

# **REQUEST FOR QUOTATIONS**

## **FOR THE PROCUREMENT OF**

### **SECURITY SERVICES**

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**FOR NAMRA FACILITIES IN KHARAS,  
HARDAP, KHOMAS, ZAMBEZI, KAVANGO  
EAST AND WEST REGION FOR A PERIOD OF  
36 MONTHS**

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### **OPEN NATIONAL BIDDING (ONB)**

Procurement Reference No: NCS/ONB/NAMRA/01-01-2023

**Cost:** Free to be downloaded from NamRA

website: [www.namra.org.na](http://www.namra.org.na)

**BIDDER NAME:** \_\_\_\_\_

**TOTAL BID AMOUNT – VAT INCLUSIVE:** \_\_\_\_\_

Procurement Management Unit (PMU)  
P O Box 569  
Windhoek  
[procurementclarification@namra.org.na](mailto:procurementclarification@namra.org.na)

NamRA Building 5<sup>th</sup> Floor  
Molke Street  
Windhoek  
Tel no: 061-2092518

Namibia Revenue Agency  
PO Box 569  
Windhoek, Namibia



## Letter of Invitation

Procurement Reference No: NCS/ONB/NAMRA/01-1/2023

25 September 2023

TO: Prospective Bidders

**SUBJECT: PROCUREMENT OF SECURITY SERVICES FOR NAMRA FACILITIES IN KHARAS, HARDAP, KHOMAS, ZAMBEZI, KAVANGO EAST AND WEST REGION FOR A PERIOD OF 36 MONTHS [THREE YEARS].**

NamRA invites you to submit your best quote for the security services for NamRA facilities in Kharas, Hardap, Khomas, Zambezi, Kavango East and West Region for a period of 36 months [three years]

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

Queries, if any, should be addressed to NamRA Procurement Management Unit through electronic email to: [procurementclarification@namra.org.na](mailto:procurementclarification@namra.org.na).

**DEADLINE FOR SUBMISSION: Wednesday 27 October 2023 AT 11:00AM, NAMIBIAN TIME**

Yours faithfully,



MS. PETRA LISHO- MAYUMBELO, p0  
MANAGER, PROCUREMENT MANAGEMENT UNIT

## SECTION I: INSTRUCTIONS TO BIDDERS

### 1. Rights of NamRA

NamRA reserves the right:

- (a) To split the contract as per the lowest evaluated cost per item, and or split the contract to different bidders per region/per lot.
- (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 Activity Schedule Section IV.
- (c) The Specifications and Performance standards Compliance Sheet in Section V; and
- (d) Any other attachment deemed appropriate.

You are advised to carefully read the complete Request for Quotations document, including the Special Conditions of Contract in Section VIII, before preparing your quotation.

### 3. Validity of Quotations

The Quotation validity period shall be 180 days from the date of submission deadline.

### 4. Documents to be submitted.

Bidders shall submit along with their quotation:

- (a) a company profile, past experience and evidence of similar services provided with customers' reference details and reference letters attached; and all other mandatory document as requested under Annexure C of eval criteria.
- (b) details of all contracts that have been terminated by its customers during the last three years.

### 5. Contract Period for Services

The contract shall be for an initial period of 36 months [three years] renewable on an annual basis based on the performance of the service provider.

### 6. Sealing and Marking of Quotations

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

### 7. Submission of Quotations

Quotations should be delivered in the Quotation/Bid Box located in Molkte Street, NamRA Building 5<sup>th</sup> Floor not later than **Wednesday 27 October 2023 at 11:00am Namibian Time**. Quotations by post or hand delivered should reach, Molkte Street, NamRA Building 5<sup>th</sup> Floor by the same date and time at latest. **Late quotations will be rejected, and no electronic-mail quotations will be accepted.**

**NB!! Bidder must submit a complete set of the documents comprising of one (1) original, two (2) copies and a scanned PDF version of the complete document together with supporting documents (soft copy) in a virus free USB. Please prepare and submit your quotation in accordance with the instructions given.**

## **8. Opening of Quotations**

Quotations will be opened internally by NamRA PMU immediately after the closing time referred to in instruction 7 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, Company Registration Certificate, good standing Certificate Social Security Certificate, Tax Good standing Certificate, Affirmative Action Compliance Certificate, and fitness Certificate will be posted on the website of NamRA and available to any bidder on request within three working days of the Opening of bids.

## **9. Evaluation of Quotations**

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

## **10. Eligibility Criteria**

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

- a) Have a valid certified copy of company Registration Certificate.
- b) Have an original or certified copy of valid good Standing Tax Certificate.
- c) Have an original or certified copy of valid good Standing Social Security Certificate.
- d) Have a valid certified copy of Affirmative Action Compliance Certificate, proof from Employment Equity Commissioner that bidder is not a relevant employer, or exemption issued in terms of Section 42 of the Affirmative Action Act, 1998.
- e) Have a written undertaking as contemplated in section 138(2) of the Labour Act, 2007.
- f) Submit completed and signed Bid Securing Declaration
- g) Submit duly completed, initialled, and signed bidding document [all pages of bid document].
- h) Submit duly signed and completed Quotation Letter
- i) **This bid is reserved for Namibians only.**
- j) Have a fitness certificate from Local Authority

## **11. Scope of Services and Performance Standards**

The Scope of Services, Specifications and Performance standards detailed in Sections III and V are to be complied with.

## **12. Currency of Quotation**

Quotations shall be fixed in Namibian Dollars only and all payments will be made in this currency.

## **13. Labour Clause**

To qualify for award of the Contract, bidders shall subscribe to the undertaking that the salaries and wages to be paid in respect of this bid are compliant with the relevant Laws, Remuneration Order and Award where applicable and that it will abide to the sub-clause 4.6 of the General Conditions of Contract, if it is awarded the contract or part thereof.

## **14. Award of Contract**

The Bidder having submitted the lowest evaluated substantially responsive quotation and qualified to perform the service shall be selected for award of contract. Award of contract shall be by issue of a Purchase Order/Letter of award to the successful bidder and letter of Acceptance thereof in accordance with terms and conditions contained in Section VI to Section VIII: Contract

## **15. Notification of Award and Debriefing**

NamRA shall after award of contract, exceeding N\$2million, promptly inform all unsuccessful bidders by posting the executive summary report on NamRA website indicating the name and address of the successful bidder and the contract amount.

## SECTION II: QUOTATION LETTER

(to be completed by Bidders)

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

Quotation addressed to:	NamRA
Procurement Reference Number:	NCS/ONB/NAMRA/01-1/2023
Subject matter of Procurement:	<b>PROCUREMENT OF SECURITY SERVICES FOR NAMRA FACILITIES IN KHARAS, HARDAP, KHOMAS, ZAMBEZI, KAVANGO EAST AND WEST REGION FOR A PERIOD OF 36 MONTHS [THREE YEARS]</b>

We offer to provide the services detailed in the Scope of Services, in accordance with the terms and conditions stated in your Request for Quotations referenced above.

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

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

We declare that the salaries and wages to be paid in respect of this quotation are compliant with the relevant Laws, Remuneration Order and Award where applicable and that we shall abide to clause 4.6 of the General Conditions of Contract, if we are awarded the contract or part thereof.

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. We further understand that this subscription could lead to disqualification on the grounds mentioned in the BD.

The validity period of the Quotation is 180 days from the date of the bid submission deadline.

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

**The service will commence on 1 December 2023.**

The contract shall be for an initial period of 36 months [three years] renewable on an annual basis based on the performance of the service provider.

### 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	



Appendix to Quotation Letter  
**BID SECURING DECLARATION**

**Procurement Reference No: NCS/RB/NAMRA/01-1/2023**

**Date**.....  
[Day / Month / Year]

**To:**.....  
[Insert complete name of NamRA and address]

I/We\* understand that in terms of the NamRA Internal Procurement Policy there should be in inclusion in the bidding document the requirement for a declaration as an alternative form of bid security.

