



BIDDING DOCUMENTS

DATE ISSUED:	20 May 2024
CLOSING DATE & TIME:	09 July 2024, Time ,12:00 PM
BIDDER NAME:	

For the

**APPOINTMENT OF A SERVICE PROVIDER FOR THE
LEASING, MAINTENANCE, SUPPORT AND REPAIR OF
NEW MULTIFUNCTIONAL COPIERS AND PRINTERS FOR A
PERIOD OF 3 YEARS TO NASRIA**

**Procurement Reference No:
NCS/RFQ/ NASRIA -01/2024**

Letter of Invitation

NCS/RFQ//NASRIA -01/2024

19 May 2024

Dear Sirs,

**REQUEST FOR QUOTATIONS FOR APPOINTMENT OF A SERVICE PROVIDER FOR
THE LEASING, MAINTENANCE AND REPAIR OF NEW MULTIFUNCTIONAL
COPIERS AND PRINTERS FOR A PERIOD OF 5 YEARS TO NASRIA**

NASRIA 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 Mrs Deolinda Fernandes at procurement@nasria.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,

Deolinda Fernandes

Acting Procurement Manager



SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

NASRIA 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, certified copy by the Namibia Police or authorized commissioner of oaths.



(b) have an original valid good Standing Tax Certificate; or certified copy by the Namibia Police or authorized commissioner of oaths.

(c) have an original valid good Standing Social Security Certificate; or certified copy by the Namibia Police or authorized commissioner of oaths.

(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; or certified copy by the Namibia Police or authorized commissioner of oaths.

(e) have a certificate indicating SME Status (for Bids reserved for SMEs);

(f) Subscribe to a 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) Manufacturer's Authorization Certificate/Letter.

5. Bid Security/Bid Securing Declaration

Bidders are required to *submit* a Bid Security 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 0.5% of the *quoted price* valid up to 90 days beyond the quote validity period.

6. Contract Period for Services

The contract shall be on fixed rate for a period of 3 years with the option to renew for a period of 2 years.

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. We will do reference verification.



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 by post or hand delivered should reach NASRIA Reception at 5th Floor in the Namlex Chambers Independence Avenue Windhoek - Namibia by 26 June 2024 on or before 12h00pm (mid-day) Namibia time.

Late quotations will be rejected.

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 Security/Bid-Securing Declaration will be put on the website of the Public Entity and available to any bidder on request within three 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:

- A preferential score will be allocated to the bidders complying with 15.2 below.

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

- Good Level Contributor Certificate issued by Namibia Preferential Procurement Corporation (Score 50%+).

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. 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 10% of the contract price.

18. 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:	NASRIA
Procurement Reference Number:	NCS/RFQ//NASRIA/01/2024
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 *[forfeiture of the security amount / 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	



Appendix to Bid Submission Form

BID SECURING DECLARATION

(Section 45 of Act)

(Regulation 37(1)(b) and 37(5))

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

Procurement Ref No.: NCS/RFQ/NASRIA/01/2024

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***



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.: **NCS/RFQ/NASRIA/01/2024**

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

3. Background

3.1.

NASRIA is inviting prospective bidders to submit proposals for providing the institution with the optimal office automation technology solution on a rental/lease basis. This solution should encompass ongoing repair and maintenance, as well as support for a three-year period, with the option to renew for an additional two years. Presently, NASRIA is under a contract that allows for the provision of two multifunctional devices. We are now seeking to increase this to four multifunctional devices. Our estimated average monochrome volume is 250-2500 pages per month, and for colour, it 250-2500 pages (please refer to Annexure A). The requirement for this bid is the provision of four Multi-Functional Printers (MFPs) at NASRIA's offices in Windhoek. It's essential to note that these volume estimates may vary over the next three years. Additionally, NASRIA must provide one month's notice to cancel the existing agreement.

4. Objectives

4.1. NASRIA is seeking responses to this RFP for the successful bidding company to supply multifunction printers and a printing management system to NASRIA and to maintain, service and support the multifunction printers, over a period of three (3) years.

4.2. The service provider will formulate a proposal to NASRIA indicating how the requirements of NASRIA may be addressed or surpassed by the printing solution proposed by the service provider, as well as the costing for various components of the proposal.

