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SUPPLY, DELIVERY, IMPLEMENTATION, COMMISSIONING, AND SUPPORT OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM, COMPRISING ONE (1) YEAR FOR IMPLEMENTATION AND TWO (2) YEARS OF POST-IMPLEMENTATION SUPPORT.

Bidder Name: _____	Bidder Representative: _____
Tel: _____	Mobile: _____
Email: _____	Fax: _____
Bid Amount : _____	Contract period (days): _____

Procurement Reference No: G/ONB/NCAA-02/2026/2027

Issuing date: 02 April 2026

Closing date: 01 May 2026

Time: 11H00

**Namibia Civil Aviation Authority
Head Office
No.4 Rudolph Hertzog street
Ausspanplatz
Windhoek Namibia**

**| Email: PMU@ncaa.na
| Website: www.ncaa.com.na
| Tel: +264 83235 2166/7/2201**

**Cost Free
Document Available on NCAA Website**

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Part I – Bidding Procedures

NOTICE TO BIDDERS

- **That bidders are to initial all pages of the bidding document and initial all the supporting documents including company profiles, brochures, etc. The failure to do so will result in disqualification of the bidder**
- **That bidders are to sign all relevant pages as stipulated in the bidding document.**
- **That bidders are to stamp all pages where it is indicated that a stamp is required in addition to the signatures.**
- **That bidders are to duly complete and sign all the required forms.**

Section I. Instructions to Bidders

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Invitation for Bids (IFB)

ISSUED ON: 02 APRIL 2026

SUPPLY, DELIVERY, IMPLEMENTATION, COMMISSIONING, AND SUPPORT OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM, COMPRISING ONE (1) YEAR FOR IMPLEMENTATION AND TWO (2) YEARS OF POST-IMPLEMENTATION SUPPORT.

PROCUREMENT REF NO: G/ONB/NCAA-02/2026/2027

1. The Namibia Civil Aviation Authority (NCAA), invites eligible bidders for the Supply, Delivery, Implementation, Commissioning, and Support of an Enterprise Resource Planning (ERP) System for A single legal entity, providing navigation services to 6 aerodromes.
2. Bids are invited through Open National Bidding (ONB) procedures on Procurement For Implementation of A Fully Integrated ,Enterprise Resource Planning System (ERP) and the invitation is open to all Namibian bidders.
3. Interested eligible bidders may obtain further information from the Namibia Civil Aviation Authority, Procurement Management Unit at PMU@ncaa.na. The bidding document will be available on the NCAA website.
4. Bids must be delivered to the **NCAA Head office, 04 Rudolph Hertzog street, Ground floor, tender box at or before 01 May 2026 at 11:00am, Namibian Time.** Electronic bids will not be permitted. Late bids will be rejected. **Bids will be opened in the presence of the bidders' representatives who choose to attend in person, NCAA Head office, 04 Rudolph Hertzog street, Ground floor on 01 May 2026, at 11H15am, Namibia Time.** All bids must be accompanied by a Bid Security or Bid Securing Declaration in accordance with the Instructions to Bidders.

Instructions to Bidders

A. General

- 1. Scope of Bid**
- 1.1 The Public Entity referred to herein after as the Employer, as defined in the **Bidding Data Sheet (BDS)**, invites bids for the Services, as described in the **BDS**. The name and reference number of the Contract is **provided in the BDS**.
- 1.2 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date **provided in the BDS and the SCC Clause 2.3**.
- 1.3 Throughout these Bidding Documents:
- (a) the term "in writing" means communicated in written form (e.g. by mail, e-mail, fax,) with proof of receipt;
 - (b) if the context so requires, "singular" means "plural" and vice versa; and
 - (c) "day" means calendar day, unless otherwise stated.
- 2. Public Entities Related to Bidding Documents and to Application for Review**
- 2.1 The public entities related to these bidding documents are the Public Entity, acting as procurement entity (Purchaser), the Procurement Policy Unit, in charge of issuing standard bidding documents and responsible for any amendment these may require, the Central Procurement Board in charge of vetting Bidding document, receiving and evaluation of bids in respect of major contracts and the Review Panel, set up under the Public Procurement Act, 2015 (hereinafter referred to as the Act.)
- Application for Review shall be addressed to:
- The Chairperson
Review Panel
Ministry of Finance
Private Bag 13295
Windhoek, Namibia**
- Source Funds of**
- 2.2 **Unless otherwise stated in the BDS**, this procurement shall be

financed by the Public Entity's own budgetary allocation.

- 3. Corrupt or Fraudulent Practices**
- 3.1 The Government of the Republic of Namibia requires that bidders/suppliers/contractors, participating in procurement in Namibia, observe the highest standard of ethics during the procurement process and execution of contracts.
- 3.2 The Employer will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;

For the purposes of this Sub-Clause:

(i) "corrupt practice"¹ is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

(ii) "fraudulent practice"² is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

(iii) "collusive practice"³ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

(iv) "coercive practice"⁴ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

(v) "obstructive practice" is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to

¹ For the purpose of this Contract, "another party" refers to a public official acting in relation to the procurement process or contract execution.

² For the purpose of this Contract, "party" refers to a public official; the terms "benefit" and "obligation" relate to the procurement process or contract execution; and the "act or omission" is intended to influence the procurement process or contract execution.

³ For the purpose of this Contract, "parties" refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

⁴ For the purpose of this Contract, "party" refers to a participant in the procurement process or contract execution.

investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

3.3 In further pursuance of this policy, Bidders shall permit the Employer to inspect any accounts and records and other documents relating to the Bid submission and contract performance, and to have them audited by auditors appointed by the Employer.

3.4 Furthermore, bidders shall be aware of the provision in Clauses 3.1 of the General Conditions of Contract.

3.5 Bidders, suppliers and public officials shall also be aware of the provisions stated in section 65 – 68 (Part 9) of the Public Procurement Act, 2015 which can be consulted on the website of the Procurement Policy Unit (PPU) : www.mof.gov.na/procurement-policy-unit

4. Eligible Bidders

4.1 Subject to ITB 4.4, a Bidder, and all parties constituting the Bidder, must only have the nationality of Namibia. Participation is limited to citizens of Namibia or entities incorporated in Namibia. A Bidder shall be deemed to have the nationality of a country if the Bidder is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of the country. This criterion shall also apply to the determination of the nationality of proposed subcontractors or service providers for any part of the Contract.

4.2 All bidders shall provide in Section III, Bidding Forms, a statement that the Bidder (including all members of a joint venture and subcontractors) is not associated, nor has been associated in the past, directly or indirectly, with the consultant or any other entity that has prepared the design, specifications, and other documents for the Project or being proposed as Project Manager for the Contract.

4.3 (a) A Bidder that is under a declaration of ineligibility by the Government of Namibia in accordance with applicable laws at the date of the deadline for bid submission or thereafter, shall be disqualified.

(b) Bids from service providers appearing on the

ineligibility lists of African Development Bank, Asian Development Bank, European Bank for Reconstruction and Development, Inter-American Development Bank Group and World Bank Group shall be rejected.

Links for checking the ineligibility lists are available on the Procurement Policy Unit's website:
www.mof.gov.na/procurement-policy-unit

- 4.4 A firm shall be excluded if by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, Namibia prohibits any import of goods or contracting of works or services from a country where it is based or any payment to persons or entities in that country.
- 4.5 Government-owned enterprises in the Republic of Namibia shall be eligible only if they can establish that they:
- (i) are legally and financially autonomous;
 - (ii) operate under commercial law, and
 - (iii) are not a dependent agency of the Purchaser.
- 4.6 Bidders shall provide such evidence of their continued eligibility satisfactory to the Employer, as the Employer shall reasonably request.

5. Qualification of the Bidder

- 5.1 All bidders shall provide in Section III, Bidding Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.
- 5.2 (a) In the event that prequalification of potential bidders has been undertaken **as stated in the BDS**, only bids from prequalified bidders shall be considered for award of Contract, in which case the provisions of sub-clauses 5.3 to 5.6 hereafter shall not apply. These qualified bidders should submit with their bids any information updating their original prequalification applications or, alternatively, confirm in their bids that the originally submitted prequalification information remains essentially correct as of the date of bid submission. The update or confirmation should be provided in Section IV.
- (b) If, after opening of bids, where prequalification has not been undertaken, it is found that any of the document listed in 5.3 and 5.4 is missing the Employer must not

request the submission of that document. The non-submission of the document by the Bidder on/before closing will lead to the rejection of its bid.

- 5.3 If the Employer has not undertaken prequalification of potential bidders, all bidders shall include the following information and documents with their bids in Section IV, unless otherwise **stated in the BDS**:
- (a) copies of original documents defining the constitution or legal status, place of registration, and principal place of business;
 - (b) written power of attorney of the signatory of the Bid or any other acceptable document to commit the Bidder and as otherwise **specified in the BDS**.
 - (c) total monetary value of Services performed for each of the last five years;
 - (d) experience in Services of a similar nature and size for each of the last five years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;
 - (e) list of major items of equipment proposed to carry out the Contract;
 - (f) qualifications and experience of key site management and technical personnel proposed for the Contract;
 - (g) reports on the financial standing of the Bidder, such as profit and loss statements and auditor's reports for the past five years;
 - (h) evidence of adequacy of working capital for this Contract (access to line(s) of credit and availability of other financial resources);
 - (i) authority to the Employer to seek references from the Bidder's bankers;
 - (j) information regarding any litigation, current or during the last five years, in which the Bidder is involved, the parties concerned, and disputed amount; and
 - (k) proposals for subcontracting components of the Services amounting to more than 10 percent of the Contract Price.

- 5.4 Bids submitted by a joint venture of two or more firms as partners shall comply with the following requirements, unless otherwise stated in the **BDS**:
- (a) the Bid shall include all the information listed in ITB Sub-Clause 5.3 above for each joint venture partner;
 - (b) the Bid shall be signed so as to be legally binding on all partners;
 - (c) the Bid shall include a copy of the agreement entered into by the joint venture partners defining the division of assignments to each partner and establishing that all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms; alternatively, a Letter of Intent to execute a joint venture agreement in the event of a successful bid shall be signed by all partners and submitted with the bid, together with a copy of the proposed agreement;
 - (d) one of the partners shall be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; and
 - (e) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.
- 5.5 To qualify for award of the Contract, bidders shall meet the following minimum qualifying criteria:
- (a) a minimum average annual financial amount of work over the period **specified in the BDS**.
 - (b) experience as prime contractor in the provision of at least two service contracts of a nature and complexity equivalent to the Services over the last 5 years (to comply with this requirement, Services contracts cited should be at least 70 percent complete) **as specified in the BDS**;
 - (c) proposals for the timely acquisition (own, lease, hire, etc.) of the essential equipment **listed in the BDS**;
 - (d) a Contract Manager with five years' experience in Services of an equivalent nature and volume, including no less than three years as Manager; and

- (e) liquid assets and/or credit facilities, net of other contractual commitments and exclusive of any advance payments which may be made under the Contract, of no less than the amount specified in the **BDS**.

A consistent history of litigation or arbitration awards against the Applicant or any partner of a Joint Venture may result in disqualification.

- 6. Conflict of Interest**
- 6.1 A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if :
- (a) they have a controlling partner in common; or
 - (b) they receive or have received any direct or indirect subsidy from any of them; or
 - (c) they have the same legal representative for purposes of this bid; or
 - (d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Employer regarding this bidding process; or
 - (e) a Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the party is involved. However, this does not limit the inclusion of the same subcontractor in more than one bid; or
 - (f) a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid.
- 7. Cost Bidding**
- 7.1 The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Employer will in no case be responsible or liable for those costs.
- 8. Site Visit/Pre-bid Meeting**
- 8.1 (a) The Bidder, at the Bidder's own responsibility and risk, is encouraged to visit and examine the Site of required

Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder's own expense.

(b) A pre-bid meeting shall be held if so indicated **in the BDS** to allow bidders to obtain clarifications on the bidding documents. Any information given in the course of the meeting that may have an incidence in the preparation of the bids shall be issued by the Public Entity as addendum after the meeting, as per ITB 11.2, to form part of the Bidding Documents.

