Request for Proposals

Issued on: 16 December 2025

For

Design, Development, Installation, and Implementation Support of a Web based Higher Education Management Information System (HEMIS) Re-advertised

Procurement Reference No: SC/RP/NCHE-03/2025/26

Cost: N$300.00 (Non-Refundable)

CLIENT	**NATIONAL COUNCIL FOR HIGHER EDUCATION (NCHE)**	
NAME OF BIDDER		
CONTACT PERSON		
E-MAIL ADDRESS		
POSTAL ADDRESS		
CONTACT PHONE NUMBER	**WORK:**	**MOBILE:**

Closing Date: 10 February 2026 at 11H00

NO LATE BIDS WILL BE ACCEPTED

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Section 1. Letter of Invitation

Procurement Reference: SC/RP/NCHE-03/2025/26
Date Issued: **16 December 2025**

Dear Bidder

1. The National Council for Higher Education (NCHE) invites proposals to provide the following consulting services: **Design, Development, Installation, and Implementation Support of a Web based Higher Education Management Information System (HEMIS). The Terms of Reference provide more details on the services**.

2. A firm will be selected under **Quality cost-based selection (QCBS)** and procedures described in this RP, in accordance with the policies and procedures for public procurement in the Republic of Namibia.

3. The RP includes the following documents:

   Letter of Invitation
   Section 1 – Instructions to Consultants
   Section 2 – Data Sheet
   Section 3 – Technical Proposal – Standard FormsSection 4 –
   Financial Proposal – Standard Forms
   Section 5 – Terms of Reference
   Section 6 – Standard Form of Contract
   Appendices

4. Please inform us in writing at PMU@nche.org.na, of the following upon receipt:

   (a). that you received the Letter of Invitation; and

   (b) whether you will submit a proposal alone or in association.

Yours sincerely,

VIGILANT HANGULA
HEAD: PROCUREMENT MANAGEMENT UNIT

Procurement Reference Number: SC/RP/NCHE-03/2025/26

Bid Description: Provision of consultancy services; Request for proposals for the design, development, installation, and implementation support of a web based Higher Education Management Information System (HEMIS)

COST: N$300.00 (Non- Refundable)

Bidders must include proof of payment (attached to the inside of the bidding document) upon submission of bid documents. Bids without proof of payment will not be considered.

Address for submission of Bid Documents:	National Council for Higher Education (NCHE) ERF 6445 Corner of Hoogenhout and Haddy Streets Windhoek West Procurement Section; Ground Floor
Method of payment:	Direct deposit into: **NCHE Account Name**: National Council For Higher Education **Bank Name:** First National Bank **Account Number**: 62151519843 **Branch Name**: FNB Corporate- Cheque Account **Branch Code**: 281872 **Reference**: Company Name and Bid Reference Number

All bids must be submitted in the prescribed format and deposited in the Bid Box on the Ground Floor, NCHE Procurement Management Unit on or before the stipulated deadline for submission. Electronic bids will not be permitted, and late bids will be rejected.

Section 2. Instructions to Consultants

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Instructions to Consultants

[This section 'Instructions to Consultants' shall not be modified. Any necessary changes acceptable to the Public Entity to address any specific project issues, shall be introduced only through the ***Data Sheet*** *(e.g., by adding new reference paragraphs)]*

Definitions

(a) "Client" means the Public Entity with which the selected Consultant signs the Contract for the Services.

(b) "Consultant" means any entity or person that may provide or provides the Services to the Client under the Contract.

(c) "Contract" means the Contract signed by the Parties and all the attached documents listed in its Clause 1 that is the General Conditions (GC), the Special Conditions (SC), and the Appendices.

(d) "**Data Sheet**" means such part of the Instructions to Consultants used to reflect specific country and assignment conditions.

(e) "Day" means calendar day.

(f) "Government" means the government of the Republic ofNamibia.

(g) "Instructions to Consultants" (Section 2 of the RP) means the document which provides shortlisted Consultants with all information needed to prepare their Proposals.

(h) "LOI" (Section 1 of the RP) means the Letter of Invitation being sent by the Client to the shortlisted Consultants.

(i) "Personnel" means professionals and support staff provided by the Consultant or by any Sub-Consultant and assigned to performthe Services or any part thereof; "Foreign Personnel" means such professionals and support staff who at the time of being so provided had their domicile outside the Republic of Namibia; "Local Personnel" means such professionals and support staff who at the time of being so provided had their domicile in the Republic of Namibia.

(j) "Proposal" means the Technical Proposal and the Financial Proposal.

(k) "RP" means the Request For Proposal to be prepared by the Client for the selection of Consultants.

(l) "Services" means the work to be performed by the Consultant pursuant to the Contract.

(m) "Sub-Consultant" means any person or entity with whom the Consultant subcontracts any part of the Services.

(n) "Terms of Reference" (TOR) means the document included inthe RP as Section 5 which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilitiesof the Client and the Consultant, and expected results and deliverables of the assignment.

1. Introduction

1.1 The Client named in the **Data Sheet** will select a consulting firm/organization (the Consultant) from those listed in the Letter of Invitation, in accordance with the method of selection specified in the **Data Sheet**.

1.2 The shortlisted Consultants are invited to submit a Technical Proposal and a Financial Proposal, or a Technical Proposal only, as specified in the **Data Sheet**, for consulting services required for the assignment named in the **Data Sheet**. The Proposal will be the basis for contract negotiations and ultimately for a signed Contract with the selected Consultant.

1.3 Consultants should familiarize themselves with local conditions and take them into account in preparing their Proposals. To obtain first-hand information on the assignment and local conditions, Consultants are encouraged to visit the Client before submitting a proposal and to attend a pre-proposal conference if one is specified in the **Data Sheet**. Attending the pre-proposal conference is optional. Consultants should contact the Client's representative named in the **Data Sheet** to arrange for their visit or to obtain additional information on the pre-proposal conference. Consultants should ensure that these officials are advised of the visit in adequate time to allow them to make appropriate arrangements.

1.4 The Client will timely provide at no cost to the Consultants the inputs and facilities specified in the **Data Sheet**, assist the firm in obtaining licenses and permits needed to carry out the services, and make available relevant project data and reports.

1.5 Consultants shall bear all costs associated with the preparation and submission of their proposals and contract negotiation. The Client is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the

Consultants.

Conflict of Interest

1.6 The Government of the Republic of Namibia requires that Consultants provide professional, objective, and impartial advice and at all times hold the client's interests paramount, strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work.

1.6.1 Without limitation on the generality of the foregoing, Consultants, and any of their affiliates, shall be considered to have a conflict of interest and shall not be recruited, under any of the circumstances set forth below:

Conflicting activities

(i) A firm that has been engaged by the client to provide goods, works or services other thanconsulting services for a project, and any of its affiliates, shall be disqualified from providing consulting services related to those goods, works or services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, and any of its affiliates, shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the firm's consulting services for such preparation or implementation. For the purpose of this paragraph, services other than consulting services are defined as those leading to a measurable physical output, for example surveys, exploratory drilling, aerial photography, and satellite imagery.

Conflicting assignments

(ii) A Consultant (including its Personnel and Sub-Consultants) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Consultant to be executed for the same or for another Client. For example, a Consultant hired to prepare engineering design for an infrastructure project shall not be engaged to prepare an independent environmental assessment for the same project, and a Consultant assisting a Client in the privatization of public assets shall not purchase, nor advise purchasers of, such assets. Similarly, a Consultant hired to prepare Terms of Reference for an assignment should not be hired for the assignment in question.

Conflicting relationships

(iii) A Consultant (including its Personnel and Sub-Consultants) that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment, (ii) the selection process for such assignment, or (iii) supervision of the Contract, shall not beawarded a Contract, unless the conflict stemming from this relationship has beenresolved in a manner acceptable to the Client throughout the selection process and the execution of the Contract.

1.6.2 Consultants have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of their Client, or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Consultant or thetermination of its Contract.

1.6.3 No agency or current employees of the Client shall work as Consultants under their own ministries, departments or agencies. Recruiting former government employees of the Client to work for their former ministries, departments or agencies is acceptable provided no conflict of interest exists. When the Consultant nominates any governmentemployee as Personnel in their technical proposal, such Personnel must have written certification from their government or employer confirming that they areon leave without pay from their official position and allowed to work full-time outside of their previous official position. Such certification shall be providedto the Client by the Consultant as part of his technical proposal.

