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REQUEST FOR PROPOSAL

FOR THE PROCUREMENT OF CONSULTANCY SERVICE

PROCUREMENT REFERENCE NO: CS/RFP/NAMRA/01-1/2023

PROJECT TITLE: EMPLOYEE ENGAGEMENT SURVEY FOR NAMRA

Cost: Free to be downloaded from NamRA website.

www.namra.org.na

COMPANY NAME: _____

TOTAL BID AMOUNT: NOT APPLICABLE AT THIS STAGE [FINANCIAL COST/OFFER WILL BE REQUESTED ONLY FROM COMPANIES / CONSULTANTS MEETING MINIMUM TECHNICAL SCORE AS INDICATE UNDER SECTION III OF THIS BIDDING DOCUMENT].



LETTER OF INVITATION

TO: Prospective Bidders

4 March 2024

Procurement Reference No: CS/RFP/NAMRA/01-1/2023

PROCUREMENT OF CONSULTANCY SERVICE – EMPLOYEE ENGAGEMENT SURVEY REQUIRED FOR NAMRA STAFF MEMBERS

Dear Sir/Madam

NamRA hereby invites competent, qualified, and registered companies to submit their best proposal/s for the procurement of consultancy service 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, 18 MARCH 2024 AT 11:00AM

Yours faithfully



MS. PETRA LISHO- MAYUMBELO
MANAGER: PROCUREMENT MANAGEMENT UNIT

TERMS OF REFERENCE (TOR)

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SECTION I - INTRODUCTION

EXECUTIVE SUMMARY

NamRA is the nation's tax collecting authority. Established in terms of NamRA Act 12 of 2017 as a semi-autonomous agency, responsible for administering the Namibian tax laws and customs and excise services. The survey will play a crucial role in understanding the level of employee satisfaction, well-being, and overall engagement within NamRA and subsequently implement initiatives for improvement thereof.

BACKGROUND

NamRA strive to create a positive and productive work environment, it is essential that employee engagement is prioritised. Research has consistently shown that engaged employees are more committed, productive, and likely to stay with the organization.

In line with the TADAT (Tax Administration Diagnostic Assessment Tool) international best practice of Performance Outcome Area, which emphasizes on effective risk management, it is essential that NamRA address Human Capital risks proactively. Employee engagement surveys have been recognised by TADAT as a critical tool in managing such risks and promoting a positive and productive work environment.

GOALS AND OBJECTIVES

By conducting an Employee Engagement Survey, NamRA aim to achieve the following objectives:

- i. **Measure Employee Engagement:** The survey will provide valuable insights into the level of employee engagement within NamRA, helping to identify areas of strengths and areas that require improvement, enabling development and targeted strategies to enhance employee satisfaction and productivity.
- ii. **Enhance Communication and Collaboration:** Through the survey, will enable to gather feedback from staff on their perceptions of communication, collaboration, and leadership within the organization, helping to identify areas where communication can be improved and foster a culture of open dialogue and transparency.
- iii. **Drive Employee Development and Retention:** The survey will provide insights into employees' career development aspirations and their level of satisfaction.

SECTION II - INSTRUCTIONS TO BIDDERS

1. SCOPE OF WORKS, SPECIFICATIONS, PERFORMANCE AND ETHICAL REQUIREMENTS

1.1 SCOPE OF WORKS (SOW)

The Scope of Work shall include and limited to: EMPLOYEE ENGAGEMENT SURVEY CONSULTANCY SERVICE FOR NAMRA STAFF MEMBERS.

1.1.1 SPECIFICATIONS

The objective of this consultancy is to conduct an employee engagement survey for NamRA, encompassing a population of approximately 1400 employees stationed in various regions in the country. The survey should provide valuable insights into the level of employee engagement, identify areas for improvement, and offer actionable recommendations to enhance employee satisfaction and productivity.

1.1.2 OBJECTIVES OF THE ASSIGNMENT

The consultant shall be responsible for the following:

- i. **Survey Dimensions:** Propose survey dimensions that encompass different aspects of employee engagement for approval by management.
- ii. **Survey Questionnaire:** Develop a comprehensive questionnaire covering various aspects of employee engagement.
- iii. **Data Analysis:** Analyse the survey responses and provide a detailed report highlighting key findings, trends & patterns.
- iv. **Recommendations:** Based on the survey results, provide actionable recommendations to improve employee engagement and address any identified issues.

1.1.3 DELIVERABLES / OUTPUTS FOR THE PROJECT

The consultant shall deliver and / or provide the following quantifiable goods and services upon completion of the project.

- i. **Survey Questionnaire:** A well-designed questionnaire that captures relevant information related to employee engagement.
- ii. **Survey Report:** A comprehensive report presenting the survey findings, analysis, and recommendations.
- iii. **Presentation:** Conduct a presentation to the management team, summarizing the survey findings and recommendations.