B. Bidding Documents

9. Content of Bidding Documents 9.1 The set of bidding documents comprises the documents listed in the table below and addenda issued in accordance with ITB Clause 11:

Section I	Instructions to Bidders
Section II	Bidding Data Sheet
Section III	Bidding Forms
Section IV	Activity Schedule
Section V	Scope of Service and Performance Specifications
Section VI	General Conditions of Contract
Section VII	Special Conditions of Contract
Section VIII	Contract Forms

9.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of its bid. Sections III and IV should be completed and returned with the Bid in the number of copies specified in the **BDS**.

10. Clarification of Bidding Documents 10.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Employer in writing or by facsimile at the Employer's address indicated in the invitation to bid. The Employer will respond to any request for clarification received earlier than 14 days prior to the deadline for submission of bids and by the date indicated in **the BDS**. Copies of the Employer's response will be forwarded to all purchasers of the bidding documents,

including a description of the inquiry, but without identifying its source.

- 11. Amendment of Bidding Documents**
- 11.1 Before the deadline for submission of bids, the Employer may modify the bidding documents by issuing addenda.
- 11.2 Any addendum thus issued shall be part of the bidding documents and shall be communicated in writing or by cable to all purchasers of the bidding documents. Prospective bidders shall acknowledge receipt of each addendum in writing to the Employer.
- 11.3 To give prospective bidders reasonable time in which to take an addendum into account in preparing their bids, the Employer shall extend, as necessary, the deadline for submission of bids, in accordance with ITB Sub-Clause 21.2 below.

C. Preparation of Bids

- 12. Language of Bid**
- 12.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Employer shall be written in English. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the Bidding Data Sheet, in which case, for purposes of interpretation of the Bid, the translation shall govern.
- 13. Documents Comprising the Bid**
- 13.1 The Bid submitted by the Bidder shall comprise the following:
- (a) The Form of Bid (in the format indicated in Section III);
 - (b) Bid Security or Bid Securing declaration (where applicable);
 - (c) Priced Activity Schedule;
 - (d) Qualification Information Form and Documents;
 - (e) Alternative offers where invited;
 - (f) following documentary evidence (required from Namibian bidders):

- 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); and
 - f) An undertaking on the part of the Bidder that the salaries and wages payable to its personnel in respect of this proposal are compliant to the relevant laws, Remuneration Order, and Award, where applicable and that it will abide to sub-clause 4.6 of the General conditions of Contract if it is awarded the contract or part thereof; and;
- (g) any other materials required to be completed and submitted by bidders, as **specified in the BDS**.

13.2 Bidders bidding for this contract together with other contracts stated in the IFB to form a package will so indicate in the bid together with any discounts offered for the award of more than one contract

14. Bid Prices

- 14.1 The Contract shall be for the Services, as described in Appendix A to the contract and in the Specifications, Section IV, based on the priced Activity Schedule, Section V, submitted by the Bidder. The price to be quoted by the bidder must be in Namibian Dollars only.
- 14.2 The Bidder shall fill in rates and prices for all items of the Services described in Section IV-the Scope of Service and Performance Specifications and listed in Section V the Activity Schedule, Items for which no rate or price is entered by the Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.
- 14.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the 30 days prior to the deadline for submission of bids, shall be included in the total Bid price submitted by the

Bidder.

14.4 If **provided for in the BDS**, the rates and prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract in accordance with and the provisions of Clause 6.6 of the General Conditions of Contract and/or Special Conditions of Contract. The Bidder shall submit with the Bid all the information required under the Special Conditions of Contract and of the General Conditions of Contract.

14.5 For the purpose of determining the remuneration due for additional Services, a breakdown of the lump-sum price shall be provided by the Bidder in the form of Appendices D and E to the Contract.

15. Currencies of Bid and Payment

15.1 The lump sum price shall be quoted by the Bidder in Namibian Dollars Only.

16. Bid Validity

16.1 Bids shall remain valid for the period **of 180 days**.

16.2 In exceptional circumstances, the Employer may request that the bidders extend the period of validity for a specified additional period. The request and the bidders' responses shall be made in writing or by facsimile. A Bidder may refuse the request without forfeiting the Bid Security. A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid, but will be required to extend the validity of Bid Security/Bid Securing Declaration for the period of the extension, and in compliance with ITB Clause 17 in all respects.

16.3 In the case of contracts in which the Contract Price is fixed (not subject to price adjustment), if the period of bid validity is extended by more than 60 days, the amounts payable in Namibian Dollars to the Bidder selected for award, shall be adjusted by applying to both the Namibian Dollars currency component of the payments, respectively, the factors specified in the request for extension, for the period of delay beyond 60 days after the expiry of the initial bid validity, up to the notification of award. Bid evaluation will be based on the Bid prices without taking the above correction into consideration.

17. Bid Security

17.1 The Bidder shall furnish, as part of the Bid, a Bid Security or a Bid-Securing Declaration, if required, as **specified in the BDS**.

- 17.2 The Bid-Securing Declaration shall be in the form of a signed subscription in the Bid Submission Form.
- 17.3 The Bid Security shall be in the amount **specified in the BDS** and denominated in Namibian Dollars Only or a freely convertible currency with a counter-guarantee from a commercial bank from Namibia, and shall:
- (a) be issued by a reputable overseas bank located in any eligible country or any commercial bank operating in Namibia selected by the Bidder
 - (b) be substantially in accordance with the form of Bid Security included in Section III, Bidding Forms;
 - (c) be payable promptly upon written demand by the Employer in case the conditions listed in ITB Sub-Clause 17.6 are invoked;
 - (d) be submitted in its original form; copies will not be accepted;
 - (e) remain valid for a period of 30 days beyond the validity period of the bids, as extended, if applicable, in accordance with ITB Sub-Clause 16.2;
- 17.4 If a Bid Security is required in accordance with ITB Sub-Clause 17.1, any bid not accompanied by a substantially responsive Bid Security in accordance with ITB Sub-Clause 17.1, shall be rejected by the Employer as non-responsive.
- 17.5 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Security pursuant to ITB Clause 35.
- 17.6 The Bid Security shall be forfeited or the Bid Securing Declaration executed:
- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form, except as provided in ITB Sub-Clause 16.2; or
 - (b) if a bidder refuses to accept a correction of an error appearing on the face of the Bid; or
 - (c) if the successful Bidder fails to:
 - (i) sign the Contract in accordance with ITB Clause 34; or

- (ii) furnish a Performance Security in accordance with ITB Clause 35.

17.7 The Bid Security or Bid- Securing Declaration of a JV must be in the name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid Security or Bid-Securing Declaration shall be in the names of all future partners as named in the letter of intent to constitute the JV.

17.8 If a bid security is **not required in the BDS**, and

- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Letter of Bid Form, except as provided in ITB 16.1, or
- (b) if a bidder refuses to accept a correction of an error appearing on the face of the Bid; or
- (c) if the successful Bidder fails to:
 - (i) sign the Contract in accordance with ITB Clause 34; or
 - (ii) furnish a Performance Security in accordance with ITB Clause 35.

The Bidder may be disqualified to be awarded a public contract in the Republic of Namibia for a period of time to be determined by the Procurement Policy Unit.

18. Alternative Proposals by Bidders

18.1 **Unless otherwise indicated in the BDS**, alternative bids shall not be considered.

18.2 When alternative times for completion are explicitly invited, a statement to that effect will be **included in the BDS**, as will the method of evaluating different times for completion.

18.3 Except as provided under ITB Sub-Clause 18.4 below, bidders wishing to offer technical alternatives to the requirements of the bidding documents must first submit a Bid that complies with the requirements of the bidding documents, including the scope, basic technical data, graphical documents and specifications. In addition to submitting the basic Bid, the Bidder shall provide all information necessary for a complete evaluation of the alternative by the Employer, including calculations, technical specifications, breakdown of prices, proposed work methods and other relevant details. Only the

technical alternatives, if any, of the lowest evaluated Bidder conforming to the basic technical requirements shall be considered by the Employer. Alternatives to the specified performance levels shall not be accepted.

18.4 When bidders are **permitted in the BDS** to submit alternative technical solutions for specified parts of the Services, such parts shall be described in the Specifications (or Terms of Reference) and Drawings, Section V. In such case, the method for evaluating such alternatives will be as **indicated in the BDS**.

19. Format and Signing of Bid

19.1 The Bidder shall prepare one original of the documents comprising the Bid as described in ITB Clause 11 of these Instructions to Bidders, bound with the volume containing the Form of Bid, and clearly marked "ORIGINAL." In addition, the Bidder shall submit copies of the Bid, in the number **specified in the BDS**, and clearly marked as "COPIES." In the event of discrepancy between them, the original shall prevail.

19.2 The original and all copies of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, pursuant to Sub-Clauses 5.3(a) or 5.4(b), as the case may be. All pages of the Bid must be initialled by the person or persons signing the Bid.

19.3 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Bid.

D. Submission of Bids

20. Sealing and Marking of Bids

20.1 The Bidder shall seal the original and all copies of the Bid in two inner envelopes and one outer envelope, duly marking the inner envelopes as "ORIGINAL" and "COPIES".

20.2 The inner and outer envelopes shall

(a) be addressed to the Employer at the address

Procurement Management Unit

Namibia Civil Aviation Authority (NCAA)

No: 04 Rudolph Hertzog Street

Ausspanplatz**Windhoek**

Bids by post or hand delivered should reach the Namibia Civil Aviation Authority (NCAA) by the same date and time at the latest. Late submissions will be rejected

Bids received by fax or e-mail will not be considered.

- (b) bear the name and identification number of the Contract as **defined in the BDS** and Special Conditions of Contract; and
- (c) provide a warning not to open before the specified time and date for Bid opening

20.3 In addition to the identification required in ITB Sub-Clause 20.2, the inner envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared late, pursuant to ITB Clause 22.

20.4 If the outer envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the Bid.

21. Deadline for Submission of Bids

21.1 Bids shall be delivered to the Employer at the address specified above no later than the time and date :

01 May 2026

Due Time: 11H00

22. Late Bids

22.1 Any Bid received by the Employer after the deadline prescribed in ITB Clause 21 will be returned unopened to the Bidder.

23. Modification and Withdrawal of Bids

23.1 Bidders may modify or withdraw their bids by giving notice in writing before the deadline prescribed in ITB Clause 21.

23.2 Each Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with ITB Clauses 19 and 20, with the outer and inner envelopes additionally marked "MODIFICATION" or "WITHDRAWAL," as appropriate.

23.3 No Bid may be modified after the deadline for submission of

Bids.

- 23.4 Withdrawal of a Bid between the deadline for submission of bids and the expiration of the period of Bid validity specified in the BDS or as extended pursuant to ITB Sub-Clause 16.2 may result in the forfeiture of the Bid Security or execution of the Bid Securing Declaration pursuant to ITB Clause 17.
- 23.5 Bidders may only offer discounts to, or otherwise modify the prices of their bids by submitting Bid modifications in accordance with this clause, or included in the original Bid submission.

E. Bid Opening and Evaluation

24. Bid Opening

- 24.1 The Employer will open the bids, including modifications made pursuant to ITB Clause 23, in the presence of the bidders' representatives who choose to attend at the time and in the place at:

Namibia Civil Aviation Authority (NCAA).

No: 04 Rudolph Hertzog Street

Due date: 01 May 2026

Due Time: 11H15

- 24.2 Envelopes marked "WITHDRAWAL" shall be opened and read out first. Bids for which an acceptable notice of withdrawal has been submitted pursuant to ITB Clause 23 shall not be opened.
- 24.3 The bidders' names, the Bid prices, the total amount of each Bid and of any alternative Bid (if alternatives have been requested or permitted), any discounts, Bid modifications and withdrawals, the presence or absence of Bid Security/subscription to Bid Securing Declaration, and such other details as the Employer may consider appropriate, will be announced by the Employer at the opening. No bid shall be rejected at bid opening except for the late bids pursuant to ITB Clause 22; Bids, and modifications, sent pursuant to ITB Clause 23 that are not opened and read out at bid opening will not be considered for further evaluation regardless of the circumstances. Late and withdrawn bids will be returned unopened to the bidders.
- 24.4 The Employer will prepare minutes of the Bid opening,

including the information disclosed to those present in accordance with ITB Sub-Clause 24.3.

25. Process to Be Confidential

25.1 Information relating to the examination, clarification, evaluation, and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process. Any effort by a Bidder to influence the Employer's processing of bids or award decisions may result in the rejection of his Bid.