Unfair Advantage

1.6.4 If a shortlisted Consultant could derive a competitive advantage for having provided consulting services related to the assignment in question, the Client shall make available to all shortlisted Consultants together with this RP all information that would in that respect give such Consultant any competitiveadvantage over competing Consultants.

Fraud and Corruption

1.7 It is the policy of the Government of Namibia to require Public Entities, as well as consultants and their agents (whether declared or not), personnel, sub-contractors, sub-consultants, service providers and suppliers observe the highest standard of ethics during the selection and execution of contracts.[1] In pursuance of this policy, the Client:

(a) defines, for the purposes of this provision, the terms setforth below as follows:

(i) "corrupt practice" is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions ofanother party[2];

(ii) "fraudulent practice" is any act or omission,including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation[3];

(iii) "collusive practices" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party[4];

(iv) "coercive practices" 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[5];

[1] In this context, any action taken by a consultant or a sub-consultant to influence the selection process or contract execution for undue advantage is improper.

[2] "Another party" refers to a public official acting in relation to the selection process or contract execution. In this context "public official" includes Public Entity staff and employees of other organizations taking or reviewing selection decisions.

[3] A "party" refers to a public official; the terms "benefit" and "obligation" relate to the selection process or contract execution; and the "act or omission" is intended to influence the selection process or contract execution.

[4] "Parties" refers to participants in the procurement or selection process (including public officials) attempting to establish contract prices at artificial, non competitive levels.

[5] "Party" refers to a participant in the selection process or contract execution.

(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 the Client's 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, or

(bb) acts intended to materially impede the exercise of the Client's inspection and audit rights provided for under paragraph 1.7.1 below.

(b) will reject a proposal for award if it determines that the consultant 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;

(c) will sanction a firm or an individual at any time, in accordance with prevailing procedures, including by publicly declaring such firm or individual ineligible for a stated period of time: (i) to be awarded a public contract, and (ii) to be a nominated sub-consultant[b], sub-contractor, supplier, or service provider of an otherwise eligible firm being awarded a public contract.

1.7.1. In further pursuance of this policy, Consultants shall permit the Client to inspect their accounts and records and other documents relating to the submission of proposals and contract performance, and to have them audited by auditors appointed by the Client.

[b] A nominated sub-consultant, supplier, or service provider is one which either has been (i) included by the Consultant in its proposal because it brings specific and critical experience and know-how that are accounted for in the technical evaluation of the Consultant's proposal for the particular services; or (ii) appointed by the Client.

1.7.2 Consultants shall furnish information on commissions and gratuities, if any, paid or to be paid to agents relating to this proposal and during execution of the assignment if the Consultant is awarded the Contract, as requested in the Financial Proposal submission form (Section 4).

Eligibility

1.8 (a) A firm or individual that has been sanctioned by the Government of the Republic of Namibia in accordance with the above clause 1.7 shall be ineligible to be awarded a public contract, or benefit from a public contract during such period of time as determined by the Review Panel.

(b) A consultant that is under a declaration of ineligibility by the Government of Namibia in accordance with applicablelaws at the date of the deadline for bid submission and thereafter shall be disqualified.

(c) Proposal from consultants 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 website: **www.mof.gov.na/procurement-policy-unit.**

(d) Furthermore, the Consultants shall be aware of the provisions on fraud and corruption stated in the specific clauses in the General Conditions of Contract and as outlined under section 66 – 68 of the Public procurement Act, 2015.

Eligibility of Sub-Consultants

1.9 In case a shortlisted Consultant intends to associate with Consultants who have not been shortlisted and/or individual expert(s), such other Consultants and/or individual expert(s) shall be subject to the eligibility policy of the Client.

Origin of Goods and Consulting Services

1.10 Goods supplied and Consulting Services provided under the Contract may originate from any country except if:

(i) as a matter of law or official regulation, the Republic of Namibia prohibits commercial relations with that country; or

(ii) 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, the Republic of

Namibia prohibits any imports of goods from that country or any payments to persons or entities in that country.

Only one Proposal

1.11 Shortlisted Consultants shall submit only one proposal. If a Consultant submits or participates in more than one proposal, such proposals shall be disqualified. However, this does not limit the participation of the same Sub-Consultant, including individual experts, to only one proposal.

Proposal Validity

1.12 The **Data Sheet** indicates how long Consultants' Proposals must remain valid after the submission date. During this period, Consultants shall maintain the availability of Professional staff nominated in the Proposal. The Client will make its best effort to complete negotiations within this period. However, should the need arise, the Client may request Consultants to extend the validity period of their proposals. Consultants who agree to such extension shall confirm that they maintain the availability of the Professional staff nominated in the Proposal, or, in their confirmation of extension of validity of the Proposal, Consultants could submit new staff in replacement, who would be considered in the final evaluation for contract award. Consultants who do not agree have the right to refuse to extend the validity of their Proposals.

2. Clarification and Amendment of RP Documents

2.1 Consultants may request a clarification of any of the RP documents up to the number of days indicated in the **Data Sheet** before the proposal submission date. <u>Any request for clarification must be sent in writing, or by standard electronic means to the Client's address</u> indicated in the **Data Sheet**. The Client will respond in writing, or by standard electronic means and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Consultants. Should the Client deem it necessary to amend the RP because of a clarification, it shall do so following the procedure under para. 2.2.

2.2 At any time before the submission of Proposals, the Client may amend the RP by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all Consultants and will be binding on them. Consultants shall acknowledge receipt of all amendments. To give Consultants reasonable time in which to take an amendment into account in their Proposals the Client may, if the amendment is substantial, extend the deadline for the submission of the Proposals.

3. Preparation of Proposals

3.1 The instructions outline the basic requirements for preparing a proposal. Bidders are welcome to include additional details if they wish.

3.2 In preparing their Proposal, Consultants are expected to examine in detail the documents comprising the RP. Material deficiencies in providing the information requested may result in rejection of a Proposal.

3.3 While preparing the Technical Proposal, Consultants mustgive particular attention to the following:

(a) If a shortlisted Consultant considers that it may enhance its expertise for the assignment by associatingwith other Consultants in a joint venture or sub- consultancy, it may associate with either (a) non- shortlisted Consultant(s), or (b) shortlisted Consultants if so, indicated in the **Data Sheet**. A shortlisted Consultant must first obtain the approval of the Client if it wishes to enter a joint venture with non- shortlisted or shortlisted Consultant(s). In case of association with non-shortlisted Consultant(s), the shortlisted Consultant shall act as association leader. In case of a joint venture, all partners shall be jointly and severally liable and shall indicate who will act as the leader of the joint venture.

(b) The estimated number of Professional staff-months or the budget for executing the assignment shall be shown in the **Data Sheet**, but not both. However, the Proposal shall be based on the number of Professional staff-months or budget estimated by the Consultants.

For fixed-budget-based assignments, the available budget is given in the **Data Sheet**, and the Financial Proposal shall not exceed this budget, while the estimated number of Professional staff-months shall not be disclosed.

(c) Alternative professional staff shall not be proposed, and only one curriculum vitae (CV) may be submitted for each position.

(d) Documents to be issued by the Consultants as part of this assignment must be in English. It is desirable that the firm's Personnel have a working knowledge of English.

(e) Bid Security

(i) The Bidder shall either furnish as part of its bid, a Bid Security or subscribe to a Bid Securing Declaration in the Bid Submission Form **as specified in the BDS**.

(ii) The Bid Securing Declaration shall be in the form of a signed subscription in the Bid Submission Form.

(iii) The Bid Security shall be in the amount/percentage **specified in the BDS** and denominated in Namibian dollars, and shall:

(a) be issued by a commercial bank operating in Namibia.

(b) be substantially in accordance with the forms of Bid Security included in Section 3, Technical Proposal Standard Forms;

(c) be payable promptly upon written demand by the Purchaser in case the conditions listed in ITB Clause 3.3(e)(vi) 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 Clause 1.12;

(iv) Any bid not accompanied by an enforceable and substantially compliant Bid Security or not containing a subscription to a Bid Securing Declaration in the Bid Submission Form, if required, in accordance with ITB 3.4(h), shall be rejected by the Purchaser as nonresponsive.

