



BIDDING DOCUMENTS
Issued on: 18 February 2019

for

Procurement of

**SERVICE PROVIDER TO PROVIDE 24 HOURS FRAUD AND ETHICS
HOTLINE FOR AGRIBANK**

Procurement Reference No: NCS/RFQ/AGRI – 04/2018-19

Project: 24 HOURS FRAUD AND ETHICS HOTLINE FOR AGRIBANK



Agricultural Bank of Namibia, 10 Post Street Mall, Windhoek, 061 207411

Letter of Invitation

[Name and Address of Bidder]

Procurement Reference Number: *NCS/RFQ/AGRI – 04/2018-19*

18 February 2019

Dear Sirs,

Request for Quotations for Service Provider to Provide 24 Hours Fraud and Ethics Hotline for Agribank

The Agricultural Bank of Namibia (Agribank) invites you to submit your best quote for the services described in detail hereunder.

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

Queries, if any, should be addressed to Mr. Kegumbo Ambondo, +26461 207 4241, kambondo@agribank.com.na

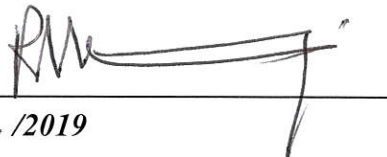
Please prepare and submit your quotation in accordance with the instructions given or inform the undersigned if you will not be submitting a quotation.

Yours faithfully,

Procurement Committee

Chairperson Signature:

Date: 13/02/2019



SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

The Agribank reserves the right:

- (a) to split the contract as per the lowest evaluated cost per site, or
- (b) to accept or reject any quotation or to cancel the quotation process; and
- (c) reject all quotations at any time prior to contract award.

2. Preparation of Quotations

You are requested to quote for the services mentioned in Section III, by completing, signing and returning:

- (a) the Quotation Letter in Section II with its annex for Bid Securing Declaration, where applicable ;
- (b) the Priced Activity Schedule in Section IV;
- (c) the Specifications and Performance Standards in Section V; and
- (d) any other attachment as deemed appropriate.

You are advised to carefully read the complete Request for Quotations document, including the Contract Data Sheet in Section VII, before preparing your quotation. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction.

3. Validity of Quotations

The quotation validity period shall be for 90 days from the date of submission deadline.

4. Eligibility Criteria

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

- (a) have a valid company Registration Certificate;
- (b) have an original valid good Standing Tax Certificate;
- (c) have an original 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) Submit signed Bid-securing Declaration.
- (f) 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, Remuneration Order, and Award, where applicable and that it will abide to sub-clause 4.6 of the General conditions of Contract if it is awarded the contract or part thereof; and;
- (g) Audited financial statements for the past two years.
- (h) Proof of prior experience with fraud hotline services including the client base.
- (i) Demonstrate that the company has sufficient resources (human capital, infrastructures) to provide the fraud hotline services required.

5. Bid Securing Declaration

Bidders are required to submit a Bid Securing Declaration for this procurement process.

6. Contract Period for Services

The contract shall be on fixed rate for a period of 1-year renewable for further periods depending on the requirements of the Agribank at the time.

7. Documents to be submitted

Bidders shall submit along with their quotation documents giving company's profile, past experience and evidence of similar services provided with customers' reference details.

8. Sealing and Marking of Quotations

Quotations should be sealed in a single envelope, clearly marked with the Procurement Reference Number and addressed to the Public Entity with the Bidder's name at the back of the envelope.

9. Submission of Quotations

Quotations should be deposited in the Quotation/Bid Box located at 10 Post Street Mall, Windhoek, Namibia, Ground Floor, not later than 05 March 2019 at 11H00. Quotations by post or hand delivered should reach 10 Post street Mall, Windhoek, Namibia, Ground Floor by the same date and time at latest. Late quotations will be rejected.

Quotations received by e-mail will not be considered.

10. Opening of Quotations

Quotations will be opened internally by the Public Entity immediately after the closing time referred to in section 9 above. A record of the Quotation Opening stating the name of the Bidders and the amount, the presence or absence of a Bid-Securing Declaration will be put on the website of the Public Entity and available to any bidder on request within seven working days of the Opening.

