



TERMS OF REFERENCE

Maintenances, Repairs and Services of Air Conditioners for NamRA offices and housing for a period of three (3) years.

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1. PURPOSE

NamRA seeks to acquire the services of Namibian owned and registered maintenance contractors to provide repair and maintenance services of air conditioners for a period of 36 months.

2. SCOPE

The contractors shall provide general repairs and maintenance (servicing) of air conditioners as outlined below.

2.1.2 Air Conditioning

- Cleaning of air filters, indoor unit grills & filters through air blower.
- Cleaning of the indoor unit body by wiping out the dust with wet cloth.
- Cleaning the condenser and evaporator coils with suitable/chemical solution and flushing with high pressure water.
- Greasing of blower motors and all moving parts.
- Maintenance as per the manufacturer's recommendations or manual.
- Replacement of air conditioners if the need arises.

- **Frequency of intervention: Once a year.**

3. DELIVERABLES

The servicing of air conditioners as indicated in the scope will be performed at the below NamRA offices and future offices including leased properties unless otherwise stated and will be once per year.

Contractors will be awarded as per the location of business; contractors are advised to bid for the regional clusters they are stationed. Contractors who have offices in more than one region / cluster should provide proof via a fitness certificate older than three years.

The offices are listed below.

❖ Central Region all NamRA offices (Cluster 1)

- Head Quarters Town Square (Offices)
- NamRA Building (Offices)
- LTU Unit (Tunhale Building) (Offices)
- Fiscus Building (Offices)
- Eros Airport (Offices)
- Hosea Kutako International Airport (Offices & Housing)

- Nampost Warehouse (Offices)
- Transnamib office railway (Offices)
- Agrihouse Building (Offices)
- Gobabis Domestic Taxes and Customs & Excise (Offices & Housing)
- Transkalahari Border Post (Offices & Housing)
- Excise Management office (Offices)

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

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

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

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

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

- Tsumeb satellite offices both Domestic Taxes and Customs (Offices & Housing)
- Grootfontein Office Customs (Offices & Housing)

- Rundu Regional Offices both Domestic Taxes and Customs (Offices &Housing)
- Sarasungu Border Post Customs (Offices &Housing)
- Katwitwi Border Post (Offices &Housing)

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

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

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

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

4. CONTRACT DURATION

The contract if for a period of 36 months (3) years and its only valid from the day it has been fully signed by both parties.

5. OPERATING PROCEDURES

- The contractor must ensure that all maintenance works must be conducted by a fully qualified technician and supervised by a senior technician.
- Any damage caused by improper installation will be the responsibility of the contractor. NamRA will establish the value for the damage that will be charged to the contractor.
- Contractor to ensure that while providing the support /services during weekdays the service does not disturb office working environment within the office premises.
- The contractor staff are required to maintained confidentiality of NamRA's information made available or accessible to them in the course of their duties.

- The contractor shall inform NamRA’s representative and security two weeks in advance for services and maintenance.

5.1 INSTRUCTIONS TO BIDDER

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

6. HEALTH AND SAFETY

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

7. SECURITY

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

8. EVALUATION CRITERIA

Proposals will be evaluated by the Bid Evaluation Committee. Evaluations will be based on criteria outlined in this document which is in accordance with the Procurement Act.

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.

TABLE 1: MANDATORY REQUIREMENTS	
Qualification and eligibility	
Document Description	Yes/No
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].	
2. 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)?	
3. 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.	
4. The company bidding should have been registered as Air conditioning and Refrigeration services for not less than three years ago (from 13 February 2020 to current).	
5. 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.	
6. 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	

