

REQUEST FOR NON-CONSULTANCY SERVICES

FOR THE

PROVISION OF OFFICE CLEANING SERVICES

PROJECT TITLE: PROVISION OF OFFICE CLEANING SERVICES FOR UPPER RETAIL AND NEW CUSTOMS AND EXCISE OFFICES FOR A PERIOD OF THIRTY-SIX (36) MONTH

PROCUREMENT REFERENCE NO: NCS/RFQ/NamRA/01-01/2026

Cost: Free to be downloaded from NamRA website.

www.namra.org.na

Bidder's Name:		
Contact Details:	Tel:	
	Email:	
PROVISION OF OFFICE CLEANING SERVICES FOR UPPER RETAIL AND NEW CUSTOMS AND EXCISE OFFICES FOR A PERIOD OF THIRTY-SIX (36) MONTH		
Total quoted amount	Lot 1: Upper Retail Office Space, Town Square	VAT Inclusive: N\$
	Lot 2: New Customs & Excise Office Space, Erf 8798 Reger Street, Southern Industry	VAT Inclusive: N\$

LETTER OF INVITATION

TO: Prospective Bidders

22 May 2026

PROCUREMENT REFERENCE NO: NCS/RFQ/NamRA/01-01/2026

PROVISION OF OFFICE CLEANING SERVICES FOR UPPER RETAIL AND NEW CUSTOMS AND EXCISE OFFICES FOR A PERIOD OF THIRTY-SIX (36) MONTH

Dear Sir/Madam

NamRA hereby invites competent, qualified, and registered companies to submit their best proposal/s for the procurement of Office Cleaning Services 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

COMPULSORY SITE VISIT SHALL BE HELD AS FOLLOWS. BIDDERS ARE TO CONTACT THE FOLLOWING NamRA Representative FOR THE RESPECTIVE OFFICES LISTED BELOW:

DATE: FRIDAY, 05 JUNE 2026 AT 11H00.00 AM, NAMIBIAN TIME.

- **Lot 2:** New Customs & Excise Office Space) – Ester Haimbili @ 0813156518

DATE: FRIDAY, 05 JUNE 2026 AT 15H00.00 PM, NAMIBIAN TIME.

- **Lot 1:** Upper Retail Office Space, Town Square – Ester Haimbili @ 0813156518

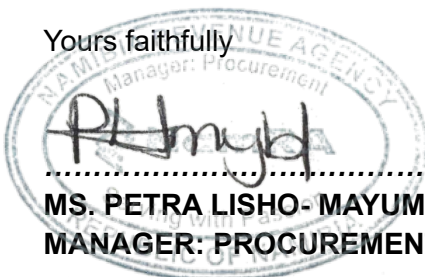
Company owners or bidders' representatives are required to attend the site visit.

Bidders must ensure that the site inspection attendance register is completed and signed for all the Lots bid for as failure will result in immediate disqualification for that specific lot.

NB: Bidders are not allowed to represent more than one (1) company. Each representative should only attend on behalf of a single bidding entity. Failure to comply with this requirement will result in disqualification from the bidding process.

DEADLINE FOR BID SUBMISSION: FRIDAY, 12 JUNE 2026 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

1. Background and Scope of work

NamRA wishes to appoint capable and suitably experienced Namibian Companies to provide General Office Cleaning Services for Regional Domestic Taxes and Customs and Excise Offices for a period of twelve 12 month (One year).

2. Scope of Services

The services to be performed by the Office Cleaning Service Providers are for the Various Regional Offices prescribed in the table depicted below:

TABLE 1: SCOPE OF SERVICES FOR OFFICE PREMISES TO BE CLEANED

Lot no	Description Provision of office cleaning service	Number of cleaners required	Office Space
	Head Office Domestic Taxes		
1.	Upper Retail Office Space, Town Square	3	+844.00sqm
	Customs & Excise		
2.	New Customs & Excise Office Space, Erf 8798 Reger Street, Southern Industry	7	+5959.00

SECTION II: SCOPE OF SERVICES

Duties to be performed.

- Provision of cleaning services of offices, corridors boardrooms, toilets, storages, interior and outside windows, collecting and cleaning the cutlery.
- Tasks shall include sweeping, mopping, vacuuming of floors, polishing, window washing, dusting of equipment, furniture, or fixtures to include curtains, and blinds, emptying of waste receptacles and removing of rubbish and supply cleaning equipment.
- Periodical deep cleaning of carpets, sofas and chairs will be required.

