Procurement Management Unit) Address: 7 General Murtala Mohammed Avenue, Eros in Windhoek For identification of the bid the envelopes should indicate: Contract: Provision of Travel Management Services to the National Housing

	<p align="center">Enterprise (NHE) for a Period of Three (3) Years</p> <p>Reference Number: NCS/ONB/NHE-01/24/25</p> <p>NB. Bids sent by courier or post should reach NHE before or on closing time</p>
ITB 21.1	<p>The deadline for submission of bids shall be:</p> <p>Tuesday, 20 May 2025 at 10:00 am</p>
E. Bid Opening and Evaluation	
ITB 24.1	<p>The bid opening shall take place at:</p> <p>7 General Murtala Mohammed Avenue, Eros in Windhoek NHE Head Office (Lecture Hall)</p> <p>Date and time:</p> <p>Tuesday, 20 May 2025 at 10:15 am</p>
F. Award of Contract	
ITB 31	<p>Margin of Preference shall be applicable</p> <p>The maximum cumulative allowable margin of preference applicable to exclusive preferences for price evaluation purposes is 10%.</p> <p>A bidder must complete and sign the declaration in respect of exclusive preference included in this document above, outlining the preferences the bidder qualifies for and the grounds for such qualifications.</p>
ITB 37.1	<p>The Adjudicator proposed by the Employer is anybody recommended by the Labour Commissioner of Namibia. The hourly fee for this proposed Adjudicator shall be agreed upon by the parties. The biographical data of the proposed Adjudicator is as follows: Shall be somebody who is well acquainted with the matter at hand in terms of academic qualifications and experience.</p>

Section III. Evaluation Criteria

Evaluation Criteria

This Section complements the Instructions to Bidders. It contains the criteria that NHE will use to evaluate a bid and determine whether a Bidder has the required qualifications. The Criteria hereunder are derived from the ITB and BDS. No other criteria but those indicated here shall be used during evaluation.

Evaluation Methodology

Evaluation will be conducted by a Bid Evaluation Committee (BEC) appointed in accordance with the Procurement Act and Regulations and evaluated in accordance with the criteria stated here below and in tables 1, 2,3 and 4 in four phases.

Phase 1: Evaluation of Administrative and Legal Compliance

Legal Compliance – ITB 13.1

In terms of section 50(2), bidders will be assessed for having submitted documents as stipulated in that section, failing which the bidder or supplier must be disqualified.

As per **TABLE 1**, only the bidders who score a **Yes** for by providing all the required (mandatory) documents and satisfy the formal documentary evidence as stipulated ITB 13.1, and providing proof of payment will be considered for further evaluation.

Administrative Compliance – ITB 13.1

Administrative compliance will be assessed based on a Yes or No, and the aim of this criteria is the collection of administrative information that will eventually form part of the contract at award. Bidders will not be disqualified by scoring a No at this stage as per **TABLE 2**.

Phase 2: Evaluation of Technical Compliance

Bidders will be assessed against the Technical Evaluation criteria as stated in **TABLE 3**.

The total technical evaluation is out of 100%. For a bidder to proceed to the next phase (phase 3 – financial evaluation), the bidder must score 80% and above. Bidders who fail to achieve the required minimum score of 80% will be deemed as “technically non-responsive”. Such bidders will be excluded from being considered for further evaluation.

The eligibility criteria will be assessed based on the scoring matrix. Only the bidders who obtain **80%** for all criteria and satisfy the formal documentary evidence, will be considered to participate in stage two of the bidding process. At the end of stage one, all bidders who are substantially non-responsive will be rejected.

The Bidder shall submit a bank rating from a commercial bank operating in Namibia regarding the Bidder’s credit worthiness. The letter has to be dated not more than one month prior to the closing date of submission of bids.

Kindly read below the definitions of the different bank rating codes:

A-Undoubted for Enquiry

B-Good for amount quoted

C-Good for amount quoted if strictly in way of business

- D- Fair trade risk
- E- Figures considered too high
- F- Financial position unknown
- G- Paper occasionally dishonoured
- H- Paper frequently dishonoured.

Only bidders who score the minimum bank rating of **C** - will be considered for award.

Phase 3: Financial Evaluation

All bids that meet the qualification criteria in phases 1 and 2 will proceed to be evaluated at this phase.

The evaluated price activity schedule of each bid will be compared with the evaluated price activity schedule of other bids to determine the most economically advantageous bid.

The most economically advantageous bid from the lowest evaluated substantially responsive bid who meet all the specifications will be considered for award.

Please note that NHE is not obligated to award the contract to the bidder who submitted the lowest quotation.

Margin of Preference

In terms of the Code of Good Practice on Preferences, margin of preference means a percentage of price preference given to a bidder who meets the specified criteria as determined.

This code of good practice aims to promote, facilitate, and strengthen measures to implement the empowerment and industrialization policies of the Government by providing a framework for the application of preferences and reservations under the Act without compromising standards of goods, works and services and value for the money, grant exclusive preference to categories of local suppliers through reservations of certain procurement of goods and, works and services.

The maximum cumulative allowable margins of preferences applicable to exclusive preference for price evaluation purposes is 10%.

A bidder must complete and sign the declaration in respect of exclusive preference included in this document above, outlining the preferences the bidder qualifies for and the grounds for such qualifications.

Margins of preferences will be applied, as per the below table of the Code of Good Practice, as follows on the total cost in the price schedule:

MARGIN OF PREFERENCES WHEN EVALUATING BIDS FOR EXCLUSIVE PREFERENCE

CATEGORIES OF BIDDERS	DEFINITION / CRITERIA (in terms of code of good practice on preferences)	MARGIN OF PREFERENCE	DOCUMENTARY EVIDENCE (to be submitted with the bid / all the documents required must be submitted)
Manufacturer	means a person or company that is involved in the physical or chemical transformation of materials or components into new products whether or not – a) the transformation is through work- i) performed by a power-driven machine or by hand, ii) done in a home or factory, or b) the new products are sold on wholesale or retail basis	2%	- certificate of registration from a registering authority - declaration by the bidder that the manufactured goods meet the local content as determined in Annexure 6 as per the cost structure for Value Added Calculation in Annexure 1, and as certified by an Accountant - (please refer to code of good practice for above stated annexures)
Micro, Small and Medium Enterprise	means an enterprise that has a valid micro, small and medium enterprise certificate issued by the Ministry responsible for trade, whose minimum equity is 51% owned by Namibians	1%	- certified copy of SME registration certificate - declaration indicating the percentage of Namibian MSME ownership (kindly use structure of form)
Women owned enterprise	a bidder who is a woman or whose minimum equity is 51% owned by Namibian women	1%	- certified copy of identity documents (IDs) of all stakeholders - certified copy of: founding statement and/or company registration indicating ownership structure and/or copy of shareholder certificates - declaration indicating the percentage of Namibian female ownership
Youth owned enterprise	“youth” means a young person aged from 16 to 35 years old as defined in section 1 of the National Youth Council Act, 2009 (Act No.3 of 2009) a bidder who is a youth or whose minimum equity is 51% owned by Namibian youths	2%	- certified copy of identity documents (IDs) of all shareholders - certified copy of founding statement/company registration indicating ownership structure/ copy of shareholder certificate - declaration indicating the percentage of Namibian youth ownership

