

Request for Sealed Quotations for Goods

**SUPPLY AND DELIVERY OF QUEUE MANAGEMENT SYSTEM AND
KIOSK**

Procurement Reference No: G/RFQ/RFA-34/2022

PARTICULARS OF BIDDER

Business Name: _____

Postal Address: _____

Telephone No.: _____

Cell No.: _____

Fax No.: _____

Contact Person: _____

E-mail Address: _____

**Road Fund Administration
Head Office
Feld Street 21
Private Bag 13372
Windhoek, Namibia
Tel: +264 61 4333000
procurement@rfanam.com.na**

Dear Potential Bidder

G/RFQ/RFA-34/2022

23 January 2023

Dear Sir/Madam

**REQUEST FOR QUOTATIONS FOR SUPPLY AND DELIVERY OF QUEUE
MANAGEMENT SYSTEM AND KIOSK**

The **Road Fund Administration** invites you to submit your best quote for the items described in detail hereunder.

Any resulting contract shall be subject to the terms and conditions referred to in the document.

Queries, if any, should be addressed to procurement@rfanam.com.na.

Please prepare and submit your quotation in accordance with the instructions given or inform the undersigned if you will not be submitting a quotation.

Yours faithfully,



Scheifert Shigwedha
Head of Procurement Management Unit

SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

The **Road Fund Administration** reserves the right:

- (a) to split the contract as per the lowest evaluated cost per item, or
- (b) to accept or reject any quotation; and
- (c) to cancel the quotation process and reject all quotations at any time prior to contract award.

2. Preparation of Quotations

You are requested to quote for the items mentioned in Section III by completing, signing and returning:

- (a) the Quotation Letter in Section II with its annex for Bid Securing Declaration
- (b) the List of Goods and Price Schedule Section III;
- (c) the Specifications and Compliance Sheet in Section V; and
- (d) any other attachment deemed appropriate.

You are advised to carefully read the complete Request for Sealed Quotations document, including the Special Conditions of Contract in Section VII, before preparing your quotation. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction.

3. Validity of Quotations

The Quotation validity period shall be **30** days from the date of submission deadline.

4. Eligibility Criteria

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

- (a) A certified copy of proof of business (form/type) registration (depending on the type of business entity, proof can be either BIPA documents or a partnership agreement).
- (b) An original (or certified copy) of a Valid Certificate of Good Standing for Tax from the Ministry of Finance: Inland Revenue (the validity period of the tax certificates is stated in the document).
- (c) An original (or certified copy) of a Valid Good Standing Certificate: Social Security Commission (SSC certificates are valid only for 1-month from date of issue unless stated otherwise).
- (d) An original (or certified copy) of a Valid Affirmative Action Compliance Certificate, proof from Employment Equity Commissioner that bidder is not a relevant employer, or exemption in terms of Section 42 of the Affirmative Action Act, 1998;
- (e) Submit signed Bid-securing Declaration.
- (f) An undertaking on the part of the Bidder that the salaries and wages payable to its personnel in respect of this proposal are compliant to the relevant laws, Remuneration Order, and Award, where applicable and that it will abide to sub-clause 4.6 of the General conditions of Contract if it is awarded the contract or part thereof.

5. Bid Security/Bid Securing Declaration

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

6. Delivery

Delivery shall be *20-days* after acceptance of Purchase Order. Deviation in delivery period shall be considered if such deviation is reasonable.

6.1. The following tests and inspections will be conducted on the goods at delivery:

Physical inspection, quantity, and quality verification

7. Sealing and Marking of Quotations

Quotations should be sealed in a single envelope, clearly marked with the Procurement Reference Number, addressed to the Public Entity with the Bidder's name and contact information at the back of the envelope.

8. Submission of Quotations

Quotations should be deposited in sealed in an envelope and **must only be deposited in the Quotation/Bid Box** located at **Road Fund Administration, 21 Feld Street**, not later than **Thursday, 23rd February 2023 at 11:00**.

No other mode of delivery will be accepted. No delivery to office, no delivery to email, and no delivery via fax. Couriered delivery must also be dropped into the Bid/Quotation Box.

Late quotations will be rejected. Quotations received by e-mail will not be considered.

9. Opening of Quotations

Quotations will be opened internally by the Public Entity immediately after the closing time referred to in instruction 8 above. A record of the Quotation Opening stating the name of the bidders, the amount quoted, the presence or absence of a Bid Securing Declaration, will be posted on the website of the Public Entity and available to any bidder on request within three working days of the Opening.