4.3. The following goods and services are required to be performed for NASRIA:

- a. Supply and install multifunction printers together with a printing management system; and
- b. Maintain, service and support the multifunction printers supplied.
- c. To achieve this, the service provider will work under the direction and instruction of NASRIA Administration Department and will:



- i. Supply multifunction printers as per specification.
- ii. Setup and install the multifunction printers on-site.
- iii. Be responsible for the maintenance, service and support for the multifunction printing through a maintenance agreement.
- iv. Supply and install a printing management system.
- v. Supply of Tonners
- vi. Supply of copy papers

4.4. NASRIA would like to create a smooth multifunctional environment keeping costs to a minimum and have one vendor to supply us with 2 monochrome and 2 colour multifunctional devices.

4.5. Bidders must ensure that NASRIA is not left without multifunctional printers from termination of the existing agreement to installation of the new printers. Bidders must indicate how they will approach this to minimise any impact on NASRIA'S daily operations.

4.6. Devices quoted for must be able to perform the chosen tasks without any hidden or additional costs. Additional costs will be for the supplier's charge as the units should be sold fully functional.

5. Scope of Work

5.1. Hardware Requirements

5.1.1. The bidder is required to provide (install, service and maintain) MFPs as follows:

MFP Capability		Quantity
Printing Speed	B&W/Colour	
45 ppm	B&W/Colour	2
30 ppm	B & W/Colour	2

5.1.2. There are no restrictions on the type of printer brand to be supplied by the Bidders. However, Bidders should be authorised service providers for the brand they tender for and they must provide proof thereof.



5.1.3. The minimum specification for the 9 multifunctional printers and copiers are as per the following table:

GENERAL SPECIFICATIONS	
Type	<ul style="list-style-type: none"> Electrostatic laser copy, Tandem, indirect
Colour Support	<ul style="list-style-type: none"> Full Colour
Copy Resolution – Scan	<ul style="list-style-type: none"> 600dpi
Memory Capacity	<ul style="list-style-type: none"> 2 GB
HDD	<ul style="list-style-type: none"> 250 GB
CPU	<ul style="list-style-type: none"> 1 GHz
Original Type	<ul style="list-style-type: none"> Sheets Books Objects
Original Size	<ul style="list-style-type: none"> A5 to A3
Output Size	<ul style="list-style-type: none"> A3 wide, A3 to A5
Image Loss – Top Edge	<ul style="list-style-type: none"> Max 4.2mm or less
Image Loss – Bottom Edge	<ul style="list-style-type: none"> Max 3mm or less
Image Loss – Sides	<ul style="list-style-type: none"> Max 3mm or less
Warm-Up Time (Time required to start printing when main power switch is turned from OFF to ON)	<ul style="list-style-type: none"> 45 seconds or less
First Copy Time: Colour A4	<ul style="list-style-type: none"> 6.0 seconds or less
First Copy Time: B/W A4	<ul style="list-style-type: none"> 4.8 seconds or less
Copy / Print Speed: Colour A4	<ul style="list-style-type: none"> 45 ppm
Copy / Print Speed: B/W A4	<ul style="list-style-type: none"> 45 ppm
Copy / Print Speed: Colour A3	<ul style="list-style-type: none"> 23 ppm
Copy / Print Speed: B/W A3	<ul style="list-style-type: none"> 23 ppm
Copy Magnification	<ul style="list-style-type: none"> 25-450% in 0.1% increments
	<ul style="list-style-type: none"> Chapter
	<ul style="list-style-type: none"> Cover and page insertion Proof copy (print and
Paper Capacity	<ul style="list-style-type: none"> 3500 sheets (80g/m2 paper excluding bypass tray)
Paper Weight	<ul style="list-style-type: none"> 64-300g/m2
Paper Trays	<ul style="list-style-type: none"> Minimum 3 + bypass tray
Multiple Copies	<ul style="list-style-type: none"> 1 - 9,999
	<ul style="list-style-type: none"> Auto reversing for duplex scanning, Max 100 sheets