25.2 If, after notification of award, a bidder wishes to ascertain the grounds on which its bid was not selected, it should address its request to the Employer, who will provide written explanation. Any request for explanation from one bidder should relate only to its own bid; information about the bid of competitors will not be addressed.

26. Clarification of Bids

26.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer's discretion, ask any Bidder for clarification of the Bidder's Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing via e-mail or facsimile, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with ITB Clause 28.

26.2 Subject to ITB Sub-Clause 26.1, no Bidder shall contact the Employer on any matter relating to its bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.

26.3 Any effort by the Bidder to influence the Employer in the Employer's bid evaluation or contract award decisions will result in the rejection of the Bidder's bid.

27. Examination of Bids and Determination of Responsiveness

27.1 Prior to the detailed evaluation of bids, the Employer will determine whether each Bid (a) meets the eligibility criteria defined in ITB Clause 4; (b) has been properly signed; (c) is accompanied by the required securities; and (d) is substantially responsive to the requirements of the bidding documents.

27.2 A substantially responsive Bid is one which conforms to all the terms, conditions, and specifications of the bidding

documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer's rights or the Bidder's obligations under the Contract; or (c) whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.

27.3 If a Bid is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

28. Correction of Errors

28.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Arithmetical errors will be rectified by the Employer on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.

28.2 The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security shall be forfeited or the Bid Securing Declaration exercised and in accordance with ITB Sub-Clause 17.6(b).

29. Currency for Bid Evaluation

29.1 The Employer will conduct all evaluation in Namibian Dollars in which the Bid Price is submitted, corrected pursuant to ITB Clause 28, is payable (excluding Provisional Sums but including Daywork where priced competitively) in Namibian Dollars.

30. Evaluation and Comparison of Bids

30.1 The Employer will evaluate and compare only the bids determined to be substantially responsive in accordance with ITB Clause 27.

30.2 In evaluating the bids, the Employer will determine for each Bid the evaluated Bid price by adjusting the Bid

price as follows:

- (a) making any correction for errors pursuant to ITB Clause 28;
 - (b) excluding provisional sums and the provision, if any, for contingencies in the Activity Schedule, Section IV, but including Day work, when requested in the Specifications (or Terms of Reference) Section V;
 - (c) making an appropriate adjustment for any other acceptable variations, deviations, or alternative offers submitted in accordance with ITB Clause 18; and
 - (d) making appropriate adjustments to reflect discounts or other price modifications offered in accordance with ITB Sub-Clause 23.5.
- 30.3 The Employer reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations, and alternative offers and other factors, which are in excess of the requirements of the bidding documents or otherwise result in unsolicited benefits for the Employer will not be taken into account in Bid evaluation.
- 30.4 The estimated effect of any price adjustment conditions under Sub-Clause 6.6 of the General Conditions of Contract, during the period of implementation of the Contract, will not be taken into account in Bid evaluation.

31. Preference for Domestic Bidders

- 31.1 Margin of Preference shall not be applicable.

F. Award of Contract

- 32. Award Criteria**
- 32.1 Subject to ITB Clause 33, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions of ITB Clause 4, and (b) qualified in accordance with the provisions of ITB Clause 5.
- 32.2 If, pursuant to ITB Sub-Clause 13.2 this contract is being let on a "slice and package" basis, the lowest evaluated Bid Price will be determined when evaluating this contract in conjunction with other contracts to be awarded concurrently. Taking into account any discounts offered by the bidders for the award of more than one contract.
- 33. Employer's Right to Accept any Bid and to Reject any or all Bids**
- 33.1 Notwithstanding ITB Clause 32, the Employer reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders.
- 34. Notification of Award and Signing of Agreement**
- 34.1 Prior to the expiration of the period of bid validity, the Employer shall, for contract amount above the prescribed threshold, notify the selected bidder of the proposed award and accordingly notify unsuccessful bidders. Subject to any application for review to the Review Panel the Employer shall notify the selected Bidder, in writing, by a Letter of Acceptance for award of contract. It will state the sum that the Employer will pay to the Service Provider in consideration of the execution of the services by the Service Provider as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price"). Within seven days from the issue of Letter of Acceptance the Employer shall publish on the Procurement Policy Unit's website: www.mof.gov.na/procurement-policy-unit and on the Employer's website, the results of the Bidding process.
- 34.2 The issue of the Letter of Acceptance will constitute the formation of the Contract.
- 34.3 The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder. It will be signed by

the Employer and sent to the successful Bidder along with the Letter of Acceptance. Within 21 days of receipt of the Contract, the successful bidder shall sign the Contract and return it to the Employer, together with the required performance security pursuant to Clause 35.

35. Performance Security

35.1 Within 30 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance Security in the amount and in the form of a Bank Guarantee **stipulated in the BDS**, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the General Conditions of Contract.

35.2 If the Performance Security is provided by the successful Bidder in the form of a Bank Guarantee, it shall be issued either at the Bidder's option, by a commercial bank located in the Republic of Namibia or a foreign bank through a correspondent commercial bank located in the Republic of Namibia.

35.3 Failure of the successful Bidder to comply with the requirements of ITB Sub-Clause 35.1 shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid Security.

36. Advance Payment and Security

36.1 The Employer will provide an Advance Payment on the Contract Price as stipulated in the Conditions of Contract, subject to the amount **stated in the BDS**.

37. Adjudicator

37.1 The Employer proposes the person **named in the BDS** to be appointed as Adjudicator under the Contract, at an hourly fee **specified in the BDS**, plus reimbursable expenses. If the Bidder disagrees with this proposal, the Bidder should so state in the Bid. If, in the Letter of Acceptance, the Employer has not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed by the Appointing Authority designated in the Special Conditions of Contract at the request of either party.

38. Debriefing

38.1 The Employer shall promptly attend to all requests for debriefing for the contract, made in writing, and within 30 days from the date of the publication of award.

Section II. Bidding Data Sheet

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

A. General	
ITB 1.1	<p>The Employer is the Namibia Civil Aviation Authority</p> <p>The name and reference number of the Procurement is: SUPPLY, DELIVERY, IMPLEMENTATION, COMMISSIONING, AND SUPPORT OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM</p> <p>PROCUREMENT REFERENCE NUMBER: G/ONB/NCAA-01/2026/2027</p>
ITB 2.2	<p>The Funding Agency is Namibia Civil Aviation Authority (NCAA)</p>
ITB 5.3	<p>The Qualification Information and Bidding forms to be submitted are as follows: as stated in the BDS</p>
ITB 5.3(b)	<p><i>(b) This authorization shall consist of written confirmation and shall be attached to the bid. It may include a delegation of power by resolution of the Board of a company or from the CEO, himself holding power from the Board or from a Director being a shareholder of a company or through a Power of Attorney.</i></p> <p><i>The name and position held by each person signing the authorization must be typed or printed below the signature.</i></p> <p><i>(c) In the case of Bids submitted by an existing or intended JV an undertaking signed by all parties (i) stating that all parties shall be jointly and severally liable, if so required in accordance with ITB 5.4, and (ii) nominating a Representative who shall have the authority to conduct all business for and on behalf of any and all the parties of the JV during the bidding process and, in the event the JV is awarded the Contract, during contract execution."]</i></p> <p>Note: The power of Attorney or other written authorization to sign may be for a determined period or limited to a specific purpose.</p>

ITB 5.5(b)	<p>The experience required to be demonstrated by the Bidder should include as a minimum that: The Bidder must have, within the last Five (5) years, supplied, successfully implemented, an Enterprise Resource Planning (ERP) or equivalent business management systems covering the following functional areas:</p> <ul style="list-style-type: none"> • Financial and Procurement Management • Human Resources and Employee Self-Service • Payroll • Accounting Management system <p>At least three (3) referenced projects must demonstrate successful integration with an external or third-party system, such as a HR, Payroll, Financials, or Accounting management system, achieved through standard APIs, middleware, or real-time data exchange mechanisms (not manual data transfer).</p> <p>Each reference shall, as a minimum, state:</p> <ul style="list-style-type: none"> • Client name and contact details • Scope of services rendered (modules implemented and integration Performed • Contract value and currency • Completion dates and project status (live / supported)
ITB 5.5 (c)	<p>Manufacturer's Authorizations for Information Technologies - except for those technologies which the Bidder itself manufactures - are required for the following types/categories:</p> <p>Software, this may be in the form of:</p> <ul style="list-style-type: none"> a) partnership or agent agreement with software vendor b) sales authorization from the Software vendor to sell on their behalf c) Supply, installation and commissioning of relevant hardware <p>Any other form of authorization that allows for the supply of software packages which the Bidder is not the sole developer.</p>
ITB 5.5 (f)	The qualification criteria in Sub-Clause 5.5 are modified as follows: <i>none</i>
ITB 5.6	Subcontractors' experience "will" be taken into account.

ITB 8.1	<p>The Address for the Post-bid presentation will be:</p> <p>Namibia Civil Aviation Authority Street Address: 4 Rudolph Hertzog Street, Venue: Finance Boardroom City: Windhoek Date: TBC after technical evaluation</p>
B. Bidding Data	
ITB 9.2 and 19.1	<p>The number of copies of the Bid to be completed shall be: 1 copy and 1 original technical proposal. Financial proposal shall be in a separate envelope (1 copy and 1 original).</p>
C. Preparation of Bids	
ITB 10.1	<p>Request for Clarification should reach the Purchaser (NCAA) not later than 14 working days before the closing date for submission of bids.</p>
ITB 13.1(g)	<p>The additional materials required to be completed and submitted are: Bidders MUST submit the following additional documents:</p> <ol style="list-style-type: none"> 1. Manufacturer's Authorization by Software Vendor as per ITB 5.5 (c) 2. Solution proposal and Preliminary Implementation Plan: A document outlining the proposed solution and preliminary plan for implementing the proposed solution. The document should meet the criteria as per the TOR. 3. Key personnel: The bidder shall demonstrate that it has access to the required technical competencies by proposing a team covering the key technical roles listed in the TOR with the requisite qualifications and experience as specified. <p>NB: If one individual performs the role in combination with other roles, please specify as such.</p> <p>NB: For the purpose of evaluation, bidders are required to submit Curriculum Vitae (CVs), Reference letters, and certified copies of academic qualifications for all the key personnel stated in the TOR:</p>

ITB 14.4	The prices quoted by the Bidder shall not be adjustable .
ITB 16.1	The bid validity period shall be 180 working days.
ITB 17.1	The Bidder shall subscribe to a Bid Securing Declaration by signing the Bid Submission Form containing the provision with regard thereto.
ITB 17.3	The amount of Bid Security shall be N/A
ITB 18.1	Alternative bids are not permitted.

D. Submission of Bids

ITB 20.2	<p>The Employer's address for the purpose of Bid submission is</p> <p>Namibia Civil Aviation Authority NCAA Head Office, 4 Rudolph Hertzog Street, In the tender box at the reception Ground floor</p> <p>Electronic submission is not permitted. Bids via email or Fax will be rejected.</p> <p>For identification of the bid the envelopes should indicate:</p> <p>Contract: SUPPLY, DELIVERY, IMPLEMENTATION, COMMISSIONING, AND SUPPORT OF AN ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM</p> <p>Bid / Contract Number: G/ONB/NCAA-02/2026/2027</p>
ITB 21.1	<p>The deadline for submission of bids shall be</p> <p>Date: 01 May 2026 Time 11: 00 A.M.</p>

E. Bid Opening and Evaluation

ITB 24.1	<p>Bids will be opened at</p> <p>Namibia Civil Aviation Authority NCAA Head Office, 4 Rudolph Hertzog Street, Ground floor</p> <p>City: Windhoek</p> <p>Date: 01 May 2026 Time 11: 15 A.M.</p>
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F. Award of Contract	
ITB 36.1	The maximum percentage by which quantities may be increased or decreased is 10 % .

Mandatory Document Requirements

- ❖ Has the Bidder provided a valid original or valid certified copy of an original Good Standing Tax Certificate (valid at the deadline of submission of bid) (certified by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act.1963 (Act No. 16 of 1963))?

