



Request for Quotations for Non-Consultancy Services

Issued on: 31 March 2026

**Provision of Whistleblowing Hotline
Solution to NAMDIA for a period of 24
Months**

Procurement Reference No: NCS/RFQ/NAMDIA-03/2026

Project: Whistleblowing Hotline Solution

Client: NAMDIA

Telephone: +264 8 333 11126,

e-mail: procurement@namdia.na



Letter of Invitation

NCS/RFQ/NAMDIA-03/2026

Dear Sir/Madam,

Request for Quotations for Provision of Whistleblowing Hotline Solution to NAMDIA for a period of 24 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 PMU

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 *30* 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;
- (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 **24 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 23 April 2026, 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. Margin of Preference

i. The applicable margins of preference applicable for Exclusive Preferences to Local Suppliers and their application methodology as follows:

$$A = \frac{\text{Margin of Preference} \times \text{Bid Price}}{100}$$

ii. Bidders applying for the Margin of Preference shall submit, evidence of:

CATEGORIES OF BIDDERS	MARGIN OF PREFERENCE	DOCUMENTARY EVIDENCE
Namibian Shareholding	3%	if the bidder meets any of the qualification criteria under section 71(3) of the Act
Service rendered by Namibian (key employees)	2%	if more than 60% of the key employees to render the service inclusive of management are Namibian citizens
Service rendered by Namibian employees	3%	if 100% semi-skilled labour are Namibian citizens
Materials	2%	if the bidder has signed a declaration that 50% of the total value of goods or materials to be used for the services are manufactured, grown, mined or extracted in Namibia
TOTAL	10%	

16. 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.

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:	
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

INTRODUCTION

NAMDIA is seeking for the services of a service provider to provide the company with a hotline as one of the mitigating tools against corruption, fraud, and any unethical behaviours that it could encounter as part of our fraud prevention and ethics programme as per it's the Fraud Risk Prevention Policy and Framework and the Whistleblowing Policy.

NAMDIA intends to outsource its whistleblowing functionalities to introduce an external independent and confidential whistleblowing hotline service which will enable internal and external stakeholders to report any workplace dishonesty, unethical conduct, and fraud.

The purpose of the externally administered whistle blower platform:

- Have a reliable whistleblowing platform considering our fragile IT system operations.
- To reinforce NAMDIA Code of Business Conduct and Ethics and provide assurance to all employees, contractors and other stakeholders related to NAMDIA that they will be protected from any penal action or victimization arising from any legitimate matters reported.
- Members of the public or stakeholders have the choice to report an incident anonymously, however, the identity of such a person will always be protected.

Scope

The Whistleblowing platform / service should be able to provide the following:

1. Anonymous Reporting Platform
 - Multiple secure and confidential platforms that allow employees, contractors, and other stakeholders to submit reports anonymously of any unlawful activities, unethical and inappropriate conduct in our operation.
 - The platforms should support multiple reporting channels such as telephone, email, and web-based reporting; or other modern multi communication channels.
 - Provision of real-time independent whistleblowing hotline service operating 24-hours a day, 7 days per week and 365 days a year that enables two-way anonymous communication for additional information and clarification.
2. Experienced staff
 - Staff handling calls should be experienced to be able to conduct thorough and objective interviews that guide whistle blowers in obtaining much information with a sense of security when consulted.
3. Multilingual capability
 - Translation capabilities to break language barriers and misinterpretations of communications by providing services also in local languages.

4. Legal and Regulatory Compliance

- Compliant with relevant laws, regulations and best practice regarding whistleblowing, data protection and privacy. Provide regular updates on any changes in legislation or industry standards to ensure ongoing compliance.

5. Reporting and Analytics

- Generate comprehensive reports and analytics on the whistleblowing programs effectiveness including the number and types of reports received classified based on allegations. These insights will help us identify areas of concern and implement appropriate measures to address them.
- Provision of support with our broader ethics program and fraud prevention plans.
- No restrictions should be created on what can be reported.

6. Training and Awareness

- Develop and deliver training programs to educate employees and stakeholders about the whistleblowing process, the rights and protection and importance of reporting misconduct and how their complaints are dealt with.
- In addition, the service provider should provide once-off virtual training as well as provide material to use during the campaign to launch the hotline as well as create ongoing awareness through traditional and modern communication mediums.
- This is to promote a culture of trust, honesty, and ethical behavior to support whistleblowers and discourage retaliation.
- Assist the organization in creating awareness through training and posters and materials.

7. Support and Maintenance

- Provide ongoing technical support Maintenance and updates for the reporting platform and related infrastructure.

SECTION IV: PRICED ACTIVITY SCHEDULE

Procurement Reference Number: _____

PREPARING FINANCIAL PROPOSAL

Currency of Quotation: Namibian Dollars

Item No	Component	Quantity (Hours)	Rate/Fee Per Quantity (N\$)	Total Price (N\$)
A*	B*	C*	D*	F
1	Provision for the establishment and management of the whistleblowing hotline services to telecom for a period of twenty-four (24) Months			
Other Cost				
2				
3				
Total Amount (N\$)				

- 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)
<i>A*</i>	<i>B*</i>	<i>C</i>	<i>D</i>
1	A Short Profile of the Organisation Illustrating the Capacity to Execute this Project		
2	Comprehensiveness and clarity of proposal, including project plan to deliver scope of work (Detailed Proposal on the proposed solution highlighting its capabilities and features, and a detailed project plan with timeframes)		
3	Experience of Project Team (Detailed CV's, qualification and copies of certificates of team members)		
4	The bidder should provide as references the names and contact details for at least two previous or current customers with which he performed similar tasks.		

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-03/2026** 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 May 2026
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 24 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.*