Previously Disadvantaged Person owned enterprise	means persons contemplated in Article 23(2) of the Namibian Constitution and includes – a) women; and b) persons with any disability as defined in the National Disability Act, 2004 (Act No. 26 of 2004) a bidder who is a PDP or whose minimum equity is 51% owned by Namibian PDPs	2%	- certified copy of identity documents (IDs) of all shareholders
			- certified copy of founding statement/company registration indicating ownership structure/ copy of shareholder certificates
			- declaration indicating the percentage of Namibian PDP ownership
persons within Namibia who have been socially, economically, or educationally disadvantaged by past discriminatory laws or practices as contemplated in Article 23(2) of the Namibian Constitution			
Suppliers providing environmental protection	a bidder that promotes the protection of the environment, maintain ecosystems and sustainable use of natural resources as specified by the public entity in the bidding document	1%	- declaration by the bidder that the latter deals with environmental protection
Suppliers providing employment to Namibians	a bidder who employs 50% or more Namibian citizens	1%	- declaration that the bidder employs 50% or more Namibian citizens
			- certified copies of Namibian citizens employed by the bidder
TOTAL		10%	

Phase 1: Evaluation of Administrative and Legal Compliance

TABLE 1: Mandatory Legal Compliance

DOCUMENT DESCRIPTION		YES/NO
1	Electronic Funds Transfer (EFT) Proof of Payment	
2	Bid Securing Declaration; ITB 13.1(b) (On form provided or company letterhead in the same format of the form)	
3	Company Registration Information A certified copy of valid registration certificate or relevant documentation as outlined in ITB 13.1(j)(v)	
4	an original or certified copy of a valid certificate of good standing with the Receiver of Revenue; ITB 13.1(j)(i)	
5	a valid certificate of good standing with the Social Security Commission or, in the case where a company has no employees, confirmation letter from the Social Security Commission; ITB 13.1(j)(ii)	
6	Affirmative action compliance: - Certified copy of certificate, or - Certified copy exemption, or Certified copy of proof.; ITB 13.1(j)(iii)	
7	Completed written undertaking in terms of section 138 of the Labour Act; ITB 13.1(j)(iv) (On form provided or company letterhead in the same format of the form)	

TABLE 2: Administrative Compliance

DOCUMENT DESCRIPTION		YES/NO
1	<p>Fully Completed Bid Submission Form.</p> <p>(On form provided or company letterhead in the same format of the form)</p> <p>Attached certified copy of identity document (ID) or certified copy of a valid passport of representative & evidence of signatory authorized to sign the bid</p>	
2	<p>Qualification information and documentary evidence establishing the Bidder's qualifications to perform the contract.</p> <p>(All information to be completed on forms provided or presented on separate stationery in the same format of the forms. Company profiles with relevant information are acceptable)</p>	
3	<p>Bidding Document submitted in original & copy and fully signed & initialed.</p>	
4	<p>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, the 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.</p> <p>(separate letter from bidder) (Company letterhead and format)</p>	
5	<p>Completed Self Declaration Form in respect of eligibility criteria.</p>	
6	<p>Margin of preference declarations outlining the preferences the bidder qualifies for and the grounds for such qualifications.</p>	

Phase 2: TABLE 3: Evaluation of Technical Compliance**(All Documents must be certified copies or original where indicated)**

CRITERIA		SUB-SCORES		TOTAL SCORE IN %	
1. Experience of the firm in the provision of travel management or related services of a similar nature and size for the last five years	5 years and above	20%		20%	
	3 - 4 years	10%			
	Less than 3 years	0			
2. Reference letters (minimum of 3 testimonials/reference letters from your current/previous clients)	Evidence of three similar assignments offered by the Bidder in the last five years (travel management related services)			10%	
	3 letters and more	10%			
	Less than 3 letters	5%			
	None	0%			
3. Total monetary value of travel management or related services performed for each of the last five years with a minimum average amount of not less than N\$ 500,000.00 per annum	N\$ 500,000 and more	10%		10%	
	Less than N\$500,000	5%			
	None	0%			
4. Valid proof accreditation by International Air Transport Association (IATA), Association of Southern African Travel Agents (ASATA) and Association of Namibian Travel Agents (ANTA) or equivalent (any other professional affiliation)	Proof of registration	10%		10%	
	No proof of registration	0%			
5. Adequacy of working capital. Access to line(s) of credit and availability of financial resources of at least N\$200,000.00 per month	N\$ 200,000 and more	10%		10%	
	Between N\$100,000 and N\$ 200,000	5%			
	Less than N\$ 100,000	1%			
	No evidence	0%			
6. Proof of registration with the Namibia Tourism Board (NTB).	Proof of registration	10%		10%	
	No proof of registration	0%			
7. Years of experience: Key personnel that will be dedicated to NHE account (CV's must be attached)	Operational Manager	>5 years	4%	4%	
		<5 years	0%		
	Account Manager	>3 years	4%	4%	
		<3 years	0%		

	Administrative Personnel	>1 year	2%	2%	10%
		<1 year	0%		
8. Bank Rating	Rate A		10%	10%	
	Rate B		10%		
	Rate C		10%		
	Below Rate C		0%		
9. Current contractual commitments with third party service providers (airlines, car hire agencies etc.)	SLA or MOU with airlines, car hire agencies and hotel establishments	A greements/ letters	10%	10%	
		No agreements/ letters	0%		
Total Technical Score				100%	

(Bidder must score a minimum of 80% to proceed to the next stage of evaluation)

Section IV. Bidding Forms

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Bid Submission Form

The Bidder must prepare the Service Provider's Bid on stationery with its letterhead clearly showing the Bidder's complete name and address.

Date: _____
 Bidder's Reference No.: _____
 Procurement Reference No.:.....

To:

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders (ITB) Clause 11;
- (b) We offer to execute the *[name and identification number of Contract]* in accordance with the Conditions of Contract, Scope of Service and Performance Specifications, and Activity Schedule accompanying this Bid.
- (c) The total price of our Bid in Namibian Dollars, after discounts offered in item (d) below is:

Amount payable in Namibian Dollars
(i)
(ii)

- (d) The discounts offered and the methodology for their application are: _____;
- (e) Our bid shall be valid for a period of _____ *[insert validity period as specified in ITB 16.1.]* days from the date fixed for the bid submission deadline in accordance with the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) If our bid is accepted, we commit to obtain a Performance Security in accordance with the Bidding Document;
- (g) We, including any subcontractors or suppliers for any part of the contract, do not have any conflict of interest in accordance with ITB 6;
- (h) We are not participating, as a Bidder in more than one bid in this bidding process.
- (i) Our firm, its affiliates or subsidiaries, including any Subcontractors or Suppliers for any part of the contract, has not been declared ineligible under the laws of Namibia;

- (j) We are not a government owned entity / We are a government owned entity but meet the requirements of ITB 4.5;⁵
- (k) We hereby confirm that we have read and understood the content of the Bid Securing Declaration attached herewith and subscribe fully to the terms and conditions contained therein, if required. We understand that non-compliance to the conditions mentioned may lead to disqualification.
- (l) We understand that this bid, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- (m) Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name and address of agent	Amount in NAD	Purpose of Commission or gratuity
_____	_____	_____
_____	_____	_____
_____	_____	_____
(if none, state "none")		

- (n) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive; and
- (o) If awarded the contract, the person named below shall act as Contractor’s Representative: ***(Provide certified copy of identity document (ID) or certified copy of a valid passport of representative, including Evidence of signatory authorized to sign the bid)***

Name of Representative: _____

In the capacity of: _____

Signed: _____

Duly authorized to Sign the Bid for and on behalf of:

Name of Bidder: _____

⁵ Use one of the two options as appropriate.