(v) The Bid Security of unsuccessful bidders shall be returned as promptly as possible upon the successful Bidder signing of contract.

(vi) The Bid Security shall be forfeited or the Bid SecuringDeclaration executed:

(a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Technical Proposal Submission Form; 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: sign the Contract in accordance with ITB 6.5;

(i) The Bid Security or Bid-Securing Declaration of a Joint Venture (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 Technical Proposal Submission Form mentioned in Section 3 “Technical Proposal Standard Forms,” when submitting in association.

(ii) If a bid securing declaration is **required in the BDS**, and

(a) a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Technical Proposal Submission Form, except as provided in ITB 20.2;

(b) a Bidder refuses to accept a correction of an error appearing on the face of the Bid; or

(c) the successful Bidder fails to: sign the Contract in accordance with ITB 6.5;

the bidder may be disqualified by the Review Panel to be awarded a contract by any Public Entity for a period.

Technical Proposal Format and Content

3.4 Depending on the nature of the assignment, Consultants are required to submit a Full Technical Proposal (FTP), or a Simplified Technical Proposal (STP). The **Data Sheet** indicates the format of the Technical Proposal to be submitted. Submission of the wrong type of Technical Proposal will result in the Proposal being deemed non- responsive. The following mandatory documentary evidence are required to accompany the Technical Proposal.

(i) have a valid company Registration Certificate.

(ii) have an original or certified copy of a valid good Standing Tax Certificate; **(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). Applicable only to Namibian Registered Companies.**

(iii) have an original or certified copy of a valid good Standing Social Security Certificate, **Applicable only to NamibianRegistered Companies.**

(iv) 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; **(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). Applicable only to Namibian Registered Companies.**

(v) 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.

(vi) Bid Securing Declaration.

The Technical Proposal shall provide the information indicated in the following paras from (a) to (g) using the attached Standard Forms (Section 3). Paragraph (c) (ii) indicates the recommended number of pages for the description of the approach, methodology and work plan of the STP. A page is one printed side of A4 or letter size paper.

(a) (i) For the FTP only: a brief description of the Consultants' organization and an outline of recent experience of the Consultants and, in the case of joint venture, for each partner, on assignments of a similar nature is required in Form TECH-2 of Section 3. For each assignment, the outline should indicate the names of Sub-Consultants/ Professional staff who participated, duration of the assignment, contract amount, and Consultant's involvement. Information should be provided only for those assignments for which the Consultant was legally contracted by the Client as a corporation or as one of the major firms within a joint venture. Assignments completed by individual Professional staff working privately or through other consulting firms cannot be claimedas the experience of the Consultant, or that of the Consultant's associates, but can be claimed by the Professional staff themselves in their CVs. Consultants should be prepared to substantiate the claimed experience if so, requested by the Client.

(ii) For the STP the above information is not required, and Form TECH-2 of Section 3 shall not be used.

(b) (i) For the FTP only: comments and suggestions on the Terms of Reference including workable suggestions that could improve the quality/ effectiveness of the assignment; and on requirements for counterpart staff and facilities including administrative support, office space, local transportation, equipment, data, etc. to be provided by the Client (Form TECH-3 ofSection 3).

(ii) For the STP Form TECH-3 of Section 3 shall not be used; the above comments and suggestions, if any, should be incorporated into the description of the approach and methodology (refer to following sub-para. 3.4 (c) (ii)).

(c) (i) For the FTP, and STP: a description of the approach, methodology and work plan for performing the assignment covering the following subjects: technical approach and methodology, work plan, and organization and staffing schedule. Guidance on the content of this section of the Technical Proposals is provided under Form TECH- 4 of Section 3. The work plan should be consistent with the Work Schedule (Form TECH-8of Section 3) which will show in the form of a bar chart the timing proposed for each activity.

(ii) For the STP only: the description of the approach, methodology and work plan should normallyconsist of 10 pages, including charts, diagrams, and comments and suggestions, if any, on Termsof Reference and counterpart staff and facilities.

(d) The list of the proposed Professional staff team by area of expertise, the position that would be assigned to each staff team member, and their tasks (Form TECH-5 of Section 3).

(e) Estimates of the staff input (staff-months of foreign and local professionals) needed to carry out the assignment (Form TECH-7 of Section 3). The staff- months input should be indicated separately for home office and field activities, and for foreign and local Professional staff.

(f) CVs of the Professional staff signed by the staff themselves or by the authorized representative of the Professional Staff (Form TECH-6 of Section 3).

(g) For the FTP only: a detailed description of the proposed methodology and staffing for training, if the **Data Sheet** specifies training as a specific component of the assignment.

(h) the Bid Security or Bid-Securing Declaration, in accordance with ITB Clause 3.3(e), as specified in the **Data Sheet**;

3.5 The Technical Proposal shall **not** include any financial information. A Technical Proposal containing financial information may be declared nonresponsive.

Financial Proposals

3.6 The Financial Proposal shall be prepared using the attached Standard Forms (Section 4). It shall list all costs associated with the assignment, including (a) remuneration for staff (foreign and local, in the field and at the Consultants' home office), and (b) reimbursable expenses indicated in the **Data Sheet**. If appropriate, these costs should be broken down by activity and, if appropriate, into foreign and localexpenditures. All activities and items described in theTechnical Proposal must be priced separately; activities and items described in the Technical Proposal but not priced, shallbe assumed to be included in the prices of other activities or items.

Taxes

3.7 The Consultant, other than Namibian nationals, may be subject to local taxes (such as: value added tax, social charges or income taxes on non-resident Foreign Personnel, duties, fees, levies) on amounts payable by the Client under the Contract. The Client will state in the **Data Sheet** if the Consultant is subject to payment of any local taxes. Any such amounts shall not be included in the Financial Proposal as they will not be evaluated, but they will be discussed at contract negotiations, and applicable amounts will be includedin the Contract.

3.8 Consultants must express the price of their services inNamibia Dollars only.

3.9 Commissions and gratuities, if any, paid or to be paid by

Consultants and related to the assignment will be listed in the Financial Proposal Form FIN-1 of Section 4.

4. Submission, Receipt, and Opening of Proposals

4.1 The original proposal (Technical Proposal and, if required, Financial Proposal; see para. 1.2) shall contain no interlineations or overwriting, except as necessary to correct errors made by the Consultants themselves. The person who signed the proposal must initial such corrections. Submission letters for both Technical and Financial Proposals should respectively be in the format of TECH-1 of Section 3, and FIN-1 of Section 4.

4.2 An authorized representative of the Consultants, as **specified in the Data Sheet** shall initial all pages of the original Technical and Financial Proposals. The signed Technical and Financial Proposals shall be marked "ORIGINAL".

4.3 The Technical Proposal shall be marked "ORIGINAL" or "COPY" as appropriate. The Technical Proposals shall be sent to the addresses referred to in para. 4.5 and in the number of copies indicated in the **Data Sheet**. All required copies of the Technical Proposal are to be made from the original. If there is any discrepancy between the original and the copies of the Technical Proposal, the original governs.

4.4 The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL" Similarly, the original Financial Proposal (if required under the selection method indicated in the **DataSheet**) shall be placed in a sealed envelope clearly marked "FINANCIAL PROPOSAL" followed by the Procurement reference number and the name of the assignment, and with a warning "**DO NOT OPEN WITH THE TECHNICAL PROPOSAL.**" The envelopes containing the Technical andFinancial Proposals shall be placed into an outer envelope andsealed. This outer envelope shall bear the submission address and reference number, and be clearly marked "**DO NOT OPEN, EXCEPT IN PRESENCE OF THE OFFICIAL APPOINTED, BEFORE [10 February 2026 AT 11H00]".** The Client shall not be responsible for misplacement, loss or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

4.5 The Proposals must be sent to the address/addresses indicated in the **Data Sheet** and received by the Client no later than the time and the date indicated in the **Data Sheet**, or any extension to this date in accordance with para. 2.2. Any proposal received by the Client after the deadline forsubmission shall be returned unopened.

4.6 The Client shall open the Technical Proposal immediatelyafter the deadline for their submission. The envelopes with the Financial Proposal shall remain sealed and securely stored.