Auto Duplex	<ul style="list-style-type: none">• Non-Stack A5-A3; 64-256g/m2
Output Capacity with Finisher	<ul style="list-style-type: none">• Minimum 3100 sheets
	<ul style="list-style-type: none">• Offset
	<ul style="list-style-type: none">• Group
	<ul style="list-style-type: none">• Staple
	<ul style="list-style-type: none">• Punch (2 holes)
Stapling	<ul style="list-style-type: none">• 50 sheets or 48 sheets +2 cover sheets
Stapling Capacity	<ul style="list-style-type: none">• 1,000 sheets
	<ul style="list-style-type: none">• TCP/IP (IPv4/IPv6)
	<ul style="list-style-type: none">• NetBEUI
	<ul style="list-style-type: none">• LPD
	<ul style="list-style-type: none">• IPP
	<ul style="list-style-type: none">• HTTP
	<ul style="list-style-type: none">• Apple Talk
	<ul style="list-style-type: none">• SMB
	<ul style="list-style-type: none">• SNMP
	<ul style="list-style-type: none">• 10-/100-/1000-Base-T Ethernet RJ-45
	<ul style="list-style-type: none">• USB 2.0
	<ul style="list-style-type: none">• Ethernet 802.2
	<ul style="list-style-type: none">• Ethernet 802.3
	<ul style="list-style-type: none">• Ethernet II
	<ul style="list-style-type: none">• Ethernet SNAP
Average Monthly Duty Cycle	<ul style="list-style-type: none">• 60,000 pages
Maximum Monthly Duty Cycle	<ul style="list-style-type: none">• 150,000 pages
Toner Lifetime Black	<ul style="list-style-type: none">• 45,000 pages
Toner Lifetime CMY	<ul style="list-style-type: none">• 30,000 pages
Imaging Unit Lifetime Black	<ul style="list-style-type: none">• 285,000 / 1,145,000 pages (Drum / Developer)
Imaging Unit Lifetime CMY	<ul style="list-style-type: none">• 120,000 pages
Power Requirements	<ul style="list-style-type: none">• AC220-245V (50-60Hz)
Max Power Consumption	<ul style="list-style-type: none">• 2.0kW or less
	<ul style="list-style-type: none">• HDD Data Encryption Copy Security / Protection
	<ul style="list-style-type: none">• Up to 1,000 user accounts Active Directory support

PRINTER SPECIFICATIONS



Resolution	<ul style="list-style-type: none">• Equivalent to 1800dpi x 600dpi
Print Speed	<ul style="list-style-type: none">• As per Copy / print speeds above
Page Description Language	<ul style="list-style-type: none">• PCL6• Postscript 3, XPS
Printer Driver Operating System Support	<ul style="list-style-type: none">• Windows XP / XP 64-bit• Windows8/Windows8 64-bit• Windows10 / Windows10 64-bit• Server 2003 / Server 2003 64-bit• Server 2012 / Server 2012 64-bit• Server 2016/ Server 2016 64-bit• Server 2019/ Server 2019 64-bit• MacOS 9.x/ OSX 10.x
Fonts	<ul style="list-style-type: none">• 80 x PCL• 137 x PostScript
Print Functions	<ul style="list-style-type: none">• Direct Print of PCL/PS/TIFF/XPS/PDF• Secure Print• Watermark• User Authentication
SCANNING SPECIFICATIONS	
Type	<ul style="list-style-type: none">• Full Colour Simplex / Duplex
Scan Modes	<ul style="list-style-type: none">• Network TWAIN• Scan to:<ul style="list-style-type: none">○ E-Mail○ BOX○ WebDAV○ USB○ DPWS
Scan Resolution	<ul style="list-style-type: none">• 200dpi / 300dpi / 450dpi / 600dpi
Scan Output Formats	<ul style="list-style-type: none">• PDF
	<ul style="list-style-type: none">• Compact PDF
	<ul style="list-style-type: none">• Encrypted PDF
	<ul style="list-style-type: none">• Searchable PDF (Optional) JPEG
Scan Size	<ul style="list-style-type: none">• Max A3
Scan Speed: Colour	<ul style="list-style-type: none">• Up to 78 opm @300dpi via ADF
Scan Speed: B/W	<ul style="list-style-type: none">• Up to 78 opm @300dpi via ADF
Scan Destinations	<ul style="list-style-type: none">• 2,100 (single + group), LDAP support
Scan Functions	<ul style="list-style-type: none">• Annotation for PDF, up to 450 job programs
USER BOX SPECIFICATIONS	
Max User Boxes	<ul style="list-style-type: none">• 1,000