(In the case of Joint Ventures (JV), each JV partner must comply with this requirement. Only applicable to Namibian bidders)

- ❖ Has the Bidder provided a valid original or valid certified copy of Good Standing Social Security Certificate; (valid at the deadline of submission of bid) (certified by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act.1963 (Act No. 16 of 1963)).
- ❖ Has the Bidder provided a valid certified copy of Affirmative Action Compliance Certificate, or 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, (valid at the deadline of submission of bid) or in the event that the Affirmative Action Compliance Certificate is over 12 months from the date of issue, a confirmation letter from the Employment Equity Commission indicating that the bidder had submitted the report for the period following from the date when the certificate was issued (certified by a Commissioner of Oaths appointed in terms of the Justices of the Peace and Commissioners of Oaths Act.1963. No. 16 of 1963).
- ❖ Has the Bidder provided a written undertaking in compliance with Section 138 (2) of the Labour Act, 2007 and Section 50 (2)(d) of the Public Procurement Act, 2015(as amended).
- ❖ All the required documentary proof obtained from third party organizations must be certified by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act.1963 (Act No. 16 of 1963)

CERTIFICATION OF THIRD-PARTY DOCUMENT WILL ONLY BE ACCEPTED IF:

Certified by the Namibian police (Applicable to Namibian Bidders) and or certified by another commissioner of oaths, e.g., legal practitioners.

NB: Copy documents should be a black and white copy reproduced from an original document (no colour copies will be accepted)
And copies from certified copies will not be accepted

Third Party Documents mean: documents provided by any institution other than the bidder submitting the bid. i.e. documents not produced by the bidders.

Section III. Bidding Forms

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Bid Submission Form

Date: _____
 Bidder's Reference No.: _____
 Procurement Reference No.:.....

To:

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders (ITB) Clause 11;
- (b) We offer to execute the *[name and identification number of Contract]* in accordance with the Conditions of Contract, Scope of Service and Performance Specifications, and Activity Schedule accompanying this Bid.
- (c) The total price of our Bid in Namibian Dollars, after discounts offered in item (d) below is:

Amount payable in Namibian Dollars
(i)
(ii)

- (d) The discounts offered and the methodology for their application are: _____;
- (e) Our bid shall be valid for a period of _____ *[insert validity period as specified in ITB 16.1.]* days from the date fixed for the bid submission deadline in accordance with the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) If our bid is accepted, we commit to obtain a Performance Security in accordance with the Bidding Document;
- (g) We, including any subcontractors or suppliers for any part of the contract, do not have any conflict of interest in accordance with ITB 6;
- (h) We are not participating, as a Bidder in more than one bid in this bidding process.
- (i) Our firm, its affiliates or subsidiaries, including any Subcontractors or Suppliers for any part of the contract, has not been declared ineligible under the laws of Namibia;

- (j) We are not a government owned entity / We are a government owned entity but meet the requirements of ITB 4.5;⁵
- (k) We hereby confirm that we have read and understood the content of the Bid Securing Declaration attached herewith and subscribe fully to the terms and conditions contained therein, if required. We understand that non-compliance to the conditions mentioned may lead to disqualification.
- (l) We understand that this bid, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;
- (m) Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name address agent	and of	Amount in NAD	Purpose Commission gratuity	of or
_____		_____	_____	
_____		_____	_____	
_____		_____	_____	

(if none, state "none")

- (n) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive; and
- (o) If awarded the contract, the person named below shall act as Contractor's Representative: _____

Name: _____

In the capacity of: _____

Signed: _____

Duly authorized to sign the Bid for and on behalf of: _____

Date: _____

Seal of Company _____

⁵ Use one of the two options as appropriate.

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

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.:

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.]

N/A

Bid Security (Bank Guarantee)

.....[Bank's Name and Address of issuing Branch or Office]

.....

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

To:.....[Name and Address of Public Entity].....

BID GUARANTEE No.:

We have been informed that[name of the Bidder]..... (hereinafter called "the Bidder") has submitted to you its bid dated(hereinafter called "the Bid") for the execution of[name of contract] under Invitation for Bids No.....[IFB number] ("the IFB").

Furthermore, we understand that, according to your conditions, bids must be supported by a Bid Security.

At the request of the Bidder, we[name of Bank]..... hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of[amount in figures].....[.....amount in words.....] upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (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 the bidder be the successful bidder; or**
- (d) failure to provide security for the performance of the procurement contract if required to do so by the bidding document.**

This guarantee shall expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the Performance Security issued to you upon the instruction of the Bidder; or (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) thirty days after the expiration of the Bid Validity.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before[Public Entity to insert date].....

.....[Bank's seal and authorized signature(s)].....



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. EMPLOYER'S 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.

Qualification Information

- 1. Individual Bidders or Individual Members of Joint Ventures**
- 1.1 Constitution or legal status of Bidder: *[attach copy]*
 Place of registration: *[insert]*
 Principal place of business: *[insert]*
 Power of attorney or other acceptable document of signatory of Bid: *[attach]*
 - 1.2 Total annual volume of Services performed in five years, in the internationally traded currency specified in the BDS: *[insert]*
 - 1.3 Services performed as prime Service Provider on the provision of Services of a similar nature and volume over the last five years. The values should be indicated in the same currency used for Item 1.2 above. Also list details of work under way or committed, including expected completion date.

Project name and country	Name of employer and contact person	Type of Services and provided and year of completion	Value of contract
(a)			
(b)			

- 1.4 Major items of Service Provider's Equipment proposed for carrying out the Services. List all information requested below. Refer also to ITB Sub-Clause 5.5(c).

Item of equipment	Description, make, and age (years)	Condition (new, good, poor) and number available	(new, Owned, leased (from whom?) or to be purchased (from whom?))
(a)			
(b)			

- 1.5 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data. Refer also to ITB Sub-Clause 5.5(e) and GCC Clause 4.1.

Position	Name	Years of experience (general)	of	Years of experience in proposed position
(a)				
(b)				

1.6 Proposed subcontracts and firms involved. Refer to GCC Clause 4.1.

Sections of the Services	Value of subcontract	Subcontractor (name and address)	Experience in providing similar Services
(a)			
(b)			

1.7 Financial reports for the last three years: balance sheets, profit and loss statements, auditors' reports, etc. List below and attach copies.

1.8 Evidence of access to financial resources to meet the qualification requirements: cash in hand, lines of credit, etc. List below and attach copies of support documents. We certify/confirm that we comply with eligibility requirements as per ITB Clause 4.

1.9 Name, address, and telephone and facsimile numbers of banks that may provide references if contacted by the Employer.

1.10 Information regarding any litigation, current or within the last five years, in which the Bidder is or has been involved.

Other party(ies)	Cause of dispute	Details of litigation award	Amount involved
(a)			
(b)			

1.11 Statement of compliance with the requirements of ITB

Sub-Clause 4.2.

1.12 Proposed Program (service work method and schedule). Descriptions, drawings, and charts, as necessary, to comply with the requirements of the bidding documents.

2. Joint Ventures

2.1 The information listed in 1.1 - 1.11 above shall be provided for each partner of the joint venture.

2.2 The information in 1.12 above shall be provided for the joint venture.

2.3 Attach the power of attorney or other acceptable document of the signatory (ies) of the Bid authorizing signature of the Bid on behalf of the joint venture.

2.4 Attach the Agreement among all partners of the joint venture (and which is legally binding on all partners), which shows that

(a) all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms;

(b) one of the partners will be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; and

(c) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.

3. Additional Requirements

3.1 Bidders should provide any additional information required in the BDS and to fulfil the requirements of ITB Sub-Clause 5.1, if applicable.

Section V. Scope of Service and Performance Specifications

**TERMS OF REFERENCE (TOR)
FOR
IMPLEMENTATION OF A FULLY INTEGRATED ERP SOLUTION
ERP – Enterprise Resource Planning System**

HR, Accounting, and Payroll

Background

The Namibia Civil Aviation Authority (NCAA) was established under the Civil Aviation Act No 6 of 2016, which provides its legal framework and mandates as Namibia's primary authority responsible for civil aviation oversight. In alignment with this mandate, the NCAA ensures the safety, security, efficiency, and sustainability of civil aviation within Namibia.

The NCAA Head Office is situated at 12 Rudolf Hertzog Street, Ausspannplatz, Windhoek and provide air navigation services at 6 aerodromes namely:

1. Eros Airport
2. Hosea Kutako International Airport
3. Luderitz Airport
4. Katima Mulilo Airport
5. Andimba Toivo ya Toivo Airport
6. Walvis Bay Airport

The NCAA is supported by information systems, computer-processing capabilities, networks and telecommunication infrastructures. The dependency on information systems and telecommunications infrastructure for business operation, communication, navigation and surveillance and administration, poses the risk that if these capabilities and infrastructures are not well designed and integrated, they could have a serious effect on the entire business of the NCAA. If the ICT building blocks are not sound, the risk to the NCAA is significant. The NCAA ICT Section is a critical strategic resource that enhances the organization to achieve both its current and future performance goals and strategic objectives. Going forward, most of the company's business processes, databases and operations will depend on the uninterrupted availability of ICT infrastructure and business systems, which will require an integrated environment for business systems.

NCAA therefore has an obligation to design, develop, deploy, and maintain appropriate integrated business applications for its business systems for information sharing, data processing and customer billing. NCAA believes that ICT is a critical strategic resource that enhances the company's capability to achieve both its current and future business performance goals and strategic objectives.

The business solution will be deployed at NCAA office Head Office in Windhoek .

Objective

NCAA requires an integrated Enterprise Resource Planning System (ERP) to manage the above, improve their process and lower costs by providing them with operational and reporting control of current activities. Key to this is the ability for the organization to be able to:

- Plan more effectively by monitoring all operations, revenues and spending, and sales trends
- Consolidating information to gain a single view of all their customers, suppliers & projects
- Streamline and automate their processes through integration with back-office systems
- Provide access to real-time data that can easily be analyzed in familiar tools such as Office Excel.
- Take full advantage of Office Excel to find, use, and share information from across all areas of their business
- Deliver the right information to the right people with the ability to generate customize, and distributes reports in multiple formats.
- Enable viewing of reports and information from any location, any time.
- Providing real time business intelligence at all levels

NCAA requires that all components should have the capability to integrate with each other. This should be based on a single point of entry for all data irrespective of the source. Solution function should address the following:

1. Financial Management Solution
2. Human Capital Management Solution
3. Business Analytics Solution Requirements
4. Enterprise Performance Management Solution
5. Billing Management System

1.1. **BUSINESS OBJECTIVES**

- 1.1.1. Improve overall business processes efficiency
- 1.1.2. Data centralization and management
- 1.1.3. Enterprise Intelligence Reporting – Informed decision
- 1.1.4. Integration of support business processes

1.1.5. Ensure compliance and best business practice

1.2. **SYSTEM OBJECTIVES**

The following system objectives must be achieved with the implementation of the required solution:

- 1.2.1. Address the current technology shortcomings. The proposed system must be inclusive of all the stated modules.
- 1.2.2. Ensure business intelligence reports are drawn from the system and presented on the dashboards which consolidate information from HR, Payroll, Accounting, ESS and all other reports through a single interface.
- 1.2.3. Employ the latest technology where applicable including simplified data exporter to Excel and other applications.
- 1.2.4. System that is scalable to accommodate future growth of the organization, with a current staff complement of 200 employees
- 1.2.5. System that is agile and adaptable to accommodate business requirement changes and future enhancements.
- 1.2.6. Ensure that users are authenticated through role-based security configuration to comply to the organisation's data security protocols.

1.3 NCAA COMPONENT SPECIFICATION REQUIREMENTS

NCAA seek proposals from trusted and reputable service providers, who are Accredited Implementation Partners to provide Functional and Technical Support services for an Integrated HR, Accounting, Business Analytics, Enterprise Performance Management Solution, Billing Management System and Payroll Systems. The prospective service provider should have experience in exporting data from the existing active internal system.

The Internal Project Team, closely with the Vendor's Project Team, will handle the Internal Project Management and Functional Analysis Tasks to achieve the following:

- Identify risks and areas for improvements in the business processes and design corresponding action plans.
- Automate the business processes making it more efficient and effective using the newly acquired Integrated HR, Accounting and Payroll System.
- Ensure that there will be no major disruption(s), delays, or errors in the ongoing operations, especially in the preparation of HR, financial and payroll reports during the course of the project implementation.

