



Request for Quotation – RFQ Document

Namibia Drydock & Ship Repair (Pty) Ltd (NAMDOCK), PO Box 2340, Walvis Bay, Republic of Namibia, hereby gives notice of the following request for quotation:

| | |
|-------------------------------------|--|
| RFQ Number | 2025_RFQ_019 |
| Description | Supply, Delivery and Maintenance of Photocopier Machines |
| Quantity | Annexure A |
| Closing Date and Time | 21 May 2025 @17h00 |
| Quotation Submission Address | tenders@namdock.com |
| Payment Term | NAMDOCK Standard payment term 30 days from Statement |
| Validity Period of Quote | 90 days |
| Duration | 36 months |
| Incoterm | Preferred CIF, CFR, CPT |

- a) This is an electronic request, and responses must be submitted to the e-mail address stated in the Quotation Submission Address before the Closing Date and Time.
- b) Submissions must include all information required in the scope of work/ drawings if applicable. The Company may reject a quote that does not satisfy these requirements.
- c) This Request for Quotation is accompanied by and comprises the following documents.
 - i. Annexure A: Scope of Work
 - ii. Annexure B: Experience
 - iii. Annexure C: Conflict of Interest Declaration
 - iv. Annexure D: Shareholder Declaration
- d) If any question or clarification is required, please contact the Procurement Coordinator in writing.
- e) The Company reserves its right to amend the whole or any part of this Request for Quotation at any time prior to the closing date.
- f) Please note that this is a Request for Quotation only. All responses to this document will be treated as strictly confidential and will be used for the evaluation of this RFQ only. NAMDOCK may at its sole discretion, accept or reject any quotation without furnishing reasons. Therefore, there is no obligation on NAMDOCK to accept the lowest or any bid. NAMDOCK may accept or reject any part of a quotation without being obliged to accept such quotation in its entirety.

Contact Person for Enquiries and Clarifications:

| | |
|-----------|--|
| | Procurement Coordinator |
| Name | Freda Munyaza |
| Title | Graduate Intern: Buyer |
| Telephone | +264 (0)64 218 6000 |
| E-Mail | tenders@namdock.com |

Annexure A

1. INTRODUCTION

Namibia Drydock and Ship Repair (NAMDOCK) is a highly successful smart partnership between the Namibian government and the private sector and provides the international shipping and local industry with a full house capacity in all aspects of ship repair. We are sourcing for qualified service providers to supply, deliver and maintain eighteen (18) medium-sized digital colour, black and white photocopier machines at its offices at Walvis Bay. the machines will be deployed across various NAMDOCK departments.

2. FUNCTIONAL SPECIFICATIONS

The system must serve 150 users and one reception, with potential for growth, must support high call volumes, internal and external communication, video conferencing and integrate with existing business tools. It must provide a reliable, high-quality voice communication across multiple devices such as desk phones, mobile and desktop softphones.

| ITEM NO. | REQUIREMENT | DESCRIPTION |
|----------|----------------------|---|
| 1. | Multifunctionality | Must support printing, scanning, copying (mono and color). Fax is optional. Scan to email required. |
| 2. | Paper Sizes | Support A3 and A4 paper sizes |
| 3. | Print Speed | Minimum 35 to 35 pages per minute (ppm) for A4. |
| 4. | Monthly Duty Cycle | 10,000 to 30,000 pages |
| 5. | Duplexing | Automatic double-sided printing and copying |
| 6. | Document Feeder | 50+ sheet automatic document feeder (ADF) for scanning/copying multiple pages. |
| 7. | Resolution | At least 600x600 dpi for print and scan |
| 8. | Control Panel | Colour touchscreen interface with intuitive user navigation. |
| 9. | User Authentication | Support for PIN codes or card-based access to trac usage |
| 10. | Network Connectivity | Built in Ethernet port, Wi-Fi optional |
| 11. | USB Access | Front facing USB port for direct print /scan |

2.1 TECHNICAL REQUIREMENTS

| ITEM NO. | REQUIREMENT | DESCRIPTION |
|----------|--------------------------------|---------------------------------|
| 1. | Processor | Minimum dual core 1GHz |
| 2. | Memory | Minimum 8GB RAM |
| 3. | Storage | 500GB SSD |
| 4. | Paper Input Capacity | Minimum 500 sheets (expandable) |
| 5. | Output Tray Capacity | 250 +sheets |
| 6. | Warm up Time | <30 seconds |
| 7. | First Print out time | <8 seconds |
| 8. | Operating system compatibility | Windows, macOS, Linux |