5. Proposal Evaluation

5.1 From the time the Proposals are opened to the time the Contract is awarded, the Consultants should not contact the Client on any matter related to its Technical and/or Financial Proposal. Any effort by Consultants to influence the Client in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Consultants' Proposal.

Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

Evaluation of Technical Proposals

5.2 The Ad-Hoc Bid Evaluation Committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria, sub-criteria, and point system specified in the **Data Sheet**. Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RP, particularly the Terms of Reference, or if it fails to achieve the minimum technical score indicated in the **Data Sheet**.

Financial Proposals for QBS

5.3 Following the ranking of technical Proposals, when selection is based on quality only (QBS), the first ranked Consultant is invited to negotiate its proposal and the Contract in accordance with the instructions given under para. 6 of these Instructions.

Public Opening and Evaluation of Financial Proposals (only for QCBS, FBS, and LCS)

5.4 After the technical evaluation is completed, the Client shall inform the Consultants whose proposals met the minimum qualifying mark, and the technical scores obtained by their Technical Proposals, and shall notify those Consultants whose Proposals did not meet the minimum qualifying mark or were considered nonresponsive to the RP and TOR, that their Financial Proposalswill be returned unopened after completing the selection process. The Client shall simultaneously notify in writing

Consultants that have secured the minimum qualifying mark, the date, time and location for opening the Financia lProposals. The opening date should allow Consultants sufficient time to make arrangements for attending the opening. Consultants' attendance at the opening of Financial Proposals is optional.

5.5 Financial Proposals shall be opened in the presence of the Consultants' representatives who choose to attend. The name of the consultants and the technical scores of the consultants shall be read aloud. The Financial Proposal of the Consultants who met the minimum qualifying mark will then be inspected to confirm that they have remained sealed and unopened.These Financial Proposals shall be then opened, and the total prices read aloud and recorded. Copy of the record shall be sent to all Consultants, upon request.

5.6 The Client will correct any computational error. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures the former will prevail. In addition to the above corrections, as indicated under para. 3.6, activities and items described in the Technical Proposal but not priced, shallbe assumed to be included in the prices of other activities or items. In case an activity or line item is quantified in the Financial Proposal differently from the Technical Proposal theEvaluation Committee shall correct the quantification indicated in the Financial Proposal so as to make it consistent with that indicated in the Technical Proposal, apply the relevant unit price included in the Financial Proposal to the corrected quantity and correct the total Proposal cost. Prices shall indicated in Namibia Dollars

5.7 In case of QCBS, the lowest evaluated Financial Proposal (Fm) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the **Data Sheet**. Proposals will be ranked according to their combinedtechnical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) indicated in the **Data Sheet**: S = St x T% + Sf x P%. The firm achieving the highest combined technical and financial score will be invited for negotiations.

5.8 In the case of Fixed-Budget Selection, the Client will selectthe firm that submitted the highest ranked Technical Proposal within the budget. Proposals that exceed the indicated budget will be rejected. In the case of the Least-Cost Selection, the Client will select the lowest proposal among those that passed the minimum technical score. In both cases the evaluated proposal price according to para. 5.6 shall be considered, and the selected firm is invited for negotiations.

6. Negotiations

6.1 Negotiations will be held on the date and at the address indicated in the **Data Sheet**. The invited Consultant will, as a pre-requisite for attendance at the negotiations, confirm availability of all Professional staff. Failure in satisfying such requirements may result in the Client proceeding to negotiate with the next-ranked Consultant. Representatives conducting negotiations on behalf of the Consultant must have written authority to negotiate and conclude a Contract.

Technical negotiations

6.2 Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan, and organization and staffing, and any suggestions made by the Consultant to improve the Terms of Reference. The Client and the Consultants will finalise the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Contract as "Description of Services". Special attention will be paid to clearly defining the inputs and facilities required from the Client to ensure satisfactory implementation of the assignment. The Client shall prepare minutes of negotiations which will be signed by the Client and the Consultant.

Financial negotiations

6.3 If applicable, it is the responsibility of the Consultant, before starting financial negotiations, to contact the local tax authorities to determine the local tax amount to be paid by the Consultant under the Contract. The financial negotiations will include a clarification (if any) of the firm's tax liability in the Republic of Namibia, and the manner in which it will be reflected in the Contract; and will reflect the agreed technical modifications in the cost of the services. In case of Quality and Cost Based Selection, Fixed-Budget Selection, or the Least-Cost Selection methods, unless there are exceptionalreasons, the financial negotiations will involve neither theremuneration rates for staff nor other proposed unit rates. For other methods, Consultants will provide the Client with the information on remuneration rates described in the Appendix attached to Section 4 - Financial Proposal - Standard Forms ofthis RP.

Availability of

6.4 Having selected the Consultant on the basis of, among other

Professional staff/experts

things, an evaluation of proposed Professional staff, the Client expects to negotiate a Contract based on the Professionalstaff named in the Proposal. Before contract negotiations, the Client will require assurances that the Professional staff willbe available. The Client will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposalwithout confirming their availability, the Consultant may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and shall be submitted by the Consultant within the period of time specified in the letter of invitation to negotiate.

Conclusion of the negotiations

6.5 Negotiations will conclude with a review of the draft Contract. To complete negotiations, the Client and the Consultant will initial the Contract. If negotiations fail, the Client will invite the Consultant whose Proposal received the second highest score to negotiate a Contract.

7. Award of Contract

7.1 The Consultant whose bid attains the highest score, in accordance with the criteria and selection method set forth in the request for proposals, or the one with the least cost in the case of the Least Cost method of selection, shall be selected for award, subject to satisfactory conclusion of negotiation.

7.2 For contract above the prescribed threshold, the Client shall notify the selected Consultant of its intention to award the contract and shall simultaneously notify all other short-listed consultants of its decision.

7.3 For contracts not exceeding the prescribed threshold, the client shall issue the Letter of Award.

7.4 In the absence of an application for review by any other consultant within 7 days of the notice under section 7.2, the contract shall be awarded to the selected Consultant.

7.5 Within seven days from the issue of Letter of Award, the Client shall publish on the Public Procurement Portal **www.mof.gov.na/procurement-policy-unit**) and the Client's website, the results of the RP process identifying the:

(i) name of the successful Consultant, and the price it offered, as well as the duration and summary scope of the assignment; and

(ii) an executive summary of the RP Evaluation Report, for contracts above the prescribed threshold referred toin section 7.2.

7.6 After Contract signature, the Client shall return the unopened Financial Proposals to the unsuccessful Consultants.

7.7 The Consultant is expected to commence the assignment on the date and at the location specified in the **Data Sheet**.

8. Confidentiality

8.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Consultants who submitted the Proposals or to other persons not officially concerned with the process until the publication of the award. The undue use by any Consultant of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of the Government's antifraud and corruption policy.

9. Debriefing

9.1 The client shall promptly attend to all requests for debriefing for the contract made in writing, and within 7 days from the date the unsuccessful consultants are informed about the award.

2.1 Instructions to Consultants – Data Sheet

[*Comments in brackets provide guidance for the preparation of the Data Sheet; they should not appear on the final RP to be delivered to the shortlisted Consultants*]

Paragraph Reference	
1.1	Name of the Client: **National Council for Higher Education (NCHE)** Method of selection: **Quality Cost Based Selection (QCBS)** This bid is open exclusively to **Namibian companies, not individuals**, in accordance with Section 29 of the Public Procurement Act 15 of 2015.
1.2	Financial Proposal to be submitted together with Technical Proposal: **No** The bid should be submitted in two clearly marked separate envelopes: One with "***Technical Proposal***" and the other with "***Financial Proposal***". The Financial Proposal shall be sealed, and no financial information shall be contained in the Technical Proposal. If financial information is included in the Technical Proposal, **the Bid shall be rejected**. Name of the assignment is: **Design, Development, Installation, and Implementation Support of a Web based Higher Education Management Information System (HEMIS)**
1.3	A **pre-proposal Conference** will be held **Yes.** The meeting will be accessible both **virtually** via the link **(**https://shorturl.at/HEMIS/Q&A**)** and **physically** in the NCHE Main Boardroom on **13 January 2026** at **10H00**.
1.4	The Client will provide the following input and facilities: Project office space and any other requests from the Consultant as validated.
1.6.1	The Client envisages the need for continuity for downstream work: **Yes**
1.14	Proposals must remain valid for **180** days after the submission date.