Tasks to be executed daily.

- Dusting and cleaning of all exposed surfaces such as desks, bookcases, tables, and cabinet in the offices
- Cleaning and sweeping of tiles, vacuuming of carpets.
- Emptying waste baskets and removal of wastes to containers
- Washing of crockery and cutlery from offices and meeting room/boardrooms
- Cleaning of kitchenettes and coffee area and their content
- Cleaning, sweeping, and disinfection of the toilets, showers, washbasins, mirrors, ceramics and placing toilet papers, paper towels, anti-bacterial soap, fresheners when necessary. **Clean all toilets TWICE a day and toilet papers must be topped up in the morning before 08h00am and in the afternoon at 14h00pm. Meaning that, each Toilet must have two (2) toilet papers at once in the morning, and again each toilet shall be topped with two (2) toilet papers at once in the afternoon at 14h00pm.**
- Cleaning and sweeping of the staircases, lifts, fire escape and reception areas.

Tasks to be executed once a week.

- Polishing of tiles
- Dusting and cleaning of technical appliances (PC screens, keyboards, telephones etc)
- Dusting of all window frames
- Cleaning of parking, guard entrance reception area and perimeter surrounding

Tasks to be executed once a month.

- Cleaning of all windows (interior)
- Cleaning of curtains and blinds with appropriate products

Tasks to be executed twice a year.

- Deep cleaning of carpets with appropriate equipment and products
- Cleaning of all windows (exterior)

Tasks to be executed on ad hoc basis, when necessary and / or at the request of NamRA

- Assist in setting up meeting rooms, preparing cups and plates, providing water, tea, and coffee.
- Mopping spillages, cleaning, performing emergency cleaning functions and responding to unscheduled request from NamRA.
- Assist in Cleaning any other offices upon request by NamRA representatives, which will be invoiced separately.

The contractor is required to provide cleaning services at the listed Regional Office Buildings the bidder is bidding for. The cleaning service shall include: -

cleaning of offices, kitchenettes, toilets, paved areas including watering plants/grass where applicable, staircases and foyers. The hours of operations (cleaning office hours) shall be from 07:00 am to 16:00 pm Namibian Time, Monday to Friday (excluding gazetted Namibian Public). The contractor shall have one supervisor on the premises to ensure that the cleaning services are rendered in accordance with the requirements of the contract agreement, exercise consistent control over the cleaners and conduct daily inspections morning and afternoon before the cleaners knock off for the day, to ensure that proper service is being rendered and follow up on customer complaints.

Organization of the work The Bidders should note that the detailed office specifications of the offices and areas to be cleaned and other perimeter surroundings to be confirmed during the compulsory site visit.

The number of staff required based on the area to be cleaned is provided by NamRA. No bidder should quote for more staff than the prescribed number of cleaners. NamRA will require cleaners which includes both male and female which are expected to clean the office building prescribed. The Successful Bidder to ensure that one of the cleaners is to become a supervisor responsible for supervising daily cleaning activities onsite.

Individual Competences - The bidder shall recruit and / or employ highly professional, motivated, and well-trained staff. The competence and experience of the cleaners contracted on this site shall include the knowledge of English. **To achieve the level of competencies required by NamRA, the successful bidder must prove (after the contract has been awarded but before resumption of cleaning duties) that his / her staff / cleaner has received training on:**

- Customer relations and communication skills
- Common courtesy
- Use of the cleaning equipment and appliances

- Use of the cleaning products
- Safety in the work environment

The training must be updated regularly or when new appliances or equipment is taken into use.
Letter from the Disability Council of Namibia confirmation that you are disabled (if any).

Working time, remuneration, health care, social security, and other benefits It is understood that the staff working at the NamRA premises will be paid salaries above the average profession in Namibia due to the competency requirements set by NamRA. However, the bidder must, as the minimum, obey the labour laws and other relevant agreement applicable in Namibia. NamRA directs that the cleaners must not, under any circumstance, work longer than nine (9) hours per day considering one hour for lunch.

Replacement of staff: shall be foreseen to cover any absence of the permanent cleaner. The permanent cleaner must inform the bidder/contractor before known absence. Replacement of the cleaner must take place within one to two hours after the information has been received by the contractor.

Cleaning Equipment and Cleaning Consumables Items provided by NamRA.

NONE – NamRA only provides the premises to be cleaned.