I/We\* accept that under the NamRA Internal Procurement Policy, 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 \_\_\_\_\_ 20\_\_\_\_\_  
[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.]

**SUBJECT: PROCUREMENT OF SECURITY SERVICES FOR NAMRA FACILITIES IN KHARAS, HARDAP, KHOMAS, ZAMBEZI, KAVANGO EAST AND WEST REGION FOR A PERIOD OF 36 MONTHS [THREE YEARS].**

### **SECTION III: SCOPE OF SERVICES**

PROCUREMENT REQUEST: PROVISION OF SECURITY SERVICES TO NAMRA OFFICES IN KHARAS, HARDAP, KHOMAS, ZAMBEZI, KAVANGO EAST AND KAVANGO WEST REGIONS

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SCOPE OF SERVICE, SPECIFICATIONS AND REQUIREMENTS

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## **1. INTRODUCTION**

The Namibia Revenue Agency (NamRA) was established in April 2021 under the NamRA Act 12 of 2017 as an agent of the State for the assessment of tax and collection of State revenue.

NamRA has its headquarters building located in Windhoek. In addition, NamRA has various facilities in the Kharas, Hardap, Khomas, Zambezi, Kavango East, and Kavango West regions.

## **2. PURPOSE**

NamRA wishes to appoint a professional, competent, capable and suitably experienced Namibian registered company to provide physical security services at the above properties, for a period of three (3) years.

The successful bidder shall protect people, vehicles, assets and property on NamRA's premises against theft, vandalism, injury or death, or any threats.

## **3. SCOPE**

NamRA herein referred as an employer requires the security service provider to provide the highest security standards and not less than in accordance with the minimum service level outlined below.

- 24 hours a day, 7 days a week, 365 days a year security coverage, including, supervisory, administrative and security personnel.
- Operate and maintain access control systems at defined access points and other locations 24 hours a day, 7 days a week.
- Provide qualified and experienced supervisors and security personnel to implement all required security activities.
- Prior to the commencement of the services, the service provider will be expected to provide a list of the security personnel that will be allocated to NamRA, as well as copies of their identity documents, qualifications, driving licences and valid police clearance certificates.
- Manning of all sites as per above hours.
- Provide security back-up services, including the provision of supplementary response and lock-down teams during labour unrest events.
- The service provider must provide a written contingency plan that outlines how the security services will not be interrupted in the event of unforeseen circumstances.
- Manage ingress and egress of personnel from site at peak periods with sufficient personnel to account for random security checks, bag searches and vehicle inspections, as deemed necessary to maintain site security standards. This will be done to prevent persons from illegally entering, or from removing assets from the premises. Security officers are not allowed to enter buildings, if locked, unless instructed to do so as part of their duties.
- Do preliminary investigations and manage security incidents of any nature.
- Protect buildings, perimeters, equipment and material against damage, theft and vandalism or any threat.
- The service provider must undertake the responsibilities of any theft, burglary, damage done to NamRA property while guarding the premises.



- Protect employees, visitors, contractors, and customers by preventing or minimizing risk of injury, including death, and reporting any incident to their supervisor or to Security Operations room and take appropriate action.
- Report any suspicious action or unusual occurrence, as soon as possible and action as instructed.
- The service provider must be insured against theft and damage that may be caused by their security personnel, or injury that may result to security personnel during the execution of their duties.
- The quality of the services rendered must be in accordance with the acceptable standards as stipulated by the Security Association of Namibia (SAN), the Voluntary Principles on Security and Human Rights and ISO 18788.
- The security services shall be provided in a manner that does not unnecessarily disrupt NamRA's operations.
- The Service provider shall ensure that security personnel are always on site and immediate replacement of guard who failed to turn up.
- The Security guards shall be strategically posted at site to cover all possible security risk areas, with extensive patrolling taking place.
- The service provider shall have a response vehicle in the vicinity of each site.
- The Service provider shall have a compulsory minute monthly meeting with NamRA regional managers or representatives and a quarterly meeting between the top management of the service provider with the NamRA security services.
- NamRA premises must not be used as guard's sleeping quarters.
- The security personnel deployed to NamRA's premises:
  - a) Must keep their working areas clean, hygienic, and neat at all times.
  - b) Must always endeavour to present and promote a friendly and courteous attitude towards visitors and staff.
  - c) Must be in a clean uniform with a name tag while on duty.
  - d) Must at least have Grade 10 education or three (3) years security service experience and be able to read and write in English. Security Supervisors and CCTV Operators are required to have at least Grade 12.
  - e) Must be physically healthy and medically fit for the execution of their duties.
  - f) Must have no criminal record and must not be younger than 18 years of age.

#### **4. GENERAL DUTIES OF SECURITY OFFICIALS**

- Confirm that all visitors have an appointment before granting entrance into the Premises.
- Control of entrances, exits and movement of pedestrian and vehicle.
- Ensure that they are always vigilant. No sleeping on duty will be tolerated.
- Escort and direct visitors when on the NamRA premises.
- Ensure that all vendors or contractors working in the NamRA premises are always accompanied by a security guard.
- Follow instructions, communicate effectively, be reliable and dependable.
- Maintain registers of vehicles and visitors entering the premises.
- Maintain a security incident/occurrence logbook.

- Report security related matters to the Security service division or the designated NamRA staff.
- Inspect and the premises and buildings after working hours and every other hour outside of regular working hours.
- Patrol the entire premises.
- Ensure that all entry points are closed and locked, electricity is switched off, no water leakage.
- Security incidents preliminary investigation.
- Dealing with violence, hostage situations and bomb threats.
- Dealing with disturbed people
- Any other special assignments

## **5. SECURITY EQUIPMENT AND CONSUMABLE**

The service provider must make available, at its own cost, all necessary equipment, machinery, and materials as required to adequately perform the services including but not limited.

- Flashlights and Torches
- Two-way radio with chargers per site
- Pair of hand cuffs per guard
- Pens.
- Firearm were deemed necessary and approved by the Security services division. To be carried by trained personnel only, supporting document should be furnished to NamRA prior to the commencement of the contract.
- Baton stick per guard
- Pepper spray per guard
- Other communication facilities per guard.
- Metal detectors for access points.
- Proper uniform per guard which should consist of two official wear(suits, ties, trousers, badge, shoes) for offices and combat for remote areas.
- Warm and protective clothing.
- Reflective vests and coats.
- Occurrence book for each site.
- Email and printing facilities.
- Guard Monitoring Equipment for areas to be patrolled as per required from time to time (should be able to furnish monthly reports of patrolling times)

## **6. EXPERTISE REQUIRED**

The service provider must.

- Be registered as a Namibian security company.
- Possess at least maximum of ten (10) years, average of seven (7) and minimum of five (5) years' experience in the provision of physical Security services at public entities, including reputable private companies.
- Have a Business Continuity Plan/ Contingency Plan model.
- Have security personnel who are trained and experienced with providing security services to the public entities.

## **7. REQUIREMENT FOR SERVICE PROVIDER STAFF AND LABOUR**

The Service provider shall comply with all related legislations in respect of wages, leave entitlement and pension contribution for its personnel. All security guards deployed at NamRA premises shall earn a minimum wage of Twelve (12) Namibia dollars per hour to have a motivated work force. Ensure that no guards perform more than 12 hours out of a 24-hour period.

## **8. RELATIONSHIP BETWEEN THE PARTIES**

- The Service Provider is an independent contractor, and under no circumstances will it be considered a partner, joint venture partner, agent or employee of NamRA in the performance of its duties and responsibilities. All personnel used by the Service Provider will be the Service Provider's employees, contractors or agents, and the entire management, direction and control of all such persons will be the responsibility of the Service Provider.
- All verbal requests to the Service provider shall be confirmed in writing by NamRA within twenty-four (24) hours and shall be deemed to have been received by the Service provider if left with a responsible person at the Service provider's business premises or Contract representative (that include instructions on e-mail, WhatsApp or SMS)

## **9. CONFIDENTIALITY**

The Service Provider undertakes not to commit any act which in any manner prejudices NamRA's Confidential Information, including any Third-Party information which is in the custody of NamRA. All information obtained by the service provider during its operation at NamRA premises shall be surrendered to NamRA.

