



NamRA Head Office, Town Square Building, Upper Retail Floor, Post Street Mall, P O Box 569, WINDHOEK, NAMIBIA. Tel no: 061- 209 2518. Email address: procurementclarification@namra.org.na

OPEN NATIONAL BIDDING FOR PROCUREMENT OF WORKS

PROCUREMENT REFERENCE NO: W/ONB/NAMRA/01-01/2024

**PROJECT TITLE:
PROCUREMENT OF MAINTENANCE AND REPAIRS
FOR NAMRA OFFICES AND STAFF HOUSING FOR
A PERIOD OF 12 MONTHS**

Cost: Free to be downloaded from NamRA website.

www.namra.org.na

COMPANY NAME: _____

TOTAL BID AMOUNT: _____
(Including VAT and contingencies)



LETTER OF INVITATION

TO: Prospective Bidders

25 April 2024

Procurement Reference No: W/ONB/NAMRA/01-01/2024

PROCUREMENT OF WORKS – PROCUREMENT OF MAINTENANCE AND REPAIRS FOR NAMRA OFFICES AND STAFF HOUSING FOR A PERIOD OF 12 MONTHS

Dear Sir/Madam

NamRA hereby invites competent, qualified, and registered companies to submit their best offer/s for the procurement of works described in the above-mentioned subject matter.

Clarifications and / or Enquiries, if any, shall be in writing only addressed to NamRA PMU at: procurementclarification@namra.org.na

DEADLINE FOR BID SUBMISSION: MONDAY, 13 MAY 2024 AT 11:00AM

Yours faithfully

.....
MS. PETRA LISHO- MAYUMBELO
MANAGER: PROCUREMENT MANAGEMENT UNIT



TERMS OF REFERENCE

PROJECT TITLE: MAINTENANCE AND REPAIRS FOR NAMRA OFFICES AND STAFF HOUSING FOR A PERIOD OF 12 MONTHS [1 YEAR]

1. PURPOSE

NamRA seeks to acquire the services of a Namibian owned and registered construction contractors to provide Repair and Maintenance Services (Minor Renovations) for a period of 12 months to various NamRA Offices and Staff housing.

2. SCOPE OF WORK

- the provision of general building maintenance works on as per need and when – requested "basis including emergency response at the various NamRA offices / buildings.
- The awarded service provider / contractor is expected to be available to respond to emergencies on a twenty – four (24) hours per day, seven (7) days per week, 365 days per year, as determined by the nature of a given situation and /or emergency.
- A Service Level Agreement (SLA) will be signed with the awarded service provider / contractor which will spell out detailed terms and condition for this bid.

2.1.1 GENERAL REPAIRS & MAINTENANCE

- General Building Maintenance works
- Carry out urgent minor welding works and fabrications.
- Paintings and Joinery / Carpentry works.
- Minor Renovations.
- Responsible for duplication of keys (Locksmith).
- Carry out minor repairs on glass windows, doors, and door locks.
- Tiling works.
- Procure and obtain parts and supplies for self – performed work; produce reports detailing work performed (job cards) costs, man – hours and personnel.
- And any other duty as required by NamRA.

- **Frequency of intervention: As and when required.**

3. DELIVERABLES

The repairs and maintenance (minor renovations) as indicated in the scope will be performed at the below NamRA offices and future offices including leased properties unless otherwise stated and will be once per year.

Contractors will be awarded as per the location of business; contractors are advised to bid for the regional clusters they are stationed. Contractors who have offices in more than one region / cluster should provide proof via a fitness certificate not less than two years.

The offices are listed herewith below.

❖ **Central Region all NamRA offices (Cluster 1)**

- Head Quarters Town Square (Offices)
- NamRA Building (Offices)
- LTU Unit (Tunhale Building) (Offices)
- Fiscus Building (Offices)
- Eros Airport (Offices)
- Hosea Kutako International Airport (Offices & Housing)
- Nampost Warehouse (Offices)
- Transnamib office railway (Offices)
- Agrihouse Building (Offices)
- Gobabis Domestic Taxes and Customs & Excise (Offices & Housing)
- Transkalahari Border Post (Offices & Housing)
- Excise Management office (Offices)

❖ **Western and North Central Region all NamRA office (Cluster 2)**

- Walvis Bay Regional Office both Domestic Taxes and Customs (Offices & Housing)
- Swakopmund Satellite Office Domestic Taxes (Offices)
- Otjiwarongo Regional Office both Domestic Taxes and Customs (Offices & Housing)
- Khorixas satellite office, Domestic Taxes (Offices)

❖ **Northern Region all NamRA offices (Cluster 3)**

- Ondangwa Office Customs & Excise (Offices & Housing)
- Oshikango border post Customs (Offices & Housing)
- Okasamane Border Post Customs (Offices & Housing)
- Eenhana Satellite office Domestic Taxes (Offices)
- Outapi Satellite Office Domestic Taxes (Offices)
- Ruacana Border Customs (Offices & Housing)
- Opuwo Satellite office Domestic Taxes (Offices)
- Omahenene Border Post Customs (Offices & Housing)
- Oshakati Regional Offices both Domestic Taxes & Custom (Offices)
- Omuthiya Satellite Office (Domestic Taxes)

