



BIDDING DOCUMENTS
Issued on: 04 March 2020

for

Rental, Maintenance and Management of Agribank's Digital
Signage, Self-service Kiosks and Queue Management
System

Procurement Reference No: Ref: NCS/RFQ/AGRI-12/2019-20

Project: Rental, Maintenance and Management of Agribank's Digital Signage,
Self-service Kiosks and Queue Management System



10 Post street Mall, Windhoek, Namibia, Telephone: +264 61 207 4327, Email:
tenders@agribank.com.na

Letter of Invitation

[Name and Address of Bidder]

[Procurement Reference Number: Ref: NCS/RFQ/AGRI-12/2019-20]

04 March 2020

Dear Sirs,

Rental, Maintenance and Management of Agribank's Digital Signage, Self-service Kiosks and Queue Management System

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 Margareth /Keis, 061 207 4308.

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,

Head: Procurement Management Unit Endorsed

Secretary Signature:  _____

Date: 03 / 03 /2020

SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

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) have a certificate indicating SME Status (for Bids reserved for SMEs);
- (f) Submit signed Bid-securing Declaration.
- (g) 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;
- (h) Must provide at least two references of companies where similar services were rendered
- (i) Preference will be given to Namibian service providers only.

5. Bid Securing Declaration

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

6. Contract Period for Services

The contract shall be on fixed rate for a period of one (1) year. Subject to contract provisions.

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 18 March 2020 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 Agribank after bid 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 five 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

15.1. The applicable margins of preference and their application methodology are as follows:

N/A

15.2. Bidders applying for the Margin of Preference shall submit, **upon request**, evidence of:

N/A

16. Presentation by Shortlisted

Shortlisted bidder will be required to present their bid on a date to be communicated during the bid adjudication period. The presentation will be 45 minutes inclusive.

17. 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.

18. Performance Security

The successful bidder shall upon acceptance of its offer submit a Performance Security as per the format contained in the Schedule for an amount of 5% of the contract price.

19. 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 to *forfeiture disqualification on the grounds mentioned in the BD*.

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 Deceleration 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.:

To:[insert complete name of Public Entity and address].....

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.]



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

1.1 BACKGROUND

The Agricultural Bank of Namibia intends to enhance its customer experience at its offices through the introduction of digital signage and queue management system and self- service kiosks. The use of digital signage keeps the clients engaged from the moment they enter the organisation's premises until they leave. There are several advantages which include:

- Content can be updated on the go through a digital signage network;
- Content is more engaging, more informative and can be used for multiple campaigns throughout the year.
- Content can be used to be update clients and staff on ongoing marketing campaigns, product information, weather forecasts, exchange rates, major news stories related to Agribank and the sector;
- Digital signage thus has a rapid ability to communicate on a broad scale and is cost effective compared to single-use printed posters and or banners
- It provides improved customer experience and targeted messaging for a captured audience
- Self service kiosks are increasingly being used in the market to enable organisations to operate for longer hours, increased visibility, reduced in-house staff, improve efficiency and customer service.
- Self service kiosks can be used for routine client enquiries and self service for printing account statements and paying installments, hence putting the customer in charge of his time management.
- The queue management system creates a virtual queue and eliminates client confusion when entering the premises. The system is able to engage the client while waiting in respect of waiting time, sales assistant availability and information dissemination through the digital signage solution.
- Increasingly, the queue management systems are also used by leading corporate such MTC, Old Mutual and Multi-Choice Namibia not only to obtain information about the clients which is fed into the CRM database, but also to measure the performance of the frontline staff members with real time data.
- The solution will bring to fruition one of the key strategic focus areas, namely the customer experience, while at the same time, supporting initiatives to track customer experience and performance management of frontline staff.
- Various service providers were approached for non-committal presentations to gauge the available solutions in the market to improve customer experience at the Bank.
- Agribank is inviting bids from an experienced service provider for the provision, maintenance and management of digital signage, queue management system and self-service kiosks.

- Full provision, maintenance and management of the queue management system;
- Provision and maintenance of digital signage at all 7 Agribank branches; and
- Provision and maintenance of one kiosk at all 7 Agribank branches

1.2 SCOPE

The purpose of this ToR is to document the specifications in terms of digital signage, queue management and self-service kiosk.

1.2.1 SERVICE PROVIDER REQUIREMENTS

Agribank is inviting bids from an experienced service provider for the Rental, maintenance and management of digital signage, queue management system and self-service kiosks as per the following specifications:

- a) Rental, maintenance and management of the queue management system;
- b) Rental and maintenance of digital signage at all 7 Agribank branches; and
- c) Rental and maintenance of one kiosk at all 7 Agribank branches

1.2.2 TECHNICAL SPECIFICATIONS

Item 1. Ticket Display Monitor

- The Ticket display monitor should be at least 49" Full HD Monitor with an HDMI Port
- The monitor should be able to accommodate Queue Management and Digital Signage

Item 2. Queue Management kiosk specs:

- The kiosk should be floor standing.
- The kiosk should be a single unit with all hardware built in
- The supplier should be able to brand the kiosk according to the Bank's branding requirement.
- The internal monitor of the queue management kiosk should be at least a 17" Touch Screen, colour and responsive.
- The printer inside the kiosk should be a thermal printer with ease of access to thermal roll for replacement purpose.

SECTION IV: PRICED ACTIVITY SCHEDULE

Procurement Reference Number: _____

[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	Queue management system (customer routing, real time data capturing and analysis, provision of statistical reports)	1	Each		
2	Digital signage solution (creating and managing digital content on screens)	7	Each		
3	Self-service kiosks (receipt printer, LED screen for display, operator terminal application, software and hardware)	7	Each		
				Other additional costs	
				Subtotal	
				VAT @ %	
				Total	

Enter 0% VAT rate if VAT exempt.

* 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		

SECTION V: SPECIFICATIONS AND PERFORMANCE STANDARDS COMPLIANCE SHEET

Procurement Reference Number: _____

[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)
A*	B*	C	D
	N/A	N/A	N/A

* 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 www.agribank.com.na except where modified by the Special Conditions below.

SECTION VII: CONTRACT DATA SHEET

Procurement Reference Number: _____

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 be deemed</i> to come into effect as from 15 April 2020
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 after one year.
GCC 1.6.1 Issue of notices	The Authorized Representative of the Employer is : Margareth /Keis and contact detail: 061 207 4308 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: Margareth /Keis Marketing Officer Tel: 061 207 4308
GCC 2.10 Performance Security	The Performance Security shall be for an amount 5% 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 number of assignment completed, 7 after receipt of invoice.
GCC 4.5 Price Adjustment	Prices " <i>shall not be</i> " adjustable.

SCHEDULE 3

QUOTATION CHECKLIST SCHEDULE

Procurement Reference No.: Ref: NCS/RFQ/AGRI-12/2019-20

Description	Attached	Not Attached
(a) Quotation Letter		
(b) Price Activity Schedule		
(c) Submit signed Bid-securing Declaration.		
(d) have a valid company Registration Certificate;		
(e) have an original valid good Standing Tax Certificate;		
(f) have an original valid good Standing Social Security Certificate;		
(g) 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;		
(h) have a certificate indicating SME Status (for Bids reserved for SMEs);		
(i) Documents, catalogues and any other literature to substantiate compliance with the required specifications.		
(j) 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;		
(k) The validity period of the Quotation		
(l) Must provide at least two references of companies where similar services were rendered		
(m) Preference will be given to Namibian service providers only.		

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.