## **10. SECURITY VETTING OF SERVICE PROVIDER PERSONNEL**

- NamRA reserves the right in its sole and absolute discretion to do a security check (vetting) on the Service Provider's personnel involved with, or to be involved with, the performance of the Services.

- The Service provider shall conduct and provide criminal background checks including police criminal records, of all their employees deployed at NamRA, prior to being assigned to NamRA. Background investigations shall include, but not be limited to criminal, corruption, personal references and past employers.
- Where NamRA establishes that any of the Service Provider personnel is a security risk, NamRA will inform the Service Provider accordingly and the Service Provider will immediately replace such person with a suitably qualified and acceptable substitute.
- The Service Provider indemnifies NamRA against any claims that may be brought by any of the Service Provider's personnel who may be affected as a result of NamRA exercising its rights.

## **11.CROWD MANAGEMENT**

- The Service provider will propose how members of the response teams and general guard force will be trained in crowd dynamics, riot control, the use of defensive weapons, avoidance of conflict, the application and reservation of human rights. This includes how on/off duty personnel will be formed into teams, deployed, supervised and managed to deal with any incidents involving crowds. Proposals should further cover how additional teams will be sourced and deployed proportionately in the event of incidents involving crowds escalate.
- The Service Provider will provide details of crowd management and response team's training, including drills, fitness testing, range of qualification, etc.
- The Service Provider will provide detail of experience in providing crowd control services and case studies to illustrate the effectiveness of the services previously provided.

## **12.INSURANCE**

The Service Provider shall on or before the Commencement Date and for the duration of the contract have and maintain in force;

- Insurance coverage for public liability insurance to the value of two million rand (N\$2 million) to cover any claims, losses and / or damages for which it is liable in terms of this Agreement; and
- Professional indemnity insurance cover to a minimum of five hundred thousand Namibia dollars (N\$500 000.00) per security incident against all actions, suits, claims or other expenses arising in connection with damages or loss suffered by NamRA as a result of breach of the terms and conditions of the Agreement in providing the Services.
- Deliver to NamRA upon the Signature Date of the contract, and on each anniversary thereof during the duration of the contract, proof of such insurance coverage as aforementioned.



- Report all incidents affecting, or which may affect, any of the terms and conditions of any insurance policy, including any of NamRA's insurance policies becoming void or voidable, or whereby the insurance premiums for such insurance may be increased, immediately upon becoming aware of their occurrence.

### **13. HEALTH, SAFETY AND SECURITY PROCEDURES AND GUIDELINES**

- The Service Provider will ensure that its personnel will at all times, whilst on NamRA Sites, adhere to the standard health, safety and security procedures and guidelines applicable to NamRA's personnel, as such procedures and guidelines may be changed by NamRA from time to time and are available to the Service Provider on request. Should NamRA at any time have reason to believe that any member of the Service Provider's personnel is failing to comply with such standard health, safety and security procedures and guidelines, NamRA will be entitled to deny such member of the Service Provider's personnel access to any or all of NamRA Sites and require the Service Provider to replace such member of its personnel without delay. The Service Provider will not be relieved of its obligations under the contract as a result of such denial of access, and NamRA will have no liability to the Service Provider with regard thereto. The Service Provider indemnifies NamRA against any claims that may be brought any of the Service Provider's personnel who may be affected as a result of NamRA exercising its rights.

### **14. TRAINING OF SERVICE PROVIDER'S PERSONNEL**

- Within three (3) months after the effective date of the contract, the Service provider shall provide satisfactory proof of the training of all security personnel.
- The Service provider shall ensure that all Supervisors and CCTV operators have formal training, and that successor plans and development programmes of the Service provider are in place.
- The Service provider's personnel shall, after completion of their formal training, have the expertise to execute their functions properly, in particular, regarding, but not limited to, the execution of their service, including the legal aspects thereof.
- Training as agreed to by the parties shall be provided to the Service provider's personnel **on or** before the effective date to ensure that the personnel will immediately be qualified to perform their services to the level of the professional efficiency required by NamRA.
- The Service provider shall provide sufficient orientation and training on assigned tasks to prepare the security staff to satisfactorily perform their duties.
- Training Course of the Service Provider must include a detailed training plan/matrix, including details of course content, both theory and practical.



- The Service provider shall ensure that each employee successfully completes annual refresher training. All costs of refresher training, including labour are the responsibility of the Service provider.
- On completion of the annual refresher training, the Service provider shall notify NamRA which security guards have completed the required training.
- Training of staff members must include the following subjects which will entitle him/her to attain high competence.
  - a) Personal Hygiene and General Appearance.
  - b) Observation.
  - c) Guarding and Patrolling.
  - d) Access Control, Searching Procedures and Techniques.
  - e) Legal Aspects. (Criminal Procedure Act; and Arms and Ammunition Act).
  - f) Action at a Scene of Crime/Incident.
  - g) Informers and Information.
  - h) Principles of Giving Evidence.
  - i) Report writing.
  - j) Control Room Operators.
  - k) Basic Computer Literacy.
  - l) Post/Task Descriptions and site instructions.
  - m) Safety, emergency evacuation and Self Defence.
  - n) Public Relations and Radio and Telecommunications.
  - o) Industrial Relations.
  - p) Discipline.
  - q) Pocket Books and Occurrence Books.
  - r) Emergency Procedure.
  - s) Role and Function of Security.
  - t) Additional formal Supervisory Courses for supervisor positions are compulsory.

#### **15. DISCIPLINARY MEASURES FOR THE SERVICE PROVIDER PERSONNEL**

- Security provider shall provide its code of conduct as a guideline to ensure that there is discipline among their security personnel, the code of conduct standard shall be at the same level or high than that of NamRA.
- A breach of discipline, failure to comply with any disciplinary measure or any negligence of duty on the part of a member of the security personnel provided by the security Service provider in terms of the contract shall be dealt with immediately by the Service provider's management.
- NamRA shall notify the Service provider of any such breach, failure or negligence that, in its opinion, merits the intervention of the Service provider's management.

- The Service provider shall notify NamRA in writing of the outcome of any such disciplinary proceedings.
- Grievances on the part of the Service provider's security personnel shall immediately be dealt with by the Service provider in terms of the Service provider's grievance procedure.

#### **16. INCIDENT REPORTING**

- All incidents or accidents involving death of or injury to any person, as well as any criminal offence committed on the premises or to the property of NamRA, shall forthwith be reported to the NamRA Security services and security representative in that area.
- A detailed written preliminary report of an incidents shall be presented to NamRA within four (4) hours after the occurrence of the said incident or accident and submit a full investigation report within **one (1)** day of the occurrence of the Security Incident.
- Important and relevant details of all incidents occurring on NamRA premises shall be recorded in the Occurrence Book, immediately after the occurrence thereof. The pages of the Occurrence Book shall be numbered consecutively by the Service provider and no person shall remove any pages for any reason whatsoever.
- Notwithstanding anything to the contrary, NamRA may also, should it be deemed necessary, request the Service provider to submit a detailed written report in respect of any incident or accident after it has occurred on NamRA premises.

#### **17. ADDITIONAL PERSONNEL**

- The Service provider shall ensure that the Service provider will maintain a fully trained cadre of (A number which represents a reasonable level or percentage) to serve as backup personnel, ready to assume duty as and when requested.
- The Service provider will also provide a fix fee based on a standard uniformed security guards being deployed for relieve staff.
- The service provider should provide, a Business Continuity Plan to NamRA. This should demonstrate how the service Provider will ensure and guarantee that the provision of the services will not be interrupted at any time during the contract.