Physical Address:

.....
.....
.....

Postal Address:

.....
.....

Tel no. (Office):

.....

Cell:

.....

email:

.....

Date:

.....

Seal of Company

.....

Bid Securing Declaration Form

(Section 45 of Act)

(Regulation 37(1)(b) an 37(5))

Date: _____

Procurement Ref No.: _____

To: The Accounting Office
National Housing Enterprise

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 _____, _____

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***

Joint Venture Partner Information Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below].

Date: *[insert date (as day, month and year) of Bid Submission]*

Procurement No.: *[insert reference number of bidding process]*

1. Bidder's Legal Name:
2. JV's Party legal name:
3. JV's Party Country of Registration:
4. JV's Party Year of Registration:
5. JV's Party Legal Address in Country of Registration:
6. JV's Party Authorized Representative Name: Address: Telephone/Fax numbers: Email Address:
7. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2, above, in accordance with ITB Sub-Clauses 4.1 and 4.2. <input type="checkbox"/> In case of government owned entity from Namibia, documents establishing legal and financial autonomy and compliance with commercial law, in accordance with ITB Sub-Clause 5.5.
8. Joint Venture Agreement

Written Undertaking Form



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.*

Self-Declaration Form

Procurement Reference No: _____

Title: _____

I/We the undersigned declare that:

1. I / we are not blacklisted by the Government of Namibia in accordance with applicable laws at the date of the deadline for bid submission.
2. I/ we are not blacklisted by African Development Bank, Asian Development Bank, European Bank for Reconstruction and Development, Inter-American Development Bank Group and World Bank Group.
3. I/ we will submit a statement on past and present declaration of ineligibility, if any, by any local/international agency or any termination of contract for unsuccessful completion of assignment, giving adequate details to enable a fair assessment.
4. I/ we will inform the contracting authority, without delay, of any situation constituting a conflict of interest or could give rise to a conflict of interest.
5. I/ we have not sought, attempted to obtain, or accept any advantage, financial or in kind, to or from any party whatsoever, constituting an illegal or corrupt practice, either directly or indirectly, as an incentive or reward relating to the award of the contract.

Declared at _____ this _____ day of _____

Signature (of duly authorised officer): _____

Full Name and Designation: _____

Access to Information Form

Bid reference no.:

I hereby give permission to the National Housing Enterprise Bid Evaluation Committee's duly authorized person to obtain / access the following company / personal records for the purpose of validating the information submitted in support of the above bid.

Previous clients/ interview relevant people/

Bidder's Signature
Date:...../...../.....

Qualification Information

- 1. Individual Bidders or Individual Members of Joint Ventures**
- 1.1 Constitution or legal status of Bidder:
Place of registration:
Principal place of business:
- 1.2 Total annual volume of Services performed in three years, in the internationally traded currency specified in the BDS:
- 1.3 Services performed as prime Service Provider on the provision of Services of a similar nature and volume over the last three years. The values should be indicated in the same currency used for Item 1.2 above. Also list details of work under way or committed, including expected completion date.

Project name and country	Name of employer and contact person	Type of Services provided and year of completion	Value of contract
(a)			
(b)			

- 1.4 Major items of Service Provider's Equipment proposed for carrying out the Services. List all information requested below. Refer also to ITB Sub-Clause 5.5(c).

Item of equipment	Description, make, and age (years)	Condition (new, good, poor) and number available	Owned, leased (from whom?), or to be purchased (from whom?)
(a)			
(b)			

- 1.5 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data. Refer also to ITB Sub-Clause 5.5(e) and GCC Clause 4.1.

Position	Name	Years of experience (general)	Years of experience in proposed position
(a)			
(b)			

1.6 Proposed subcontracts and firms involved. Refer to GCC Clause 4.1.

Sections of the Services	Value of subcontract	Subcontractor (name and address)	Experience in providing similar Services
(a)			
(b)			

1.7 Financial reports for the last three years: balance sheets, profit and loss statements, auditors' reports, etc. List below and attach copies.

1.8 Evidence of access to financial resources to meet the qualification requirements: cash in hand, lines of credit, etc. List below and attach copies of support documents. We certify/confirm that we comply with eligibility requirements as per ITB Clause 4.

1.9 Name, address, and telephone and facsimile numbers of banks that may provide references if contacted by the Employer.

1.10 Information regarding any litigation, current or within the last five years, in which the Bidder is or has been involved.

Other party(ies)	Cause of dispute	Details of litigation award	Amount involved
(a)			
(b)			

1.11 Statement of compliance with the requirements of ITB Sub-Clause 4.2.

1.12 Proposed Program (service work method and schedule). Descriptions, drawings, and charts, as necessary, to comply with the requirements of the bidding documents.

2. Joint Ventures

2.1 The information listed in 1.1 - 1.11 above shall be provided for each partner of the joint venture.

- 2.2 The information in 1.12 above shall be provided for the joint venture.
 - 2.3 Attach the power of attorney or other acceptable document of the signatory (ies) of the Bid authorizing signature of the Bid on behalf of the joint venture.
 - 2.4 Attach the Agreement among all partners of the joint venture (and which is legally binding on all partners), which shows that
 - (a) all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms;
 - (b) one of the partners will be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; and
 - (c) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.
- 3. Additional Requirements**
- 3.1 Bidders should provide any additional information required in the BDS and to fulfil the requirements of ITB Sub-Clause 5.1, if applicable.

Declaration Forms – Exclusive Preference

DECLARATION IN RESPECT OF EXCLUSIVE PREFERENCE

Paragraph 9(3) and Annexure 6 of the Code of Good Practice on Preferences Referred to in Section 71 and 72 of Public Procurement Act, 2015

Bidder must tick the appropriate box to indicate the category under which it has made a declaration.

1. Manufacturer

CATEGORIES OF BIDDERS		DOCUMENTARY EVIDENCE (to be submitted with the bid / all the documents required must be submitted)	TICK	
1	Manufacturer	- Cost structure for Value Added Calculation in Annexure 1, and as certified by an Accountant (please refer to code of good practice for above stated annexures)	Yes	
			No	

If yes, please complete the part below, including the cost structure form. The form maybe reproduced, but it should be in the same format or reflect the whole information on it.

Manufacturer's Declaration in Terms of Paragraph 9(3) and Annexure 6 of the Code of Good Practice

I/We hereby declare that the manufactured goods meet the local content as determined in Annexure 1 of Code of good practice, as per the cost structure for Value Added Calculation.