❖ **Northeastern Region all NamRA offices (Cluster 4)**

- Tsumeb satellite offices both Domestic Taxes and Customs (Offices & Housing)
- Grootfontein Office Customs (Offices & Housing)
- Rundu Regional Offices both Domestic Taxes and Customs (Offices & Housing)
- Sarasungu Border Post Customs (Offices & Housing)
- Katwitwi Border Post (Offices & Housing)
- Muhembo Border Post (Office & Housing)

❖ **Far Northeastern Region all NamRA offices (Cluster 5)**

- Katima Mulilo both Domestic Taxes and Customs (Offices & Housing)
- Wenela Border Post Customs (Offices & Housing)
- Ngoma Border Post Customs (Offices & Housing)

❖ **Southern Region All NamRA offices (Cluster 6)**

- Mariental Satellite office Domestic Taxes (Offices)
- Keetmanshoop Regional Offices both Domestic and Customs (Offices & Housing)
- Luderitz both Domestic Taxes and Customs (Offices & Housing)
- Oranjemund both Domestic Taxes Satellite Office and Customs (Offices & Housing)
- Noordoewer Border Post Customs (Housing & Offices)
- Ariamsvlei Border Post Customs (Housing & Offices)
- Klein Manse Border Post Customs (Housing & Offices)

4. CONTRACT DURATION

The contract is for a period of 12 months and it's only valid from the day it has been fully signed by both parties.

5. OPERATING PROCEDURES

- The contractor must ensure that all maintenance works must be conducted by a fully qualified technician and supervised by a senior technician.
- Any damage caused by improper installation will be the responsibility of the contractor. NamRA will establish the value for the damage that will be charged to the contractor.
- Contractor to ensure that while providing the support /services during weekdays the service does not disturb office working environment within the office premises.

- The contractor staff are required to maintained confidentiality of NamRA's information made available or accessible to them in the course of their duties.

5.1 INSTRUCTIONS TO BIDDER

- Bids, along with all required documents, must be submitted in the manner described herein.
- By submitting a Bid document, bidder certifies that they understand and agree with, and will abide by, the terms and conditions set forth in this Term of Reference.
- All costs incurred by the bidder in the preparation of a Proposal responding to this term of reference are the responsibility of the proposer (bidder) and will not be reimbursed by the NamRA.

6. HEALTH AND SAFETY

Health and Safety is vital on NamRA's properties. All employees of the contractor are to strictly adhere to the health and safety guidance provided. Contractor shall take reasonable care of their staff health and safety as well as that of other persons who may be affected by their activities. The contractor is responsible for the care, protection and safety of the works, the site and all things in the work areas. All required Personal Protective Equipment (PPE) are to be provided by the contractor to its employees. As a minimum, safety helmet, coverall, and hand gloves are to be worn by all on site. The contractor shall inform NamRA's officials of any special health and safety hazards which might invoice in the work to be performed and shall advice to NamRA of any precautions that ought to be taken. The contractor shall be responsible for completing the work, to a high standard and within the required time or sooner.

7. SECURITY

- i. The contractor must hold record of their staff details. To the extent required from time to time by the security manager/deputy, the contractor shall provide,
- ii. A list of staff showing the name and address of everyone who is involved in the performance of contractor.
- iii. The contractor shall provide clear visible ID cards to their worker, and this should be worn at all the time during work.
- iv. Roads or paths to be used as access by the contractor are to be left clear of construction plants, vehicles, and debris at all the time.
- v. All dangerous areas are to be fenced and signs posted to warn NamRA's staff and visitors.

8. EVALUATION CRITERIA

8.1 Mandatory documents:

An entity that does not meet all the mandatory requirements will be disqualified and will not be considered for the technical and financial evaluation.

No	Description	Yes /No
1	A certified copy of the Founding Statement and / or Memorandum of Incorporation clearly indicating the Namibian shareholding structure. Proof can either be BIPA or Ministry of Trade documents.	
2	Valid Original Good Standing Certificate from the Social Security Commission	
3	Valid Original Good Standing Certificate from NamRA (Tax Certificate)	
4	An original or certified copy of a valid Affirmative Action Certificate (where it doesn't apply, a letter to this effect should be provided)	
5	A certificate indicating SME status	
6	Bidders own written undertaking in terms of section 138(2) of the Labour Act, 2007.	
Additional Requirements		
7	Written Power of attorney to sign on behalf of the organization, was necessary in the case of a JV	
8	Detailed company profile including 5 most recent (the period between 2017-2023) reference letters on company letterheads (not older than 1 year) with contact details.	
9	Fitness certificate of respective Municipality, Council or water bill or telephone bill under service provider. (Should be more than 2 year of residence)	