#### **18. QUALITY CONTROL**

The Service Provider shall provide detailed information with regards to its quality management system and how it intends ensuring continuous compliance to it. It is critical that Service Providers indicate what their policy on quality control is and how they propose to execute quality control.

## **19. FORCE MAJEURE**

- In the event of any act beyond the reasonable control of the Parties, including war, warlike operation, rebellion, riot, civil commotion, lockout, fire or (without regard to the foregoing enumeration) any other circumstances arising or action taken beyond the reasonable control of the Parties hereto, preventing them or any of them from the performance of any obligation hereunder (any such event hereinafter called "force majeure"), then the Party affected by such force majeure will be relieved of its obligations hereunder during the period that such force majeure continues.
- The Party's relief is only to the extent so prevented and such Party will not be liable for any delay or failure in the performance of any obligations hereunder or loss or damage which the other Party may suffer due to or resulting from the force majeure, provided always that a written notice will be promptly given of any such inability by the affected Party.
- Any Party invoking force majeure will upon termination of such force majeure give prompt written notice thereof to the other Party. Should force majeure continue for a period of more than thirty (30) days, then either Party has the right to cancel this Agreement by giving written notice to such other Party to that effect.
- Notwithstanding anything to the contrary contained in this Agreement, the Service Provider will not be entitled to rely on a force majeure defence if such act, circumstance or action could have been prevented by the Service Provider having proper contingency measures in place.

## **20. PENALTIES**

- Any acts or omissions listed on **Annexure A**, there shall be an equitable downward adjustment of the Service provider's charges to reflect fairly the reduced value of the services provided.
- In every instance the Service provider shall be provided in advance written notification of intent to make a penalty deduction. This section will apply to the acts or omissions outlined in **Annexure A**.
- Financial penalties shall be limited to a maximum penalty of 20% of the monthly fee for the site in relation to which the penalty is being imposed.

## **21. PERFORMANCE MONITORING**

- The service provider's performance shall be measured monthly or quarterly, as deemed necessary by NamRA. The service provider shall be penalized 5% of the total

monthly invoiced amount for failure to reach at least 70% of the quality assurance assessment/performance assessment scorecard.

- The key performance indicator shall include but not limited to the level of; human rights incidents by the service provider, security success: actual crime recoveries, correct uniform and appearance, maintenance of security equipment's, legal compliance, training and competence, incidents discovered through CCTV surveillance, individuals appraisal and skill development, compliance with visitors administration, compliance with access control, vehicle and foot patrols with guard monitoring report and deviation reports, submit signed attendance register/verification sheet, submit monthly reports and incident management and crime detection as per **Annexure D**.

## **22.MANAGEMENT MEETING**

NamRA security services or Security Representatives shall after the consultation with the service provider, set up a management committee comprising of the NamRA representatives who are involved in one way or the other in the administration of the security services at the organisation as a whole and they are not meant to substitute the regular consultations meetings that are usually held at regional or station levels for the day to day matters.

The scope of the committees shall be for;

- Reviewing major shortcomings that have occurred on the sites in the past months and measures taken thereon.
- Taking cognizance of complaints made by NamRA representatives and action taken by the service provider.
- Attending to weaknesses in respect of facilities deployed by the service provider on the sites and need for improvement.
- Assessing the arrangements made by the service provider in terms of human resource and logistics.
- Attending to other matters related to contractual obligation of the service provider.
- Appropriate records of the meetings shall be kept by NamRA representatives

Annexure A

23. LIST OF SITES, SECURITY REQUIREMENTS AND FIREARM REQUIREMENTS  
LOT 1 KHOMAS REGION

REGION	SITE NAME	Firearm requirement <u>Minimum 11</u> <u>Maximum 15</u>	Vehicle Requirement <u>Minimum 11</u> <u>Maximum 15</u>	QUANTITY			
				Day Shift	Night Shift	Weekend / Holidays	Total Number of guards
LOT 1 KHOMAS REGION	Regional Supervisor (1 Firearm)			1	1	1	2
	CCTV Operators			2	1	1	3
	Security Response Officer (2 Firearm)			2	1	1	3
	Headquarter (1 Firearm)			16	4	4	20
	Domestic Tax Building (1 Firearm)			4	1	1	5
	Domestic Tax Building: Cash office & Customer care			2	0	0	2
	New Business Registration			1	0	1	1
	Large Taxpayer Unit			1	1	1	2



Hosea Kutako Airport (1 Firearm)			1	1	1	2
Eros Airport (1 Firearm)			1	1	1	2
OnTap Warehouse (1 Firearm)			1	1	1	2
Newcastle warehouse (1 Firearm)			2	2	1	4
Trans Namib Railway (1 Firearm)			1	1	1	2
Information Centre			1	0	0	1
Dedicated Centre			3	2	1	5
Training Centre (1 Firearm)			2	2	1	4
Total						60

**LIST OF SITES, SECURITY REQUIREMENTS AND FIREARM REQUIREMENTS  
LOT 2 HARDAP & KHARAS**

REGION	SITE NAME	Firearm requirement <u>Minimum 3</u> <u>Maximum 5</u>	Vehicle Requirement <u>Minimum 3</u> <u>Maximum 5</u>	QUANTITY			
				Day Shift	Night Shift	Weekend / Holidays	Total Number of guards
LOT 2 HARDAP & KHARAS	Regional Supervisor (1 Firearm)			1	0	0	1
	Mariental Domestic Tax			1	1	1	2
	Keetmanshop Customs (1 Firearm)			3	2	2	5
	Keetmanshop Domestic Tax (1 Firearm)			4	2	2	6
	Luderitz Customs			2	1	1	3
	Luderitz Domestic			2	1	1	3
	Oranjemund Customs			2	1	1	3
	Oranjemund Customs			2	1	1	3
	Ariamsvlei Border			1	1	1	2
	Noordoewer Border			1	1	1	2
				1	1	1	2
							Total 30

# LIST OF SITES, SECURITY REQUIREMENTS AND FIREARM REQUIREMENTS

## LOT 3 KAVANGO EAST, KAVANGO WEST AND ZAMBEZI

REGION	SITE NAME	Firearm requirement <u>Minimum 5</u> <u>Maximum 8</u>	Vehicle Requirement <u>Minimum 5</u> <u>Maximum 8</u>	QUANTITY			
				Day Shift	Night Shift	Weekend / Holidays	Total Number of guards
LOT 3 KAVANGO EAST, KAVANGO WEST AND ZAMBEZI	Regional Supervisors 1 Kavango East / West and 1 Zambezi (2 Firearm)			2	0	0	2
	Rundu regional office (1 Firearm)			4	3	2	7
	Rundu Field Audit			2	1	1	3
	Katwitwi border post			2	1	1	3
	Mohembo border Post			2	1	1	3
	Sarasungu border Post			1	1	1	2

Nkurenkuru Border Post			1	1	1	2
Katima Regional Office Domestic Taxes (1 Firearm)			2	1	1	3
Katima Regional Office Customs (1 Firearm)			2	1	1	3
Katima Enforcement			1	1	1	2
Wenela Border Post			2	1	1	3
Ngoma Border Post			3	2	2	5
<b>Total Guarding Officers LOT 1,2, and 3</b>						
<b>128</b>						
<b>Total 38</b>						

- All Sites shall have Two-way radios.
- All sites shall have post description instruction as per the template attached as **Annexure B**.
- All regional Supervisor shall report direct to the NamRA Security services and NamRA security representative.
- All sites shall have Occurrence books, Visitors and Vehicle registers.
- All Access points that require security searches shall be covered by Male and Female, Male to search Male only, Female to search Females only.
- Only Fit and Proper as well as Firearm handling trained personnel shall carry Firearm.
- NamRA reserve the right to reduce or increase the service provider compliment at any given time and shall communicate such changes to the service provider.