The Local Value-Added amounts to: N\$ _____

NB: The cost structure reflecting the above amount must be attached to the bid for reference. (See last attachment)

2. Micro, Small and Medium Enterprises

CATEGORIES OF BIDDERS		DOCUMENTARY EVIDENCE (to be submitted with the bid / all the documents required must be submitted)	TICK	
2	Micro, Small and Medium Enterprise	- certified copy of SME registration certificate	Yes	
			No	

If yes, percentage indicating Namibian MSME ownership	
---	--

3. Women Owned Enterprise

CATEGORIES OF BIDDERS		DOCUMENTARY EVIDENCE (to be submitted with the bid / all the documents required must be submitted)	TICK	

3	Women owned enterprise	<ul style="list-style-type: none"> - Certified copy of identity documents (IDs) of all stakeholders - Certified copy of: founding statement and/or company registration indicating ownership structure and/or copy of shareholder certificate 	Yes	
			No	

If yes, percentage equity owned by Namibian women

4. Youth Owned Enterprise

CATEGORIES OF BIDDERS		DOCUMENTARY EVIDENCE (to be submitted with the bid / all the documents required must be submitted)	TICK	
4	Youth owned enterprise	<ul style="list-style-type: none"> - Certified copy of identity documents (IDs) of all stakeholders - Certified copy of founding statement/company registration indicating ownership structure/ copy of shareholder certificate 	Yes	
			No	

If yes, percentage equity owned by Namibian youths

5. Previously Disadvantaged Person owned Enterprise

CATEGORIES OF BIDDERS		DOCUMENTARY EVIDENCE (to be submitted with the bid / all the documents required must be submitted)	TICK	
5	Previously Disadvantaged Person owned enterprise	<ul style="list-style-type: none"> - Certified copy of identity documents (IDs) of all stakeholders - Certified copy of founding statement/company registration indicating ownership structure/ copy of shareholder certificate 	Yes	
			No	

If yes, percentage equity owned by previously disadvantaged Namibians

6. Suppliers Providing Environmental Protection

CATEGORIES OF BIDDERS		DOCUMENTARY EVIDENCE (to be submitted with the bid / all the documents required must be submitted)	TICK	
6	Suppliers providing environmental protection	<ul style="list-style-type: none"> - Evidence that the bidder promotes the protection of the environment, maintain ecosystems and sustainable use of natural resources 	Yes	
			No	

If yes, bidder must provide evidence or elaborate on any initiatives to protect the environment, maintain ecosystems and the sustainable use of natural resources.

7. Suppliers Providing Employment to Namibians

CATEGORIES OF BIDDERS		DOCUMENTARY EVIDENCE (to be submitted with the bid / all the documents required must be submitted)	TICK	
7	Suppliers providing employment to Namibians	<ul style="list-style-type: none"> - Declaration that the bidder employs 50% or more Namibian citizens - Certified copies of Namibian citizens employed by the bidder 	Yes	
			No	

If yes, kindly provide an organogram indicating the total number of employees. In addition, provide a list of all Namibians with proof of identifications.

ANNEXURE 1 COST STRUCTURE FOR VALUE ADDED CALCULATION (Paragraph 1)

	Product 1	Product 2
	N\$	N\$
Raw Materials, Accessories and Components		
• Imported (CIF)		
• Local (Value Added Tax and Excise Duty Fee)		
• Local (Cost, Insurance, Freight)		
Labour Cost		
• Direct Labour		
• Clerical Wages		
• Salaries to Management		
Utilities		
• Electricity		
• Water		
• Telephone		
Depreciation		
Interest on Loans		
Rent		
Other (please specify)		
TOTAL COST		

COST OF IMPORTED INPUTS		
LOCAL VALUE ADDED		
% LOCAL VALUE ADDED		

Local Value Added = $\frac{\text{Total Cost} - \text{Cost of imported inputs}}{\text{Total Cost}} \times 100$

NB! The cost structure must be certified by an Accountant.

This form maybe reproduced, but it should be in the same format or reflect the whole information on it.

I/We* hereby declare that the information provided above outlines the preferences that I/We* qualifies for, and that the information provided is correct

Signed: _____

Name: _____

Dated on _____ day of _____, _____

Part II – Activity Schedule

Section IV. Activity Schedule

Objectives

The objectives of the Activity Schedule are

- (a) to provide sufficient information on the quantities of Services to be performed to enable bids to be prepared efficiently and accurately; and
- (b) when a Contract has been entered into, to provide a priced Activity Schedule for use in the periodic valuation of Services executed.

In order to attain these objectives, Services should be itemized in the Activity Schedule in sufficient detail to distinguish between the different classes of Services, or between Services of the same nature carried out in different locations or in other circumstances which may give rise to different considerations of cost. Consistent with these requirements, the layout and content of the Activity Schedule should be as simple and brief as possible.

Dayworks Schedule

A Daywork Schedule should be included only if the probability of unforeseen work, outside the items included in the Activity Schedule, is high. To facilitate checking by the Employer of the realism of rates quoted by the bidders, the Daywork Schedule should normally comprise the following:

- (a) A list of the various classes of Services, labor, materials, and Plant for which basic day work rates or prices are to be inserted by the Bidder, together with a statement of the conditions under which the Service Provider will be paid for work executed on a day work basis.
- (b) Nominal quantities for each item of Dayworks, to be priced by each Bidder at Dayworks rates as Bid. The rate to be entered by the Bidder against each basic Dayworks item should include the Service Provider's profit, overheads, supervision, and other charges.

Provisional Sums

The estimated cost of specialized work to be carried out, or of special goods to be supplied, by other Service Providers (refer to Clause 8 of the Conditions of Contract) should be indicated in the relevant part of the Activity Schedule as a particular provisional sum with an appropriate brief description. A separate procurement procedure is normally carried out by the Employer to select such specialized Service Providers. To provide an element of competition among the bidders in respect of any facilities, amenities, attendance, etc., to be provided by the successful Bidder as prime Service Provider for the use and convenience of the specialist contractors, each related provisional sum should be followed by an item in the Activity Schedule inviting the Bidder to quote a sum for such amenities, facilities, attendance, etc.

These Notes for Preparing an Activity Schedule are intended only as information for the Employer or the person drafting the bidding documents. They should not be included in the final documents.

PRICED ACTIVITY SCHEDULEProcurement Reference Number: **NCS/ONB/NHE-01/21/22**

Fees	Rate/ Percentage (Exclusive of VAT)			Fee Clarification
	Year 1	Year 2	Year 3	
Brief Description of Services				
AIR TICKETS: Domestic, Regional and International services:				
Administration fee				
Commission				
Reservation/booking fee				
Change of Reservation/Booking				
Cancellation fee				
Bill Back fee				
ACCOMMODATION: Domestic, Regional and International services:				
Administration fee				
Commission				
Reservation/booking fee				
Change Reservation/Booking				
Cancellation				
Bill Back fee				
CAR HIRE: Domestic, Regional and International services:				
Administration fee				
Commission				
Reservation/booking fee				

Change Reservation/Booking				
Cancellation				
Bill Back fee				
CONFERENCING: Conference facilities arrangements:				
Administration fee				
Commission				
Reservation/booking fee				
Change Reservation/Booking				
Cancellation				
Bill Back fee				
AIRPORT AND CITY TRANSFERS: Domestic, Regional and International services:				
Administration fee				
Commission				
Reservation/booking fee				
Change Reservation/Booking				
Cancellation				
Bill Back fee				
OTHER SERVICES				
Visa application and management				
Emergency after hours assistance				
Travel insurance				
Conference and booking				
Charter flight				

Ad – hoc reports				
Communication relevant information to NHE				

Priced Activity Schedule Authorised By:

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

Section V. Scope of Service and Performance Specifications

Background

NHE requires the services of a Local travel agency for the facilitation of flight arrangements, booking of accommodation, car rental, conference facilities arrangements and related services for a period of three years.

Purpose of the service

NHE seeks various eligible, competent, reliable and qualified travelling Local Travel Agents to provide the above-mentioned services as it may be required for a period of 3 years.

