



Request for Quotations for Non-Consultancy Services

Issued on: 25 April 2025

**Provision of Travel Management
Services to NAMDIA for a period of 12
Months**

Procurement Reference No: NCS/RFQ/NAMDIA-01/2025

Project: Travel Management Services

Client: NAMDIA

Telephone: +264 8 333 11126,

e-mail: procurement@namdia.na



Letter of Invitation

NCS/RFQ/NAMDIA-01/2025

Dear Sir/Madam,

Request for Quotations for Provision of Travel Management Services to NAMDIA for a period of 12 Months

NAMDIA 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, procurement@namdia.na, tel: 083 - 331 1126.

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,

Lituwete Ndaedapo
Head of Procurement

SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

The NAMDIA 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/certified valid good Standing Tax Certificate;
- (c) have an original/certified 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;
- (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.

5. Bid Security/Bid Securing Declaration

Bidders are required to *subscribe to a Bid Securing Declaration* for this procurement process. The Bidder shall furnish as part of its quotation, a Bid Security as per the format contained in Appendix to Quotation Letter of this document for 2% valid up to 30 days.

6. Contract Period for Services

The contract shall be on fixed rate for a period of *12 Months*.

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

Guardhouse

Erf 337, Cnr of Sam Nujoma Drive and Nkwame Nkrumah Road, Klein Windhoek

By not later than Thursday, 15 May 2025, 11H00 (AM).

Late quotations will be rejected.

10. Opening of Quotations

Quotations will be opened internally by NAMDIA 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 Security/Bid-Securing Declaration will be put on the website of NAMDIA and available to any bidder on request within three working days of the Opening.

11. Evaluation of Quotations

NAMDIA 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.

Bidders are expected to clearly provide references where similar services were performed as site visits to the referenced clients will form part of the evaluation.

Bidders should clearly stipulate where works/services within this RFQ are subcontracted. Details of the referenced subcontractor should form part of the bidder response to this RFQ.

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. 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. 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:	
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 Security/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 90 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 7 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	

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.]



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

TERMS OF REFERENCES

The scope of work entails the following activities and deliverables. Provision of Travel Management Services for Period Twelve (12) Months, as specified in the section below.

1. RESERVATIONS

- 1.1 All International and Domestic Travel arrangements in respect of business trips are made through the Travel Agency, whether for air-tickets, car hire, visas, trains, transfers via chauffeur services, etc.
- 1.2 All official NAMDIA trips undertaken by NAMDIA employees, consultants and others must be pre-approved and a Purchase Order will be issued.
- 1.3 Travel bookings arranged telephonically or by email must be confirmed in writing with NAMDIA. The Travel Agency is to obtain the Purchase Order number from NAMDIA or person coordinating the travel arrangements.
- 1.4 Visa applications and courier services to and from the embassies/consulates are to be arranged by the Travel Agency, who will also provide all necessary assistance to staff in this regard to ensure that visa applications proceed smoothly and that NAMDIA business travel is not impacted by the lack of visas on international trips. Courier service fees are to be invoiced monthly to NAMDIA.
- 1.5 The Travel Agency must issue all necessary travel documents and vouchers timeously to travelers prior to departure dates.
- 1.6 The Travel Agency must always endeavor to make the most cost-effective travel arrangements and reservations, taking into consideration the convenience for NAMDIA staff. The Travel Office must be in a position to offer advice and alternative plans for consideration by the traveler.
- 1.7 The Travel Agency must issue all the necessary travel insurance documentation, where applicable, to the traveler prior to departure.

2. AIR TRAVEL

- 2.1 International: The Airline, which provides the most cost effective / convenient routing, may be used.

SADC and Domestic: The Travel Agent should book the lowest airfares possible, and preferences should be made to local and regional airlines

3. HOTEL ACCOMMODATION

- 3.1 International: The Travel Office will source suitable accommodation, bearing in mind the requirement of convenience for the traveler and conformation with acceptable costs, or as stipulated in written directives issued from time to time by NAMDIA. Travel Agency staff should be in a position to offer recommendations to NAMDIA staff regarding hotels in the major foreign destinations.
- 3.2 Bill-back vouchers or prepayment issued to cover hotel accommodation for all NAMDIA travelers and must be invoiced to NAMDIA monthly. A copy of the original hotel accommodation charges must support such invoices.

4. CAR HIRE

- 4.1 Domestic Hire: Staff may book vehicles in accordance with NAMDIA's approved Travel Policy with only the preferred Car Rental Service Providers.
- 4.2 International Hire: NAMDIA travelers are encouraged to opt for alternative ground transportation other than Car hire. NAMDIA travelers are to book group/type of cars equivalent to what is permitted on domestic travel.
- 4.3 The Travel Agency must advise all travelers to consider accident/theft waivers when booking car hire for private reasons/use.
- 4.4 Airport transfers: Travel Agency will, if requested by the traveler, book airport transfer from approved service providers in accordance with the approved NAMDIA Travel Policy.