Max Storable Documents	<ul style="list-style-type: none">• 3,000 documents or 10,000 pages
Type of User Boxes	<ul style="list-style-type: none">• Public• Personal (with password or authentication)• Group (with authentication)
Type of System Boxes	<ul style="list-style-type: none">• Secure Print• Encrypted PDF Print
User Box Functionality	<ul style="list-style-type: none">• Reprint• Combination• Download• Sending (e-mail / FTP / SMB)• Copy box to box

5.1.4. The minimum specification for the 1 x B20 printers and copier is as per the following table:

Copier Specifications

Copying process	Electrophotographic laser
Copy/print speed A4 mono (cpm)	Up to 30 cpm
1st Copy/print time mono (sec)	10.5 seconds
Warm-up time (sec)	Approx. 18 seconds
Copy resolution (dpi)	Max.: 1,200 x 600 dpi
Gradations	256 gradations
Multi-copy	1 - 99
Original format	Max. A4
Magnification	25 - 400 % in 1 % steps
Copy functions	Duplex copy; 2in1; 4in1

Printer Specifications

Print resolution (dpi)	Max.: 1,200 x 1,200 dpi
Controller CPU Speed	300 MHz
Page description language	PostScript 3, PCL6
Operating systems	Windows 2000, XP (32/64), Vista (32/64), Server 2003 (32/64), Server 2008 (32/64), 7 (32/64)Macintosh OSX 10.3.9/10.4/10.5/10.6
Printer fonts	66 PCL scalable fonts; 12 PCL Bitmap fonts; 66 PostScript compatible fonts
Print functions	Watermark, N-up, poster, booklet page order



Scanner Specifications

Scan speed colour (opm)	Up to 8 opm
Scan Speed mono (opm)	Up to 20 opm
Scan resolution (dpi)	Max.: 2,400 x 600 dpi
Scan modes	Network TWAIN scan, WIA scan, Scan-to-Email, Scan-to-USB, Scan-to-FTP, Scan-to-SMB

Fax Specifications

Fax standard	Super G3
Fax transmission	Analogue; PC-Fax
Fax compression	MH; MR; MMR; JBIG
Fax modem (Kbps)	Up to 33.6 Kbps

System Specifications

System memory standard (MB)	Standard: 64 MB, Max.: 576 MB
Interfaces standard	10-Base-T / 100-Base-TX Ethernet; USB 2.0; parallel IEEE1284
Network protocols	TCP/IP (IPv4 / IPv6); LPD; IPP; SNMP; HTTP/HTTPS
Automatic document feeder	Up to 50 originals; 64 - 90 gsm
Paper size	A6 - A4; customised paper sizes
Printable paper weight (g/m ²)	60 - 163 gsm
Paper input capacity (sheets)	Standard: 300 sheets, Max.: 550 sheets
Paper trays standard	Tray 1: 250 sheets; A6 - A4; 60 - 105 gsm Manual Bypass: 50 sheets; A6 - A4; 60 - 163 gsm; custom (69.8 - 216 x 116 - 406.4 mm)
Automatic duplexing	A4; 60 - 105 gsm
Output capacity (w. finisher)	150 sheets (face down), 1 sheet (face up)
Copy/print volume recommended (monthly)	5,000 pages
Toner lifetime Black	Yield up to 8,000 pages (ISO19752 compliant)
Power consumption	Max. 930 W, Printing 675 W, Stand-by 85 W, Sleep mode 18 W
System dimensions (WxDxH, mm)	531 x 451 x 475 mm
System weight (kg)	17.3 kg (without consumables), 18.6 kg (with consumables)



5.1.5. The MFPs must have the following feature:

- i. A follow me print type service whereby if a device is faulty or unavailable a user can go to another device and release the job at that machine without having to go back to their desk and re-print the job to a new machine.