DETAILED REQUIREMENTS

TERMS OF REFERENCE/ SCOPE OF WORK

The successful agency to ensure that there is a continued negotiation with suppliers of all services to the benefit of NHE's requirements for the Provision of domestic air travel, regional, international air travel, accommodation, car rental, conference facilities arrangements and related services for NHE amongst others are as follows:

- All domestic, regional and international travel arrangements and reservations in respect of official trips whether of air tickets, hotel accommodation, car hire, visa, transfers.
- For every duly approved NHE Travel authorization, travel agency shall immediately make bookings and prepare appropriate itineraries and formal quotations based on the lowest fare and the most direct and convenient routing.
- In the event that required travel arrangements cannot be confirmed; travel agency shall notify the requesting party of the problem and present three (3) alternative routings/ quotations for consideration.
- For wait-listed bookings, travel agency shall provide regular hourly/ daily feedback on status of that specific flight.
- Travel agency shall promptly issue and deliver accurately printed tickets/ provide electronic tickets over the e-mail, and detailed itineraries (in printed and electronic format) showing the accurate status of the airline and hotel reservations on all segments of the journey; and
- Travel agency shall accurately advise NHE of ticketing deadlines and other relevant information every time reservations are made, in order to avoid cancellations of bookings.

a) AIR TRAVEL DOMESTIC, REGIONAL AND INTERNATIONAL

- Propose fares/ airline routings and guarantee that it shall obtain the lowest available airfare for the trip concerned.
- For all flights, the most direct and economical fare in the economy class is to be offered.
- ensure that tickets issued are in accordance with entitlements prescribed in the Travel Authorization.
- advise market practices and trends that could result in further savings for NHE, including the use of corporate travel booking tools with automated travel policy compliance and enforcement, and travel management reporting.
- Planning, arranging and amending domestic, regional and international Air Travel bookings through available agencies.
- Negotiating discounts on standard tariffs for domestic, regional and international Air Travel with the airline companies on behalf of NHE.
- Negotiating discounts for travelling or credits, on accumulated expenditure for domestic, regional and international Air Travels with available airline companies.
- Provision of monthly, quarterly and annual reports.

b) ACCOMMODATION DOMESTIC, REGIONAL AND INTERNATIONAL

- Planning, booking of and amending of bookings for accommodation for domestic, regional and international Air Travel with any hotel group, private hotel or other available establishments.
- Negotiating discounts on standard tariffs or reduced tariffs with all available hotel groups, private hotels or other establishments.
- Provision of monthly, quarterly and annual reports.

c) VEHICLE RENTAL/ CAR HIRE FOR DOMESTIC, REGIONAL AND INTERNATIONAL

- Provide rent-a-car services, including or excluding a driver, upon request from NHE,
- Arrange and organize minibus/ bus transfers for group travels including a driver,
- Organize reservation/ purchase of train/ bus/ ship tickets, as may be necessary.

- Planning, arranging and amending vehicle rental/car hire through available agencies situated inside and outside Namibia in line with NHE Policy and local standards.
- Negotiating discounts on standard tariffs for vehicle rental /car hire with the available vehicle rental/car hire agencies.
- Provision of monthly, quarterly and annual reports.

d) CONFERENCE FACILITIES ARRANGEMENTS

- Provide conference facilities arrangements services as may be needed by NHE from time to time,
- Organize reservation for conference facilities including meals and other related services and goods, as may be necessary.
- Planning, arranging and amending conference facilities through available establishments situated inside and outside Namibia in line with NHE Policy and local standards.
- Negotiating discounts on standard tariffs for conference facilities, meals and other related services.
- Provision of monthly, quarterly and annual reports.

e) TIME FRAMES

- All vouchers documentations will be confirmed through e-mails to NHE authorised employee within two hours upon the receipt of a Purchase Order for Local Air.
- Travel and land arrangements Whereas all other tickets are to be issued within four hours upon the receipt of a Purchase Order.
- Personnel from the successful bidder will be required to be available on a 24/7 basis, in order to assist with travel arrangement changes of after hour bookings. NHE to be allocated specific personnel to work with.

f) TARIFFS / DISCOUNT ADJUSTMENTS:

- The successful bidder shall be required to provide notice of imminent tariff adjustments, especially in respect of Local Air Travels and vehicle rental or car hires.
- In addition, the successful bidder will continuously negotiate lower tariffs or higher discounts, whenever possible on behalf of National Housing Enterprise

g) TRANSACTION/SERVICE FEES

- The successful bidder must submit a detailed method of service fees (the costing structure must be clearly set out). An indication of Value Added Tax (VAT) must be included on these fees.

h) PROVISION OF MONTHLY, QUARTERLY AND ANNUAL REPORTS

The successful bidder shall submit detailed monthly, quarterly and annual reports. The report shall have a minimum but not limited to the following aspects:

- Mode of transport
- Details of the traveller
- Accommodation establishment
- Amount (a breakdown of all the expenses)
- Agent administrative fee
- Communication of interest to NHE

i) PROFESSIONAL FEES

- Agencies are required to provide NHE with an outline of professional fees for all the services to be rendered.

j) Availability of Other Products and Services

- Travel agency, where applicable and upon request of the travellers, shall provide other services including, but not limited to, the following:
 - Preferred Seating Arrangements / Upgrades
 - Privileged Check-in Services / Use of Airline Lounges facilities
 - Hotel reservations / Accommodations
 - Excess Baggage / Lost Baggage / Baggage Insurance
 - Ground Transportation (bus / train reservations and tickets)
 - Emergency Services,
 - Travel Insurance

➤ Open book policy

k) Hotel, visa assistance – Services

- The successful travel agent contractor shall provide full, prompt, accurate and expert domestic, regional and international travel products and services to staff of NHE.

l) Travel Documentation

- Provide services for the timely application for and release of visas, etc.
- Immediately replace tickets and other travel documents in the event of their loss.

m) Travel Information / Advisories

- Inform NHE upon booking confirmation, of flight/ ticket restrictions, involuntary stopovers, hidden stops, and other possible inconveniences of the itinerary and provide required documentation for travels.
- Provide NHE with online and offline relevant information on official destinations, i.e., visa requirements, security advisories, airport transfers/ land transportation facilities, local points of interest, currency restrictions/ regulations, health advisories, weather conditions, etc.
- Endeavor to notify NHE of airport closures delayed or cancelled flights, security procedures, health precautions, as well as other changes that will affect or will require preparations from the travellers, sufficiently before departure time; and
- Quick reference for requested destination.

n) Billing and Invoicing

- Be financially capable to bill / invoice NHE on a monthly basis for the expenses incurred during the previous month. All bills are to be paid by NHE upon issuance of air tickets, final invoice and completion of the respective travel.

o) Flight Cancellations / Rebooking and Refunds

- Process duly authorized flight changes/ cancellations when and as required and taking care that in such cases cancellation fees and charges imposed by the airlines are avoided,
- Immediately process airline refunds for changed/ cancelled travel requirements and credit these to NHE as expeditiously as possible,

- Limit refund charges at airline rates only, i.e. no additional charges will accrue to the travel agency,
- Absorb all cancellation and / or change reservation date charges which are due to no fault of NHE or the Traveler, and
- Report regularly back to NHE on the status of ticket refunds.

p) Management Reporting System

- Travel Agency shall submit to NHE the following reports/ documents on a monthly basis,
 - a) Monthly management reports
 - b) Detailed air travel reports
 - c) Monthly car hire reports
 - d) Monthly reports on the status of ticket refunds,
 - e) Changes and Updates on Airline Rates, promotions, etc.,
 - f) Complaint Analysis and actions taken thereof.
 - g) Any other reports that may be deemed important

q) Availability of Other Products and Services

Travel agency, where applicable and upon request of the travellers, shall provide other services including, but not limited to, the following:

- Preferred Seating Arrangements / Upgrades
- Privileged Check-in Services / Use of Airline Lounges facilities
- Hotel reservations / Accommodations
- Excess Baggage / Lost Baggage / Baggage Insurance
- Ground Transportation (bus / train reservations and tickets)
- Emergency Services,
- Travel Insurance
- Open book policy

Part III – Conditions of Contract and Contract Forms

Section VI. General Conditions of Contract

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Section VI. General Conditions of Contract

A. General Provisions

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) The Adjudicator is the person appointed jointly by the Employer and the Contractor to resolve disputes in the first instance, as provided for in Sub-Clause 8.2 hereunder.
- (b) "Activity Schedule" is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
- (c) "Contract Period" means the period which the Services are required to be provided by the Service Provider as certified by the Employer **as indicated in the SCC**;
- (d) "Contract" means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract **as indicated in the SCC**;
- (e) "Contract Price" means the price to be paid for the performance of the Services, in accordance with Clause 6.2;
- (f) "Dayworks" means varied work inputs subject to payment on a time basis for the Service Provider's employees and equipment, in addition to payments for associated materials and administration.
- (g) "Employer" means the party who employs the Service Provider
- (h) "GCC" means these General Conditions of Contract;
- (i) "Government" means the Government of the Republic of Namibia;
- (j) "Local Currency" means Namibian Dollars;
- (k) "Member," in case the Service Provider consist of a joint venture of more than one entity, means any of these entities; "Members" means all these entities, and "Member in Charge" means the entity **specified in the SCC** to act on their behalf in exercising all the Service Provider' rights and obligations

towards the Employer under this Contract;

- (l) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them;
- (m) “Personnel” means persons hired by the Service Provider or by any Subcontractor as employees and assigned to the performance of the Services or any part thereof;
- (n) “Service Provider” is a person or corporate body whose Bid to provide the Services has been accepted by the Employer;
- (o) “Service Provider’s Bid” means the completed bidding document submitted by the Service Provider to the Employer
- (p) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;
- (q) “Specifications” means the specifications of the service included in the bidding document submitted by the Service Provider to the Employer
- (r) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Specifications and Schedule of Activities included in the Service Provider’s Bid.
- (s) “Subcontractor” means any entity to which the Service Provider subcontracts any part of the Services in accordance with the provisions of Sub-Clauses 3.5 and 4.

1.2 Applicable Law The Contract shall be interpreted in accordance with the laws of Namibia.

1.3 Language This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.4 Notices Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, or facsimile to such Party at the address **specified in the SCC.**

1.5 Location The Services shall be performed at such locations as are specified in Appendix A, in the specifications and, where the location of a

particular task is not so specified, at such locations, whether in Republic of Namibia or elsewhere, as the Employer may approve.

1.6 Authorized Representatives Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials **specified in the SCC.**

1.7 Inspection and Audit by the Public Entity The Service Provider shall permit the Employer to inspect its accounts and records relating to the performance of the Services and to have them audited by auditors appointed by the Employer, if so required by the Latter.

1.8 Taxes and Duties The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.

2. Commencement, Completion, Modification, and Termination of Contract

2.1 Effectiveness of Contract This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be **stated in the SCC.**

2.2 Commencement of Services

2.2.1 Program Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

2.2.2 Starting Date The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be **specified in the SCC.**

2.3 Intended Completion Date Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is **specified in the SCC.** If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.10. In this case, the Completion Date will be the date of completion of all activities.

2.4 Modification Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties.

2.5 Force Majeure

2.5.1 Definition For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

2.5.2 No Breach of Contract The failure of a Party to fulfil any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension of Time Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.6 Termination

2.6.1 By the Employer The Employer may terminate this Contract, by not less than thirty (30) days’ written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:

- (a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;
- (b) if the Service Provider become insolvent or bankrupt;
- (c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or

- (d) if the Service Provider, in the judgment of the Employer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purposes of this Sub-Clause:

- (i) “corrupt practice”⁶ is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- (ii) “fraudulent practice”⁷ is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- (iii) “collusive practice”⁸ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- (iv) “coercive practice”⁹ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- (v) “obstructive practice” is
 - (aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from

⁶ For the purpose of this Contract, “another party” refers to a public official acting in relation to the procurement process or contract execution. In this context, “public official” includes World Bank staff and employees of other organizations taking or reviewing procurement decisions.

⁷ For the purpose of this Contract, “party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

⁸ For the purpose of this Contract, “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

⁹ For the purpose of this Contract, “party” refers to a participant in the procurement process or contract execution.

pursuing the investigation.

(e) In case the liquidated damage reaches the maximum as per sub- clause 3.10.1.

(f) Notwithstanding the above the Employer may terminate the contract for its convenience after giving a prior notice of 30 days.

**2.6.2 By the
Service
Provider**

The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:

- (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within Sixty (60) days after receiving written notice from the Service Provider that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

**2.6.3 Payment
upon
Termination**

Upon termination of this Contract pursuant to Sub-Clauses 2.6.1 or 2.6.2, the Employer shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a), (b), (d) of Sub-Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel.

3. Obligations of the Service Provider

3.1 General

The Service Provider shall perform the Services in accordance with the Specifications and the Activity Schedule, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating

to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealings with Subcontractors or third parties.

3.2 Conflict of Interests

3.2.1 Service Provider Not to Benefit from Commissions and Discounts.

The remuneration of the Service Provider pursuant to Clause 6 shall constitute the Service Provider's sole remuneration in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

3.2.2 Service Provider and Affiliates Not to be Otherwise Interested in Project

The Service Provider agree that, during the term of this Contract and after its termination, the Service Provider and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

3.2.3 Prohibition of Conflicting Activities

Neither the Service Provider nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- (a) during the term of this Contract, any business or professional activities in the Republic of Namibia which would conflict with the activities assigned to them under this Contract;
- (b) during the term of this Contract, neither the Service Provider nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;
- (c) after the termination of this Contract, such other activities as may be **specified in the SCC.**

3.3 Confidentiality

The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2)

years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.

3.4 Assignment

The Service Provider shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of the Employer.

3.5 Indemnification

The Service Provider shall indemnify, hold and save harmless, and defend, at its own expense, the Employer, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Service Provider, or the Service Provider's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of Employer's liability and Workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this clause do not lapse upon termination of this Contract.

3.6 Insurance to be Taken Out by the Service Provider

- (a) The Service Provider shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- (b) The Service Provider shall provide and thereafter maintain all appropriate Employer's Liability and Workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- (c) The Service Provider shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, or other equipment owned or leased by the Service Provider or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

(d) Except for the Employer's Liability and Workmen's compensation insurance, the insurance policies under this clause shall:

- (i) Name the Employer as additional insured;
- (ii) Include a waiver of subrogation of the Service Provider's rights to the insurance carrier against the Employer;
- (iii) Provide that the Employer shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

**3.7 Service
Provider's
Actions
Requiring
Employer's Prior
Approval**

The Service Provider shall obtain the Employer's prior approval in writing before taking any of the following actions:

- (a) entering into a subcontract for the performance of any part of the Services,
- (b) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel and Subcontractors"),
- (c) changing the Program of activities; and
- (d) any other action that may be **specified in the SCC**.

**3.8 Reporting
Obligations**

The Service Provider shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.

**3.9 Documents
Prepared by the
Service Provider
to Be the
Property of the
Employer**

All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub-Clause 3.8 shall become and remain the property of the Employer, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be **specified in the SCC**.