8.2 Technical and Functional Evaluation

Number	Criteria	Documents Required & Qualification Criteria	Points
1	Financial Stability	Total Value of completed projects during the last three (3) years: <ul style="list-style-type: none"> • Less than N\$ 50 000 = 0 points • N\$ 50 000 to N\$ 100 000 = 5 points • N\$ 100 000 and above = 10 points 	20
2	Company Experience	Submit minimum 2 reference letters (with the period of 2017-2023) on company letterheads from previous completed similar contracts or current contracts were 70% of the contract scope has been completed (proof to be provided) <ul style="list-style-type: none"> • 2 and more references =15 points • 1 reference = 5 points • If no reference attached = 0 points 	15
3 3.1	Management Competence	Submission of a CV of Contract Manager or Team Leader for this contract, with attached qualifications <ul style="list-style-type: none"> • 1 & less year of experience = 2 points. • 2-4 years of experience = 15 points. • 5 and more years of experience = 20 points. 	20
3.2	Qualification for Management/ Contract Manager	Any Vocational and / or trade certificates in bricklaying and Joinery field to be attached. Certified Artisan to attach proof	15
3.3	2 additional key personnel for the project	Submission of a CV and 1 reference letter indicating experience for additional 2 Key personnel to be contracted on the project. <ul style="list-style-type: none"> • 2 CVs with 2 latest reference letters = 10 • 1 CV with 1 latest reference letters = 5 No attachment of CV & reference letters=0	10
3.4	Qualification for 2 additional Key personnel to be contracted on project	Vocational and trade certificates in bricklaying and Joinery field to be attached.	10
4	Tools & Equipment	Submission of asset register and Equipment Hire Contract or Letter of intent. <ul style="list-style-type: none"> • Number of appropriate vehicles owned by company or Contract Manager or proof of hire thereof in (category of bakkie, SUV and Appropriate staff transportation vehicle): Bakkie or SUV = 5 points	10

		<p>No vehicle proof Bakkie or SUV = 0 points</p> <ul style="list-style-type: none"> • Appropriate tools and equipment <ul style="list-style-type: none"> ➤ Owned by service provider = 10 points (provide list of tools and building related equipment to be used as attached to TOR as Annexure A) ➤ Proof (letter confirmation, endorsed by supplier and or supplier certificate to bidder) of acquiring tools from hardware stores and building related equipment in Namibia = 5 points. ➤ IF NO Proof (letter confirmation, endorsed by supplier and or supplier certificate to bidder) of hiring building related equipment and tools from hardware stores = 0 points <p>The numbers/quantity of tools and equipment listed above will not attract additional marks.</p>	
		TOTAL POINTS	100

A bidder who does not score minimum of 70 % will not proceed to Phase 3 – financial evaluations.

Phase 3 Financial Evaluation

The lowest quoted bidder who meets all mandatory and technical requirements will be awarded.

8.3 Financial and Pricing Schedule

General Building Maintenance and Minor Works Contractor Rates

No	Item	Tender Rates (Including VAT)-Rate for period.
1	<p>Call out fee to NamRA to include the following:</p> <ul style="list-style-type: none"> • Travel to and from NamRA. • Assessment of what is required. • One (1) hour of onsite labour. Should there be more than one visit required for a request after the first callout or additional labour on 	N\$

	the day of the first call out, the applicable travel and labour rates below will apply.	
2	Standard labour per hour NORMAL HOURS	N\$
3	Standard Labour per hour. AFTER HOURS including Saturdays	N\$
4	Standard Labour per hour. SUNDAY	N\$
5	Standard Labour per hour. PUBLIC HOLIDAY	N\$
6	Percentage tendered for mark- up on material should be used for work requested/ call-outs- (Supplier invoices for material used for request/callouts must be provided during duration of the contract).	%

8.4 Price Evaluation Schedule- For Evaluation Purpose only)

Bidder to carry over the prices, rates and /or percentages as stated in above schedule to the price evaluation schedule below and calculate the total, all-inclusive and inclusive VAT.

Item	Unit	Rate (N\$)
Call out As Tendered		
Labour per normal hour as Tendered	Hr	
Labour per after Hour Service	Hr	
Labour per Hour Sunday & Public Holiday	Hr	

9. BID CLARIFICATION AND ENQUIRIES

All technical / procurement clarifications and / or enquiries, if any, should be addressed by email to NamRA Procurement Management Unit (PMU) at: procurementclarification@namra.org.na

10. CLOSING DATE, TIME, AND PLACE FOR BID SUBMISSION

Bids should be posted, or hand delivered in a single sealed envelope indicating the procurement reference number and detailing the project title for the works to be undertaken as per details below:

The Chairperson: Procurement Committee
Through the Head: Procurement Management Unit (PMU)
PROCUREMENT REFERENCE NO: W/ONB/NAMRA/01-01/2024
NamRA Head Office, Town Square Building,
Upper Retail Floor, Post Street Mall
P O Box 569
WINDHOEK
NAMIBIA
Email address: procurementclarification@namra.org.na

11. DEADLINE FOR BID SUBMISSION: **MONDAY, 13 MAY 2024 AT 11:00AM**

- Bidders are responsible for ensuring that their bids reach NamRA in good time.
- Bids received after the deadline will not be considered and will be returned to the bidder's postal in sealed envelope.