#### **24. INTEREST ON DELAYED PAYMENTS**

If NamRA has delayed payments beyond 30 days after the due date stated in the contract, interest shall be paid to the Service Provider for each day of delay at the rate stated in the contract.



## ANNEXURE B

### SECURITY SERVICES SERVICE LEVELS AND FINANCIAL PENALTIES

NO.	COLUMN ONE	COLUMN TWO	COLUMN THREE
	SERVICE LEVEL	A SHORT DESCRIPTION OF THE SERVICE LEVEL FAILURE	FINANCIAL PENALTY
<b>TRAINING</b>			
1.	The Service Provider must ensure that Security Officers undergo an induction and refresher-training program on NAMRA policies, procedures and NAMRA Site procedures before deployment.	Failure to produce written proof that security officers have undergone an Induction and refresher training prior to their deployment on NAMRA sites within one month after completion of the refresher training.	N\$2 000.00 per incident
<b>PARADE</b>			
2.	The Service Provider must ensure that, where applicable, a parade is conducted during each shift change and proper reports handovers recorded on the occurrence book are conducted with the incoming shift.	Failure to conduct a parade or to do a shift handover report.	N\$2 000.00 per incident
<b>SECURITY COMPETENCY LEVEL</b>			
3.	The Service Provider must provide Security Officers who possess the required competencies unless otherwise authorized by NamRA.	The Service Provider provides a Security Officer that meets NamRA competency requirement.	N\$3 000.00 per incident per NAMRA Site.
<b>PARTLY COVERED OR UNCOVERED SHIFTS CHANGE AND REPLACEMENT OF ARMED SECURITY OFFICER</b>			

4.	Security Officers must report for duty on time. Any late coming or absence from a shift will be regarded as partially covered / uncovered shift.	Replacement Security Officer must be deployed within one (1) hour. In case of a border post NAMRA Site, the time to deploy a replacement Security Officer is one and half (1½) hours.	N\$ 1 000.00 per Security Officer at a NAMRA Site.
<b>SITE VISITS</b>			
5.	The Service Provider must ensure that its Personnel designated as supervisors and/or managers conducts visit to a NAMRA Sites.	The Service provider must ensure that site visits occur as follows- <b>SUPERVISOR (DAY SHIFT)</b> Thirty (30) to thirty-one (31) site visits per month (minimum of (one) 1 visit per day) <b>SUPERVISOR (NIGHT SHIFT)</b> Thirty (30) to thirty-one (31) site visits per month (minimum of (one) 1 visit per night).	N\$ 4 000.00 per incident per NAMRA Site of failure to comply.
<b>SERVICE LEVEL FAILURES AND MONTHLY REPORTING</b>			
6.	The Service Provider must provide a monthly report containing a consolidated record of all Security Incidents and Emergencies at NAMRA sites.	The Service provider must submit the required report within five (5) Business Days after the end of the month.	N\$ 2 000.00 per month.
7.	The Service Provider must submit a monthly report containing all the Performance Failures in NAMRA Sites as well as the Financial Penalties due and payable to NAMRA as the results thereof.	The Service provider must submit the required report within five (5) Business Days after the end of the month.	N\$ 5 000.00 per month.
<b>SECURITY INCIDENT AND EMERGENCY REPORTING.</b>			
8.	The Service Provider must ensure that Security Incident or Emergency investigation reports are prepared and submitted to NAMRA Authorized Representative or his/her delegate.	The Service Provider must submit the report within <b>four (4) hours</b> of the Security Incident or Emergency happening.	1. N\$1 000.00 per incident per NAMRA Site in respect of an Emergency or a Security Incident not evolving and loss

	The Service Provider must strictly adhere to all the requirements regarding recording and reporting of Security Incidents and Emergencies	In respect of a Security Incident involving loss or damage to NAMRA property, the Service Provider must prepare and submit a full investigation report within <b>one (1)</b> day of the occurrence of the Security Incident.	or damage of NAMRA Property.  2. N\$5 000.00 per incident per NAMRA Site for a Security Incident involving loss or damage to NAMRA property.
9.	The Service Provider must maintain an Occurrence Book at a NAMRA Site and accurately record.	The Service Provider must strictly adhere to all the requirements of the contract regarding the maintenance of an Occurrence Book, and without limitation thereto, the recording of observance of the Security Officers on patrol at a NAMRA Site as well as checking and signing off on the Occurrence Book by a supervisor.	N\$1000.00 per incident per NAMRA Site per failure to comply.
<b>ALARM TRIGGERING</b>			
10.	Security Officers must immediately respond to the triggering of an alarm at a NAMRA Site	Failure to respond to a triggered alarm immediately.	N\$1 000. 00 per incident per NAMRA Site.
<b>AD HOC SERVICES</b>			
11.	The Service Provider must provide additional Security Officers as and when so requested by NAMRA.	The Service Provider must provide the Security Officer (s) within twenty-four (24) hours after a request by NAMRA or such a shorter time as the Parties may agree at the time of the request	N\$ 3 000.00 per incident of failure to provide the Security Officer(s) as requested per NAMRA Site.
<b>SECURITY VETTING</b>			
12.	The Service Provider must check the criminal status of its Personnel <b>once (1) in a year.</b>	The Service Provider must provide proof of doing required checks of the criminal status of Security Personnel <b>within ten (10)</b> Business Days after the anniversary of the Agreement.	N\$ 3 000.00.

CONDUCT BY SECURITY OFFICERS			
13.	All Security Officers to wear appropriate uniform.	Security Officer(s) wearing the wrong uniform	N\$ 2 000.00 per incident
14.	Security Officers must adhere to patrol requirements of NAMRA as per NAMRA Sites, irrespective of whether or not an electronic monitoring and patrolling device has been installed at the Site.	The Security Officers fail to adhere to NAMRA sites patrol plan	N\$ 2 000.00 per incident per NAMRA Site.
15.	<p>Security Officers must not</p> <ul style="list-style-type: none"> <li>• Wear or use earphones or headphones whilst on duty.</li> <li>• Sleep on duty.</li> <li>• Consume alcohol, possess or use narcotics whilst on duty.</li> <li>• Leave a post unattended without his/her superiors authority.</li> <li>• Use a private cellular telephone whilst on duty.</li> <li>• Connect an unauthorized electronic device or electrical appliance to NAMRA power points and/or network systems.</li> <li>• Allow access to NAMRA Site without authority by-</li> <li>• Using the Security Officer's access card to allow entry to a NAMRA employee or a visitor who does not</li> </ul>	<p>The Security Officer(s) commit any one of the prohibited acts and or providing access to unauthorised persons.</p> <p>In relation to offences such as:</p> <ul style="list-style-type: none"> <li>- Sleeping on duty</li> <li>- Consuming alcohol, possess or use narcotics whilst on duty</li> </ul> <p>First offence will result in N\$ 1000.00 per NAMRA Site in a Region. Second offence will result in N\$3000.00 per NAMRA Site in a Region and replacement of the security officer. In the case of the same incidents occurring for the third time in the same site NAMRA will be entitled to terminate the contractual agreement with the appointed security service provider.</p>	<p>N\$500.00 per incident per NAMRA Site in a Region.</p>

	<p>exhibit lawful authority to access the NAMRA Site.</p> <ul style="list-style-type: none"> <li>• Permitting access to any person with computer and electronic equipment and firearms without recording same, and where applicable, keeping the firearm in a safe or storage provided by NAMRA.</li> </ul>		
16.	<p>Security Officers must not-</p> <ul style="list-style-type: none"> <li>• Commit a Security Incident.</li> <li>• Aid and abet in the commission of a Security Incident.</li> <li>• Read and/or remove NAMRA Confidential Information, Trader or Taxpayer Information.</li> </ul>	The Security Officer(s) commit any one of the prohibited acts.	N\$3 000.00 per incident per NAMRA Site.