10. Evaluation of Quotations

The Public Entity shall have the right to request for clarifications in writing during evaluation. Offers that are substantially responsive shall be compared on the basis of price or ownership cost, subject to Margin of Preference where applicable, to determine the lowest evaluated quotation.

11. Technical Compliance

Bidders shall submit along with their quotations documents, catalogues and any other literature to substantiate compliance with the required specifications and to qualify deviations if any with respect to Public Entity's requirements.

The Specifications, Performance Requirements and Compliance Sheet details the minimum specifications of the goods/items to be supplied. The specifications have to be met but no credit will be given for exceeding the specifications.

12. Prices and Currency of Payment

Quotations shall be fixed in Namibian Dollars and all payments will be made in this currency. Quotations shall cover all cost of labour, materials, equipment overheads, profits and all associated cost for performing the services and shall include in the items stated, and cost of any incidental services shall be deemed to be included in the prices quoted

13. Margin of Preference

- 13.1. The applicable margins of preference and their application methodology are as follows:

Preference will be given to Namibian Companies.

14. Award of Contract

The Bidder having submitted the lowest evaluated responsive quotation and qualified to supply the goods/items and related services shall be selected for award of contract. Award of contract shall be by issue of a Purchase Order/Letter of Acceptance in accordance with terms and conditions contained in Section VI: Contract Agreement and General Conditions of Contract.

15. Notification of Award and Debriefing

The Public Entity shall after award of contract promptly inform all unsuccessful bidders in writing of the name and address of the successful bidder and the contract amount and post a notice of award on its website within seven (7) days. Furthermore, the Public Entity shall attend to all requests for debriefing made in writing within seven (7) days of the unsuccessful bidders being informed of the award.

SECTION II: QUOTATION LETTER

(to be completed by Bidders)

[Complete this form with all the requested details and submit it as the first page of your quotation with the Price list and documents requested above. A signature and authorisation on this form will confirm that the terms and conditions of the RFQ prevail over any attachments. **If your quotation is not authorised, it will be rejected.**]

Quotation addressed to:	Road Fund Administration, 21 Feld Street
Procurement Reference Number:	G/RFQ/RFA-34/2022
Subject matter of Procurement:	QUOTATIONS FOR SUPPLY AND DELIVERY OF QUEUE MANAGEMENT SYSTEM AND KIOSK

We offer to supply the items listed in the attached List of Goods and Price Schedule as per the defined specifications, *except for the qualified deviations [Bidder may delete this phrase in case of no deviation]* and, in accordance with the terms and conditions stated in your Request for Quotations referenced above.

We confirm that we are eligible to participate in this Quotation exercise and meet the eligibility criteria specified in Section 1: Instruction to Bidders.

We undertake to abide ethical conduct during the procurement process and the execution of any resulting contract.

We have read and understood the content of the Bid Securing Declaration (BSD) attached hereto and subscribe fully to the terms and conditions contained therein.

The validity period of the Quotation is _____ days [insert number of days] from the date of the bid submission deadline.

We confirm that the prices quoted in the List of Goods and Price Schedule are fixed and firm and will not be subject to revision or variation, if we are awarded the contract **prior to the expiry** date of the quotation validity.

The delivery period offered from the date of issue of Purchaser Order/ Letter of Acceptance is as shown in the List of Goods items and Price Schedule.

Quotation Authorised by:

Name of Bidder		Company's Address and seal	
Contact Person			
Name of Person Authorising the Quotation:		Position:	Signature:
Date		Phone No./Fax	

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

Date:

Procurement Ref No.:

To: Road Fund Administration, 21 Feld Street

I/We* understand that in terms of section 45 of the Act a public entity must include in the bidding document the requirement for a declaration as an alternative form of bid security.

I/We* accept that under section 45 of the Act, I/we* may be suspended or disqualified in the event of

- (a) **a modification or withdrawal of a bid after the deadline for submission of bids during the period of validity;**
- (b) **refusal by a bidder to accept a correction of an error appearing on the face of a bid;**
- (c) **failure to sign a procurement contract in accordance with the terms and conditions set forth in the bidding document, should I/We* be successful bidder; or**
- (d) **failure to provide security for the performance of the procurement contract if required to do so by the bidding document.**

I/We* understand this bid securing declaration ceases to be valid if I am/We are* not the successful Bidder

Signed:
[insert signature of person whose name and capacity are shown]

Capacity of:
[indicate legal capacity of person(s) signing the Bid Securing Declaration]

Name:
[insert complete name of person signing the Bid Securing Declaration]

Duly authorized to sign the bid for and on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____, _____
[insert date of signing]

Corporate Seal (where appropriate)

[Note*: In case of a joint venture, the bid securing declaration must be in the name of all partners to the joint venture that submits the bid.]