2.1	Clarifications may be requested not later than **14** days before the submission date, with **21 January 2026** being the last date for clarifications. The address for requesting clarifications is Procurement Management Unit (PMU) Email: PMU@nche.org.na Tel: +264 (61-2871500) **All queries must be in written form to the above email address.**

3.3 (a)	Shortlisted Consultants may associate with other shortlisted Consultants: **No**

3.3 (b) (i)	The available budget is: ______________________________ **The Proposal shall be based on the budget estimated by the Consultants.**

3.4	The format of the Technical Proposal to be submitted is: **(Full Technical Proposal) FTP**
3.4 (g)	Training is a specific component of this assignment: **Yes** End user training is required as per new functionalities
3.4 (h)	Bid security shall not be required Bidders will be required to subscribe to a bid securing declaration.
3.6	Bidders are required to include reimbursable expenses in Namibian Dollars as part of their financial proposals. **For example, travel expenses (e.g., flights, accommodation, local transportation)**
3.7	Amounts payable by the Client to the Consultant under the contract to be subject to local taxation and therefore, Consultants must submit their financial proposals inclusive of taxes.
3.8	Consultant to state local cost in the national currency: **Yes**
4.2	(b)This authorisation 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. The name and position held by each person signing the authorisation must be typed or printed below the signature. **Note: The power of Attorney or other written authorisation to sign may be for a determined period or limited to a specific purpose.**
4.3	Consultant must strictly submit one [**1**] original and two **[2]** copies of the Technical Proposal, and the original of the Financial Proposal.
4.5	The Proposal submission address is: **The Quotation/Bid box located on the Ground Floor**

	Proposals should be sealed in a single envelope, clearly marked with the **Procurement Reference Number,** and addressed to**:** **ATT: Procurement Committee Secretary** National Council for Higher Education (NCHE), ground floor Erf 6445 & 6446 C/O Hoogenhout & Haddy Streets Windhoek West, Windhoek PO Box 90890, Klein Windhoek, Namibia, with the Bidder's name at the back of the envelope. Proposals must be submitted no later than the following date and time: **10 February 2026 at 11h00.**

5.2 (a)	Criteria, sub-criteria, and point system for the evaluation of Full Technical Proposals are:	
Element	**Points**	**Evaluation Criteria** **See Evaluation Criteria in the Terms of Reference (ToR)** Only bidders who have scored 49 points out of 70 points would be considered for the financial evaluation.

5.7	The formula for determining the financial scores is the following: Sf = 100 x Fm / F, in which Sf is the financial score, Fm is the lowest priceand F the price of the proposal under consideration. The weights given to the Technical and Financial Proposals are:T = [0.7], and P =[0.3].
6.1	Expected date and address for contract negotiations: 12 March 2026
7.5	Expected date for commencement of consulting services: 13 March 2026

Bidders must provide copies of supporting documents against each of the criteria mentioned above, without which bid may be rejected.

1. Financial Evaluation

The Third stage of evaluation is the Financial Evaluation. Only bidders who score above 70 % under technical evaluation will be considered under this stage. At financial evaluation, stage the bid that is the lowest evaluated substantially responsive bid which meets the qualification criteria and technical evaluation criteria specified will be selected.

Section 3. Technical Proposal - Standard Forms

Refer to Reference Paragraph 3.4 of the Data Sheet for format of Technical Proposal to be submitted, and paragraph 3.4 of Section 2 of the RP for Standard Forms required, and number of pages recommended.

2. Form TECH-1: Technical Proposal Submission Form

[*Location, Date*]

To: National Council for Higher education (NCHE)
Erf 6445 & 6446 C/O Hoogenhout & Haddy Streets
Windhoek West, Windhoek
Po Box 90890, Klein Windhoek, Namibia

Dear Sir or Madam:

We, the undersigned, offer to provide the consulting services for **Design, Development, Installation, and Implementation Support of a Web based Higher Education Management Information System (HEMIS)** in accordance with your Request for Proposal dated [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Financial Proposal sealed under a separate envelope1.

We are submitting our Proposal in association with: [*Insert a list with full name and address of each associated Consultant*]

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate based on the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to commence the consulting services for the assignment no later than the date specified in Paragraph Reference 7.5 of the Data Sheet, that will be confirmed by the award letter.

We understand you are not bound to accept any Proposal you receive. We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: ______________________________
Name and Title of Signatory: ______________________________
Name of Firm: ______________________________
Address: ______________________________

3. Form TECH-2: Consultant's Organization and Experience

A - Consultant's Organization

[*Provide here a brief (around two pages) description of the background and organization of your firm/entity and each associate for this assignment.*]

B - Consultant's Experience

[*Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out consulting services similar to the ones requested under this assignment. Use around 5 pages.*]

Assignment name:	Approx. value of the contract (in current Namibia Dollars equivalent):
Country: Location within country:	Duration of assignment (months):
Name of Client:	Total Nº of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in current (in current Namibia Dollars equivalent): …………………………………..
Start date (month/year): Completion date (month/year):	Nº of professional staff-months provided by associated Consultants:
Name of associated Consultants, if any:	Name of senior professional staff of your firm involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Firm's Name: ______________________________

4. Form TECH-3: Comments and Suggestions on the Terms of Reference and on Counterpart Staff and Facilities to be Provided by the Client

A - On the Terms of Reference

[*Present and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point and incorporated in your Proposal.*]

B - On Counterpart Staff and Facilities

[*Comment here on counterpart staff and facilities to be provided by the Client according to Paragraph Reference 1.4 of the Data Sheet including: administrative support, office space, local transportation, equipment, data, etc.*]

5. Form TECH-4: Description of Approach, Methodology and Work Plan for Performing the Assignment

[*Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal (about 50 pages, inclusive of charts and diagrams) divided into the following three chapters:*

a) Technical Approach and Methodology,
b) Work Plan, and
c) Organization and Staffing,

a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) Work Plan. In this chapter you should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan shouldbe consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule of Form TECH-8.

c) Organization and Staffing. In this chapter you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff.]

6. Form TECH-5: Team Composition and Task Assignments

Professional Staff				
Name of Staff	Firm	Area of Expertise	Position Assigned	Task Assigned

7. Form TECH-6: Curriculum Vitae (CV) for Proposed Professional Staff

1. **Proposed Position** [*only one candidate shall be nominated for each position*]: ____________________

2. **Name of Firm** [*Insert name of firm proposing the staff*]: ____________________

____

3. **Name of Staff** [*Insert full name*]: ____________________

4. **Date of Birth**:____________________**Nationality**: ____________________

5. **Education** [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]: ____________________

____

6. **Membership of Professional Associations:** ____________________

____

7. **Other Training** [*Indicate significant training since degrees under 5 - Education were obtained*]: _____

____

8. **Countries of Work Experience**: [*List countries where staff has worked in the last ten years*]:______

____

9. **Languages** [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]: ____________________

____

10. **Employment Record** [*Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]:

From [*Year*]:_To [*Year*]: ____________________

Employer:____________________

Positions held: ____________________

11. Detailed Tasks Assigned	12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned
[*List all tasks to be performed under this assignment*]	[*Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 11.*] Name of assignment or project: ____________________ Year: ____________________ Location: ____________________ Client: ____________________ Main project features: ____________________ Positions held: ____________________ Activities performed: ____________________

13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

____ Date: ______________

[Signature of staff member or authorized representative of the staff] *Day/Month/Year*

Full name of authorized representative: ____

8. Form TECH-7: Staffing Schedule[1]

N°	Name of Staff	Staff input (in the form of a bar chart)[2]													Total staff-month input		
		1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**n**	**Home**	**Field[3]**	**Total**
Foreign																	
1		*[Home]* *[Field]*															
2																	
3																	
n																	
										Subtotal							
Local																	
1		*[Home]* *[Field]*															
2																	
n																	
										Subtotal							
										Total							

1 For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category (e.g.: draftsmen, clerical staff, etc.).
2 Months are counted from the start of the assignment. For each staff indicate separately staff input for home and field work.
3 Field work means work carried out at a place other than the Consultant's home office.

Full time input
Part time input

9. Form TECH-8 Work Schedule

N°	Activity[1]	Months[2]												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
4														
5														
n														

1 Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Client approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
2 Duration of activities shall be indicated in the form of a bar chart.