## ANNEXURE C

NAMIBIA REVENUE AGENCY/SECURITY SERVICE PROVIDER NAME

### ASSIGNMENT INSTRUCTIONS

SITE:.....

***"TAKE CHARGE OF YOUR POST"***

#### **PURPOSE:**

To be responsible to Security operation and investigation at Site:..... and to take charge of all resources handed over to the Security Service Provider Name by the Namibia Revenue Agency.

#### **MAIN DUTIES AND RESPONSIBILITIES SHIFT SUPERVISOR OFFICE IS TO.**

- Except at the Customer Service area, confirm that all visitors have appointment before granting them access, escort and direct them or call the end user to come receive them at the entrance.
- Ensure that Clearing Agents remain at the counter, without entering the Customs office unless requested to do so.
- Inspect the premises and buildings during shift hand over and every other hour outside of regular working hours.
- Assist clients with directions at the office.
- Control the movement of people in/out of the office.
- Conduct patrol on the entire premises and documents all finding in the OB, report all findings to your supervisor who in turn should report them to the Namibia Revenue Agency security section.
- Maintain the register of all visitors entering the office.
- You are accountable for all property and equipments handed over to you, document reports of any damage and handing over in the OB.
- Utilize the occurrence book and other security register for security incidents.
- Document all security incidents and notify your supervisor who in turn should notify the Namibia Revenue Agency.
- Always be neat in appearance, full uniform, polite always and act with integrity.
- Report all accidents and/or incident immediately to your supervisor.
- Conduct regular patrol at the parking area to prevent theft of motor vehicle and theft from motor vehicles.

- For visitors bringing their own Laptops onto the premise, they must declare it with Security and verify on them on exit.
- All visitors entering Customs premise must declare any dangerous weapons with Security and verify on them on exit.
- Maintain law and order at the premises and execute any other duties assigned by NamRA and Security Service provider representatives.

**Instructions/ Supervision:**

**You report to the Service Provider Security Supervisor who should in turn bring any matter to the attention of Namibia Revenue Agency Security representative. Any other orders received contrary to the General Orders or these Assignment Instruction (except issued by the Namibia Revenue Agency, Security Service Provider line management) are to be politely refused and request the person to contact the Namibia Revenue Agency security representative.**

***Assignment Instructions will be revised on a regular basis as and when the need arise.***

NamRA Security Representative.....Date.....

Security Service Provider Representative .....Date.....

## ANNEXURE D

### Evaluation Criteria & Technical Specifications

#### Phase 1: General Documentation and eligibility criteria (Pass/Fail)

The following are mandatory documents to be submitted by bidders, non-submission of documents outlined below is automatic disqualification, bidder cannot be evaluated for Phase 2 Technical.

Qualification and eligibility Table 1: Mandatory Requirements	
Document Description	Yes/No
1. a valid original or certified copy of a certificate of business registration for an entity incorporated or registered under the company or close corporation laws of Namibia certified by the Commissioner of Oaths or Namibian Police. Participation is limited to the citizens of Namibia only. Provide copies of Namibian Identification Document/s for all shareholders.	
2. Submit an original or valid certified of a Good Standing Tax Certificate from the Receiver of Revenue duly certified by a Commissioner of Oaths.	
3. Submit an original or valid certified copy of a Good Standing Certificate from Social Security Commission duly certified by a Commissioner of Oaths; or Namibian Police	
4. Submit a valid certified copy by a Commissioner of Oaths of an 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;	
5. Submit 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, wage determinations, and Award, where applicable and that it will abide to all General Conditions of Consultancy Contract if it is awarded the Contract or part thereof. Written undertaking as contemplated in section 138(2) of the Labour Act, 2007.	
6. Submit a duly completed and signed Bid Securing Declaration Form	
7. Fitness Certificate from a Local Authority for the particular region you are bidding for.	

8. Detailed Company profile	
9. Contractor/Contract Manager must be declared as a security officer and issued with a Registration certificate by the Inspector – General of the Namibian Police in terms of regulation 15 of <i>Arms and Ammunition Act 7 of 1996</i> .	
10. Certificate copies of valid firearm licenses based on the minimum and maximum quantity provided for the Lot you are bidding for	
11. Security Services insurance cover must be attached.	
12. Proof of vehicle's registration in the name of the bidding entity based on the minimum and maximum quantity provided for the Lot you are bidding for	

### GUARD HOUSE FACILITIES

- A guardhouse with the following facilities for the security personnel on its premises must be provided by the contractor.
- Running, Water and Electricity; Lavatory facilities; Chairs and tables; and Dustbins.
- SPECIFICATIONS: • Prefabricated Guard House Material 2m x 2m. • Height 2.6 m - 2.5m • Single slope roof Ablution • Mountings • Steel Base • Electrical Works

**IMPORTANT POINTS TO NOTE BY BIDDERS:** [ just a guide but bidders should provide all documents and information requested in the detailed evaluation criteria for all phases one, two and three]

**NB:** (These testimonials should include the name of the entity, nature of the contract, contact person and office telephone number and email address).

#### **Security Supervisor or Security Manager's experience: -**

- A minimum of grade 12 certificate is required for a staff who will be appointed as Supervisor or Security Manager for this Contract. with security related training with at least Ten (10) years Security experience and a Code B driving's license (**please attach at CV and reference / testimonial letters as proof**).
- Certificate of Code of Conduct/police clearance issued by Nampol not older than 6 months.
- Namibian Nationality Identification document or Passport.
- Should be trained to handle firearms [provide proof of certificate awarded, if any].
- Should be able to communicate effectively in English (English subject will be verified on grade 12 certificate attached)

#### **CCTV Operators' experience: -**

- A minimum of grade 12 certificate is required for a staff who will be appointed as CCTV Operator with CCTV monitoring related training with at least three (3) years CCTV monitoring experience and a Code B driving's license (**please attach at CV and reference / testimonial letters as proof**).
- Certificate of Code of Conduct/police clearance issued by Nampol not older than 6 months.

- Namibian Nationality Identification document or Passport.
- Should be trained to handle firearms [provide proof of certificate awarded, if any].
- Should be able to communicate effectively in English. (English subject will be verified on grade 12 certificate attached)

***NB: Security Guards should at least have Grade 10 certificate and should be trained in every aspect of related to Security guarding services, especially handling of firearms.***

**The essential equipment to be made available for the Contract by the successful Bidder shall be:**

- Flashlights and Torches
- Two-way radio with chargers per site
- Pair of hand cuffs per guard
- Pens.
- Firearm were deemed necessary and approved by the Security services division. To be carried by trained personnel only, supporting document should be furnished to NamRA prior to the commencement of the contract.
- Baton stick per guard
- Pepper spray per guard
- Other communication facilities per guard.
- Metal detectors for access points.
- Proper uniform per guard which should consist of two official wear (suits, ties, trousers, badge, shoes) for offices and combat for remote areas.
- Warm and protective clothing.
- Reflective vests and coats.
- Occurrence book for each site.
- Guard Monitoring Equipment for areas to be patrolled as per required from time to time (should be able to furnish monthly reports of patrolling times)

**NB: only copies certified by the Namibian Police/Commissioner of Oath will be accepted and considered not older than 6 months.**