5.2. Software Requirements

5.2.1. A printing management system must be deployed to fully manage, control and report on printer usage. The system must be server based and provide embedded support on all four (4) of the Multifunction Printers. With individual printing codes

REQUIREMENTS	
General	<ul style="list-style-type: none">• Copy / print agent embedded in the printer• Copy / print jobs controlled using printer console panel• Authentication using printer console panel• Print jobs Management via central server
Print Job Details available	<ul style="list-style-type: none">• User name• Document Name
	<ul style="list-style-type: none">• Originating Workstation• Destination Printer• Date and time• Page count• Paper size• Cost• Features used:<ul style="list-style-type: none">○ Colour○ Duplex○ Etc• Cost centre• Client Code / Sub-code
Reports	<ul style="list-style-type: none">•
Print Job Authentication	<ul style="list-style-type: none">• By Active Directory User Name OR <ul style="list-style-type: none">• By User code



Controlled Release of print Jobs	<ul style="list-style-type: none">• Follow-Me / Pull-Printing support• Jobs released from printer console panel• Jobs can be deleted from printer console panel
Server Operating System Support	<ul style="list-style-type: none">• Microsoft Windows Server 2003• Microsoft Windows Server 2003 64-bit• Microsoft Windows Server 2008• Microsoft Windows Server 2012 64-bit• Microsoft Windows Server 2016• Microsoft Windows Server 2016 64-bit• Microsoft Windows Server 2019• Microsoft Windows Server 2019 64-bit• Microsoft Active Directory
Supported Printing environments	<ul style="list-style-type: none">• Microsoft Windows Server Based printing• Local Microsoft Windows PC based (direct TCP/IP) printing• Web Client support for Mac and other non-Windows work stations• Auto detection of user's login name



5.3. General Requirements

- i. A full maintenance contract and Service Level Agreement (SLA) will be signed with the successful bidder for a three (3) year period with an option to renew for a further 2-year period. The bidder must submit a draft maintenance agreement and SLA with this tender submission and must include all requirements stated in the Tender Specification.
- ii. The maintenance agreement and SLA will be reviewed annually upon the anniversary date.
- iii. The bidder must detail its fault reporting procedures and tracking.
- iv. Instructions must include all contact numbers and escalation procedures.
- v. A maximum of four (4) business hours' repair time is specified for support/service calls.
- vi. A loan multifunction printer of similar specifications and functionality must be made available to NASRIA in the event that a breakdown incident lasts longer than 24 hours.
- vii. NASRIA would prefer to implement a penalty regime/ system in the maintenance agreement which would address recourse for any non-conformance or non-performance by the supplier with the requirements as detailed in the maintenance agreement and/or SLA. The bidder must propose a suitable penalty regime in its response.
- viii. NASRIA does not prefer to incur a minimum monthly charge for any of the multifunction printers.
- ix. The total cost of ownership of the printers and printing management system, must be clearly indicated. These include but are not limited to:
 - i. Cost per copy for colour prints – A4;
 - ii. Cost per copy for B/W prints – A4;
 - iii. Cost per copy for colour prints – A3;
 - iv. Cost per copy for B/W prints – A3;
 - v. Penalties (if any);
 - vi. Annual escalation in cost per copy;
 - vii. Printing Management system deployment costs; and
 - viii. Any other applicable costs not indicated herein.



- ix. The cost per copy charge may not be inflated if the monthly printed volume of a specific multifunction printer is within the recommended monthly print volume as specified for that particular model multifunction printer by the manufacturer. The recommended monthly print volume as specified by the manufacturer must be clearly indicated in the maintenance agreement.
- x. The cost per copy may only be inflated if the monthly printed volume for a specific multifunction printer exceeds the recommended monthly print volume of the particular printer as specified by the manufacturer and must be clearly indicated in the pricing schedule as well as in the maintenance agreement. The rate of inflation (stepping up regime) must be described in detail.
- xi. Cost Per Copy must include:
- xii. All maintenance and support services on the multifunction printer; and
- xiii. All consumable and service items including:
 - a. Toner;
 - b. Imaging units;
 - c. Drum Kits;
 - d. Fuser units; and
 - e. Spare parts.

Bidders should indicate what other components are included under maintenance if not mentioned herein.

- xiv. The bidder must be an approved and registered reseller or dealer by the manufacturer and supply proof thereof by means of an original letter from the manufacturer or local Namibian distributor not more than one month old.
- xv. The service technicians of the bidder must be trained and certified by the manufacturer on the proposed multifunction printer models and Bidders should provide proof thereof.
- xvi. The Multifunction Printers must be supplied via the official supply chain as approved by the manufacturer. No privately imported units will be accepted.