Cleaning Equipment and Cleaning Consumables Items provided by Bidder.

Industrial Vacuum Carpet Cleaning machines (only for offices that have carpets), **2 ply Kleenex Toilet papers**, Dishwashing Cloths, Office Dustbins and Refuse Bags. Air Fresheners, Hand Soaps, Hand Towels, Dishwashing Soap, Supplies and Chemicals used to mop floors, for cleaning and polishing tiles, cleaning equipment, safety equipment, safety floor signs (such as wet floors signs etc), Feather Dusters, adequate Office Brooms, Adequate number of Trolley Bucket and Mops.

Requirements for bidder's Staff/Cleaners and Labour

The successful bidder will be required to adhere to NamRA Health and Safety Policy as well as Security Policy and other related policies.

Prior to the commencement of the contract, the successful bidder will be expected to provide a list of the cleaning staff that will be allocated to NamRA premises as well as copies of their identity documents (ID) and valid police clearance certificates. The list of staff registered at Social Security Commission shall be the same employees to work onsite at NamRA. Social Security Commission good standing certificate shall be accompanied by a list of names of employees contracted on this project.

The cleaning staff allocated to NamRA by the successful bidder must always be in bidders' uniform and present themselves in a manner befitting a professional and corporate environment. Bidders' uniform should have a logo and the name of the cleaner should be on the badge pinned / fastened on the bidder's uniform (this is significant for identification purposes). Any unacceptable behavior from Cleaners towards staff should be addressed by the bidder upon furnishing complaints from NamRA staff members directly to the Supervisor contracted onsite for the attention of the Contractor.

Upon the Contractor furnishing NamRA with a monthly invoice for payment for services rendered. The Invoice should be accompanied by good standing certificates for **Tax** and **Social Security Commission**. Further note that, Social Security Commission good standing certificate shall be accompanied by a list of names of cleaners and their supervisors registered.

Performance Monitoring Objective

The appointed representative/s of Regional Managers, Assets & Facilities and Procurement Team of NamRA and the Service Provider / Contractor shall meet at management level quarterly or as often as necessary to review the performance of the services provided with a view to ensuring quality standard in the services. The two parties shall have shared responsibilities in optimizing the resources and facilities that have been deployed for the service. This management meeting between the NamRA representative/s and the Contractor shall be attended by any other relevant party when need arise. The meetings shall not take more than one hour and shall take place at NamRA's premises (preferably at the office building where cleaning services are rendered).

The scope of the Committee(s) shall be for:

- (a) reviewing major shortcomings that have occurred on the sites in the past months and measures taken thereon.
 - (b) taking cognizance of complaints made by NamRA's representatives and action taken by the Service Provider.
 - (c) attending to weaknesses in respect of facilities deployed by the Service Provider on the sites and the need for improvement.
 - (d) assessing the arrangements made by the Service Provider in terms of human resources and logistics. *"Amongst others" to assess if the Contractor / Service Provider is supplying Cleaning Equipment and acceptable quality Cleaning Consumables Items and / or per quantities in accordance with the terms and conditions of the Contract.*
 - (e) attending to other matters related to the contractual obligations of the Service Provider(s).
- Appropriate records of the Management Meetings shall be kept by NamRA. The Contractor will be required to sign off the minutes of meetings thereof as confirmation of actions and resolutions agreed thereto.

Post Contract Evaluation Report After the completion of the contract period.

At the end of each Financial Year - Annually (meaning contract anniversary) NamRA's appointed representative/s shall prepare a performance report that shall reflect the service level based on recorded facts. A copy of the report shall be forwarded to the Service Provider/Contractor for its information and allowing the Service Provider/Contractor at the same time the possibility to express its disagreement with the report, if any. A copy of the report and response of the Service Provider shall be kept in the procurement file for auditing and / or any future references thereto.

SECTION III: PERFORMANCE AND ETHICAL REQUIREMENTS

1. FRAUD AND CORRUPTION

- a. NamRA requires that bidders, participating in its procurement activities, observe the highest standard of ethics during the procurement process and execution of contracts.
- b. 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 1.1.2.1 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.

2. CONFLICT OF INTEREST

For the purposes of this Clause 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.
- vii. Any NamRA Staff member involved in the preparation, planning, conducting procurement process or contract administration must ensure disclosure of his/her interest or the interests of his/her close relative (if any).
- viii. In terms of NamRA Procurement Policy “close relative” means a parent, sibling, spouse, child, or grandchild having substantial financial interest in the bidding entity.