**3.10 Liquidated
Damages**

**3.10.1 Payments of
Liquidated Damages**

The Service Provider shall pay liquidated damages to the Employer at the rate per day **stated in the SCC** for each day that the

Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount **defined in the SCC**. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.

3.10.2 Correction for Over-payment

If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Sub-Clause 6.5.

3.10.3 Lack of performance penalty

If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Sub-Clause 7.2 and **specified in the SCC**.

3.11 Performance Security

The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank acceptable to the Employer and denominated in the types and proportions of the currencies in which the Contract Price is payable. The performance Security shall be valid until a date 30 days from the Completion Date of the Contract.

4. Service Provider's Personnel

4.1 Description of Personnel

The titles agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer.

4.2 Removal and/or Replacement of Personnel

(a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent

or better qualifications.

- (b) If the Employer finds that any of the Personnel have:
- (i) committed serious misconduct or have been charged with having committed a criminal action, or
 - (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel,

then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.

- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. Obligations of the Employer

- 5.1 Assistance and Exemptions** The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as **specified in the SCC.**
- 5.2 Change in the Applicable Law** If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clauses 6.2 (a) or (b), as the case may be.
- 5.3 Services and Facilities** The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix E.

6. Payments to the Service Provider

- 6.1 Time-Based Remuneration** The Service Provider's remuneration shall not exceed the Contract Price rates and shall be subject to the quantities performed as agreed with the purchaser including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in

accordance with Sub-Clauses 2.4 and 6.3.

- 6.2 Contract Price** (a) The price payable in Namibian Dollars is **set forth in the SCC.**
- 6.3 Payment for Additional Services, and Performance Incentive Compensation** 6.3.1 For the purpose of determining the remuneration due for additional Services as may be agreed under Sub-Clause 2.4, an increase in the remuneration may be done by increasing the quantities multiplied by the unit price thereto provided in Appendices D and E.
- 6.4 Terms and Conditions of Payment** 6.4 Payments will be made to the Service Provider according to the payment schedule **stated in the SCC. Unless otherwise stated in the SCC,** the advance payment (Advance for Mobilization, Materials and Supplies) shall be made against the provision by the Service Provider of a bank guarantee from a bank operating in Namibia for the same amount, and shall be valid for the period **stated in the SCC.** Any other payment shall be made after the conditions **listed in the SCC** for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.
- 6.5 Interest on Delayed Payments** 6.5 If the Employer has delayed payments beyond fifteen (15) days after the due date stated in the SCC, interest shall be paid to the Service Provider for each day of delay at the rate stated in the SCC.
- 6.6 Price Adjustment** 6.6.1 Prices shall be adjusted for fluctuations in the cost of inputs only if **provided for in the SCC.** If so provided, the amounts certified in each payment certificate, after deducting for Advance Payment, shall be adjusted by applying the respective price adjustment factor to the payment amounts due in each currency. A separate formula of the type indicated below applies to each Contract currency:
- $$P_c = A_c + B_c \text{ Lmc/Loc} + C_c \text{ Imc/Ioc}$$
- Where:
- P_c is the adjustment factor for the portion of the Contract Price payable in a specific currency “c”.
- A_c , B_c and C_c are coefficients specified in the SCC, representing: A_c the nonadjustable portion; B_c the adjustable portion relative to labor costs and C_c the adjustable portion for other inputs, of the Contract Price payable in that specific currency “c”; and

Lmc is the index prevailing at the first day of the month of the corresponding invoice date and Loc is the index prevailing 30 days before Bid opening for labor; both in the specific currency "c".

Imc is the index prevailing at the first day of the month of the corresponding invoice date and loc is the index prevailing 28 days before Bid opening for other inputs payable; both in the specific currency "c".

If a price adjustment factor is applied to payments made in a currency other than the currency of the source of the index for a particular indexed input, a correction factor Z_o/Z_n will be applied to the respective component factor of p_n for the formula of the relevant currency. Z_o is the number of units of currency of the country of the index, equivalent to one unit of the currency payment on the date of the base index, and Z_n is the corresponding number of such currency units on the date of the current index.

6.6.2 If the value of the index is changed after it has been used in a calculation, the calculation shall be corrected and an adjustment made in the next payment certificate. The index value shall be deemed to take account of all changes in cost due to fluctuations in costs.

6.7 Dayworks

6.7.1 If applicable, the Daywork rates in the Service Provider's Bid shall be used for small additional amounts of Services only when the Employer has given written instructions in advance for additional services to be paid in that way.

6.7.2 All work to be paid for as Dayworks shall be recorded by the Service Provider on forms approved by the Employer. Each completed form shall be verified and signed by the Employer representative as indicated in Sub-Clause 1.6 within two days of the Services being performed.

6.7.3 The Service Provider shall be paid for Dayworks subject to obtaining signed Dayworks forms as indicated in Sub-Clause 6.7.2

6.8 Labour Clause

6.8.1(a) The remuneration and other conditions of work of the employees of the Service Provider shall not be less favourable than those established for work of the same character in the trade concerned-

(i) by collective agreement applying to a

- substantial proportion of the employees and employers in the trade concerned;
 - (ii) by arbitration awards; or
 - (iii) by Remuneration Orders.
- (b) Where remuneration and conditions of work are not regulated in a manner referred to at (a) above, the rates of the remuneration and other conditions of work shall be not less favourable than the general level observed in the trade in which the contractor is engaged by employers whose general circumstances are similar.

6.8.2 No Service Provider shall be entitled to any payment in respect of work performed in the execution of the contract unless he has, together with his claim for payment filed a certificate:

- (a) showing the rates of remuneration and hours of work of the various categories of employees employed in the execution of the contracts;
- (b) stating whether any remuneration payable in respect of work done is due;
- (c) containing such other information as the Accounting Officer of the Public Entity administering the contract may require to satisfy himself that the provisions under this clause have been complied with.

6.8.3 Where the Accounting Officer of the Public Entity administering the contract is satisfied that remuneration is still due to an employee employed under this contract at the time the claim for payment is filed under subsection 1, he may, unless the remuneration is sooner paid by the Service Provider, arrange for the payment of the remuneration out of the money payable under this contract.

6.8.4 Every Service Provider shall display a copy of this clause of the contract at the place at which the work required by the contract is performed.

7. Quality Control

7.1 Identifying The principle and modalities of Inspection of the Services by the

Defects Employer shall be as **indicated in the SCC**. The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as **defined in the SCC**.

7.2 Correction of Defects, and lack of Performance Penalty

- (a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.
- (b) Every time notice of a Defect is given, the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice.
- (c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in Sub-Clause 3.10.3

8. Settlement of Disputes

8.1 Amicable Settlement

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

8.2 Dispute Settlement

8.2.1 If any dispute arises between the Employer and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, the matter shall be referred to the Adjudicator within 14 days of the notification of disagreement of one party to the other.

8.2.2 The Adjudicator shall give a decision in writing within 30 days of receipt of a notification of a dispute.

8.2.3 The Adjudicator shall be paid by the hour at the rate **specified in the BDS and SCC**, together with reimbursable expenses of the types **specified in the SCC**, and the cost shall be divided equally between the Employer and the Service Provider, whatever decision is reached by the Adjudicator. Either party may refer a decision of the Adjudicator to an Arbitrator within 30 days of the Adjudicator's written decision. If neither party refers the

dispute to arbitration within the above 30 days, the Adjudicator's decision will be final and binding.

8.2.4 The arbitration shall be conducted in accordance with the arbitration procedure published by the institution named and in the place **shown in the SCC**.