- xvii. Proof of supply from manufacturer or distributor must be supplied.

5.4. Installation

The bidder must also ensure the following during installation:

- Operating shaven power cords must be used.
- All equipment must be installed with approved lightning protection kits.

The printers will be installed at the following locations in NASRIA's office in Namlex chambers Independence Avenue Erf 333:

5th floor – Reception Area

5th floor – Back office / printing hub

5.5. Printer Consumables

The bidder will be responsible for the replenishment of consumables. The bidder will be required to keep a sufficient quantity of consumables (such as toners, cartridges, sensor switches,) at their offices for the continuous operation of each MFP.

The bidder will need to provide two quotations: one inclusive of copy paper and another excluding paper for the Multi-Functional Printers (MFPs).



Award Agreement

The Employer reserve the right to accept or reject any and all bids and to waive any formality in bids. All qualified bids will be evaluated and acceptance of the bid(s) shall be made and judged by the Employer to constitute the best value offered for the purpose intended.

5.6.EVALUATION OF BIDS

A staged approach will be used to evaluate bids and the approach will be as follows:

- Stage 1: Mandatory Compliance
- Stage 3: Evaluation of the Functionality Criteria of the Bid
- Stage 4: Evaluation of Price and Preference

Stage	Submission Document	Method of Evaluation	Criteria
1	Envelope 1	Mandatory Compliance	All mandatory documents signed and submitted
2	Envelope 2	Functionality – Technical Evaluation Criteria	Minimum score of 70 points
3	Envelope 3	Financial – Price & Preference	90/10 rule will apply

The requirements of any given stage must be complied with prior to progression to the next stage. NASRIA reserves the right to disqualify bidders without requesting any outstanding document/information.



5.6.1. Mandatory Documents Requirements (Envelope 1)

Bidders are required to submit all of the below mandatory documents failing which a Bidder will be disqualified.

No	Reference	Mandatory Requirements	Compliant	
1	Quotation Letter	Fully completed and signed.	Yes	No
2	Valid Tax Good Standing certificate;	Original or Certified Copy by Namibia Police/Authorized Commissioner of Oaths Certificate as issued by NAMRA.	Yes	No
3	Valid Good Standing from Social Security Commission	Original or Certified Copy by Namibia Police/Authorized Commissioner of Oaths Certificate, as issued by SSC.	Yes	No
4	Company Registration Documents	Certified Copy by Namibia Police/Authorized Commissioner of Oaths	Yes	No
5	Company Registration	CERTIFIED Identity Documents copies for all Company Directors	Yes	No
6	Affirmative Action Compliance or Exemption Certificate	Certified Copy by Namibia Police/Authorized Commissioner of Oaths Certificates, as issued by NAMIBIA. EMPLOYMENT EQUITY COMMISSION	Yes	No
7	Bid Securing Declaration	Completed and signed in the format provided in the bid document.	Yes	No



8	Written undertaking in terms of section 138 of the Labour Act, 2015 and section 50(2)(D) of the Public Procurement Act, 2015	Completed and signed.	Yes	No
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5.6.2. Functionality or Technical Evaluation (Envelope 2)



5.6.2.1. Technical Evaluation Criteria

The following functionality criteria will be used for evaluating all bid proposals, where proposals **must score a minimum of 70% for functionality criteria in order to qualify for further evaluation for price and preference points**