3. GENERAL REQUIREMENT

3.1 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.

3.2 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**
 - **One (1) copy of the original hardcopy.**
- iv. The bid price and rates shall be in Namibian Dollars VAT Inclusive 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 in Stage One Evaluation Criteria will be kept by PMU.

3.3 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.

SECTION IV – EVALUATION AND QUALIFICATION CRITERIA

4. 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 review of recommendation of award to the successful bidder.

STAGE 1: MANDATORY DOCUMENTATION AND ELIGIBILITY CRITERIA (YES/NO)

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 3: MANDATORY AND ELIGIBILITY REQUIREMENTS	
DOCUMENT DESCRIPTION	Yes/No
1. Has the bidder attended a Compulsory Site Meeting for the Lot(s) bid for?	
2. 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? Namibia Procurement Policy Unit https://egp2.gov.na/forms/SearchSuspendedThe bidder .jsf	
3. Does the bidder appear on any of the development bank ineligibility lists as follows? - African Development Bank https://www.afdb.org/en/projects-operations/debarment-and-sanctions-procedures - Asian Development Bank, http://lnadbg4.adb.org/oga0009p.nsf/sancALLPublic?OpenView&count=999 - European Bank for Reconstruction and Development, http://www.ebrd.com/pages/about/integrity/list.shtml - Inter-American Development Bank Group, http://www.iadb.org/en/topics/transparency/integrity-at-the-idb-group/sanctioned-firms-and-individuals,1293.html - World Bank Group, http://www.worldbank.org/en/projects-operations/procurement/debarred-firms	
4. Has the bidder provided a valid certified copy of a founding statement or 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? Provide certified copies of Identification Documents for all shareholders or owners. Preference will be given to SME's, Women and Youth	
5. Has the bidder provided a valid original or valid certified copy of a Good Standing Tax Certificate from Namibia Revenue Agency (NamRA) (valid at the deadline of submission of bid) duly certified by Namibian Police or Commissioner of Oaths?	
6. Has the bidder provided a valid original or valid certified copy of a Good Standing Certificate from Social Security Commission (SSC) (valid at the deadline of submission of bid) duly certified by Namibian Police or	

Commissioner of Oaths?	
7. Has the bidder provided a duly completed NamRA Price scheduled for Lot bid for, on page 16 of the bidding document? a) NB: NamRA prescribes a minimum monthly salary of N\$3,119.04 for cleaning staff excluding allowances. Therefore, the N\$3,119.04 shall serve as the minimum/benchmark in determining personal salaries (excluding transport cost of N\$600.00 per person per month) for this bid.	
8. Has the bidder provided a valid original or valid certified copy of small and medium size enterprises (SMEs) Certificate duly certified by a Commissioner of Oaths, or Namibian Police (if any)?	
9. Has the bidder provided a valid original or valid certified copy of a valid fitness certificate from City of Windhoek to confirm the location that the bidder is operating in Windhoek? The fitness certificate plays a role of confirming business operation in the specific region; thus, one (1) year of business operation in Windhoek is a requisite. NB! Fitness Certificate and Business Operation premises shall be vetted by NamRA Internal Affairs, Security and SHEQ Department for legitimacy.	
10. Has the bidder completed a Company Shareholding Form on page 12 of the bidding document?	
11. Has the bidder provided Certificates of Code of Conduct by NAMPOL for all cleaners intended to be contracted on this project?	

Note: The Bidders' submission will either be responsive or non-responsive. Bidders deemed non-responsive to any of the above Mandatory Requirements Document Evaluation Criteria will be disqualified from the entire evaluation process and will not be considered further.

COMPANY SHAREHOLDING INFORMATION FORM

PROCUREMENT REFERENCE NUMBER: NCS/RFQ/NamRA/01-01/2026

List all persons who are OWNERS, PARTNERS, SOLE PROPRIETORS, TRUSTEES AND BENEFICIARIES (whichever is/are applicable) in the business/trust, who are involved in the management thereof and who exercise control over the business/trust commensurate with their degree of ownership/interest.