[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.: No: SC/RP/NCHE-03/2025/26

To: National Council for Higher Education's (NCHE)

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 tothe joint venture that submits the bid.]
delete if not applicable / appropriate

10. Republic Of Namibia

Ministry of Labour, Industrial Relations and Employment Creation

Written undertaking in terms of section 138 of the Labour Act, 2015 and section 50(2)(D) of the Public Procurement Act, 2015

1. EMPLOYERS DETAILS

Company Trade Name………………………………………………………

Registration Number ...…………………………………………………...

Vat Number: ………………………………………………………………

Industry/Sector: ……………………………………………………………

Place of Business………………………………………………………...

Physical Address………………………………………………………...

Tell No.……………………………………………………………………

Fax No.……………………………………………………………………

Email Address…………………………………………………………...

Postal Address…………………………………………………………...

Full name of Owner/Accounting Officer……………...……………………...

………………………………………………………………………......

Email Address…………………………………………………………...

2. PROCUREMENT DETAILS

Procurement Reference **No: SC/RP/NCHE – 03/2025/26**

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 andConditions of Collective Agreements as applicable.

I am fully aware that failure to abide to such shall lead to the action as stipulated in section 138 of the labour Act, 2007, which include but not limited to the cancellation of the contract/licence/grant/permit or concession.

Signature: ……………………………...

Date: …………………………………...

Seal…………………………………….

Please take note:

1. *A labour inspector may conduct unannounced inspections to assess the level of compliance*
2. *This undertaking must be displayed at the workplace where it will be readily accessible and visible by the employees rendering service(s) in relations to the goods and services being procured under this contract.*

Section 4. Financial Proposal - Standard Forms

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal according to the instructions provided under para. 3.6 of Section 2. Such Forms are to be used whichever is the selection method indicated in para. 4 of the Letter of Invitation.

[*The Appendix "Financial Negotiations - Breakdown of Remuneration Rates" is to be only used for financial negotiations when Quality-Based Selection, Selection Based on Qualifications, or Single-Source Selection method is adopted, according to the indications provided under para. 6.3 of Section 2.*]

(ii)

Form FIN-1: Financial Proposal Submission Form

[*Location, Date*]

To: **National Council for Higher Education's (NCHE)**
Erf 6445 & 6446 C/O Hoogenhout & Haddy Streets
Windhoek West, Windhoek
P O Box 90890, Klein Windhoek, Namibia

Dear Sir / Madam:

We, the undersigned, offer to provide the consulting services for **Design, Development, Installation, and Implementation Support of a Web based Higher Education Management Information System (HEMIS)** in accordance with your Request for Proposal dated 16 December 2025 and our Technical Proposal. Our attached Financial Proposal is for the sum of [*Insert amount(s) in words and figures*[1]]. This amount is exclusive of the local taxes *(applicable only to consultants other than Namibian nationals)*, which shall be identified during negotiations and shall be added to the above amount.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, the date specified in Paragraph Reference 7.5 of the Data Sheet, that will be confirmed by the award letter.

Commissions and gratuities paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below[2]:

Name and Address of Agents	Amount in Namibia Dollars	Purpose of Commission or Gratuity

We understand you are not bound to accept any Proposal you receive.We remain,

Yours sincerely,

Authorized Signature [*In full and initials*]: ______________________
Name and Title of Signatory: ______________________
Name of Firm: ______________________
Address: ______________________

1 Amounts must coincide with the ones indicated under Total Cost of Financial proposal in Form FIN-2.
2 If applicable, replace this paragraph with: "No commissions or gratuities have been or are to be paid by us to agents relating to this Proposal and Contract execution."

11. Form FIN-2: Summary of Costs

Item	**Costs**
	[*Indicate Namibian Dollars*
Total Costs of Financial Proposal [1]	

1 Indicate the total costs, net of local taxes, to be paid by the Client in Namibia Dollar. Such total costs must coincide with the sum of the relevant Subtotals indicated in all Forms FIN-3 provided with the Proposal.

12. Form FIN-3: Breakdown of Costs by Activity[1]

Group of Activities (Phase):[2] ____________________ ____________________	**Description:**[3] ____________________ ____________________
Cost component	**Costs**[4] [*Indicate Namibian Dollars]*
Remuneration[5]	
Reimbursable Expenses [5]	
Subtotals	

1 Form FIN-3 shall be filled at least for the whole assignment. In case some of the activities require different modes of billing and payment (e.g.: the assignment is phased, and each phase has a different payment schedule), the Consultant shall fill a separate Form FIN-3 for each group of activities. The sum of the relevant Subtotals of all Forms FIN-3 provided must coincide with the Total Costs of Financial Proposal indicated in Form FIN-2.
2 Names of activities (phase) should be the same as or correspond to the ones indicated in the second column of Form TECH-8.
3 Short description of the activities whose cost breakdown is provided in this Form.
4 Use the same columns and currency of Form FIN-2.
5 Remuneration and Reimbursable Expenses must respectively coincide with relevant Total Costs indicated in Forms FIN-4, and FIN-5.

13. Form FIN-4: Breakdown of Remuneration[1] (Time-Based)

(This Form FIN-4 shall be used when the Time-Based Form of Contract has been included in the RP)

Group of Activities (Phase): ____				
Name[2]	**Position**[3]	**Staff-month Rate**[4]	**Input**[5] (Staff-months)	[*Namibian Dollars*][6]
Foreign Staff				
		[*Home*]		
		[*Field*]		
Local Staff				
		[*Home*]		
		[*Field*]		
			Total Costs	

1 Form FIN-4 shall be filled for each of the Forms FIN-3 provided.
2 Professional Staff should be indicated individually; Support Staff should be indicated per category (e.g.: draftsmen, clerical staff).
3 Positions of Professional Staff shall coincide with the ones indicated in Form TECH-5.
4 Indicate separately staff-month rate and currency for home and field work.
5 Indicate, separately for home and field work, the total expected input of staff for carrying out the group of activities or phase indicated in the Form.
6 Use the same columns and Namibia Dollar currency of Form FIN-2. For each staff indicate the remuneration in the column of the relevant currency, separately for home and field work. Remuneration = Staff-month Rate x Input.

14. Form FIN-5: Breakdown of Reimbursable Expenses[1] (Time-Based)

(***This Form FIN-5 shall only be used when the Time-Based Form of Contract has been included in the*** RP)

Group of Activities (Phase): ______					
N°	**Description**[2]	**Unit**	**Unit Cost**[3]	**Quantity**	[*Namibian Dollars*][4]
	Per diem allowances	Day			
	International flights[5]	Trip			
	Miscellaneous travel expenses	Trip			
	Communication costs between [*Insert place*] and [*Insert place*]				
	Drafting, reproduction of reports				
	Equipment, instruments, materials, supplies, etc.				
	Shipment of personal effects	Trip			
	Use of computers, software				
	Laboratory tests.				
	Subcontracts				
	Local transportation costs				
	Office rent, clerical assistance				
	Training of the Client's personnel [6]				
Total Costs					

1 Form FIN-5 should be filled for each of the Forms FIN-3 provided, if needed.
2 Delete items that are not applicable or add other items according to Paragraph Reference 3.6 of the Data Sheet.
3 Indicate unit cost in Namibia Dollars.
4 Use the same columns and Namibia Dollar currency of Form FIN-2. Indicate the cost of each reimbursable item in the column in Namibia Dollars. Cost = Unit Cost x Quantity.
5 Indicate route of each flight, and if the trip is one- or two-ways.
6 Only if the training is a major component of the assignment, defined as such in the TOR.

15. Appendix: Financial Negotiations - Breakdown of Remuneration Rates

(*Not to be used when cost is a factor in the evaluation of Proposals)*

1. Review of Remuneration Rates

1.1 The remuneration rates for staff are made up of salary, social costs, overheads, fees that are profit, and any premium or allowance paid for assignments away from headquarters. To assist the firm in preparing financial negotiations, a Sample Form giving a breakdown of rates is attached (no financial information should be included in the Technical Proposal). Agreed breakdown sheets shall form part of the negotiated contract.