## Phase 2: Technical Evaluation [80 marks]

A. Experience				
Company experience				Max Marks
01	<b>Service providers' experience in Security Guarding Services.</b>  (Reference verification will be done by Bid Evaluation Committee by calling or emailing) These references should include the name of the entity, nature of contract, contact person and office telephone number and email address).	10 years and above substantiated by a reference letter(s)	15	15
		7 years substantiated by a reference letter(s)	10	
		Minimum 5 years substantiated by a reference letter(s)	5	
		No reference letter(s)	0	
Employees Working Experience				
02	<b>Management / Supervisor employees' experience:</b>  ➤ A minimum of Grade 12 certificate to be attached. Including CV.  (Half mark will be allocated if the bidder did not submit/ attach the Grade 12 Certificate and not Testimonial letters indicating years of experience)	Ten years & above experience as Security Supervisor / Security Manager. <b>[attach testimonial letter(s) and Grade 12 Certificate with and CV.</b>	10	10
		5 to 6 years' experience <b>[attach testimonial letter(s) and Grade 12 Certificate with and CV.</b>	6	
		Minimum of 3 years' experience <b>[attach testimonial letter(s) and Grade 12 Certificate with and CV.</b>	4	
		If NO Supervisory / management experience, NO grade 12 and NO security training certificates attached and CV. <b>Its zero mark</b>	0	
Security Guard(s) working experience to be employed specifically on this contract.				
03	<b>Security Guard(s) working experience.</b>  ➤ A minimum of a Grade 10 certificate ➤ attach any Security Services Training attended.	five years & above work experience as Security Guard. <b>[attach testimonial letter(s) and Grade 10 Certificate and CV.</b>	10	
		3 to 4 years work experience as Security Guard <b>[attach testimonial letter(s) and</b>	6	



		<b>Grade 10 Certificate with Security Training] and CV.</b>		<b>10</b>
		Minimum of 2 years [attach testimonial letter(s) and Grade 10 Certificate with Security Training] and CV.	4	
		If NO Security Guard working experience, NO grade 10 and NO security training certificates attached.	0	
<b>04</b>	<b>Security CCTV Operators working experience.</b>  ➤ Attach any Security CCTV Operation Training attended.	3 years & above work experience as CCTV Operator. [attach testimonial letter(s) and Security CCTV Operation Training] and CV.	5	<b>5</b>
		No CCTV operation experience and training	0	

#### **B. Management Approach**

##### **Methodology of the Contract**

<b>04</b>	<b>Detailed Operations and Contingency/business continuity Plan:</b> <b>Operations plan must include the following elements: -</b> Clear objectives, activities to be delivered, quality standards, desired outcomes staffing and resource requirements, implementation timetables, and a process for monitoring progress. This should demonstrate how the service Provider will ensure and guarantee that the provision of the services will not be interrupted at any time during the contract. <b>Contingency plan must include the following elements: Preparation, analysis, response planning and implementation preparedness.</b>	Fully detailed operations and Contingency plan covering all the required elements outlined.	10	<b>10</b>
		Operations plan lacking some of the required elements.	5	
		No Operations plan submitted.	0	

#### **C. Security Services Training / Courses**

##### **Security Guards training attended: -**

<b>05</b>	<b>Basic Security Training and firearm handling Training</b>	Security and Firearm handling Training certificate.	<b>15</b>	
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	basic training on security and firearm handling, must be issued by a certified person who received training from any relevant Law Enforcement Agent or approved training provider.	Security and Firearm handling Training certificate.	10	15
		Security and Firearm handling Training certificate.	5	
		No / less than two (2) basic firearm handling certificates submitted.	0	

#### D. Logistics

##### Uniforms and Identity Card for Security Guards

07	<b>Means of identification of security guard personnel (uniform and staff identity card etc.)</b>  Bidders are required to submit sample colour pictures of uniforms and staff identity cards). <b>These uniforms may in no way resemble any military uniforms.</b>	Attach sample picture of i) security guard uniform, ii) badge and iii) identity card to be used for this contract.	5	5
		Attached sample pictures of either a security guard uniform, badge or identity card to be used for this contract	3	
		<b>IF No Samples attached.</b>	0	

#### E. Security Tools and Equipment

Tools & equipment to be used by Security Guards in the execution of this contract		LOT 1	LOT 2	LOT 3		
08	<b>Security guard tools and related equipment.</b>	Pepper Sprays				10
	Bidder must submit evidence of ownership in terms of certificate for essential security services equipment or an asset register and/or declaration from Nampol where proof of ownership cannot be provided in the form of certificate that the other essential security services equipment (i.e. guns/rifles, two-way radios, pepper spray-can, hand cuffs, baton, two-way radios, night torches, Sjamboks and uniforms) would be made available upon award?	Batons				
	Torches					
	Two-way radios					
	Handheld metal detector					
	Handcuffs					
	Guard Monitoring System					



## Form – 3

### Format of Curriculum Vitae for Contractor & Security Guards

Procurement Reference No: NCS/ONB/NAMRA/01-1/2023

**SUBJECT: PROCUREMENT OF SECURITY SERVICES FOR NAMRA FACILITIES IN KHARAS, HARDAP, KHOMAS, ZAMBEZI, KAVANGO EAST AND WEST REGION FOR A PERIOD OF 36 MONTHS [THREE YEARS].**

<b>Name of Contractor / Security Guard/s</b>	
<b>Date of Birth</b>	
<b>Nationality</b>	
<b>Number of years of working experience in safety &amp; security services.</b>	

**Highest Academic Qualification:** \_\_\_\_\_

names of institutions – tertiary only - if any	year obtained	degrees obtained

**Employment and experience Record: Related to similar assignment of this Request**

*[Starting with present position, list in reverse order every employment held in safety & security service in last five (5) years. attach reference letters from the employer.]*

No	titles of positions held	Dates/years position held	names of employing organizations	locations of assignments	types of activities performed/experience obtained related to security services.
01					
02					
03					
04					
05					

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and experience.

**Date:** Day/Month/Year \_\_\_\_\_

**[Signature of Contractor/security Guard]** \_\_\_\_\_

**Full name of Contractor/security Guard:** \_\_\_\_\_

**Assignment Completed Form**

Procurement Reference No. NCS/ONB/NAMRA/01-1/2023

**SUBJECT: PROCUREMENT OF SECURITY SERVICES FOR NAMRA FACILITIES IN KHARAS, HARDAP, KHOMAS, ZAMBEZI, KAVANGO EAST AND WEST REGION FOR A PERIOD OF 36 MONTHS [THREE YEARS].**

**ASSIGNMENTS / PROJECTS OF SIMILAR NATURE (SECURITY SERVICES) SUCCESSFULLY COMPLETED DURING LAST FIVE [5] YEARS –**

1. Outline at least three (3) recent engagements of a similar nature.

No	Name of Organization to which security services was offered	Nature of the assignment e.g security services	Cost of assignment / Project / Tender awarded	Start date	Completion date	Was assignment satisfactorily completed
01						
02						
03						
04						
05						

Note: Please attach reference letters from the employer/client by way of documentary proof.  
(Issued by the Officer of rank not below that of General / Senior Manager or equivalent.

## Outline Plan

Procurement Reference No. NCS/ONB/NAMRA/01-1/2023

**Subject: SUBJECT: PROCUREMENT OF SECURITY SERVICES FOR NAMRA FACILITIES IN KHARAS, HARDAP, KHOMAS, ZAMBEZI, KAVANGO EAST AND WEST REGION FOR A PERIOD OF 36 MONTHS [THREE YEARS].**

Activity	Date
Release RFQ	22 September 2023
RFQ clarifications close	Last date for submission of any clarification will be the 13 October 2023
RFQ closes	Wednesday 27 October 2023 at 11:00 am, Namibian Time
RFQ evaluation	Immediately after bid opening
Bidders notified of outcome.	Before 15 November 2023
Contract negotiations	To be communicated
Contract awarded on or before.	1 December 2023
Contract transition planning period	After award and acceptance of the offer
Contract assumes full operational responsibility and commences.	1 December 2023