11. Evaluation of Quotations

The Public Entity shall have the right to request for clarifications in writing during evaluation. Offers that are substantially responsive shall be compared on the basis of evaluated cost to determine the lowest evaluated quotation

12. 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.

13. Price and Currency of Payments

Quotations shall be fixed in Namibian Dollars and all payments will be made in this currency. Quotations shall cover all costs of labour, materials, equipment, overheads, profits and all associated costs for performing the services, and shall include all duties. The whole cost of performing the services shall be included in the items stated, and the cost of any incidental services shall be deemed to be included in the prices quoted.

14. Labour Clause

In order 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.

15. Margin of Preference

N/A

15. Award of Contract

The Bidder having submitted the lowest evaluated 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 Acceptance in accordance with terms and conditions contained in Section VI: Contract and General Conditions of Contract.

16. Performance Security

N/A

17. Notification of Award and Debriefing

The Public Entity shall after award must promptly inform all unsuccessful bidders in writing of the name and address of the successful bidder and the contract amount and post a notice of award of ward on its website within seven (7) days. Furthermore, the Public Entity shall attend to all requests for debriefing made in writing within seven days (7) days of the unsuccessful bidders being informed of the award.

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 may be rejected.**]*

Quotation Addressed to: <i>[Name of Public Entity]</i>	
Procurement Reference Number:	
Subject matter of Procurement:	

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: Request for Quotations.

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

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 *disqualification on the grounds mentioned in the BDS*.

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.

The validity period of our quotation is _____ days *[insert number of days]* from the date of the bid submission deadline.

We confirm that the prices quoted in the Priced 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 bid validity.

The service will commence within _____ *[insert number]* days from date of issue of Purchase Order/Letter of Acceptance.

The services will be completed within _____ *[insert number]* days from date of issue of Purchase Order/Letter of Acceptance.

Quotation Authorised By:

Name of Bidder		Company's Address and seal	
Contact Person			
Name of Person Authorising the Quotation:		Position:	Signature:
Date		Phone No./E-mail	

[This form is to be deleted if Bid Securing Declaration is not applicable.]

Appendix to Quotation Letter

BID SECURING DECLARATION
(Section 45 of Act)
(Regulation 37(1)(b) and 37(5))

Date:[Day|month|year].....

Procurement Ref No.: NCS/RFQ/AGRI – 04/2018-19

To: Agricultural Bank of Namibia, 10 Post Street Mall, Windhoek,

I/We* understand that in terms of section 45 of the Act a public entity must include in the bidding document the requirement for a declaration as an alternative form of bid security.

I/We* accept that under section 45 of the Act, 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 _____, _____
[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.]

****delete if not applicable / appropriate***

[This form is to be deleted if Bid Security is not applicable.]

Appendix to Quotation Letter



Republic of Namibia

Ministry of Labour, Industrial Relations and Employment Creation

Written undertaking in terms of section 138 of the Labour Act, 2015 and section 50(2)(D) of the Public Procurement Act, 2015

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/Accounting Officer:.....

.....

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*
2. *This undertaking must be displayed at the workplace where it will be readily accessible and visible by the employees rendering service(s) in relations to the goods and services being procured under this contract.*

SECTION III: SCOPE OF SERVICES

1. To provide a fraud and ethics hotline services which will be active and managed for 24 hours a day 7 days a week and 365 days a year whichever is applicable, to enable employees, contractor, suppliers and other interested parties or members of the public to report irregular, unlawful and corrupt related activities.
2. To provide the following communications mediums for the fraud and ethics hotline:
 - A toll free telephone number;
 - A secured email address; and
 - A web based address.
3. All calls to the fraud and ethics hotline will be handled by a call operator (service Provider), who will transcribe the information and provide a report.
4. Each call will be allocated a specific reference number to be used. Should the caller wish to provide more information on a subsequent date or should the caller, at later stage enquire regarding the progress of the matter reported this reference number shall be applied.
5. The information transcribed on the report will be transmitted to the CEO, Chairperson of FRACC, Manager: Internal Audit, Manager: Legal Services and Senior Internal Auditor who will be responsible for taking action on information received from such report.
6. The option of remaining anonymous will be explained to each caller. In the event of the caller requiring anonymity, the contractor will respect the choice and report as such to Agribank unless the caller's identity is required by law.
7. All calls will be recorded and the recordings will be stored and made available to Agribank upon request.
8. To assist in fraud awareness training/workshops on the use of the toll free hotline at all of Agribank's 7 branches including the head office and provide necessary training material.
9. To assist in promoting awareness materials to be displayed on Agribank's premises;
10. To provide monthly reports of fraud and ethics hotline activities and other services rendered in relation to the scope of work.