7. A list from SSC comprising names of employees / technicians to be contracted on this project. Names must be minimum of 5 registered employees with SSC.	
8. 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;	
9. 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 in Namibia. Written undertaking as contemplated in section 138(2) of the Labour Act, 2007.	
10. Submit a duly completed and signed Bid Securing Declaration Form	
11. Duly signed and completed Bid Submission Form	
12. Fitness Certificate from a Local Authority / municipality or regional council in case of village councils as per cluster/ region bidder is bidding for and duly certified by the Commissioner of Oath or Namibian Police	
13. Detailed Company profile indicating employees wearing the bidders' corporate uniforms (colour profile is preferable). Company Organogram clearly indicating the Structure. [Record of PPE issued in the past 12 months to staff must be attached].	
14. Certified copy/s of vehicle/s owned by the bidder or shareholders/owners to be used in support of operation.	
15. A letter from the Bidder's financial institution (operating in Namibia), which indicates a minimum rating C. any rating from D and beyond is a disqualification.	
16. Bidder shall submit a letter from financial institution operating in Namibia undertaking to provide credit facility/working capital to the value of not less than 200,000 (two hundred thousand) Namibia dollar to the bidder in the event they are awarded a bid	
17. Submit proof / evidence through letter of award, signed and stamped by the Client for the total monetary value of Air Conditioners services which includes, servicing, replacing, and installation of air conditioners performed for each of the last four years. Evaluation is based on the equivalent of nature, volume and size of the previous air conditioner services contract performed or awarded. [Or provide details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts].	

Phase 2: Technical Evaluation [80 marks]

TABLE 2 TECHNICAL EVALUATION CRITERIA AND SCORING

A. EXPERIENCE				
Company experience				
				Max Marks
01	<p>Service providers' / bidders' experience in Air Conditioning and Refrigeration Services.</p> <p>(Provide proof of authentic letters of award 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 previous awarded contracts).</p>	5 years and above substantiated by letter(s) of contract award	20	20
		3-4 years substantiated by a reference letter(s) of contract award	15	
		Minimum 2 years substantiated by a reference letter(s)	5	
		No reference letter(s)	0	
02	<p>Service providers / bidders' experience in Air Conditioning and Refrigeration Services with experience in employing more than 5 staff complement on one air condition and refrigeration project (corporate environment only to be considered).</p> <p>[these criteria indicate similar experience the bidder attained in terms of nature, complex and size of previous contracts/current commitments with other clients in the similar corporate environment].</p>	Bidders with testimonial / reference letter indicating more than 5 staff complement.	10	10
		Bidders with testimonial / reference letter NOT indicating more than 5 staff complement.	0	
B. HUMAN RESOURCES				
03	<p>Organizational chart indicating key personnel.</p> <p>[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</p>	Detailed organogram chart attached	5	5
		Organogram not fully detailed attached	2	
		No organogram chart attached	0	

	job titles, reporting structures and areas of responsibility for the employee].			
Experience: Key personnel				
04	Experience of bidder’s key personnel (Site Supervision) Key personnel with a minimum of three (3) years’ experience in corporate Air conditioning and Refrigeration 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.	Five years & above work experience as Contracts Manager/Site Supervisor	20	20
		3 to 4 years work experience as Contracts Manager/Site Supervisor	10	
		Less than three (3) years as Contracts Manager/Site Supervisor	0	
05	Experience of bidder’s general technicians. Should attach testimonial letter(s) of previous work experience, CV, and Grade 10 certificate.	ALL five (5) General workers experience with testimonial attached as proof of <u>more than three years</u> with Grade 10 certificate plus CV of 2 pages maximum.	5	5
		General workers with NO experience, no testimonial, No Grade 10 certificate, and No CV (even if only one is missing).	0	
06	Sample of Job Descriptions of ALL Air Conditioning and Refrigeration Services Personnel.	A sample of Job Description for ALL personnel submitted on company letterhead attached.	5	5
		NO sample of Job Descriptions for personnel on the company letterhead submitted	0	
07	Air Conditioning and Refrigeration Services Personnel Training Program	Training program attended or certificate acquired in Air Conditioning and Refrigeration Services. This is for ALL key personnel to be contracted on this contract. Please attach proof.	5	