3. MAINTENANCE ANDSUPPORT REQUIREMENTS

| ITEM NO. | REQUIREMENT | DESCRIPTION |
|----------|------------------|-------------|
| 1. | On-site Warranty | 36 months |

| | | |
|----|-------------------------------|--|
| 2. | Service Availability | Service support must be available locally within Walvis Bay |
| 3. | Service Level Agreement (SLA) | <ul style="list-style-type: none"> • An SLA with clearly defined response and resolution times for different types of support requests. • The bidder must respond to maintenance issues within 2 hours. • |
| 4. | Consumables | The bidders must supply toner, drum and parts for 36 months. |
| 5. | Training | Basic end-user training upon installation |

4. ENERGY EFFICIENCY AND ENVIRONMENTAL REQUIREMENTS

The machines

- 4.1 must be energy star certified or equivalent.
- 4.2 should have automatic sleep mode or power-saving feature,
- 4.3 must comply with restrictions of hazardous substances standards.

5. SECURITY AND ACCESS CONTROL

- 5.1 Role-based access and audit logs for users.
- 5.2 Data overwrite or secure erase feature for internal storage.
- 5.3 Optional integration with Active Directory or PIN/card access.

6. PROPOSAL REQUIREMENTS

6.1 Supplier Requirements

6.1.1 Company Information

- i. Company registration documents
- ii. Certified copies of (ID) Identification of Shareholders/Members/Partners/Owners
- iii. Valid certificate of good standing with the Social Security Commission
- iv. Valid certificate of good standing with the Receiver of Revenue.
- v. Valid affirmative action compliance certificate issued under section 41 of the Affirmative Action (Employment) Act No.29 of 1998, or an exemption issued under section 42; or a proof from the Employment Equity Commissioner that the bidder or supplier is not a relevant employer as defined by the Act.

6.1.2 Expertise, Certifications and Qualifications

All products quoted for should be accompanied by a manufacturer's authorisation certificate as well as relevant industry certification for support and maintenance.

6.1.3 Previous Work Experience

- i. Three Reference letters from satisfied clients for provision and maintenance of photocopier machine projects that has been successfully conducted for businesses of similar size. The supplied equipment and cost must be stipulated in the reference letters. The reference letter should not be older than five years.
- ii. Valid contact email address and telephone number or cell phone number for projects successfully completed.

6.2 Proposal Methodology

- i. Provide the detailed information of the machine to be quoted for according to the requirements specified. Attached detailed data sheets.
- ii. Provide a detailed timeline and milestones for implementing the solution.
- iii. Provide detailed work plan

6.3 Pricing Schedule

- i. Provide a detailed pricing schedule, including a breakdown of fees and any additional expenses.

The electronic version of this document is official. All printed versions are regarded as uncontrolled copies.

- ii. Copier or scan charges should be clearly provided.

7. EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

7.1 Administrative requirements

All documentation should be submitted and must be valid.

| No. | Features | Weight % |
|-----|--|----------|
| 1. | Company registration documents. | 4 |
| 2. | Certified copies of (ID) Identification of Shareholders/Members/partners/Owners | 4 |
| 3 | Valid certificate of good standing with the Social Security Commission | 4 |
| 4. | Valid certificate of good standing with the Receiver of Revenue. | 4 |
| 5 | Valid affirmative action compliance certificate issued under section 41 of the Affirmative Action (Employment) Act No.29 of 1998, or an exemption issued under section 42; or a proof from the Employment Equity Commissioner that the bidder or supplier is not a relevant employer as defined in that Act. | 4 |
| | | 20 |

A bidder must obtain 20% in this category to proceed to the next level. If a bidder does not obtain 20% then they will be disqualified and will not move to the next level of evaluation.

7.2 Technical capabilities and features [55%]

| Features | Weight % |
|--|----------|
| Product Technical Specifications | 15 |
| Functional Specification | 15 |
| Maintenance and Support | 15 |
| Energy efficiency and environmental requirements | 5 |
| Security and access control | 5 |

A bidder must obtain 55% in this category to proceed to the next level.

7.3 Supplier experience [15%]

| | Weight % |
|--|----------|
| Three (3) reference letters from satisfied customers for the supply and delivery of ICT equipment. <i>Kindly take note that NAMDOCK reference letters cannot be used to validate our service requests.</i> | 5 |
| Reference letter not older than five years. | 5 |
| Valid Manufacturer Authorisation Certificate/Reseller Letter | 5 |

A bidder must obtain 15% in this category to proceed to the next level.