2. SCOPE OF SERVICES

NCAA requires the services of an organization that will be able to implement a complete business solution based on the main components below as a minimum:

Financial Management

ERP Modules Requirement Overview

<ul style="list-style-type: none"> ○ General Ledger ○ Accounts Management ○ Budgeting ○ Expense Allocations ○ Intercompany Transactions/ Division or Department capturing or transactions 	<ul style="list-style-type: none"> ○ Accounts Receivable ○ Debtors Information Management ○ Debtor Accounts Management ○ Debtor Invoicing Management ○ Debtor Payment Management
<ul style="list-style-type: none"> ○ Accounts Payable ○ Creditor Information Management ○ Creditor Accounts Management ○ Creditor Invoicing Management ○ Creditor Payment Management ○ Purchasing Management ○ Request for Quotation (RFQ) ○ Purchasing Workflow ○ Purchase Requisition ○ Purchase Order ○ Goods Receipt ○ Invoice Verification ○ Payment processing from the system to the bank platform using a batch 	<ul style="list-style-type: none"> ○ Inventory Control Management (Stores) ○ Stock Order ○ Stock Requisition ○ Stock Control ○ Stock Items Catalogue ○ Physical Inventory ○ Materials Requirement Planning (MRP)
<ul style="list-style-type: none"> ○ Cash Book Management 	<ul style="list-style-type: none"> ○ Assets Management (Asset

<ul style="list-style-type: none"> ○ Payments Management ○ Allocations Managements ○ Reconciliations Management 	<p>Register)</p> <ul style="list-style-type: none"> ○ Acquisitions ○ Disposals ○ Depreciation
<ul style="list-style-type: none"> ○ Human Resource and Payroll Management- Overtime sub module is a must-have ○ S&T Administration/Management ○ Fleet management module 	<ul style="list-style-type: none"> ○ Integration into Third party applications ○ Project Management System (PMS) ○ Budget Administration/Management

ERP Reporting Requirements Overview

- Management Report Generation
- Financial Report Generation
- General Report Generation
- Sub-ledger Report Generation

Human Capital Management (HCM) Solution Requirements

HCM Modules

- Organization Management
- Employee-Record-Management
- Salary Administration
- Leave-Administration
- Housing-Administration
- Movements-Administration
- Benefits-Management-Medical, Pension & Social Security
- Training & Development
- Grievance-Procedure
- Disciplinary-Procedure
- Loan-Applications-Process
- AA-Monitoring-Process
- Career-Development
- Time and Attendance
- Occupational Health and Safety
- Employee Self-Service(ESS) and Manager Self-Service (MSS):
- Performance Management
- Reporting

Business Analytics Solution Requirements

Business Analytics

-
- Data Analysis and multiple report generation (Multiple views) with the capability of integrating into multiple data sources. Information processed should be presented in predictive dashboards and interactive reports that provide users with the capability of data interrogation for analytical purposes.

Enterprise Performance Management (EPM)

EPM

NCAA require a solution that will enable them to link the Strategic Plan back to actual organisational performance with the correct set of feedback mechanisms defined. This link back should be based on the various key performance indicators defined, linked back to actual organisational performance that might relate to financial performance (revenue and costs containment), and operational tasks or project completion monitored in line with the strategic plan. It must be stated that for this to be achieved the NCAA needs to ensure that all necessary base systems are in place and that data can be drawn from these to create the various entity models.

Key functionality as a minimum should be able to:

- close the gap between strategy and execution
- cascade strategy to all stakeholders in the organisation
- align and execute on changing strategic goals and initiatives
- monitor and report on progress – communicating changes as necessary
- manage exceptions, interdependencies and priorities
- Optimized performance through greater organisational alignment and strategy adoption
- Greater agility through more effective collaboration, communication, and understanding of interdependencies, priorities and risk
- Improved visibility into and control over the factors that affect your organisation
- More confidence in decisions and information when everyone works off the same data and can react quickly to changing Business Needs

1.. TECHNICAL MANDATORY REQUIREMENTS:

1.1 The successful service provider is expected to have the following:

- Certified Partner or Accredited Implementation Partners to Integrated HR, Accounting, and Payroll Systems.
- Certified Project Team for Accounting, CRM, HR Management and Payroll systems provision.

- Accredited Partner to provide Training on the acquired Integrated HR, Accounting, and Payroll Systems.
- The prospective service provider is expected to appoint a Project Manager for overall coordination and who shall also serve as NCAA's day-to-day contact.
- **PERSONNEL REQUIREMENTS**
 - The prospective consultant should be an ICT consulting firm with specific experience in ERP project deployments and implementation preferably in multinational institutions. The firm should have at least five (5) years' experience in managing ERP project deployments and implementation with at least one (1) similar project having been successfully completed in the last 5 years. Include at least **three (3)** contactable client reference (s) in the last five (5) years clearly noting the contact persons, phone numbers, start and end date of the project (s) and value of the project(s) managed.
 - Professional staff qualifications and competence for the assignment should at minimum include:
 - **Project Manager/ Lead Consultant**
 - The service provider shall appoint a Project manager to lead the project team and serve as the day-to-day contact for the NCAA. The project manager must have strong management and communication skills and must understand the operation and objectives of the business software implementation with at least 2 (two) ERP software implementations in the last 10 years.
 - The Project manager should be a holder of an Advanced Degree preferably in Information Systems/Business Administration. Demonstrable Knowledge of the Systems Development Life Cycle, Object Oriented Database Management Concepts and Development.
 - **Business Management / Re-engineering Expert**
 - He/she must have at least five (5) years in a Consultancy or in a large organization in Business process reengineering as a result of implementation of projects of this nature. He or she must also be holder of an advanced degree in Business Management and/or relevant professional membership / accreditations or certification.

- The consultant shall provide a clear organisational structure for all components of the project: including the governance structure, Team profiles highlighting roles and responsibilities to be assigned on the project.

Information Systems Expert

This role requires an individual with strong system analysis background coupled with programming skills, methodical studies, and evaluation of various aspects related to business and good interpersonal skills in order to identify the desired objectives and work out procedures to attain them.

The person should be a degree holder with at least five (5) years demonstrable experience in the Systems Development Life Cycle, Object Oriented Database Management and Development, Business Software systems analysis and Systems integration experience.

2.1. SOLUTION SCOPE

2.1.1. Provide Functional and Technical Support Services for the Integrated HR, Accounting and Payroll System (ERP Solution).

2.1.1.1. Functional support services include, but not limited to:

2.1.1.1.1. Provide functional support services that will cover the business processes of the implemented modules of the ERP System.

2.1.1.1.2. Assist NCAA's users in the operation of the ERP Solution and in the processing of transactions on ERP where required, including but not limited to:

2.1.1.1.2.1. Assisting with Bank account reconciliation.

2.1.1.1.2.2. Advising users on how to process certain transactions.

2.1.1.1.2.3. Assisting with Payroll processing (Retro-pay, Salary increments etc.)

2.1.1.1.2.4. Perform new feature reviews of applicability to the NCAA and assist the NCAA with adoption of newly released functionality where applicable.

2.1.1.1.2.5. Assisting with Period-end activities: Period closing, General Ledger account and aging reports reconciliation etc.

2.1.1.2. Perform technical support services including but not limited to:

2.1.1.2.1.1. Troubleshooting technical problems related to the ERP Solution.

2.1.1.2.1.2. Configuration of devices to access the ERP solution and installation of tools necessary to connect to the ERP solution where applicable.

- 2.1.1.2.1.3. Perform Database/ Application Administration functions.
- 2.1.1.2.1.4. Operational assistance to ICT Team when required and assistance in the timely recovery of the system in case of a system crash.
- 2.1.1.2.1.5. Assist in downloading and apply latest software updates and critical patch updates as applicable to the NCAA's environment.
- 2.1.1.2.1.6. The service provider shall provide monthly reports highlighting the list of services rendered during the period; outstanding services requested and their plan to close them; risks identified and recommendations to mitigate those risks and recommendations on how best the NCAA can optimize the use of the ERP.
- 2.1.1.2.1.7. Provide documentation of analysis and resolution of reported issues where applicable.

2.1.2. **Migrate On-Premises Applications to new ERP Solution**

- 2.1.2.1. The service provider should take into consideration NCAA's current ERP landscape and current ERP challenges.
- 2.1.2.2. Perform data migration: at minimum, master data and open transactions on the following current systems:
 - 2.1.2.2.1. Quickbook
 - 2.1.2.2.2. QuickPayroll
 - 2.1.2.2.3. Inventory System
 - 2.1.2.2.4. Leave Management System

The Systems project scope of work requires that the service provider also perform but not limited to the following:

- 2.2. The installation and configuration of Integrated HR, Accounting, and payroll Systems should be cost effective and improve the NCAA efficacy.
- 2.3. For hosting and backup, the service providers should propose both on-premises and cloud platforms to the NCAA, where the following considerations should be accommodated:
 - 2.3.1. For the on-premises option, the NCAA will provide the hosting environment including hardware through its hosting partner.
 - 2.3.2. For the cloud option, the Integrated HR, Accounting, and Payroll System Managed Cloud Services should be used to host the environment including hardware through (local based , Namibia) cloud solutions.
 - 2.3.3. For both options it is expected that, the service provider will include support and maintenance related costs for the requested duration.
 - 2.3.4. For both options it is expected that the service provider will be subjected to a Non-Disclosure Agreement (NDA) and Service Level Agreement (SLA).

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- 2.4. The configuration should be extended to workstations or user machines.
 - 2.5. Data migration from existing Quickbook, Inventory System, Quick payroll and Leave Management System to new system is key and must be done electronically with all the applicable logic embedded in the system, as part of this project.
 - 2.6. All licensed modules that exist in the current Systems should be configured and implemented in the new system and activated where applicable.
 - 2.7. The integration's layout should be configured and mapped and be configured based on role-based security.
 - 2.8. Configuration of the payroll to align with the applicable human resources policies and practices.
 - 2.9. The maintenance and support costs for the duration of **thirty-six (36)**, should be included in the proposal.
 - 2.10. Proposed system should have a feature for exporting data to various data format (preferably Excel) for further analysis of the data.
 - 2.11. A project plan should be provided to the NCAA, to ensure that all parties are well informed of the project process, costs, risks, tasks, timeframes, targets, milestones and responsibilities.
 - 2.12. All project technical and business documentation should be provided to the NCAA e.g., design, users manuals and functional documentations.
 - 2.13. The Service Provider must include costs for the renewal of software license on an annual basis based on a staff complement per module.
 - 2.14. The Service Provider must include detailing process for handling software updates and upgrades.
 - 2.15. **This project will also include the following:**
 - Manage complex finances and stay highly compliant with regulations such as Generally Accepted Accounting Practices (GAAP), General Data Protection Regulation (GDPR), and International Financial Reporting Standards (IFRS).
 - Keep general ledger up to date in real time and meet your most demanding budgeting and processing needs to maximize the efficiency and accuracy of the financial data.
 - Payroll parameters are configured and customized to business requirements detailed in the business requirements document
 - Leave rules, parameters and calculations are configured and tested
 - Configuration & testing of GL interface. GL account codes and costing codes must be mapped to the correct GL accounts in ERP
 - Setup and configuration of the employee self service module. This includes creating groups, workflows, and access controls.
 - Setup and configuration of the Job Management Module Includes: Job family and position setup, Adding detailed job descriptions, creating and linking reporting to levels, Linking employees to positions, discussion or

- organizational reporting.
- Setup and configuration of the Personnel Management Module Includes: System codes, Employee records and documents, Setup screen codes for training, items issued etc. & show users how to setup additional codes and capture records
 - Configuration of the performance management includes: Designing and creating contract types, defining appraisal types, creating rating scales, defining KPA's and KPI's, testing appraisal completion and reports
 - Setup and configuration of Employment Equity module. Linking categories and levels to relevant fields in the system
 - Payroll data migration from Previous system - Fixed Employee Info, Financial Year to Date and Leave Balances etc.
 - Payroll processing with live data is prepared, validated and processed
 - Generating and exporting of property plant and equipment value reports
 - System Audit Functionality
 - Project Financial Report (Actual vs What was budgeted for)

2.16. Training Services

- 2.16.1. Schedule and conduct continuous modular training for all user groups on the modules implemented on the ERP system. Conduct ad-hoc training for new users where required.
- 2.16.2. The training syllabus and the schedules will be established in consultation with the service provider.
- 2.17. The service provider should demonstrate the new system to the user and should train end-users, super-users and administrators on respective acquired modules.
- 2.18. It is expected that the service provider should develop the system's test strategy, test scripts and user training manuals.