Name of Shareholder	Namibian (Yes/ No)	Previously Disadvantaged Namibian (Yes/ No)	Non-Namibian Citizen (Yes/ No) If not Namibian, State Nationality	Full time employed by the bidder (Yes/No)	Percentage shares owned by woman and youth	Percentage shares
						Total = 100%

Date: [insert day, month, and year]

STAGE 2: TECHNICAL EVALUATION [100 MARKS]

TABLE 4 TECHNICAL EVALUATION CRITERIA AND SCORING

A. COMPANY EXPERIENCE				
Company experience				Maximum Marks
01	Service providers' / Company's experience in Cleaning Services. (Provide proof of legitimate letters of award / contract for work experience). 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 previously awarded contracts). Legitimacy is confirmed by letters / contracts / purchase order that are on existing company affirming such previous contracts / awards. BEC may telephonically contact references, and etc for satisfaction (if need be).	5 years and above substantiated by letter(s) of contract award / purchase order/award letter.	20	20
		3-4 years substantiated by a reference letter(s) of contract award / purchase order/award letter.	15	
		Minimum 2 years substantiated by a reference letter(s) / purchase order/award letter.	10	
		Less than two years with or No reference letter(s)	0	
B. HUMAN RESOURCES				
02	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	3	
		No organogram chart attached	0	
Experience: Key personnel				
03	Experience of bidder's key personnel (Site Supervision/Contract Manager) Key personnel with a minimum of three (3) years' experience in corporate cleaning Services environment (Submission of a CV of Contracts Manager/Site Supervisor for this contract). Should be able to speak English. Minimum of Grade 12 certificate with English as one of the subjects on the certificate regardless of the symbol. Any certificate lower than Grade 12 is NOT acceptable for Supervisor. CV template on page 18 to be used by bidders.	5 years & above work experience as Office Site Supervisor for cleaners. Or any Supervisory capacity in corporate set-up substantiated by service certificate(s)/ letter(s) and Grade 12 certificate and CV.	15	15
		3 to 4 years work experience as Office Site Supervisor for cleaners Or any Supervisory capacity in corporate set-up substantiated by service certificate(s)/ letter(s) and Grade 12 certificate and CV	10	
		Less than three (3) years as detailed above.	5	
		No service certificate(s)/ letter(s) and no Grade 12 certificate and no CV	0	
04	Experience of bidder's general cleaners. Should attach CVs and testimonial letter/s indicating previous work experience, minimum of Grade 9 certificate for general cleaners is acceptable. CV template on page 22 to be used.	2 years and above work experience as general cleaner is acceptable substantiated by service certificate(s)/ letter(s) and at least Grade 9 certificate and CV	10	

		Less than 2 years work experience as general cleaner is acceptable substantiated by service certificate(s)/ letter(s) and at least Grade 9 certificate and CV	5	10
		NO work experience as general cleaner is NOT acceptable.	0	
		No service certificate(s)/ letter(s) and no at least Grade 9 certificate and no CV	0	
05	Sample of Job Descriptions for the Supervisor and General Cleaners to be attached.	A sample of Job Description for any personnel submitted on company letterhead	5	5
		IF NO sample Job Descriptions attached on company letterhead.	0	
06	Cleaning Services Personnel Training Program. key staff refers to the Supervisor and all the general workers for the specific site.	Training program attended or certificate acquired in Cleaning Services and or Safety, Health, and Handling of cleaning equipment and tools. This is for ALL key personnel to be contracted on this contract. Please attach proof.	5	5
		If nothing is attached related to the training programs attended by key staff or general worker.	0	
C. DETAILED METHODOLOGY AND CLEANING PROGRAM				
Methodology and Cleaning Program of the Contract				
07	Detailed Methodology and cleaning program to be attached. Contingency plan must be included.	Fully detailed Office cleaning operations and Contingency plan covering all the required elements outlined.	5	5
		Office Cleaning Operations plan lacking some of the required elements.	3	
		No Operations plan submitted.	0	
D. LOGISTICS, ASSETS AND PPE DISTRIBUTION				
Equipment and Tools for the bidder to perform this contract: -				
08	Equipment required for the execution of this contract	Attach proof of assets / letter of intent from financial institution/lease agreement from equipment hire companies	10	10
		No evidence attached	0	
09	Attach a colour picture of general cleaners with their supervisor wearing bidders company uniform indicating name on the bidding company on uniform.	Attached colour pictures will get full mark of 5 marks. IF No attachment of colour pictures is zero mark.	5 or zero	5
E. SAFETY HEALTH ENVIRONMENTAL AND QUALITY (SHEQ) POLICY				
10	Bidders to attach a detailed SHEQ policy specifying on how the SHEQ aspect of the office cleaning services will be handled by the bidding company. BEC to ensure that the SHEQ policy for bidders are evaluated and approved by NamRA		10	10