8.2.5 Should the Adjudicator resign or die, or should the Employer and the Service Provider agree that the Adjudicator is not functioning in accordance with the provisions of the Contract, a new Adjudicator will be jointly appointed by the Employer and the Service Provider. In case of disagreement between the Employer and the Service Provider, within 30 days, the Adjudicator shall be designated by the Appointing Authority **designated in the SCC** at the request of either party, within 14 days of receipt of such request.

Section VII. Special Conditions of Contract

Clauses in brackets are optional; all notes should be deleted in final text.

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(c)	The Contract Period is: 36 Months (3 years)
1.1(g)	The Employer is: National Housing Enterprise PO Box 20192 Windhoek Chief Executive Officer – Gisbertus Mukulu
1.1(n)	The Service Provider is:
1.4	Delivery address for notices is: (Employer) National Housing Enterprise 7 General Murtala Muhammad Avenue, Eros – Windhoek Contractor: _____ _____ _____
1.6	The Authorized Representatives are: For the Employer: Ms. Noreen Siyanga For the Service Provider: _____
2.1	The date on which this Contract shall come into effect is the signature date subject to the provision of 2.2.2 and 2.3 below.
2.2.2	The Intended Starting Date for the commencement of Services is: 01 August 2021
2.3	The Intended Completion Date is: 36 months after the date of notice of commencement (31 July 2024)
3.2.3	Activities prohibited after termination of this Contract are: (a) during the term of this Contract, any business or professional activities in the Republic of Namibia which would conflict with the

	<p>activities assigned to them under this Contract;</p> <p>(b) during the term of this Contract, neither the Service Provider nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;</p> <p>(c) after the termination of this Contract, such other activities as may be specified in the SCC.</p>
6.2	The amount in Namibian Dollars:
6.5	Payment shall be made within 30 days of receipt of the correct invoice and the relevant documents specified in Sub-Clause 6.4, and within 30 days in the case of the final payment.
6.6.1	The contract may only be subjected to price adjustment should there be a change in labour legislations.
8.2.3	The Adjudicator is as recommended by the Labour Commissioner of Namibia. who will be paid a rate as the may Parties agree.
8.2.4	Any dispute or difference in respect of which a notice of intention to commence arbitration has been given shall be finally settled by arbitration in accordance with Namibian Laws by an Arbitrator to be appointed by both parties to the dispute. The Arbitrator shall be selected by the contractor from two or more nominations experienced in Infrastructure Arbitrations proposed by the President of the Namibia Council of Architects and Quantity Surveyors. In the case of or no agreement by an Arbitrator to be appointed by the President of the Namibia Council of Architects and Quantity Surveyors. The Arbitrator fees will be borne by the losing party. Any decision of the Arbitrator shall be final and binding.

Section VIII. Contract Forms

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Letter of Acceptance

[date]

To: [name and address of the Service provider]

This is to notify you that your Bid dated [date] for execution of the [name of the Contract and identification number, as given in the Special Conditions of Contract] for the Contract Price of the equivalent of [amount in numbers and words] [name of currency], as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by our Agency.

Note: Insert one of the 3 options for the second paragraph. The first option should be used if the Bidder has not objected the name proposed for Adjudicator. The second option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was accepted by the Employer. And the third option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was not accepted by the Employer.

We confirm that [insert name proposed by Employer in the Bidding Data],

or

We accept that [name proposed by bidder] be appointed as the Adjudicator

or

We do not accept that [name proposed by bidder] be appointed as Adjudicator, and by sending a copy of this letter of acceptance to [insert the name of the Appointing Authority], we are hereby requesting [name], the Appointing Authority, to appoint the Adjudicator in accordance with Clause 37.1 of the Instructions to Bidders

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

Please return the attached Contract fully signed

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Agency: _____

Attachment: Contract

Form of Contract

LUMP-SUM REMUNERATION

This CONTRACT (hereinafter called the "Contract") is made the day of the month of[month],[year], between, on the one hand, National Housing Enterprise (hereinafter called the "Employer") and, on the other hand, (hereinafter called the "Service Provider") and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Employer for all the Service Provider's obligations under this Contract, namely, (hereinafter called the "Service Provider").]

WHEREAS

- (a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the "Services");
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of.....;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:
 - (a) the Letter of Acceptance;
 - (b) the Service Provider's Bid
 - (c) the Special Conditions of Contract;
 - (d) the General Conditions of Contract;
 - (e) the Scope of Service and Performance Specifications;
 - (f) the Priced Activity Schedule; and

- (g) The following Appendices: [**Note:** *If any of these Appendices are not used, the words "Not Used" should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.*]

Appendix A: Description of the Services

Appendix B: Schedule of Payments

Appendix C: Key Personnel and Subcontractors

Appendix D: Breakdown of Contract Price in Local Currency

Appendix E: Services and Facilities Provided by the Employer

- 2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:
 - (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of [*National Housing Enterprise*]

[*Authorized Representative*]

For and on behalf of [*name of Service Provider*]

[*Authorized Representative*]

[**Note:** *If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:*]

For and on behalf of each of the Members of the Service Provider

[*name of member*]

[*Authorized Representative*]

[*name of member*]

[*Authorized Representative*]



National Housing Enterprise

P.O.BOX 20192
7 Gen. Murtala Muhammed Ave, Eros, Windhoek, NAMIBIA
Tel: 061 2927111, Fax: 061 222 941,
procurement@nhe.com.na
www.nhe.com.na

Invitation for Bids (IFB)

Provision of Travel Management Services to the National Housing Enterprise (NHE) for a period of three (3) Years

PROCUREMENT REFERENCE NO: NCS/ONB/NHE-01/24/25

1. Bids are invited through Open National Bidding (ONB) procedures for **Provision of Travel Management Services to the National Housing Enterprise (NHE) for a period of three (3) Years – NCS/ONB/NHE-01/24/25** and the invitation is open to all Namibian bidders.
2. Interested eligible bidders may obtain further information from **NHE, Ms. Noreen Siyanga or Mr. Oscar Kanovengi** at procurement@nhe.com.na and purchase the Bidding Documents at the address given below from **08h30 to 16h30**.
3. Qualifications requirements include:
 - a. Administrative and Legal requirements.
 - b. Technical requirements, and
 - c. Financial requirements.
4. A complete set of Bidding Documents in **English** may be downloaded from the NHE website (www.nhe.com.na)
5. Documents downloaded will be subject to the payment **of N\$ 300.00** on submission of bids.
6. Payments should be made by electronic funds transfer (EFT) only, to the following account number:

Name of Account:

NHE Creditors Account, Standard Bank Namibia, Main Branch,

Account No.

043208290,

Branch Code 082372

Proof of payment should be attached to the bid document at submission. No late payments will be accepted. Bids without proof of payment will not be considered for evaluation.

7. (Please clearly indicate name of bidder and the procurement reference number on proof of payment. Name indicated should correspond with information of bid document submitted.)
8. Bids must be delivered to the address stated below at or before **10h00, 20 May 2025**. Electronic bidding **will not** be permitted. Late bids will be rejected. Bids will be opened in the presence of the bidders' representatives who choose to attend in person at

**NHE Head Office (Lecture Hall)
7 General Murtala Mohammed Avenue
Eros, Windhoek
NAMIBIA
at 10h15 on 20 May 2025.**

All bids must be accompanied by a **Bid Securing Declaration**.

9. The address referred to above is:

**National Housing Enterprise
7 General Murtala Mohammed Avenue
Eros, Windhoek
NAMIBIA**