## SECTION IV: PRICED ACTIVITY SCHEDULE

**Procurement Reference Number: NCS/ONB/NAMRA/01-1/2023**

**Currency of Quotation: Namibian Dollars**

Item No	Brief Description of Services	Quantity	Unit Measure	Unit Price	Total Price
A*	B*	C*	D*	E	F
1	PROCUREMENT OF SECURITY SERVICES FOR NAMRA FACILITIES IN KHOMAS REGION - LOT 1 FOR A PERIOD OF 36 MONTHS [THREE YEARS].	60 guards			
	PROCUREMENT OF SECURITY SERVICES FOR NAMRA FACILITIES IN HARDAP AND KHARAS REGION - LOT 2 FOR A PERIOD OF 36 MONTHS [THREE YEARS].	38 guards			
	PROCUREMENT OF SECURITY SERVICES FOR NAMRA FACILITIES IN ZAMBEZI, KAVANGO EAST AND WEST REGION - LOT 3 FOR A PERIOD OF 36 MONTHS [THREE YEARS].	30 guards			
Other additional costs					
Subtotal					
VAT @ %					
Total					

*Enter 0% VAT rate if VAT exempt.*

*\* Columns A to D to be completed as applicable by NamRA.*

**Priced Activity Schedule Authorised By:**

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

## SECTION V: SPECIFICATIONS AND PERFORMANCE STANDARDS COMPLIANCE SHEET

Procurement Reference Number: NCS/ONB/NAMRA/01-1/2023

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

Item No	Specifications and Performance Required	Compliance Specifications Performance Offered	of and Details of Non-Compliance/ Deviation (if applicable)
A*	B*	C	D
1			
2			
3			
4			
5			
6			

\* Columns A and B to be completed by NamRA.

### Specifications and Compliance Sheet Authorised By:

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



Republic Of Namibia

**Ministry of Labour, Industrial Relations and Employment Creation**

**Written undertaking in terms of section 138 of the Labour Act, 2007**

**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 of company bidding:.....

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.*

## 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), NCS/ONB/NAMRA/01-1/2023 FOR PROCUREMENT OF SECURITY SERVICES FOR NAMRA FACILITIES IN KHARAS, HARDAP, KHOMAS, ZAMBEZI, KAVANGO EAST AND WEST REGION FOR A PERIOD OF 36 MONTHS [THREE YEARS], except where modified by the Special Conditions below.

## SECTION VII: CONTRACT DATA SHEET

**Procurement Reference Number:** NCS/ONB/NAMRA/01-1/2023

The Conditions of Contract shall be subject to the following: *[This section is to be customized by the Public Entity to suit the requirements of the specific procurement].*

Clause	Contract Data
<b>GCC 1.1 Effectiveness of Contract</b>	The Contract <i>shall</i> come into effect as from <b>01 December 2023</b> .
<b>GCC 1.3.1 Intended Completion date</b>	Unless terminated earlier pursuant to sub-clause GCC 1.7 of the Contract, the Service Provider shall complete its activities by <b>30 November, renewable on an annual basis based on the performance of the service provider.</b>
<b>GCC 1.6.1 Issue of notices</b>	<p>The Authorized Representative of the Employer is:</p> <p>Ms. Petra Lisho-Mayumbelo at Tel. (061) 209 2518 or via e-mail at <a href="mailto:procurementclarification@namra.org.na">procurementclarification@namra.org.na</a></p> <p>The Authorized Representative of the Service Provider is:</p> <p>.....</p> <p>[insert full name of bidders Representative]</p>
<b>GCC 2.6 Insurance and liabilities to Third Party</b>	
<b>GCC 2.7 Reporting Obligations</b>	The Service Provider shall report to: NamRA Acting <i>Chief Internal Affairs and Security Services</i> , located at NamRA Head Office, Windhoek.

## SECTION VIII: SPECIAL CONDITIONS OF CONTRACT

Procurement Reference Number: **NCS/ONB/NAMRA/01-1/2023**

The clause numbers given in the first column correspond to the relevant clause number of the GCC.

Subject and GCC clause reference	Special Conditions
<b>Purchaser</b> GCC 1.1(h)	The purchaser is: <b>Namibia Revenue Agency [NamRA]</b>
<b>Site</b> GCC 1.1(m)	The Site/final destination for delivery of the Goods is: <b>Namibia Revenue Agency [NamRA] Offices Country wide in Namibia. However, successful service providers will be provided with the name and list of offices assigned to. NamRA reserves the right to split contracts as per regions.</b>
<b>Incoterms Edition</b> GCC 4.2(b)	Incoterms shall be governed by the rules prescribed in Incoterms 2010.
<b>Notices</b> GCC 8.1	<p>Any notice shall be sent to the following addresses:</p> <p>For <b>NamRA</b>, P.O.BOX 569, Windhoek, the address and the contact's name shall be:</p> <p><b><i>Ms. Petra Lisho-Mayumbelo, Head of Procurement Management Unit, NamRA Head Office, Windhoek, 5<sup>th</sup> Floor.</i></b></p> <p>For the Supplier, the address and contact name shall be:</p> <p>_____</p> <p>_____</p>
<b>Disputes</b> GCC 10.2	The rules of procedures for arbitration proceedings pursuant to GCC 10.2 shall be as follows: Not Applicable
<b>Delivery and Documents</b> GCC 13.1	<p>The Goods /Service are to be delivered on request from the date of purchase order/receiving Letter of Acceptance.</p> <p>The documents to be furnished by the Supplier are:</p> <p>(a) signed delivery note.</p>
<b>Price Adjustment</b> GCC 15.1	All the prices charge for the Goods /Service supplied and the related Services performed <b>shall</b> not be adjustable.



Subject and GCC clause reference	Special Conditions
<b>Terms of Payment</b> GCC 16.1	The structure of payments shall be: full payment following delivery of the Supplies / Services and submission of an invoice and the documents listed in clause 13.1
<b>Terms of Payment</b> GCC 16.3	Payments shall be made not later than thirty [30] days after submission of an invoice and its certification by the Purchaser.
<b>Payment Period</b> 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><b>On Acceptance:</b> The Contract Price of goods / service 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>
<b>Performance Security</b> GCC 18.1	<b>Not applicable</b>
<b>Discharge of Performance Security</b> GCC 18.4	The performance security will be discharged and returned to the supplier not later than: <b>Not applicable</b>
<b>Packing</b> GCC 23.2	The packing, marking and documentation within and outside the packages shall be: <b>Not applicable</b>
<b>Insurance</b> GCC 24.1	Where goods are ordered from overseas Suppliers, insert percentage and type of insurance required for transportation: Not applicable
<b>Transportation</b> GCC 25	The Goods /Service shall be delivered at: <b>Namibia Revenue Agency Offices Country wide in Namibia.</b>
<b>Inspection and Test</b> GCC 26.1	The inspection shall be: The quantity and freshness of goods /service will be inspected <b>it is rendered.</b>
<b>Location of Inspection and Tests</b> GCC 26.2	The verification shall be conducted at: <b>Namibia Revenue Agency Office where service is rendered.</b>
<b>Liquidated Damages</b> GCC 27.1	Liquidated damages for the whole service level agreement are Not Applicable. The maximum amount of liquidated damages for the whole contract is 4-10% of the final contract price. <b>N\$2million.</b>

Subject and GCC clause reference	Special Conditions
<b>Warranty</b> <b>GCC 28.3</b>	The period of validity of the warranty shall be: <b>Not Applicable</b> For the purpose of the Warranty, the place(s) of the final destination(s) shall be: Indicated offices. For item 1, the minimum period of warranty/shelf life shall be N/A For item 2, the minimum period of warranty/shelf life shall be N/A For item 3, the minimum period of warranty/shelf life shall be N/A

## QUOTATION CHECK LIST SCHEDULE

Procurement Reference No.: NCS/ONB/NAMRA/01-1/2023

Description	Attached (please tick if submitted and cross if not)
Quotation Letter	
Priced Activity Schedule	
Performance Compliance Sheet	
Documents evidencing eligibility	
Company profile, past experience and references where similar services have been provided. Include reference letter/s for the past [three years] from the organization the service was provided which include the duration of the contract and contract value.	

**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 responsible