	SHEQ division. SHEQ policy must be on the bidding company letter head with company stamp on each page. If SHEQ policy is not attached, zero mark is given.		
11	Bidder must attach qualifications and CV of their company SHEQ Officer. Qualifications should be on safety, Health, environment, and Quality fields. If qualifications and CV are not attached, zero mark is given.	10	10
		Total Score Marks / points	100
Note: (Reference verification will be done by the Bid Evaluation Committee by calling or emailing) (if need be) –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 70 marks and more will be considered for financial evaluation. CV template on page 18 to be used for key personnel/general cleaners intended to be assigned to this project. Please note that Key Staff members requiring CVs refers to Site Supervisor/Contract Manager and General Cleaners only.			

STAGE 3 FINANCIAL EVALUATION

This stage determines the lowest responsive Bidder. This is the third and final stage of bid evaluation. The bids that obtain a minimum technical score of 70 marks/points will be deemed to be Technically responsive and subject to financial assessment. THEREFORE, BIDDERS WHO WILL REACH STAGE THREE (3) SHOULD NOTE THAT THE LOWEST BID PRICE WILL BE RECOMMENDED FOR AWARD OF CONTRACT.

TABLE 5: PRICE SCHEDULE FOR EACH OFFICE PREMISE/S TO BE CLEANED

LOT 1: UPPER RETAIL OFFICE SPACE, TOWN SQUARE				
Description	No of supervisor or cleaners required	Salary/costs per month NAD	Total Salary/costs amount for 36-month period NAD	TOTAL PRICE WITH VAT INCLUSIVE NAD
Provision of Office Cleaning Services stipulated under Section II Scope of Services. Office Space +-844.00 sqm	Total of 3 is required divided as below.			
Site Supervisor SALARY	1			
General Cleaners - SALARIES	2			
Cleaning Material costs	Upper Retail Office Space			
Owner's Profit including any other costs to be incurred on this specific site	for Upper Retail Office Space			
TOTAL AMOUNT - EXCLUDING VAT				
15% VAT				
TOTAL quoted amount for salaries, cleaning materials, bidders' profits including any other costs to be incurred on this specific site. VAT INCLUSIVE				

LOT 2: NEW CUSTOMS & EXCISE OFFICE SPACE, ERF 8798 REGER STREET, SOUTHERN INDUSTRY				
Description	No of supervisor or cleaners required	Salary/costs per month NAD	Total Salary/costs amount for 36-month period NAD	TOTAL PRICE WITH VAT INCLUSIVE NAD
Provision of Office Cleaning Services stipulated under Section II Scope of Services. Office Space +-5959sqm	Total of 7 is required divided as below.			
Site Supervisor SALARY	1			
General Cleaners - SALARIES	6			
Cleaning Material costs	for New Customs & Excise Office Space			
Owner's Profit including any other costs to be incurred on this specific site	for New Customs & Excise Office Space			
TOTAL AMOUNT - EXCLUDING VAT				
15% VAT				
TOTAL quoted amount for salaries, cleaning materials, bidders' profits including any other costs to be incurred on this specific site. VAT INCLUSIVE				

NB!!! BIDDERS TO NOTE THAT NO BIDDER WILL BE AWARDED MORE THAN ONE (1) LOT. FURTHERMORE, HAVING DONE PREVIOUS OFFICE CLEANING SERVICES FOR NAMRA DOES NOT OBLIGE RE-APPOINTMENT NOR GIVE ANY ADVANTAGE IN THIS BIDDING PROCESS.

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

Taking part in this process does not commit or bind NamRA in accepting any proposal. The bidding 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 by **FRIDAY, 12 JUNE 2026 @11H00AM NAMIBIAN TIME** 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: NCS/RFQ/NAMRA/01-01/2026
NamRA Head Office, Town Square Building,
Upper Retail Floor, Post Street Mall
P O Box 569
WINDHOEK
NAMIBIA

- 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.

CURRICULUM VITAE

Full Name			
Present Position Title			
Date of Birth:			
Country of Birth/ Current Residence			
Education:			
Institution [Period]		Degree(s) or Diploma(s) obtained:	
Language skills:			
Language	Speaking	Reading	Writing
Membership in Professional Associations:			
Adequacy for the Assignment/ Profile/ Key qualifications and experience			
Previous working experience			Period
E-mail address		Cell phone	Office phone

//END.