7.4 Cost and value for money.

| | Weight % |
|---|----------|
| Detailed quotation with itemised pricing (equipment, installation, delivery, etc) | 5 |
| Discount Provided | 5 |

1. *Prices should be inclusive of all taxes and fees*
2. *Specify any additional cost or fees*
3. *Provide details on any bulk discounts or special offers*

The bid offering the lowest price must meet all the technical requirements.
All equipment should be new and not refurbished.

8. SUBMISSION GUIDELINES

8.1 Proposal Format

- 8.1.1. The signed and initialled on every page Request for Proposal document.
- 8.1.2. Company registration documents
- 8.1.3. Certified copies of (ID) Identification of Shareholders/Members/Partners/Owners
- 8.1.4. Valid certificate of good standing with the Social Security Commission
- 8.1.5. Valid certificate of good standing with the Receiver of Revenue.
- 8.1.6. Valid affirmative action compliance certificate issued under section 41 of the Affirmative Action (Employment) Act No.29 of 1998, or an exemption issued under section 42; or a proof from the Employment Equity Commissioner that the bidder or supplier is not a relevant employer as defined in that Act.
- 8.1.7. Manufacturer authorisation letters for the different items quoted for.
- 8.1.8. Solution proposal signed and initialled on every page.
- 8.1.9. Product technical specifications
- 8.1.10. Cost proposal signed and initialled on every page
- 8.1.11. Three References letters from satisfied customers for similar project.

9. TERMS AND CONDITIONS

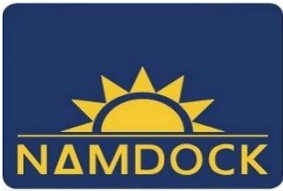
- 9.1. NAMDOCK reserves the right to accept or reject any or all proposals.
- 9.2. All proposals must remain valid for 90 days from the submission deadline.
- 9.3. Confidentiality and non-disclosure agreements may be required.
- 9.4. NAMDOCK standard terms and conditions will apply

Annexure B

LIST THE CLIENTS WHOM YOU PROVIDED WITH SIMILAR SERVICES DURING THE PAST 3 YEARS. THE SCOPE AND MAGNITUDE SUCCESSFULLY CARRIED OUT MUST BE SIMILAR TO THIS RFQ.

1. Outline of recent experience on assignments of similar nature:

| Name of assignment | Name of Project | Owner or Sponsoring agency | Cost of Project | Date of Commencement | Date of Completion | Was assignment satisfactorily completed |
|--------------------|-----------------|----------------------------|-----------------|----------------------|--------------------|---|
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Annexure C

CONFLICT OF INTEREST DECLARATION

Name (of person making the Declaration): _____

Position / title: _____

Organisation: _____

Procurement Project: _____

Declaration

I understand as my role as the potential service provider / consultant and herewith make this declaration in good faith. *Select one of the following two options:*

NO CONFLICT OF INTEREST

- ☐ I have no actual, potential or perceived conflict of interest in relation to any Namdock employees.

CONFLICT OF INTEREST

- ☐ I have a conflict of interest.

1. Select the type of conflict of interest:

- ☐ **Actual:** This is an existing conflict of interest, for example: you have a close relative or working relationship with a current employee of Namdock.
- ☐ **Potential:** This is a conflict of interest that is about to happen or could happen, for example: you or a close relative or is in the process of being hired by or acquiring part of a partnership including a Joint venture with a Namdock employee or business of which a Namdock employee have ownership of.
- ☐ **Perceived:** This is a conflict of interest which might be reasonably perceived by others as compromising a person's objectivity, for example: you have a close personal friendship with an Namdock employee.

2. Describe the circumstances giving rise to the conflict of interest, including full names of the Namdock employee that you or any of your snr staff members have with this Namdock employee:

Signature:

Date:

Annexure D

Supplier declaration

Company Shareholding information Form:

List all people who are OWNERS, PARTNERS, SOLE PROPRIETORS, TRUSTEES AND BENEFICIARIES in the business/ trust, who are involved in the management thereof and who exercise control over the business/ trust commensurate with their degree of ownership/interest.
(Whichever is/are applicable)

Note: Trust and Holding companies' name can be listed and directly under it the Beneficiary name and details.

| Name of Shareholder | % Percentage Shares | Namibian (Yes/No) | Previously Disadvantaged Namibian (Yes/No) | Gender (Male / Female) | Non-Namibian Citizen(Yes/No) If non Namibian state Nationality | Percentage Shares owned by Woman and youth % |
|---------------------|---------------------------|----------------------|---|------------------------------|---|---|
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