3. PROPOSED PROJECT METHODOLOGY AND DURATION

- 3.1. The service provider shall provide a detailed project methodology with clear deliverables and project schedule to be followed to complete the ERP Solution.

4. TECHNICAL PROPOSAL

- 4.1. **The technical proposal should include the following information:**
- 4.1.1. Curriculum Vitae of the service provider's team members to be assigned on the project.
- 4.1.2. An outline of recent experience on assignments/ projects of similar nature executed during the last five years.

- 4.1.3. A description of the manner in which the service provider would plan to execute the work.
- 4.1.4. Any comments or suggestions of the service provider on the Terms of Reference (TOR).
- 4.1.5. A Presentation on proposed ERP Solution and on how the service provider intent on executing this assignment/project.

5. MAINTENANCE /SUPPORT

- 5.1. The services shall be performed in Namibia working days between the hours of 8:00 a.m. and 5:00 p.m. Namibia time. Working days include all days that are neither Saturdays, Sundays or public holidays.
- 5.2. Reaction time and service levels for the maintenance service should also address the level in the table below.
- 5.3. The Service Provider shall give the NCAA access to the patches of the deliverables released on a periodic basis.
- 5.4. The Agreement should cover second line support for bugs/problems to the NCAA; first line support will be the responsibility of the NCAA's Expert Users.
- 5.5. Problems that require escalation to second level support shall be notified to the Service Provider via the Service Provider's Help Desk or any other form of online Change Control Portal.
- 5.6. The NCAA shall notify any errors without undue delay, and the Service Provider shall assist with rectifying the error within the framework defined in this chapter.
- 5.7. Reporting of problems, errors and change requests is primarily to be done through registration in the Remote Access Via NCAA VPN access and remote assistance tool such as Jira, Any Desk or TeamViewer application. Reaction time for Level A Critical Errors should be four (4) hours.
- 5.8. NCAA understand that time to fix an error cannot be guaranteed due to underlying 3rd party components, therefore, unless otherwise agreed, the errors shall be categorized in the following manner:

Lead Time and Response Expectations

Priority	Example	Response Time	Resolution Time
Critical	System down, payroll failure	30 min	4 hrs
High	Module malfunction	1 hr	8 hrs
Medium	Access or data discrepancy	4 hrs	24 hrs
Low	General query/training	8 hrs	2 working days

- 5.9. If it has been agreed that the Service Provider may rectify the error by sending a patch, a new copy of the software, etc., to the NCAA, it shall do so in accordance with agreed procedures set out in the System Document "Quality procedures" known to both parties.
- 5.10. The Service Provider shall in such a case furnish the NCAA with instructions as to how the patch, etc., shall be installed.
- 5.11. The NCAA shall in such a case install the supplied patch, etc., as soon as possible, or as per the instructions of the Service Provider.
- 5.12. New versions of the software specified in the signed contract should be made available in line with a development "Roadmap" and which is regularly reviewed and made available to customers through the User Groups and online publications. When new versions of software are released, the Service Provider shall send these to the NCAA as soon as possible or make them available online.
- 5.13. NCAA will install new versions of the software for which it has Licences/Maintenance Agreement in a timely manner.
- 5.14. The scope of the Service Provider's support should extend to the current full release and the previous full release.
- 5.15. The NCAA shall perform daily follow-up actions. This comprises the making of back-up copies of software and data, as well as ensuring that equipment and software are utilized and stored as prescribed by the equipment or software provider.

5.16. Type of support defined

Support Level	Responsibility	Handled By
First line-Level	User access, password resets, basic usage issues, ticket logging	NCAA Expert user
Second line-Level	Functional or system configuration issues	System Provider (in coordination with IT)
Third line-Level	Major system failures, database or code-level fix	Developer

5.17. Penalties for Non-Compliance

- 1st breach per month: Written notice and review.
- 2nd breach per month: 5% deduction from the monthly service fee.
- Additional breaches: 10% deduction per breach (up to 30% per month).
- Continuous non-performance (2 consecutive months): Subject to contract review and or termination.

5.18. Lead Times for Requests

- User access requests or modifications: within 1 working day of approval.
- Scheduled maintenance or updates: 2 working days' prior notice.
- Escalation to service provider: within 2 hours for unresolved critical issues.

6. COMPLIANCE AND SECURITY

- 6.1. **Data Security:** Addressing best practice data protection and privacy requirements, especially for sensitive financial information.
- 6.2. **Regulatory Compliance:** Ensuring the software meets relevant legal and regulatory requirements.

8. CHANGE MANAGEMENT

8.1 A comprehensive change management plan will be implemented to ensure user buy-in and adoption of the new modules.

8.2. User communication and training

8.3. Change management support throughout the implementation process.

9. FINANCIAL CONSIDERATIONS:

9.1 The financial proposal must be provided over a time period of **thirty-six (36)** months and should be subdivided to cover the components as follows:

9.2 Cost to provide **functional and technical second-line support services** for the ERP Solution per module as outlined in 2.

9.3 Licensing and Costs: Outlining the cost of the software, licensing terms, and any associated fees per module as outlined in 2.

9.4 Payment Terms: Specifying the payment schedule. However, NCAA prefer quarterly payment, at the end of the respective quarter.

1. Evaluation Criteria

1. QUALIFICATION CRITERIA

EVALUATION CRITERIA

10.1 During this stage Bid response documentation will be evaluated against compliance to the set Specifications. The Mandatory Requirements are listed below, it is important that you submit all the documentation requested below or you will be disqualified.

NOTE: FAILURE TO SUBMIT ANY OF THE BELOW MANDATORY DOCUMENTS WILL RESULT IN A DISQUALIFICATION AND BIDDER WILL NOT BE EVALUATED FURTHER.

10.2 This Bid has 5 stages of evaluation summarized in the document below. Each stage reflects the process of evaluation. Bid submissions must be neat and legible and prepared in the same order as the stages of evaluation. Each stage must be clearly marked.

10.3 STAGE 1: ATTENDANCE OF COMPULSORY SOLUTION PRESENTATION SESSION

10.4 Compulsory Solution Presentation session will be held at NCAA HQ. The presentation should **focus on showcasing** its core features, the benefits it provides, and the implementation process.

Note: This is for bidders that pass the technical stage only

10.5 STAGE 2: RETURNABLES

10.6 All returnable on the table below are required for purposes of evaluation irrespective of whether they are designated mandatory or not.

Submission	Description	Action Required	Document Type
Envelope A:			
Section 1	Proof of accreditation – System Implementor Certified or evidence that the bidder is the Original Equipment Manufacturer (OEM) or Authorized	Attach Proof	Mandatory
Section 2	Technical Proposal: <ul style="list-style-type: none"> Comprehensive response to the full Scope of Work Project Plan with timelines Knowledge Transfer Plan Resource Plan 	Attach Proposal	Non-Mandatory
Section 3	Company Experience	Annexure A	Non-Mandatory
Section 4	Project Team Experience	Annexure A	Non-Mandatory
Section 4	Has the bidder been debarred/blacklisted in the last 3		

	years. PROCUREMENT - MFPE - Portal Ariel (gov.na) (https://mfpe.gov.na/procurement) Or African Development Bank https://www.afdb.org/en/projects-operations/debarment-and-sanctions-procedures		
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Note: Bidders who appear on any of the ineligibility lists will be deemed non-responsive, therefore disqualified, and excluded from further evaluation and comparison process.

10. STAGE 3: FUNCTIONALITY

10.1 NCAA will evaluate the submissions for functional capacity and capability and will evaluate the submissions in terms of the functional criteria set out below.

	Functionality	Maximum Score
1	Compulsory Solution Presentation	10
Company Experience		50
2	The bidder must have a proven track record of successfully implementing combined similar systems in the following modules (HR, Payroll, Financials, or Accounting). Points will be allocated as follows: <ul style="list-style-type: none"> • Less than 2 implementations = 0 points • 2 combined implementations = 5 points • 3 combined implementations = 10 points • 4 combined implementations = 15 points • 5 or more combined implementations = 20 points 	20
3	Additional points will be awarded for demonstrating a successful implementation and has performed data migration from existing systems to another	5
4	The bidder must have a proven track record in providing Employee Self-Service (ESS) and Manager Self-Service (MSS). Points will be allocated as follows: <ul style="list-style-type: none"> • Less than 2 integrations = 0 points • 2 integrations = 5 points • 3 or more integrations = 10 points 	10
5	The bidder must have a proven track record in integrating all the above major modules	10
6	The bidder must have a proven track record in providing maintenance and Support for the solution in question. Points will be allocated as follows:	5

	<ul style="list-style-type: none"> • 1 support sites, but less than two years = 0 points • 2 support sites = 3 points • 3 support sites = 6 points • 4 support sites = 9 points • 5 or more support sites = 10 points 	
Project Team		50
1.	<p>The prospective consultant should be an ICT consulting firm with specific experience in ERP project deployments and implementation preferably in multinational institutions. The firm should have at least five (5) years' experience in managing ERP project deployments and implementation with at least one (1) similar project having been successfully completed in the last 5 years.</p> <p>Points will be allocated as follows:</p> <ul style="list-style-type: none"> • Is an ICT consulting firm with specific experience in ERP project deployments = 5 points • Has at least five (5) years' experience in managing ERP project deployments and implementation = 5 points • At least one (1) similar project having been successfully completed in the last 5 years = 5 points 	25
2	Include at least three (3) contactable client reference (s) in the last five (5) years clearly noting the contact persons, phone, and location	5
3	<p>Professional staff qualifications and competence for the assignment should at minimum include:</p> <ul style="list-style-type: none"> • Information Systems Expert = 3 Points Bachelors Degree in IT Systems (1.5 points) with more than 10 years post qualification experience (1.5 Points). • Expert Business Management / Re-engineering Expert = 4 Points Bachelors Degree in Business Management and Re-Engineering Certification (1.5 points) with more than 10 years post certification experience (1.5 Points). • Project Manager/ Lead Consultant = 3 Points Bachelor's degree and PMP Certification (1.5 points) with more than 10 years post certification experience (1.5 Points). 	10
4	The service provider shall provide a detailed project methodology with clear deliverables and project	5

	schedule to be followed to complete the ERP Solution.	
5	The service provider has conducted a minimum of 5 Training Services on similar solution in the last 5 years	5
Total points		100

NOTE: Bidders who do not meet the minimum threshold of 70 points out of the possible 100 points will be disqualified at the end of this stage and not evaluated further.

1. **STAGE 4 Financial Proposal** EVALUATION

The prices shall be compared as per a marking system (out of 30 points (marks)). The lowest financial proposal (Fm) will be given the maximum mark (Sm) allocated to financial proposals and the marks shall be computed as follows:

$$S = S_m \times F_m / F$$

Where F is the price of the proposal under consideration.

(Example : if the price quoted by the lowest bidder is N\$. 250 000 and the maximum marks allocated for the Financial Proposal is 30 marks, the lowest bidder gets 30 marks and a bidder having quoted N\$. 300 000 gets (N\$ 250 000/ N\$ 300 000) x 30, that is, 25 marks and so on and so forth for the other bidders).

Ranking of the bids shall be made in the order of the highest marks after adding the technical score to the financial score. The financial proposal must include the following sections

- Product Related
 - Product Cost
 - License Cost
 - Enhancement Fees
- Service Related
 - Implementation Costs
 - Training Costs
 - Support Costing Template (SLA)

END

Part III – Contract - Section VI. General Conditions of Contract

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Section VI. General Conditions of Contract

A. General Provisions

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

- (a) The Adjudicator is the person appointed jointly by the Employer and the Contractor to resolve disputes in the first instance, as provided for in Sub-Clause 8.2 hereunder **as indicated in the SCC**
- (b) "Activity Schedule" is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;
- (c) "Completion Date" means the date of completion of the Services by the Service Provider as certified by the Employer
- (d) "Contract" means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract **specified in the SCC**;
- (e) "Contract Price" means the price to be paid for the performance of the Services, in accordance with Clause 6.2;
- (f) "Dayworks" means varied work inputs subject to payment on a time basis for the Service Provider's employees and equipment, in addition to payments for associated materials and administration.
- (g) "Employer" means the party who employs the Service Provider **as specified in the SCC**
- (h) "Foreign Currency" means any currency other than the currency of the country of the Employer;
- (i) "GCC" means these General Conditions of Contract;
- (j) "Government" means the Government of the Republic of Namibia;
- (k) "Local Currency" means Namibian Dollars;
- (l) "Member," in case the Service Provider consist of a joint venture of more than one entity, means any of these entities; "Members" means all these entities, and "Member in Charge" means the entity specified in the SCC to act on their behalf in exercising all the Service

Provider' rights and obligations towards the Employer under this Contract;

- (m) "Party" means the Employer or the Service Provider, as the case may be, and "Parties" means both of them;
- (n) "Personnel" means persons hired by the Service Provider or by any Subcontractor as employees and assigned to the performance of the Services or any part thereof;
- (o) "Service Provider" is a person or corporate body whose Bid to provide the Services has been accepted by the Employer;
- (p) "Service Provider's Bid" means the completed bidding document submitted by the Service Provider to the Employer
- (q) "SCC" means the Special Conditions of Contract by which the GCC may be amended or supplemented;
- (r) "Specifications" means the specifications of the service included in the bidding document submitted by the Service Provider to the Employer
- (s) "Services" means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Specifications and Schedule of Activities included in the Service Provider's Bid.
- (t) "Subcontractor" means any entity to which the Service Provider subcontracts any part of the Services in accordance with the provisions of Sub-Clauses 3.5 and 4.