1.2 TIMELINE

The Consultant should provide a detailed timeline, including key milestones and deliverable due dates covering the objectives and deliverables cited under 1.1.2 & 1.1.3 above.

1.3 PERFORMANCE AND ETHICAL REQUIREMENTS

1.3.1 FRAUD AND CORRUPTION

1.3.1.1 NamRA requires that bidders/suppliers/contractors, participating in its procurement activities, observe the highest standard of ethics during the procurement process and execution of contracts.

1.3.1.2 NamRA will reject an offer for award if it determines that the Bidder recommended for award of contract has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question.

For the purposes of Sub-Clause 1.3.1.2 above:

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

1.3.2 CONFLICT OF INTEREST

For the purposes of this Clause 1.3.2 above:

A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified instantly from partaking in the procurement process. In accordance with NamRA Internal Procurement Policy and Procedures, a Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if:

- i. they have a controlling partner in common; or
- ii. they receive or have received any direct or indirect subsidy from any of them; or
- iii. they have the same legal representative for purposes of this bid; or
- iv. they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of NamRA regarding this bidding process; or
- v. A Bidder participates in more than one bidding company in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the party is involved. However, this does not limit the inclusion of the same subcontractor in more than one bid: or
- vi. A Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical Specifications of the Contract that is the subject of the Bid.

2. GENERAL REQUIREMENT

2.1 Language of Bid

- i. Bid, supporting documents as well as all correspondence relating to the bid exchanged by the Bidder and NamRA shall be in English Language.
- ii. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern.

2.2 Preparation, Submission and Opening of Bid

- i. A Bidder shall bear all costs associated with the preparation and submission of its Bid, and NamRA shall in no case be responsible or liable for those costs irrespective of the outcome of the bidding process.
- ii. A Bidder shall ensure that all pages of this bid is initialled and stamped with the bidder's company stamp on each page and signed only where appropriate.
- iii. The Bid submission shall consist of the following submissions:
 - **One (1) original hardcopy**
 - **Three (3) copies of the original hardcopy.**
- iv. The bid price and rates shall be in Namibian Dollars and fixed for the duration of the Contract unless otherwise specified in the Contract (if need be) to be signed with the successful bidder.
- v. Bids will be opened internally by NamRA Procurement Management Unit (PMU). A record of the Bid Opening stating the name of the bidders, the amount quoted (if any), including mandatory documents referred to under Section III Evaluation and Qualification Criteria will be kept by NamRA PMU.

2.3 Confidentiality

Information relating to the examination, evaluation, comparison, and post-qualification of bids and recommendation of Contract award, shall not be disclosed to Bidders or any other person not officially concerned with such process.

We invite Consultants / Companies to express their interest by submitting proposal/s citing information that demonstrates their qualifications to execute this assignment. Prospective bidders are urged to ensure that they meet evaluation and qualification criteria as outlined in Section III of this "request for proposal "bid document.

SECTION III – EVALUATION AND QUALIFICATION CRITERIA

3. BIDDING EVALUATION PROCESS

The BIDS will be evaluated in three stages namely, stage one, two, and three respectively by the Bid Evaluation Committee (BEC) appointed by the Accounting Officer / Commissioner and subsequently submitted to the Procurement Committee for recommendation of award to the successful bidder/s.

Stage 1: Mandatory 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 Stage 2 Technical.

TABLE 1: MANDATORY AND ELIGIBILITY REQUIREMENTS	
Document Description	Yes/No
<p>1. Is the Bidder under a declaration of ineligibility by the Government of Namibia in accordance with applicable laws at the date of the deadline for bid submission or thereafter? Or is the bidder debarred from bidding for a certain period by the Procurement Policy Unit (PPU) under the Ministry of Finance. [the BEC will confirm by checking a list of debarred bidders on PPU website].</p> <p>Does the bidder appear on any of the development bank ineligibility lists (African Development Bank, Asian Development Bank, European Bank for Reconstruction and Development, Inter-American Development Bank Group and World Bank Group)?</p>	
<p>2. 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.</p> <p>Participation is limited to the citizens of Namibia only [Signed and legitimate Joint Venture with Foreign Companies must ensure that the majority ownership (more than 51% are Namibian Citizens). Provide copies of Namibian Identification Document/s for all shareholders.</p>	
<p>3. Submit an original or valid certified of a Good Standing Tax Certificate from the Receiver of Revenue duly certified from Namibian Police or Commissioner of Oaths. For Individual Consultants bidding without company registration should attach personal individual good standing certificate of Income Tax.</p>	
<p>4. Submit an original or valid certified copy of a Good Standing Certificate from Social Security Commission (SSC) duly certified by a Commissioner of Oaths; or Namibian Police</p>	
<p>5. Submit a valid certified copy from Namibian Police or 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;</p>	
<p>NB: The requirements above must be submitted by all parties in cases of a Partnership or Joint Venture.</p>	

Stage 2: Technical Evaluation [100 marks]