Technical Criteria	Sub-criteria	Points
<p>Bidder's team's appropriate qualifications and experience including supply, commissioning, repair and maintenance of multifunctional devices</p> <p>Note: Letters of Appointment shall not be considered as required proof of experience. Only relevant and signed letters from clients are acceptable, including both current and previous projects.</p>	<p>Letter of completion in the last THREE (3) YEARS for PREVIOUS OR CURRENT WORK ON SUPPLY, COMMISSIONING, REPAIR MAINTNENANCE OF MULTIFUNCTIONAL PRINTING DEVICES on an appropriate letterhead and signed off by client, must be attached. Letter must detail the scope of work undertaken, date of award and completion, if not current). Failure to attach the required documents shall lead to forfeiture of points.</p> <ul style="list-style-type: none"> • No Completion Letter – (0 points) • 1 x Completion Letter – (3 points) • 2 x Completion Letters – (9 points) • 3 x Completion Letters – (12 points) • 4 x Completion Letters - (15 points) • 5 or more x Completion Letters – (20 points) 	20
Key Personnel Capacity (Service Technicians Certification)	<p>The service technicians of the bidder must be trained and certified by the manufacturer of the proposed multifunction printer models and provide proof thereof.</p> <p><i>Please provide confirmation of this requirement in your proposal.</i></p> <ul style="list-style-type: none"> • Manufacturer's Training Certificates for the Service Technicians attached – (10 points) • No certificates attached – (0 points) 	10
Approved and Registered Reseller or Dealer	<p>The bidder must be an approved and registered reseller or dealer by the manufacturer and supply proof thereof by means of an original letter from the manufacturer or local Namibian distributor not more than one month old.</p> <p><i>Please provide confirmation of this requirement in your proposal.</i></p> <ul style="list-style-type: none"> • Original letter from the manufacturer or local South African distributor not more than one month old attached – (10 points) 	10
Supply of Printers	<p>Multifunction printers must be supplied via the official supply chain as approved by the manufacturer. No privately imported units will be accepted. Proof of supply from manufacturer or distributor must be supplied.</p> <p><i>Please provide confirmation of this requirement in your proposal.</i></p>	20



Technical Criteria	Sub-criteria	Points
	<ul style="list-style-type: none"> • Proof of Supply from Manufacturer or Distributer attached – (20 points) • No proof attached – (0 points) 	
Service Levels and Performance - indicating all the response times, listing of scheduled repair/replacement of covered equipment, prompt response times, lines of communications, and safety testing	<p>A full maintenance contract and SLA will be signed with successful bidder for a three-year period. The bidder must submit a draft maintenance agreement and SLA with this tender submission and must include all requirements stated in the Tender Specification. The maintenance agreement and SLA will be reviewed annually upon anniversary date.</p> <p>a. Draft Maintenance Agreement inclusive of SLA – Please describe in detail the draft maintenance agreement you propose. Word limit is 2 pages – (5 points)</p> <p>b. Fault reporting procedures – Please describe in detail your fault reporting procedures and tracking. Word limit is 500 words – (5 points)</p> <p>c. Printer Malfunction Procedures - A maximum of four business hours' repair time is specified for support or service calls. A loan multifunction printer of similar specifications and functionality must be made available to NASRIA in the event that a breakdown incident lasts longer than 24 hours. Please describe the policies, processes and procedures in your organization to address printer malfunctions, and which will ensure that NASRIA requirements are met or surpassed, and that business operations are not hampered by such incidents of malfunction. Word limit is 200 words - (10 points)</p> <p>d. Customer Service Plan - Provide details of the Customer Service Plan you would undertake for this contract. Word limit is 1 page – (5 points)</p> <p>e. What other customer service orientated proposals do you have that will enhance your bid? Word limit is 500 words - (5 points)</p>	30
	Does the relevant section of your organisation hold a recognised environmental management systems certificate, for example ISO 14001 or equivalent?	



Environmental Management and Added Value	<ul style="list-style-type: none"> • If "Yes", please enclose a copy of the certificate. (5 points) • If "No", (0 points) • Provide brief details of the innovative or unique component of your proposal, which for example, involve the use of leading technologies, innovative solutions, methodologies and best practice – (3 points) • What strategies will be used to ensure continuous and "value for money" improvements for the service? – (2 points) 	10
TOTAL		100

5.7. ENVELOPE 3 – "FINANCIAL PROPOSAL: Supply, Repair and Maintenance of Multifunction Devices/Printers for a period of 3 years.

In the second phase evaluation bids, will be evaluated on the 90/10 principle with 80 points being allocated for price and 20 points allocated for Preferential Procurement (Procurement Recognition Level - 50%).