**delete if not applicable / appropriate*



Republic Of Namibia

Ministry of Labour, Industrial Relations and Employment Creation

Witten 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.*

If no base rate of exchange is given, the price shall be treated as firm in Namibian Dollars for all intent and purpose.

Key notes: **NA**=NOT APPLICABLE, **NQ**=NO QUOTE

SECTION IV: SPECIFICATIONS AND PERFORMANCE REQUIREMENTS

[the Public Entity shall use this section to specify its Technical Requirements for the goods items, Inspection and examination, and the scope of Related Services, as applicable.]

1.1 BACKGROUND

The Road Fund Administration intends to manage and improve its customer experience with the implementation a of digital signage and a queue management system. The use of the digital signage solution is to keep clients and staff engaged and informed on current news/ events and general pop-up notifications.

1.2 SCOPE

The purpose of the project is to manage the RFA customer expectations and satisfaction levels by implementing:

- i) A queue management system and digital signage solution
- ii) Three (3) year maintenance/ support agreement

1.3 Deliverables

a) Queue Management and Digital Signage System

The project is expected to deliver (but not limited to) the following requirements for the queue management and digital signage system:

- i) Record the number of people entering the RFA for service delivery
- ii) Show queue length - display information about the customer-flow situation for the customers to see their position in the virtual queue.
- iii) Inform customers of the expected waiting time
- iv) Show average wait time
- v) Operator/ teller idle time
- vi) Total wait time.
- vii) System security and administration
- viii) The customer can identify himself/herself by entering his phone number, email, ID number or RFA customer number.
- ix) Customer feedback module: rate customer service.
- x) Full reporting and monitoring module, customizable, extended with scheduled report generation to be sent by e-mail.
- xi) Customizable rules can be created to modify operation logic (e.g change calling order).
- xii) Realtime Reports, Dashboards & Predictive Analysis
- xiii) Modules should be web based, and be interfaced on smart phone and tablets

Section VII Special Conditions of Contract 12

- xiv) Ticket dispenser
- xv) Digital signage (media display) software that shows the usual waiting area display / calling information, video files, RSS feed, another website, pictures, centrally organized, by creating playlists.

b) Ticket Display Monitor

- i) The ticket display monitor should be at least 56cm full HD Smart Monitor with HDMI and USB Ports
- ii) The monitor should be able to accommodate queue management system information, digital signage, and dashboard information
- iii) The monitor should be able to be connected to DSTV for broadcasting of necessary content.

TECHNICAL EVALUATION

The technical proposals will be evaluated in terms of, but not limited to the below minimum guidelines:

Evaluation Criteria	Guidelines for criteria application	Weight
Completeness, neatness and logical flow		5
System software controls	<ul style="list-style-type: none"> • Allow third-party integration • Allow system configuration • Data Collection • Data Security 	20
Relevant years of experience	<ul style="list-style-type: none"> • 1 years or less – 10% • 2 years – 30% • 3 – 5 years – 50% • 6 years or more 70 – 100% • 	10
Implementation Methodology	<ul style="list-style-type: none"> • Brief description of the implementation approach • Brief description of the quality control techniques • Project plan 	15
Compliance to the project deliverables	Submit a compliance form for the project deliverables. E.g. Comply/ do not comply form (table) completed for the project deliverables	15
Reference letters on similar works successfully completed.	<ul style="list-style-type: none"> • No reference – 0 • 1 reference - 20% • 2 reference - 60% • 3 reference - 100% 	5
Total	(To be weight at 70% of the total score_)	70

Section VII Special Conditions of Contract 13

Financial Aspects

The price quoted will be checked and adjusted for arithmetic errors. The RFA will award each quote evaluated, a Price Score, calculated in accordance with the following formula:

$$Ps = (PL / PN) \times 30$$

where:

PS = Price Score awarded to the quote under consideration

PL = The Proposal Price of the lowest quote opened;

PN = The Proposal Price of the quote under consideration

SECTION V: SPECIFICATIONS AND COMPLIANCE SHEET

Procurement Reference Number: _____

Item No	Technical Specification Required	Compliance of Specification Offered	Details of Non-Compliance/ Deviation (if applicable)
<i>A*</i>	<i>B*</i>	<i>C</i>	<i>D</i>

Section VII Special Conditions of Contract 14

Item No	Technical Specification Required	Compliance of Specification Offered	Details of Non-Compliance/ Deviation (if applicable)
<i>A*</i>	<i>B*</i>	<i>C</i>	<i>D</i>
	Electronic Queue Management System and Kiosk		
	FIFO Design+ ticket issue printing and reporting tool with remote or web access ability		
	Customizable Design and interfacing integrate logo Design and theme		

[Bidders should complete columns C and D with the specification of the goods offered. Also state “comply” or “not comply” and give details of any non-compliance/deviation to the specification required. Attach detailed technical literature if required. Authorise the specification offered in the signature block below.]