TABLE 2 TECHNICAL EVALUATION CRITERIA AND SCORING

A. EXPERIENCE IN EMPLOYEE SURVEY CONSULTANCY SERVICES				
Consultants / Company experience				
				Max Marks
01	Consultants / bidders' experience (Provide proof of authentic letters of award for similar consultancy service experience particularly experience in employee survey consultancy services). Duration of the contract, nature of the contract and total value of the contract to be indicated on the letter of award from the client of current contracts and / or previous awarded contracts). testimonial / reference letters to be attached copies to be certified by the Namibian Police.	5 years and above substantiated by letter(s) of contract award	35	35
		3 - 4 years substantiated by a reference letter(s) of contract award	20	
		Minimum 2 years substantiated by a reference letter(s)	5	
		No reference letter(s)	0	
		No testimonial / reference letter	0	
02	Consultants / Company Profile <ul style="list-style-type: none">Company Name, year, and country of incorporation.Locations of offices and other facilities.Contact Information.Areas of specializationLocal Representation/support officesList of Previous and Current Clients for similar employee survey consultancy services undertakenNumber of Employees in Companies / entities where the employee survey consultancy services were provided.	Detailed Company Profile attached	15	15
		Company Profile NOT ATTACHED	0	
B. HUMAN RESOURCES AND QUALIFICATIONS				
03	Organizational chart indicating key personnel. [Attach a diagram that shows the structure of your organization and shows the chain of command and relative ranking of various positions in an organization. The organogram should include information such as the job titles, reporting structures and areas of responsibility for the employee].	Detailed organogram chart attached	5	5
		Organogram not fully detailed attached	2	
		No organogram chart attached	0	
Experience: Key personnel				
04	Experience of bidder's key personnel Key personnel particularly with experience in employee survey consultancy services. This refers to additional key staff that will complement the Consultant/Project	Three (3) years & above work experience in employee survey	20	20
		Less than three (3) years' work experience in employee survey.	10	

	Manager. CV's, testimonial and /or reference letters for key staff to be attached. copies to be certified by the Namibian Police.	Zero experience	0	
05	Employee engagement survey Services Personnel Training Program attached / tertiary certificate/s obtained (if any). All Tertiary Qualifications Obtained for both the Consultant and ALL Key Personnel to be contracted on this project must be attached. Copies of Tertiary Qualifications to be certified by the Namibian Police.	Training Programs and Tertiary Qualifications attached and certified by Namibian Police.	15	15
		If nothing is attached related to training programs / Tertiary Qualifications attended by key staff is zero mark.	0	
C. DETAILED METHODOLOGY AND SOLUTION				
Methodology and Program of the Contract				
06	Detailed Methodology and program to be attached. bidders to include a general detailed information about the solution and time frames of completing the project.	Fully detailed operations plan covering all the required elements outlined.	10	10
		Operations plan lacking some of the required elements.	5	
		No Operations plan submitted.	0	
		Total Score Points	100	
Note: (Reference verification will be done by Bid Evaluation Committee by calling or emailing) –and may visit the place of business premises for confirmation of business operation and existence. These references should include the name of the entity, nature of contract, contract amount, contact person and office telephone number and email address.				
Only bidders scoring minimum of 85% and more will be considered for financial evaluation.				
CV attached should only be maximum of three (3) pages.				

Stage 3: Financial Verification to determine lowest responsive bidder

This is the third and final stage of bids. The bids that obtain a minimum technical score of 85 marks will be deemed to be Technically responsive and subject to financial assessment.

NB: Only Bidders who attained a minimum technical score of 85 marks will be notified by NamRA PMU through formal written letter inviting them to submit their financial costs / offer for the Procurement of Employee Engagement Survey Consultancy Service.

THEREFORE, BIDDERS WHO WILL REACH STAGE THREE (3) SHOULD NOTE THAT THE LOWEST BID PRICE WILL BE RECOMMENDED FOR AWARD OF CONTRACT.

4. 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

This Request for Proposal (RFP) is published for the purpose of evaluating qualification to Stage one and Stage two criteria only. Thereafter, only the shortlisted eligible and qualified consultants / bidders will be approached to submit a Full Financial Proposal. Therefore, Bidders are discouraged to submit their financial offers at this stage.

Taking part in this process does not commit or bind NamRA in accepting any proposal. The RFP process may be cancelled at any given time without prejudice.

5. 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 service to be undertaken as per details below:

The Chairperson: Procurement Committee
Through the Head: Procurement Management Unit (PMU)
PROCUREMENT REFERENCE NO: CS/RFP/NAMRA/01-1/2023
NamRA Head Office, Town Square Building,
Upper Retail Floor, Post Street Mall
P O Box 569
WINDHOEK
NAMIBIA
Email address: procurementclarification@namra.org.na

6. DEADLINE FOR BID SUBMISSION: MONDAY, 18 March 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.

//END.