1.2 Applicable Law The Contract shall be interpreted in accordance with the laws of Namibia.

1.3 Language This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.4 Notices Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, or facsimile to such Party at the address **specified in the SCC**.

1.5 Location The Services shall be performed at such locations as are specified in Appendix A, in the specifications and, where the location of a particular task is not so specified, at such locations, whether in Republic of Namibia or elsewhere, as the

Employer may approve.

- 1.6 Authorized Representatives** Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials **specified in the SCC.**
- 1.7 Inspection and Audit by the Public Entity** The Service Provider shall permit the Employer to inspect its accounts and records relating to the performance of the Services and to have them audited by auditors appointed by the Employer, if so required by the Latter.
- 1.8 Taxes and Duties** The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.

2. Commencement, Completion, Modification, and Termination of Contract

- 2.1 Effectiveness of Contract** This Contract shall come into effect on the date the Contract is signed by both parties and such other later date as may be **stated in the SCC.**

2.2 Commencement of Services

- 2.2.1 Program** Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

- 2.2.2 Starting Date** The Service Provider shall start carrying out the Services no later than thirty (30) days after the date the Contract becomes effective, or at such other date as may be **specified in the SCC.**

- 2.3 Intended Completion Date** Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is **specified in the SCC.** If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.10. In this case, the Completion Date will be the date of completion of all activities.

- 2.4 Modification** Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract Price, may only be made by written agreement between the Parties.

2.5 Force Majeure

2.5.1 Definition For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party and which makes a Party's performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

2.5.2 No Breach of Contract The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension of Time Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.6 Termination

2.6.1 By the Employer The Employer may terminate this Contract, by not less than thirty (30) days' written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:

- (a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;
- (b) if the Service Provider become insolvent or bankrupt;
- (c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or
- (d) if the Service Provider, in the judgment of the Employer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purposes of this Sub-Clause:

- (i) “corrupt practice”⁶ is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- (ii) “fraudulent practice”⁷ is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- (iii) “collusive practice”⁸ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- (iv) “coercive practice”⁹ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- (v) “obstructive practice” is
 - (aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

(e) In case the liquidated damage reaches the maximum as per sub- clause 3.10.1.

(f) Notwithstanding the above the Employer may terminate the contract for its convenience after giving a prior notice of 30 days.

⁶ For the purpose of this Contract, “another party” refers to a public official acting in relation to the procurement process or contract execution. In this context, “public official” includes staff and employees of other organizations taking or reviewing procurement decisions.

⁷ For the purpose of this Contract, “party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

⁸ For the purpose of this Contract, “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

⁹ For the purpose of this Contract, “party” refers to a participant in the procurement process or contract execution.

2.6.2 By the Service Provider The Service Provider may terminate this Contract, by not less than thirty (30) days' written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:

- (a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or
- (b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

2.6.3 Payment upon Termination Upon termination of this Contract pursuant to Sub-Clauses 2.6.1 or 2.6.2, the Employer shall make the following payments to the Service Provider:

- (a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;
- (b) except in the case of termination pursuant to paragraphs (a), (b), (d) of Sub-Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel.

3. Obligations of the Service Provider

3.1 General The Service Provider shall perform the Services in accordance with the Specifications and the Activity Schedule, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer's legitimate interests in any dealings with Subcontractors or third parties.

3.2 Conflict of Interests

3.2.1 Service Provider Not to The remuneration of the Service Provider pursuant to Clause 6 shall constitute the Service Provider's sole remuneration in connection with this Contract or the Services, and the

Benefit from Commissions and Discounts.	Service Provider shall not accept for their own benefit any trade commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.
3.2.2 Service Provider and Affiliates Not to be Otherwise Interested in Project	The Service Provider agree that, during the term of this Contract and after its termination, the Service Provider and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.
3.2.3 Prohibition of Conflicting Activities	Neither the Service Provider nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities: (a) during the term of this Contract, any business or professional activities in the Republic of Namibia which would conflict with the activities assigned to them under this Contract; (b) during the term of this Contract, neither the Service Provider nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract; (c) after the termination of this Contract, such other activities as may be specified in the SCC .
3.3 Confidentiality	The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer's business or operations without the prior written consent of the Employer.
3.4 Assignment	The Service Provider shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of the Employer.
3.5 Indemnification	The Service Provider shall indemnify, hold and save harmless, and defend, at its own expense, the Employer, its officials, agents, servants and employees from and against all suits,

claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Service Provider, or the Service Provider's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of Employer's liability and Workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this clause do not lapse upon termination of this Contract.

3.6 Insurance to be Taken Out by the Service Provider

- (a) The Service Provider shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- (b) The Service Provider shall provide and thereafter maintain all appropriate Employer's Liability and Workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- (c) The Service Provider shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, or other equipment owned or leased by the Service Provider or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- (d) Except for the Employer's Liability and Workmen's compensation insurance, the insurance policies under this clause shall:
 - (i) Name the Employer as additional insured;
 - (ii) Include a waiver of subrogation of the Service Provider's rights to the insurance carrier against the Employer;
 - (iii) Provide that the Employer shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

- 3.7 Service Provider's Actions Requiring Employer's Prior Approval** The Service Provider shall obtain the Employer's prior approval in writing before taking any of the following actions:
- (a) entering into a subcontract for the performance of any part of the Services,
 - (b) appointing such members of the Personnel not listed by name in Appendix C ("Key Personnel and Subcontractors"),
 - (c) changing the Program of activities; and
 - (d) any other action that may be **specified in the SCC**.
- 3.8 Reporting Obligations** The Service Provider shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.
- 3.9 Documents Prepared by the Service Provider to Be the Property of the Employer** All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub-Clause 3.8 shall become and remain the property of the Employer, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be **specified in the SCC**.
- 3.10 Liquidated Damages**
- 3.10.1 Payments of Liquidated Damages** The Service Provider shall pay liquidated damages to the Employer at the rate per day **stated in the SCC** for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount **defined in the SCC**. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider's liabilities.
- 3.10.2 Correction for Over-payment** If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Sub-Clause 6.5.
- 3.10.3 Lack of performance** If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, a penalty for Lack of

penalty performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Sub-Clause 7.2 and **specified in the SCC.**

3.11 Performance Security The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank acceptable to the Employer, and denominated in the types and proportions of the currencies in which the Contract Price is payable. The performance Security shall be valid until a date 30 days from the Completion Date of the Contract.

4. Service Provider's Personnel

4.1 Description of Personnel The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider's Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer.

4.2 Removal and/or Replacement of Personnel (a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.

- (b) If the Employer finds that any of the Personnel have:
- (i) committed serious misconduct or have been charged with having committed a criminal action, or
 - (ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel,

then the Service Provider shall, at the Employer's written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.

- (c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement of Personnel.

5. Obligations of the Employer

- 5.1 Assistance and Exemptions** The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as **specified in the SCC.**
- 5.2 Change in the Applicable Law** If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clauses 6.2 (a) or (b), as the case may be.
- 5.3 Services and Facilities** The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

6. Payments to the Service Provider

- 6.1 Lump-Sum Remuneration** The Service Provider's remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors' costs, and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.
- 6.2 Contract Price** The price payable in Namibian Dollars is **set forth in the SCC.**
- 6.3 Payment for Additional Services, and Performance Incentive Compensation** 6.3.1 For the purpose of determining the remuneration due for additional Services as may be agreed under Sub-Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E.
- 6.4 Terms and Conditions of Payment** 6.4 Payments will be made to the Service Provider according to the payment schedule **stated in the SCC. Unless otherwise stated in the SCC,** the advance payment (Advance for Mobilization, Materials and Supplies) shall be made against the provision by the Service Provider of a bank guarantee from a bank operating in Namibia for the same amount, and shall be valid for the period **stated in the SCC.** Any other payment shall be made after the conditions **listed in the SCC** for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.

6.5 Interest on 6.5 If the Employer has delayed payments beyond fifteen (15) days after the due date **stated in the SCC**, interest shall be paid to the Service Provider for each day of delay at the rate stated in the SCC.

6.6 Price Adjustment 6.6.1 Prices shall be adjusted for fluctuations in the cost of inputs only if **provided for in the SCC**. If so provided, the amounts certified in each payment certificate, after deducting for Advance Payment, shall be adjusted by applying the respective price adjustment factor to the payment amounts due in each currency. A separate formula of the type indicated below applies to each Contract currency:

$$P_c = A_c + B_c \frac{L_{mc}}{L_{oc}} + C_c \frac{l_{mc}}{l_{oc}}$$

Where:

P_c is the adjustment factor for the portion of the Contract Price payable in a specific currency "c".

A_c , B_c and C_c are coefficients specified in the SCC, representing: A_c the nonadjustable portion; B_c the adjustable portion relative to labor costs and C_c the adjustable portion for other inputs, of the Contract Price payable in that specific currency "c"; and

L_{mc} is the index prevailing at the first day of the month of the corresponding invoice date and L_{oc} is the index prevailing 30 days before Bid opening for labor; both in the specific currency "c".

l_{mc} is the index prevailing at the first day of the month of the corresponding invoice date and l_{oc} is the index prevailing 30 days before Bid opening for other inputs payable; both in the specific currency "c".

If a price adjustment factor is applied to payments made in a currency other than the currency of the source of the index for a particular indexed input, a correction factor Z_o/Z_n will be applied to the respective component factor of p_n for the formula of the relevant currency. Z_o is the number of units of currency of the country of the index, equivalent to one unit of the currency payment on the date of the base index, and Z_n is the corresponding number of such currency units on the date of the current index.

6.6.2 If the value of the index is changed after it has been used in a calculation, the calculation shall be corrected and an adjustment made in the next payment certificate. The index value shall be deemed to take account of all

changes in cost due to fluctuations in costs.

6.7 Dayworks

6.7.1 If applicable, the Daywork rates in the Service Provider's Bid shall be used for small additional amounts of Services only when the Employer has given written instructions in advance for additional services to be paid in that way.

6.7.2 All work to be paid for as Dayworks shall be recorded by the Service Provider on forms approved by the Employer. Each completed form shall be verified and signed by the Employer representative as indicated in Sub-Clause 1.6 within two days of the Services being performed.

6.7.3 The Service Provider shall be paid for Dayworks subject to obtaining signed Dayworks forms as indicated in Sub-Clause 6.7.2

6.8 Labour Clause

6.8.1 (a) The remuneration and other conditions of work of the employees of the Service Provider shall not be less favourable than those established for work of the same character in the trade concerned-

- (i) by collective agreement applying to a substantial proportion of the employees and employers in the trade concerned;
- (ii) by arbitration awards; or
- (iii) by Remuneration Orders.

(b) Where remuneration and conditions of work are not regulated in a manner referred to at (a) above, the rates of the remuneration and other conditions of work shall be not less favourable than the general level observed in the trade in which the contractor is engaged by employers whose general circumstances are similar.

6.8.2 No Service Provider shall be entitled to any payment in respect of work performed in the execution of the contract unless he has, together with his claim for payment filed a certificate:

- (a) showing the rates of remuneration and hours of work of the various categories of employees employed in the execution of the contracts;
- (b) stating whether any remuneration payable in respect of work done is due;
- (c) containing such other information as the Chief Executive Officer of the Public Entity administering the contract may require to satisfy himself that the provisions under this clause have been complied with.