1.2 The Client is charged with the custody of government funds and is expected to exercise prudence in the expenditure of these funds. The Client is, therefore, concerned with the reasonableness of the firm's Financial Proposal, and, during negotiations, it expects to be able to review audited financial statements backing up the firm's remuneration rates, certified by an independent auditor. The firm shall be prepared to disclose such audited financial statements for the last three years, to substantiate its rates, and accept that its proposed rates and other financial matters are subject to scrutiny. Rate details are discussed below.

(i) Salary
This is the gross regular cash salary paid to the individual in the firm's home office. It shall not contain any premium for work away from headquarters or bonus (except where these are included by law or government regulations).

(ii) Bonus
Bonuses are normally paid out of profits. Because the Client does not wish to make double payments for the same item, staff bonuses shall not normally be included in the rates. Where the Consultant's accounting system is such that the percentages of social costs and overheads are based on total revenue, including bonuses, those percentages shall be adjusted downward accordingly. Where national policy requires that 13 months' pay be given for 12 months' work, the profit element need not be adjusted downward. Any discussions on bonuses shall be supported by audited documentation, which shall be treated as confidential.

(iii) Social Costs
Social costs are the costs to the firm of staff's non-monetary benefits. These items include, *inter alia*, social security including pension, medical and life insurance costs, and the cost of a staff member being sick or on vacation. In this regard, the cost of leave for public holidays is not an acceptable social cost nor is

the cost of leave taken during an assignment if no additional staff replacement has been provided. Additional leave taken at the end of an assignment in accordance with the firm's leave policy is acceptable as a social cost.

(iv) Cost of Leave
The principles of calculating the cost of total days leave per annum as a percentage of basic salary shall normally be as follows:

$$\text{Leave cost as percentage of salary}^{1} = \frac{\textit{total days leave x 100}}{[365 - w - ph - v - s]}$$

Or

Leave Cost = *[(salary + bonus + housing subsidy + transport)/260 X leave credit days]*

It is important to note that leave can be considered a social cost only if the Client is not charged for the leave taken.

(v) Overheads
Overhead expenses are the firm's business costs that are not directly related to the execution of the assignment and shall not be reimbursed as separate items under the contract. Typical items are home office costs (partner's time, nonbillable time, time of senior staff monitoring the project, rent, support staff, research, staff training, marketing, etc.), the cost of staff not currently employed on revenue-earning projects, taxes on business activities and business promotion costs. During negotiations, audited financial statements, certified as correct by an independent auditor and supporting the last three years' overheads, shall be available for discussion, together with detailed lists of items making up the overheads and the percentage by which each relates to basic salary. The Client does not accept an add-on margin for social charges, overhead expenses, etc., for staff who are not permanent employees of the firm. In such case, the firm shall be entitled only to administrative costs and fee on the monthly payments charged for subcontracted staff.

(vi) Fee or Profit
The fee or profit shall be based on the sum of the salary, social costs, and overhead. If any bonuses paid on a regular basis are listed, a corresponding reduction in the profit element shall be expected. Fee or profit shall not be allowed on travel or other reimbursable expenses, unless in the latter case an unusually large amount of procurement of equipment is required. The firm shall note that payments shall be made against an agreed estimated payment schedule as described in the draft form of the contract.

[1] Where *w* = weekends, *ph* = public holidays, *v* = vacation, and *s* = sick leave.

(vii) Away from Headquarters Allowance or Premium
Some Consultants pay allowances to staff working away from headquarters. Such allowances are calculated as a percentage of salary and shall not draw overheads or profit. Sometimes, by law, such allowances may draw social costs. In this case, the amount of this social cost shall still be shown under social costs, with the net allowance shown separately. For concerned staff, this allowance, where paid, shall cover home education, etc.; these and similar items shall not be considered as reimbursable costs.

(viii) Subsistence Allowances
Subsistence allowances are not included in the rates but are paid separately and in local currency. No additional subsistence is payable for dependents; the subsistence rate shall be the same for married and single team members.

2. Reimbursable expenses

2.1 The financial negotiations shall further focus on such items as out-of-pocket expenses and other reimbursable expenses. These costs may include, but are not restricted to, cost of surveys, equipment, office rent, supplies, international and local travel, computer rental, mobilization and demobilization, insurance, and printing. These costs may be either unit rates or reimbursable on the presentation of invoices, in foreign or local currency.

3. Bank Guarantee

3.1 Payments to the firm, including payment of any advance based on cash flow projections covered by a bank guarantee, shall be made according to an agreed estimated schedule ensuring the firm regular payments in local and foreign currency,as long as the services proceed as planned.

Sample Form

Consulting Firm: Country:
Assignment: Date:

Consultant's Representations Regarding Costs and Charges

We hereby confirm that:

(a) the basic salaries indicated in the attached table are taken from the firm's payroll records and reflect the current salaries of the staff members listed which have not been raised other than within the normal annual salary increase policy as applied to all the firm's staff;

(b) attached are true copies of the latest salary slips of the staff members listed;

(c) the away from headquarters allowances indicated below are those that the Consultants have agreed to pay for this assignment to the staff members listed;

(d) the factors listed in the attached table for social charges and overhead are based on the firm's average cost experiences for the latest three years as represented by the firm's financial statements; and

(e) said factors for overhead and social charges do not include any bonuses or other means of profit-sharing.

____
[Name of Consulting Firm]

______________________________________ ______________________
Signature of Authorized Representative Date

Name: ______________________________________

Title: ______________________________________

Consultant's Representations Regarding Costs and Charges

(Expressed in Namibia Dollar)

Personnel		1	2	3	4	5	6	7	8
Name	Position	Basic Salary per Working Month/Day/Year	Social Charges[1]	Overhead[1]	Subtotal	Fee[2]	Away from Headquarters Allowance	Proposed Fixed Rate per Working Month/Day/Hour	Proposed Fixed Rate per Working Month/Day/Hour[1]
Home Office									
Field									

1. Expressed as a percentage of 1
2. Expressed as a percentage of 4

Section 5. Terms of Reference

TERMS OF REFERENCE (TOR)

For

Design, Development, Installation, and Implementation Support of a Web based Higher Education Management Information System (HEMIS)

Procurement Reference No: SC/RP/NCHE-03/2025/26

Due Date: 10 February 2026 @11H00

Project: HEMIS

Table of Contents

1. Introduction

Current State and Need for Improvement: The Namibian higher education sector lacks an integrated system for producing and disseminating higher education information, posing challenges with access to information. Stakeholders agreed that enhanced coordination is necessary to align with Vision 2030, necessitating the automation of the current system.

NCHE's Role and Objectives: Following challenges with the system developed back in 2013, the National Council for Higher Education (NCHE) manages data using Microsoft Excel and SPSS, with historical data from 2012. The consultancy aims to develop relational databases for enhanced data collection, data management, statistical reporting, and dashboard creation. This project seeks to enhance integration, automation, and interoperability among higher education databases.

HEMIS Vision: HEMIS is an information management system that allows for production and analysis of higher education statistics to assess the status of higher education in Namibia. The envisioned Higher Education Management Information System (HEMIS) will include datasets on students, subjects, staff, research, facilities, programmes, institutions and indicators from all higher education institutions (HEIs). It will feature dashboards on the NCHE website for data generation, viewing, and manipulation, integrating the funding framework and report generation.

Benefits of HEMIS: This comprehensive HEMIS will ensure efficient information collection, processing, reporting, and dissemination, fostering a culture of information-based decision-making and supporting monitoring and evaluation. It will aid in national and international plans and reports, including Ministerial Strategic Plans, National Development Plans, SADC reports, African Union Agenda 2063, CESA 2016-24 reports, UNESCO data collection, and Sustainable Development Goals (SDGs) reports.

NCHE's Mandate and Functions: Established by Higher Education Act, 2003 (No. 26 of 2003), NCHE ensures coordination, access, and quality in higher education in Namibia. The Act mandates NCHE to carry out:

- **Data Collection:** Gather comprehensive data for policy analysis, planning and quality assurance.
- **Research:** Undertake research to support informed decision-making and policy development.
- **Collaboration with HEIs:** Collect, collate, analyse, disseminate, and store data related to student enrolment, programmes, subjects, faculty, research, and infrastructure.