	Mandatory Requirements	Compliant	
Pricing Schedule	Fully completed and signed Price Schedule	Yes	No
Preferential Procurement	Namibia Preferential Procurement Corporation – Latest Good Level Contributor Certificate	Yes	No

- **BID PRICE IN NAMIBIAN CURRENCY (VAT EXCLUSIVE)**
- Bid price in Namibian currency, foreign exchange risk is for the account of the Bidder.
- Only firm prices will be accepted. The price quoted is fully inclusive of all costs and taxes. No changes or extensions or additional ad hoc costs are accepted once the contract has been awarded.
- Detailed information is optional and is provided as annexures to the details provided above.

All annexures must be completed in full, using the given numbering format. All attachments or references to attachments must be clearly marked and specific to information required. Compliance or Non-compliance with detailed information must be indicated per paragraph as per numbering format if there are additional and/or alternative products/services, options must be separately tendered for in the form of a separate proposal, and with a complete schedule describing deviations from specifications and technical brochures must be submitted where applicable.



Own conditions submitted by small, micro enterprises will be considered sympathetically by NASRIA, however NASRIA reserves the right to call upon the tenderer to renounce such conditions.

If any of the conditions on this tender form are in conflict with any special conditions, stipulations or provisions incorporated in the tender, such special conditions, stipulations or provisions will apply.

Companies who fail to adhere to the above requirements; risk being disqualified from the evaluation process.



SECTION IV: PRICED ACTIVITY SCHEDULE

Procurement Reference Number: _____

NAME OF BIDDER:

.....

COMPANY REGISTRATION NO.

.....

VAT REGISTRATION NO. (where applicable):

.....

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

PRICING PROPOSAL

NOTE: This section must be submitted in a separate envelope, as per below. Failure to adhere to this mandatory requirement, will result in immediate the disqualification of bidders.

4. COST PROPOSALS

- Only firm prices will be accepted. The price quoted is fully inclusive of all costs and taxes.
- Bid price must be in Namibian currency. Foreign exchange risk is for the account of the Bidder.
- All applicable taxes must clearly be indicated and included in the cost proposal.

4.1. Costing Model

4.1.1. Fixed Monthly Rental Charges including support & maintenance



Machine Type	Qty	Proposed Make/Brand	Monthly Rental Fee/Unit (excl VAT)	Total Monthly Rental Fee (excl VAT)	Annual Rental Fee (excl VAT)
45 ppm	5		N\$	N\$	N\$
Rental Fees Year 1: Sub-total (A1) (excl VAT)				N\$	N\$
Rental Fees Year 2: Sub-total (A2) (excl VAT)				N\$	N\$
Rental Fees Year 3: Sub-total (A3) (excl VAT)				N\$	N\$
SUB-TOTAL A : Total Rental Fees for 3 Years (excluding VAT)					N\$

Note: The rental fee must be inclusive of all necessary cost including standard warranty, maintenance and servicing of equipment.

4.1.2. Once-off Costs

Description	Costs (excluding VAT)
Print Management Software	N\$
Installation/Commissioning	N\$
Other Costs: (please specify)	N\$
	N\$
SUB-TOTAL C: Total Once-off Costs (excluding VAT)	N\$

Note: Other Costs must be clearly defined with detailed breakdown.

SUB- TOTAL BID PRICE (4.1.1 + 4.1.2) (excluding VAT)	N\$
Add VAT at 15%	
TOTAL BID PRICE (including VAT)	



4.1.3. Variable Monthly Costs – Based on Consumption

The total cost of ownership of the printers and printing management system must be clearly indicated. These include but are not limited to:

	Cost per Copy (excl VAT)		
	Year 1	Year 2	Year 3
Cost per copy for colour prints – A4			
Cost per copy for B/W prints – A4			
Cost per copy for colour prints – A3			
Cost per copy for B/W prints – A3			
Annual escalation in cost per copy			

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 Specifications Performance Offered	of and Details of Non-Compliance/ Deviation (if applicable)
A*	B*	C	D
1			
2			
3			
4			
5			
6			

* 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: _____

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 / shall be deemed*</i>] to come into effect as from [<i>insert date</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>insert date of expiry of contract</i>] or by an additional period of [<i>insert figure</i>] months, renewable on an annual basis.
GCC 1.6.1 Issue of notices	The Authorized Representative of the Employer is : [<i>insert name and contact details</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: <i>[insert name(s), title(s) address and contract details]</i> .
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>[insert number of 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.:

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.*