- 6.8.3 Where the Chief Executive Officer of the Public Entity administering the contract is satisfied that remuneration is still due to an employee employed under this contract at the time the claim for payment is filed under subsection 1, he may, unless the remuneration is sooner paid by the Service Provider, arrange for the payment of the remuneration out of the money payable under this contract.
- 6.8.4 Every Service Provider shall display a copy of this clause of the contract at the place at which the work required by the contract is performed.

7. Quality Control

7.1 Identifying Defects

The principle and modalities of Inspection of the Services by the Employer shall be as **indicated in the SCC**. The Employer shall check the Service Provider's performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider's responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as **defined in the SCC**.

7.2 Correction of Defects, and lack of Performance Penalty

- (a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.
- (b) Every time notice of a Defect is given, the Service Provider shall correct the notified Defect within the length of time specified by the Employer's notice.
- (c) If the Service Provider has not corrected a Defect within the time specified in the Employer's notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in Sub-Clause 3.10.3

8. Settlement of Disputes

8.1 Amicable Settlement

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

8.2 Dispute Settlement

8.2.1 If any dispute arises between the Employer and the Service Provider in connection with, or arising out of, the Contract

or the provision of the Services, whether during carrying out the Services or after their completion, the matter shall be referred to the Adjudicator within 14 days of the notification of disagreement of one party to the other.

8.2.2 The Adjudicator shall give a decision in writing within 30 days of receipt of a notification of a dispute.

8.2.3 The Adjudicator shall be paid by the hour at the rate **specified in the BDS and SCC**, together with reimbursable expenses of the types **specified in the SCC**, and the cost shall be divided equally between the Employer and the Service Provider, whatever decision is reached by the Adjudicator. Either party may refer a decision of the Adjudicator to an Arbitrator within 30 days of the Adjudicator's written decision. If neither party refers the dispute to arbitration within the above 30 days, the Adjudicator's decision will be final and binding.

8.2.4 The arbitration shall be conducted in accordance with the arbitration procedure published by the institution named and in the place **shown in the SCC**.

8.2.5 Should the Adjudicator resign or die, or should the Employer and the Service Provider agree that the Adjudicator is not functioning in accordance with the provisions of the Contract; a new Adjudicator will be jointly appointed by the Employer and the Service Provider. In case of disagreement between the Employer and the Service Provider, within 30 days, the Adjudicator shall be designated by the Appointing Authority **designated in the SCC** at the request of either party, within 14 days of receipt of such request.

Section VII. Special Conditions of Contract

Clauses in brackets are optional; all notes should be deleted in final text.

Number of GC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
1.1(a)	The Adjudicator is [<i>insert name</i>]
1.1(d)	The contract name is [<i>name of Contract</i>].
1.1(g)	The Employer is [<i>insert name</i>]
1.1(l)	The Member in Charge is [<i>name of Member Leader of the Joint Venture</i>].]
1.1(o)	The Service Provider is [<i>insert name</i>]
1.4	<p>The addresses for notices are:</p> <p>Employer: _____</p> <p>Attention: _____</p> <p>Facsimile: _____</p> <p>Service Provider:_____</p> <p>Attention: _____</p> <p>Facsimile: _____</p>
1.6	<p>The Authorized Representatives are:</p> <p>For the Employer: _____</p> <p>For the Service Provider:_____</p>
2.1	<p>The date on which this Contract shall come into effect is [<i>date</i>].</p> <p>[Note: <i>The date may be specified by reference to conditions of effectiveness of the Contract, such as date of signing of contract, receipt by Service Provider of advance payment and by Employer of bank guarantee (see Sub-Clause 6.4),or as otherwise mentioned in the Letter of Acceptance etc.]</i></p>
2.2.2	The Intended Starting Date for the commencement of Services is [<i>date</i>].]
2.3	The Intended Completion Date is [<i>12 months from the intended</i>

	<p>commencement date of the contract].</p> <p><i>[The contract is for an initial period of 12 months from the intended commencement date renewable thereafter on an annual basis for an additional period ofyears subject to the satisfactory performance of the Service Provider as assessed by the Employer.]</i>.</p>
3.2.3	<p>Activities prohibited after termination of this Contract are:</p> <p>_____</p> <p>_____</p>
3.7(d)	<p>[Note: Delete where not applicable].</p> <p>The other actions are _____.]</p>
3.9	<p>Restrictions on the use of documents prepared by the Service Provider are:</p> <p>_____</p>
3.10.1	<p>The liquidated damages rate is <i>[insert percentage of Contract price. Usually liquidated damages are set between 1% - 4% per week of the contract price. Public Entity to ascertain that the amount is reasonable in absolute terms.</i></p> <p>The maximum amount of liquidated damages for the whole contract is <i>[insert percentage of Contract price. Usually the total amount is not to exceed between 5 percent to 10 percent of the Contract Price]</i> percent of the final Contract Price.</p>
3.10.3	<p>The percentage [of the cost of having a Defect corrected] to be used for the calculation of Lack of performance Penalty/(ies) is <i>[insert percentage]</i></p> <p>The Defects Liability Period is <i>[insert definition of /end date]</i>.</p>
5.1	<p>The assistance and exemptions provided to the Service Provider are:</p> <p>[Note: List here any assistance or exemptions that the Employer may provide under Sub-Clause 5.1. If there is no such assistance or exemptions, state "not applicable]."</p>
6.2	<p>The amount in Namibian Dollars: <i>[insert amount]</i>.</p>
6.4	<p>Payments shall be made according to the following schedule:</p> <p>[Note:</p> <p><i>(a) the following instalments are indicative only;</i></p>

	<p>(b) "commencement date" may be replaced with "date of effectiveness;" and</p> <p>(c) if applicable, detail further the nature of the report evidencing performance, as may be required] .</p> <ul style="list-style-type: none"> • Advance for Mobilization, Materials and Supplies: ____ percent of the Contract Price shall be paid on the commencement date against the submission of a bank guarantee from a bank operating in Namibia for the same. • Progress payments in accordance with the milestones established as follows, subject to certification by the Employer, that the Services have been rendered satisfactorily, pursuant to the performance indicators: <ul style="list-style-type: none"> ➤ ____ (indicate milestone and/or percentage) _____ ➤ ____ (indicate milestone and/or percentage) _____ and ➤ ____ (indicate milestone and/or percentage) _____ <p>Should the certification not be provided, or refused in writing by the employer within one month of the date of the milestone, or of the date of receipt of the corresponding invoice, the certification will be deemed to have been provided, and the progress payment will be released at such date.</p> <ul style="list-style-type: none"> • The amortization of the Advance mentioned above shall commence when the progress payments have reached 25% of the contract price and be completed when the progress payments have reached 75%. • The bank guarantee for the advance payment shall be released when the advance payment has been fully amortized.
6.5	Payment shall be made within 30 days of receipt of the invoice and the relevant documents specified in Sub-Clause 6.4, and within 60 days in the case of the final payment.
6.6.1	Price adjustment is [(applied) in accordance with Sub-Clause 6.6.
7.1	The principle and modalities of inspection of the Services by the

	<p>Employer are as follows: <i>[insert]</i></p> <p>The Defects Liability Period is <i>[insert definition of /end date]</i>.</p>
8.2.3	<p>The Adjudicator is <i>[insert name]</i>, who will be paid a rate of <i>[insert amount in Namibian Dollars]</i> per hour of work. The following reimbursable expenses are recognized: <i>[list expenses]</i>.</p> <p>N/A</p>
8.2.4	<p>The arbitration procedures of the following institutions will be used:</p> <p>Arbitration in Namibia:</p> <p>Following notice of intention to commence arbitration issued by either party an Arbitrator shall be appointed by both parties to the dispute or in any case of disagreement, by an Arbitrator to be appointed by a judge in Chambers of Namibia. The Arbitrator fees will be borne by the losing party. Any decision of the Arbitrator shall be final and binding to both parties”.</p>
8.2.5	<p>The designated Appointing Authority for a new Adjudicator is <i>[insert name of Authority]</i>. <i>[if applicable]</i>.</p>

Section VIII. Contract Forms

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Bank Guarantee for Advance Payment

To: _____

Gentlemen:

In accordance with the provisions of the Conditions of Contract, Sub-Clause 6.4 ("Terms and Conditions of Payment") of the above-mentioned Contract, _____ (hereinafter called "the Service Provider") shall deposit with _____ a Bank Guarantee to guarantee his proper and faithful performance under the said Clause of the Contract in an amount of _____

We, the _____, as instructed by the Service Provider, agree unconditionally and irrevocably to guarantee as primary obligator and not as Surety merely, the payment to _____ on his first demand without whatsoever right of objection on our part and without his first claim to the Service Provider, in the amount not exceeding _____

We further agree that no change or addition to or other modification of the terms of the Contract or of Services to be performed there under or of any of the Contract documents which may be made between _____ and the Service Provider, shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall remain valid and in full effect from the date of the advance payment under the Contract until _____ receives full repayment of the same amount from the Service Provider.

Yours truly,

Signature and seal: _____

Name of Bank: _____

Address: _____

Date: _____

Performance Security

.....*Bank's Name and Address of Issuing Branch or Office*.....

Beneficiary:*Name and Address of Public Entity*.....

Date...

PERFORMANCE GUARANTEE No.:.....

We have been informed that*name of the Contractor*..... (hereinafter called "the Contractor") has entered into Contract No.....*reference number of the Contract*..... dated..... with you, for the execution of *name of Contract and brief description of services*(hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance security is required.

At the request of the Contractor, we *name of Bank*hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *amount in figures (amount in words)*..... such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire not later than thirty days from the date of issuance of the Certificate of Completion/Acceptance Certificate, calculated based on a copy of such Certificate which shall be provided to us, or on the.....day of,, whichever occurs first. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758. (Applicable to overseas contractor only).

.....**Seal of bank and**

Signature(s).....

Letter of Acceptance

[date]

To: [name and address of the Service provider]

This is to notify you that your Bid dated [date] for execution of the [name of the Contract and identification number, as given in the Special Conditions of Contract] for the Contract Price of the equivalent of [amount in numbers and words] [name of currency], as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by our Agency.

Note: Insert one of the 3 options for the second paragraph. The first option should be used if the Bidder has not objected the name proposed for Adjudicator. The second option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was accepted by the Employer. And the third option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was not accepted by the Employer.

We confirm that [insert name proposed by Employer in the Bidding Data],

or

We accept that [name proposed by bidder] be appointed as the Adjudicator

or

We do not accept that [name proposed by bidder] be appointed as Adjudicator, and by sending a copy of this letter of acceptance to [insert the name of the Appointing Authority], we are hereby requesting [name], the Appointing Authority, to appoint the Adjudicator in accordance with Clause 37.1 of the Instructions to Bidders

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

Please return the attached Contract dully signed

Authorized Signature: _____
Name and Title of Signatory: _____
Name of Agency: _____

Attachment: Contract

Form of Contract

LUMP-SUM REMUNERATION

This CONTRACT (hereinafter called the "Contract") is made the [day] day of the month of [month], [year], between, on the one hand, [name of Employer] (hereinafter called the "Employer") and, on the other hand, [name of Service Provider] (hereinafter called the "Service Provider").

WHEREAS

- (a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the "Services");
- (b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of.....;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

- (a) the Letter of Acceptance;
- (b) the Service Provider's Bid
- (c) the Special Conditions of Contract;
- (d) the General Conditions of Contract;
- (e) the Scope of Service and Performance Specifications;
- (f) the Priced Activity Schedule; and
- (g) The following Appendices: [**Note:** *If any of these Appendices are not used, the words "Not Used" should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.*]

Appendix A: Description of the Services

Appendix B: Schedule of Payments

Appendix C: Key Personnel and Subcontractors

Appendix D: Breakdown of Contract Price in Local Currency

Appendix E: Services and Facilities Provided by the Employer

- 2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:
 - (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and
 - (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of *[name of Employer]*

[Authorized Representative]

For and on behalf of *[name of Service Provider]*

[Authorized Representative]

[Note: *If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]*

For and on behalf of each of the Members of the Service Provider

[name of member]

[Authorized Representative]

[name of member]

[Authorized Representative]