SECTION IV: PRICED ACTIVITY SCHEDULE

Procurement Reference Number: NCS/RFQ/AGRI – 04/2018-19

[Complete the unit and total prices for each item listed below in Namibian Dollars. Authorize the prices quoted in the signature block below. The table shown hereunder may be redesigned and customized as per the type of services required].

Currency of Quotation: Namibian Dollars

Item No	Brief Description of Services	Quantity	Unit of Measure	Unit Price	Total Price
A*	B*	C*	D*	E	F
1	Provision of 24 Hours Fraud and Ethics Hotline for Agribank	1	Monthly		

<i>Enter 0% VAT rate if VAT exempt.</i>			Other additional costs		
			Subtotal		
			VAT @ %		
			Total		

* Columns A to D to be completed as applicable by Public Entity

Priced Activity Schedule Authorised By:

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

SECTION V: SPECIFICATIONS AND PERFORMANCE STANDARDS COMPLIANCE SHEET

Procurement Reference Number: *NCS/RFQ/AGRI – 04/2018-19*

[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 of Specifications and Performance Offered	Details of Non-Compliance/ Deviation (if applicable)
<i>A*</i>	<i>B*</i>	<i>C</i>	<i>D</i>
1	Provision of 24 Hours Fraud and Ethics Hotline for Agribank		
2			

* Columns A and B to be completed by Public Entity.

Specifications and Performance Standard Compliance Sheet Authorised By:

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

SECTION VI: CONTRACT AGREEMENT AND GENERAL CONDITIONS OF CONTRACT

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), **Ref: NCS-TB/RFQ-GCC** for the procurement of services (time based) available on the website of the Public Entity (*insert website address*) except where modified by the Special Conditions below.

SECTION VII: CONTRACT DATA SHEET

Procurement Reference Number: NCS/RFQ/AGRI – 04/2018-19

The clause numbers given in the first column correspond to the relevant clause numbers of the GCC [This section is to be customised by the Public Entity to suit the requirements of the specific procurement].

Clause	Contract Data
GCC 1.1 Effectiveness of Contract	The Contract <i>shall</i> come into effect as from <i>01 April 2019</i>
GCC 1.3.1 Intended Completion date	Unless terminated earlier pursuant to sub-clause GCC 1.7 of the Contract, the Service Provider shall complete its activities by <i>31 March 2022</i>
GCC 1.6.1 Issue of notices	The Authorized Representative of the Employer is : Mr. Kegumbo Ambondo, +26461 207 4241, kambondo@agribank.com.na <i>and</i> The Authorized Representative of the Service Provider is: _____
GCC 2.6 Insurance and liabilities to Third Party	The amount of the Professional Indemnity Insurance Cover shall be at least: _____
GCC 2.7 Reporting Obligations	The Service Provider shall report to: Mr. Kegumbo Ambondo, +26461 207 4241, kambondo@agribank.com.na
GCC 2.10 Performance Security	The Performance Security shall be for an amount [<i>5 to 10 %</i>] of the Contract Price or part thereof if the contract is awarded on a split basis.
GCC 4.2 Contract Price	The amount payable is: _____ per month.
GCC 4.3 Terms of Payment	Payments will be made to the Service Provider on a monthly basis <i>7 days</i> after receipt of invoice.
GCC 4.5 Price Adjustment	Prices " <i>shall be/shall not be</i> " adjustable.

SCHEDULE 3

QUOTATION CHECKLIST SCHEDULE

[Public Entity to update the Checklist to ensure that it contains the documents required from Bidders for the specific procurement]

Procurement Reference No.: NCS/RFQ/AGRI – 04/2018-19

Description	Attached (please tick if submitted and cross if not)
Quotation Letter	
Priced Activity Schedule	
Performance Compliance Sheet	
Bid Security (if applicable)	
Documents evidencing eligibility	
Company profile, past experience and references where similar services have been provided	

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 responsive.*