

## **ROAD FUND ADMINISTRATION**

**PROCUREMENT NO: SC/RP/RFA – 15/2022**

### **EXECUTIVE SUMMARY OF BID EVALUATION REPORT**

**[Issued in terms of section 7 (1) (i) of the Public Procurement Act, 2015]**

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## **Executive Summary of Bid Evaluation Report**

### **Project Title**

**Consultancy Services for Customer Service and Product Knowledge Training for Front-Line Staff**

**Procurement Reference Number - SC/RP/RFA – 15/2022**

#### **1. Scope of Contract:**

- (a) Develop and print customer service and product knowledge training course material tailored to RFA services in line with the RFA mandate, vision, mission and core values.
- (b) Conduct Customer Service and product knowledge training to RFA front line staff.
- (c) Conduct training within three weeks at three towns namely Keetmanshoop, Windhoek and Rundu which are centrally located as per RFA clusters i.e., Southern Cluster, Central Cluster and Northern Cluster.
- (d) Conduct pre and post training knowledge assessment to demonstrate improvement on the customer service and product knowledge gained.
- (e) Issue attendance certificates to the participating front-line staff.
- (f) Compile a training effectiveness evaluation report which was omitted in the initial document

The RFA will enter into a two-months contract with the successful bidder.

#### **2. Procurement method used**

The consultancy services will be procured using “Request for Proposals” as provided for by the Public Procurement Act, 2015.

**3. Date of Invitation of Bids**

23 September 2022

**4. Closing date for submission of bids**

13 October 2022.

**5. Date and place of opening of bids**

13 October 2022, RFA Head Office, Conference Room 2

**6. Number of bids received by closing date:**

9 bids

<b>Name of Bidder</b>	<b>Eligible/Not Eligible</b>	<b>Reasons why bid is non eligibility</b>
1. Diamond Training Institute	Eligible	N/A
2. Performance Development Centre	Eligible	N/A
3. Interactive Team Building	Eligible	N/A
4. Advanced Business Consulting	Eligible	N/A
5. Eagle Business Solution	Eligible	N/A
6. Business Entrepreneurship & Training	Not Eligible	Did not submit a signed bid-securing declaration
7. Direct Training Consultancy	Eligible	N/A
8. Intellectus Campus	Eligible	N/A
9. Namcloud Investment	Eligible	N/A

## 7. Responsiveness of bids:

Bidder' s Name	Pricing at Bid Opening N\$	Responsive or not responsive (Yes/ No)	Reasons why bid is not responsive
Diamond Training Institute	N\$ 143, 231.80	Yes	N/A
Eagle Business Solutions	N\$ 206, 450.00	Yes	N/A

## 8. Technical Evaluation

Name of Consultant	TECHNICAL SCORE (TS)	RANK
	70	
Diamond Training Institute	53.00	1
Eagle Business Solutions	52.42	2
Performance Development Centre	46.38	3
Interactive Team Building	43.82	4
Namcloud Investment	42.24	5
Intellectus Campus	41.67	6
Direct Training Consultancy	30.00	7
Advanced Business Consulting	23.47	8

## 9. Price comparison for bids that are substantially responsive:

Name	A. Price at Bid Opening N\$	B. Bid Price after corrections	C. price after Adjustments N\$	D. Price after Margin of Preference [If applicable]	Rank
Diamond	N\$ 143, 231.	N/A	N/A	N/A	1

Training Institute	80				
Eagle Business Solutions	N\$ 206,450.00	N/A	N/A	N/A	2

**10. Best Evaluated Bid:**

Diamond Training Institute N\$ 143, 231. 80