** Columns A and B to be completed by Public Entity.*

Specifications and Compliance Sheet Authorised By:

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

SECTION VI: GENERAL CONDITIONS OF CONTRACT AND CONTRACT AGREEMENT

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) for the Procurement of Goods - Ref. **G/RFQ-GCC** on the website of the Public Entity (*insert website address*) except where modified by the Special Conditions below.

SECTION VI: CONTRACT AGREEMENT

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) for the Procurement of Goods except where modified by the Special Conditions below.

SECTION VIII: SPECIAL CONDITIONS OF CONTRACT

Procurement Reference Number: **G/RFQ/RFA – 34/2022**

The clause numbers given in the first column correspond to the relevant clause number of the GCC. [This section is to be customised by the Public Entity to suit the requirements of the specific procurement].

Subject and GCC clause reference	Special Conditions
Purchaser GCC 1.1(h)	The purchaser is: Road Fund Administration
Site GCC 1.1(m)	The Site/destination for delivery of the Goods is: RFA, 21 Feld Street, Windhoek, Namibia
Incoterms Edition GCC 4.2(b)	Incoterms shall be governed by the rules prescribed in Incoterms 2010.
Notices GCC 8.1	<p>Any notice shall be sent to the following addresses:</p> <p>For the Road Fund Administration, the address and the contact name shall be: RFA Head Office, 21 Feld Street, contact person: Arthur Platt</p> <p>For the Supplier, the address and contact name shall be: _____ _____</p>
Disputes GCC 10.2	<p>The rules of procedures for arbitration proceedings pursuant to GCC 10.2 shall be as follows: _____</p>
Delivery and Documents GCC 13.1	<p>The Queue Management System and Kiosk is to be delivered within 20 days from the date of Purchase Order.</p> <p>The documents to be furnished by the Supplier are: (a) signed delivery note;</p>

Section VII Special Conditions of Contract 18

Subject and GCC clause reference	Special Conditions
Price Adjustment GCC 15.1	<p>The price charge for the Goods supplied and the related Services performed “shall not” be adjustable.</p> <p>If the prices are adjustable, the method described in the Price Adjustment Formula as attachment to these SCC shall be used</p>
Terms of Payment GCC 16.1	<p>The structure of payments shall be: full payment following delivery of the Supplies and submission of an invoice and the documents listed in clause 13.1</p>
Terms of Payment GCC 16.3	<p>Payments shall be made not later than thirty days after submission of an invoice and its certification by the Purchaser.</p>
Terms of Payment GCC 16.4 (a)	<p>The price “shall” “shall not be” adjustable to the fluctuation in the rate of exchange.</p>
Payment Period GCC 16.5	<p>The method and conditions of payments to be made to the Supplier under this Contract shall be as follows:</p> <p style="padding-left: 40px;">i) On Acceptance: The Contract Price of goods received shall be paid no later than thirty (30) days of receipt of the Goods upon submission of an invoice (showing Purchaser’s name; the Procurement Reference number, description of payment and total amount, signed in original, stamped or sealed with the company stamp/seal) supported by the Acceptance Certificate issued by the Purchaser.</p>
Performance Security GCC 18.1	<p>(i) Performance security is required.</p> <p>(ii) A performance security in the form of a bank guarantee representing 10% of the final contract price shall be required.*</p> <p style="color: red;">Not Applicable</p>
Discharge of Performance Security GCC 18.4	<p>The performance security will be discharged and returned to the supplier not later than 30 days following completion date.</p>
Packing GCC 23.2	<p>The packing, marking and documentation within and outside the packages shall be: <i>[Not applicable]</i></p> <hr style="width: 30%; margin-left: 0;"/>
Insurance GCC 24.1	<p><i>[where goods are ordered from overseas Suppliers, insert percentage and type of insurance required for transportation]</i></p>