5. UPGRADING OR DOWNGRADING

The Travel Office must ensure that upgrading in respect of air travel, hotel accommodation and car hire, both internationally and domestically, by professional and administrative staff is only done in exceptional circumstances and must in all instances be approved by the relevant authority. Downgrading of business class tickets to obtain duplicate economy class tickets is not permitted.

6. PAYMENT OF TRAVEL ACCOUNTS

- 6.1 All accounts for hotel accommodation and car hire are paid directly by the Travel Agency.
- 6.2 Where refunds in respect of air tickets are applicable, the Travel Agency will arrange for the refund from the airline directly, if applicable and credit invoices for such refunds are to be raised monthly.
- 6.3 Invoices for air tickets are to be provided monthly to NAMDIA Finance Department / Procurement Unit. Invoices are to reflect Purchase Order numbers, where applicable.
- 6.4 All payments will be made in accordance with the completed and approved deliverables.
- 6.5 Service fees charged by the Travel Management Company must be billed directly to NAMDIA.

7. REPORTS

The following reports/information (and not limited to) should, on a monthly & quarterly basis, be submitted by the Travel Agency to NAMDIA Finance Department / Procurement Unit:

- Monthly Travel Management
- Detailed Air Travel reports
- Monthly Car Hire reports
- Monthly Accommodation spend reports
- Monthly Visa, Forex and other expenses.
- Annual reports in respect of changes in international and domestic hotel tariffs.

All other detailed and summarized reports that IDC may deem necessary, and Monthly service level assessments

SECTION IV: PRICED ACTIVITY SCHEDULE

Procurement Reference Number: _____

PREPARING FINANCIAL PROPOSAL

Currency of Quotation: Namibian Dollars

SERVICES		COST PER TRANSACTION (N\$)
Air Travel	Domestic	
	Regional	
	International	
	Changes	
	Reissue/Revalidation	
	Cancellations	
	Refund Processing	
Accommodation	Domestic	
	Regional	
	International	
	Changes	
	Cancellations	
	After-Hours Fee	
Vehicle/Car Rental	Domestic	
	Regional	
	International	
	Changes	
	Cancellations	
	After-Hours Fee	
Additional / Support Services	Visas	
	Insurance (Medical)	
	Insurance (Travel)	
	Transfers/Shuttle Services	
	After-Hours Services	
	Management Reports	
	Venue Bookings	
	Account Recon	
	Foreign Exchange	
Airport Lounge Bookings		

- Other cost, such as disbursement and incidental expense must be specified.
- All prices and rates must include VAT.

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: _____

Item No	Specifications and Performance Required	Compliance Specifications and Performance Offered	Details of Non-Compliance/ Deviation (if applicable)
A*	B*	C	D
1	<p>IATA Accreditation</p> <ul style="list-style-type: none"> ✓ <i>The bidder must be an accredited Travel Agent by International Air Transport Association (IATA). Or proof of being able to issue tickets through an IATA accredited Agent or Consortium.</i> ✓ <i>Please provide a copy of a valid certificate as proof of accreditation by IATA.</i> 		
2	<p>Registration with Namibia Tourism Board (NTB)</p> <ul style="list-style-type: none"> ✓ <i>Bidder to provide a valid certificate of registration with NTB as Booking Agent</i> 		
3	<p>Experience of the bidder</p> <ul style="list-style-type: none"> ✓ <i>The bidder must have at least three (3) years of experience in providing Travel Management services. References letters from public enterprises.</i> ✓ <i>Please provide information on this criterion by attaching reference letters, and not list of clients</i> 		
4	<ul style="list-style-type: none"> ✓ <i>This bid is reserved for Namibian Citizens only (Proof of Identification Documents should be submitted)</i> 		

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/RFQ/NAMDIA-01/2025** for the procurement of services (time based) available on the website of the Public Entity *www.nta.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.

Clause	Contract Data
GCC 1.1 Effectiveness of Contract	The Contract shall be deemed to come into effect as from June 2025
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 in 12 Months
GCC 1.6.1 Issue of notices	The Authorized Representative of the Employer is: Mr. Lituwete Ndaedapo Address: Erf 337, Cnr of Sam Nujoma Drive and Nkwame Nkrumah Road, Klein Windhoek Telephone: <u>083 - 331 1126</u> E-mail: procurement@namdia.na The Authorized Representative of the Service Provider is: _____
GCC 2.7 Reporting Obligations	The Service Provider shall report to: Mr. Lituwete Ndaedapo procurement@namdia.na
GCC 4.2 Contract Price	The amount payable is: _____.
GCC 4.3 Terms of Payment	Payments will be made to the Service Provider after receipt of invoice.
GCC 4.5 Price Adjustment	Prices shall not be adjustable.

QUOTATION CHECKLIST SCHEDULE

Procurement Reference No.:

Description	Attached (please tick if submitted and cross if not)
Quotation Letter	
Priced Activity Schedule	
Performance Compliance Sheet	
Bid Security	
Documents evidencing eligibility	
A Short Profile of the Organisation Illustrating the Capacity to Execute this Project	
A Project Plan showing detailed plan, methodology, timelines and activities to be undertaken to achieve the outcomes	
Provide a list of and size of current clients	

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.*