		If nothing is attached related to the training programs attended by key staff.	0	5
C. DETAILED METHODOLOGY AND PROGRAM				
Methodology and Program of the Contract				
08	Detailed Methodology and Servicing of Air Conditioners program to be attached. Contingency plan must be included.	Fully detailed operations and Contingency plan covering all the required elements outlined.	5	5
		Operations plan lacking some of the required elements.	2	
		No Operations plan submitted.	0	
D. LOGISTICS AND PPE DISTRIBUTION				
Equipment and Tools for the bidder to perform this contract: -				
09	Equipment required for the execution of this contract	Attach proof of assets (e.g Company vehicle; tools required for operation etc) / letter of intent from financial institution/lease agreement from equipment hire companies (If no proof of assets is attached)	5	5
		No evidence attached	2	
		If No Record of PPE issued and staff receiving attached.	0	
		Total Score Points		80
<p><i>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.</i></p>				
Only bidders scoring 70% and more will be considered for financial evaluation.				
CV attached should only be maximum of 2 pages. Bidders should look at the sample CV provided in this RFQ document. More than 2 pages CV will be disqualified.				

Phase 3 Financial Evaluation [20 %]

This bid would be subject to a **Quality and Cost Based Selection Method**. All Bidders that achieved the threshold technical requirement of minimum of 70 marks and above will be considered for Phase 3 Financial Evaluation.

In the Financial evaluation, the corrected bid prices (applicable only if there were any errors in bidders offer) would be ranked and scored according to the following formula:

$$\text{TFS} = \text{LBO} / \text{BPO}$$

TFS “*stands for*” The Financial Score

LBO “*stands for*” The corrected total bid price of the **Lowest Bid Offer** divided by

BPO “*stands for*” The corrected **Bid Price Offer** of the bidder being scored.

The **OVERALL SCORE TOTAL** will be determined by allocating a weight of 80 marks to the Technical Score, and 20 marks to the Financial Score by applying the formula below:

$$\text{OST} = \text{TFS} \times 0.20 + \text{TECHNICAL SCORE.}$$

The bidder scoring the highest Overall Score Total would be considered for award through issuing of the letter of contract award including entering a 36-month contract between the successful bidder and NamRA in accordance with terms and conditions contained in Section VI, Section VII and Section VIII of this document for the provision of Cleaning Services for the Town Square Building (new NamRA Head Office, Windhoek) 1st to 5th floor.

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

Please complete Annexure A

Annexure A

Cluster/Region	Name of Place	Cost of service of air conditioners in N\$ (Unit Price)							
			9000 BTU	12000 BTU	18000 BTU	24000 BTU	32000 BTU	36000 BTU	42000 BTU
Central Region (Cluster 1)	Windhoek offices								
	Hosea Kutako Airport								
	Gobabis								
	Transkalahari border post								
TOTAL									
Western and North Central Region (Cluster2)	Walvis Bay								
	Swakopmund								
	Otjiwarongo								
	Khorixas								
TOTAL									
Northern Region (Cluster 3)	Ondangwa								
	Oshikango								
	Okasamane Border Post								
	Eenhana								
	Outapi								
	Ruacana								
	Opuwo								
	Omahenene Border Post								
Omuthiya									

Form – 2

	Oshakati								
	Muhembo Border Post								
TOTAL									
Northeastern Region (Cluster 4)	Tsumeb								
	Grootfontein								
	Rundu								
	Nkurenkuru								
	Katwitwi Border Post								
	Divundu								
TOTAL									
Far Northeastern Region (Cluster 5)	Katima Mulilo								
	Wenela Border Post								
	Ngoma								
TOTAL									
Southern Region (Cluster 6)	Mariental								
	Keetmanshoop								
	Luderitz								
	Oranjemund								
	Nooroewer Border Post								
	Ariamsvlei Border Post								
	Klein Manase Border Post								
TOTAL									
TOTAL COST AS PER BTU									
TOTAL BID PRICE									

NB! All prices should include transport cost.