Subject and GCC clause reference	Special Conditions
Transportation GCC 25	The Goods shall be delivered: <i>[Incoterm for transportation]</i> .
Inspection and Test GCC 26.1	The inspection and tests shall be: Kiosk will be tested for intended functionality and outcome .
Location of Inspection and Tests GCC 26.2	The inspections and tests shall be conducted at: Supplier workshop
Liquidated Damages GCC 27.1	Liquidated damages for the whole contract are <i>[insert percentage of the final contract price]</i> per day. The maximum amount of liquidated damages for the whole contract is <i>[insert percentage 4-10%]</i> of the final contract price.
Warranty GCC 28.3	The period of validity of the warranty shall be: <i>[_____]</i> day(s) For the purpose of the Warranty, the place(s) of the final destination(s) shall be: RFA Head Office, 21 Feld Street, Windhoek, Namibia The minimum period of warranty/shelf life shall be ____
Repair and Replacement GCC 28.5	The period for repair or replacement or service maintenance shall be: <i>[_____]</i> day(s)

Attachment: Price Adjustment Formula

If in accordance with GCC 15.1, prices shall be adjustable, the following method shall be used to calculate the price adjustment:

- 15.2 Prices payable to the Supplier, as stated in the Contract, shall be subject to adjustment during performance of the Contract to reflect changes in the cost of labor and material components in accordance with the formula:

Section VII Special Conditions of Contract 20

$$P_1 = P_0 \left[a + \frac{bL_1}{L_0} + \frac{cM_1}{M_0} \right] - P_0$$

$$a+b+c = 1$$

in which:

- P_1 = adjustment amount payable to the Supplier.
 P_0 = Contract Price (base price).
 a = fixed element representing profits and overheads included in the Contract Price and generally in the range of five (5) to fifteen (15) percent.
 b = estimated percentage of labor component in the Contract Price.
 c = estimated percentage of material component in the Contract Price.
 L_0, L_1 = labor indices applicable to the appropriate industry in the country of origin on the base date and date for adjustment, respectively.
 M_0, M_1 = material indices for the major raw material on the base date and date for adjustment, respectively, in the country of origin.

The coefficients a , b , and c as specified by the Purchaser are as follows:

- $a = [insert\ value\ of\ coefficient]$
 $b = [insert\ value\ of\ coefficient]$
 $c = [insert\ value\ of\ coefficient]$

The Bidder shall indicate the source of the indices and the base date indices in its bid.

Base date = thirty (30) days prior to the deadline for submission of the bids.

Date of adjustment = $[insert\ number\ of\ weeks]$ weeks prior to date of shipment (representing the mid-point of the period of manufacture).

The above price adjustment formula shall be invoked by either party subject to the following further conditions:

- (a) No price adjustment shall be allowed beyond the original delivery dates unless specifically stated in the extension letter. As a rule, no price adjustment shall be allowed for periods of delay for which the Supplier is entirely responsible. The Purchaser will, however, be entitled to any decrease in the prices of the Goods and Services subject to adjustment.
- (b) If the currency in which the Contract Price P_0 is expressed is different from the currency of origin of the labor and material indices, a correction factor will be applied to avoid incorrect adjustments of the Contract Price. The correction factor shall correspond to the ratio of exchange rates between the two currencies on the base date and the date for adjustment as defined above.

Section VII Special Conditions of Contract 21

- (c) No price adjustment shall be payable on the portion of the Contract Price paid to the Supplier as advance payment.

SCHEDULE 2

COST STRUCTURE FOR VALUE ADDED CALCULATION PER PRODUCT

COST STRUCTURE FOR VALUE ADDED CALCULATION PER PRODUCT		
	N\$	N\$
Raw Materials, Accessories & Components		
• Imported (CIF)	
• Local (VAT & Excise Duty Fee)
Labour Cost		
• Direct Labour
• Clerical Wages
• Salaries to Management
Utilities		
• Electricity	
• Water	
• Telephone
Depreciation	
Interest on Loans	
Rent
Other (please specify)		
•	
•	
•
TOTAL COST		

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

NB! The cost structure should be certified by a Certified Accountant

SCHEDULE 3**QUOTATION CHECKLIST SCHEDULE**

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

Procurement Reference No.:

Mandatory Requirement	Yes	No
Certified copy of Company Registration Certificate (incorporating document)		
Certified copy or Original Good Standing Certificate from the Social Security Commission		
Certified copy or Original Good Standing Certificate from Namibia Revenue Agency		
Certified copy of a valid Affirmative Action Compliance Certificate or in its absence, proof from the Employment Equity Commissioner that the Bidder is not a relevant employer, or exemption issued in terms of Section 42 of the Affirmative Action Act, 1998;		
This bid is reserved for Namibians only.		
Duly completed and signed Bid Securing Declaration form		
Duly completed and signed Written undertaking in terms of section 138 of the Labour Act, 2007 and section 50(2)(D) of the Procurement Act		
Duly signed and completed Quotation Letter		
Duly completed, initiated and signed bidding documents		

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