Legal Framework: Section 20 of the Act requires higher education institutions to provide necessary data to NCHE, ensuring effective mandate fulfilment. Section 42 mandates an oath of secrecy from NCHE members and staff to protect data confidentiality. In 2010, through its Decision No. 17th/23.11.10/002, Cabinet directed the line Ministry to develop a higher education management information system (HEMIS), among other things.

Organisational Structure and Current Systems: NCHE comprises three departments: Finance Administration, Quality Assurance, and Policy, Planning, and Research. Currently, NCHE uses Excel and SPSS for managing HEMIS.

Objective: NCHE aims to recruit a company to automate and ensure full integration and interoperability among HEMIS databases, promoting a coordinated, high-quality higher education system aligned with national and international standards. The development also aims to eliminate manual applications by higher education institutions when applying for registration as private HEIs, programme accreditation, and institutional quality audits.

2. Project Score

As we embark on this transformative journey to enhance our business operations, we are pleased to present the comprehensive scope of implementation services that will bring our vision to life. This scope outlines the critical steps necessary to ensure a seamless transition from concept to reality, encompassing system design, development, installation and configuration, data conversion and migration, system go-live, training, and documentation.

2.1 Implementation Services

1. System Design
    - System Architecture
    - User Interface
    - Data Integration
2. Development
    - Database Development
    - Application Development
    - Dashboard and Reporting Tools Development
3. Installation and Configuration
    - System Setup
    - Data Migration
    - Integration
4. Data Conversion and Migration
5. System Go-live
6. Training
7. Documentation
8. System handover (source code)

2.2 Post-implementation Maintenance & Support

1. System Updates
    - Bug Fixes and Issue Resolution
    - Performance Monitoring and Optimization
    - Security Management
    - Data Backup and Recovery
2. Support Services
    - Helpdesk Support
    - On-site Support

- Training and Knowledge Transfer
- Monthly Health Checks
- Customization and Enhancements

3. Reporting and Communication
    - Regular Status Reports
    - Review Meetings

2.3 Tentative Evaluation Time Schedule

The schedule below is subject to change as needed during the selection process. Changes will be made and announced to relevant parties via email if necessary.

Activity	Date
Request for Bids	16 December 2025
Respond to queries from bidders (Meeting)	13 January 2026
Last Date of Clarifications	21 January 2026
Bid Closing	10 February 2026
Opening of Bids	10 February 2026
Evaluation of Bid Proposals and Shortlisting	11 - 18 February 2026
Notification of Intention to Award the Contract	03 March 2026
Stand Still Period ends	11 March 2026
Contract Signing	12 March 2026
Begin Project Implementation	13 March 2026
HEMIS Go-live	12 March 2027

2.4 Mandatory Information: Bidders Q&A Session

Once the RP is distributed/issued, bidders will be given some time to review it and prepare any questions relating to it. A supplier information session will be held, and questions from suppliers will be addressed during the Q&A Session scheduled for **13 January 2026, 10h00.** The meeting will be accessible both **virtually** via the link **(**https://shorturl.at/HEMIS/Q&A**)** and **physically** in the NCHE Main Boardroom. Follow-up queries should be communicated no later than 14 days before the closing date.

3. Key Requirements

This section lists NCHE's key requirements for the HEMIS solution. The requirements are categorised under the following headings:

- General System Requirements
- Functional Requirements
- Technical Requirements
- Project Management & Delivery
- HEMIS Standard Reports and Dashboards
- Cost and ongoing maintenance.

3.1 General System Requirements

The Higher Education Management Information System (HEMIS) for the National Council for Higher Education (NCHE) is designed to enhance data collection, management, and reporting processes within Namibia's higher education sector. To achieve these goals, the system must meet several key general requirements, ensuring it is robust, secure, and efficient. These requirements focus on user authentication, data entry, reporting, system integration, workflow automation, data storage, scalability, and error handling. By addressing these areas, the HEMIS system will support NCHE's mission to improve the quality and accessibility of higher education in Namibia.

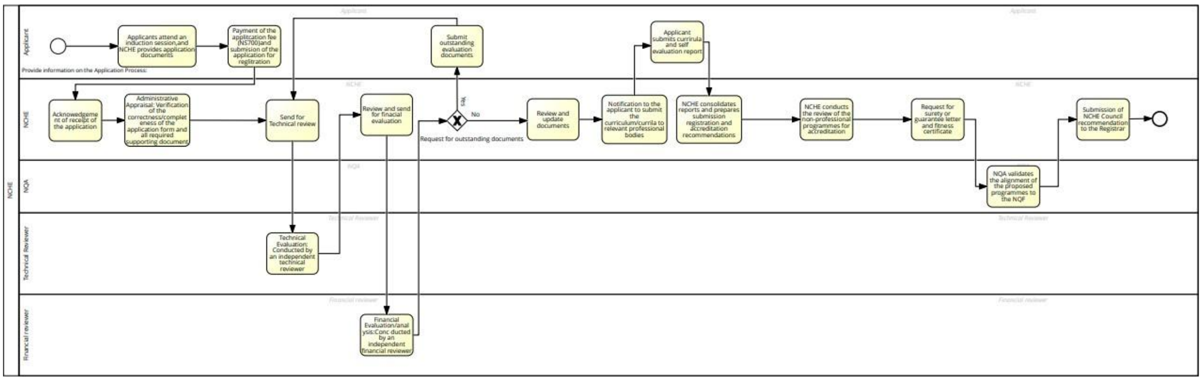
1. User Authentication and Authorization
2. Data Entry and Validation
3. Report Generation and Data Visualization
4. System Integration
5. Workflow Automation
6. Data Collection
7. Data Analysis
8. Data Storage and Security
9. System Scalability
10. Error Handling and Recovery

3.2 Functional Requirements

Overview of the Core Processes of HEMIS

1. **Applications for Registration of Private Higher Education Institutions Process Flow**

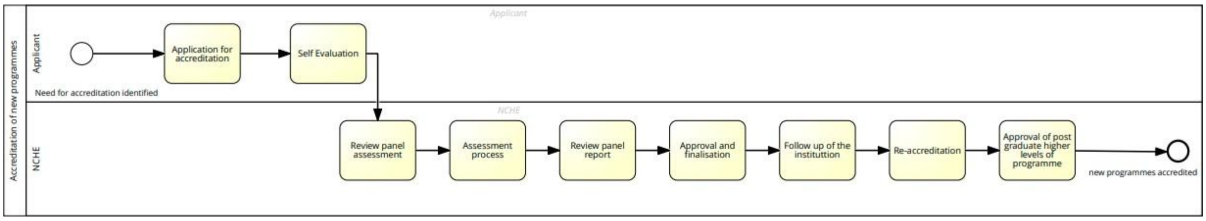
Process Flow Objectives: This process flowchart below serves to demonstrate/illustrate a visual representation of the sequenced steps, actions, or stages involved in processing the applications for registration of private higher education institutions received from/submitted by the applicants. Furthermore, the flowchart aims to enhance transparency to ensure that all stakeholders are aware of the steps and sequence of processing applications.

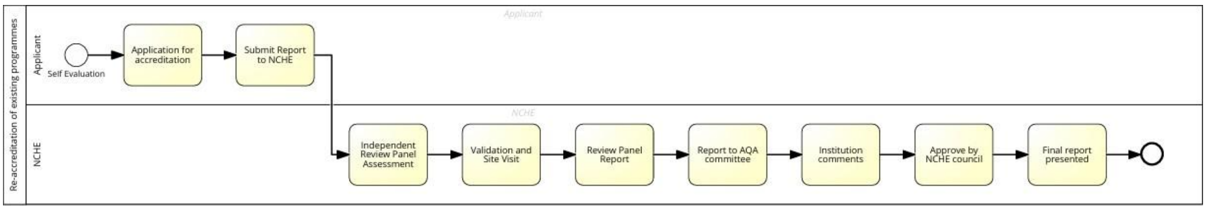


2. Accreditation of new programmes/ Re-accreditation of existing programmes

To accredit new programmes, institutions must apply to NCHE, ensuring the programme meets NCHE and relevant statutory bodies' requirements. The process involves a self-evaluation exercise addressing needs analysis, quality commitment, and an implementation plan. The application, including these details, is reviewed by a panel of peers and students, who assess it against NCHE's criteria. If the programme meets these standards, NCHE grants accreditation in concurrence with the NQA.

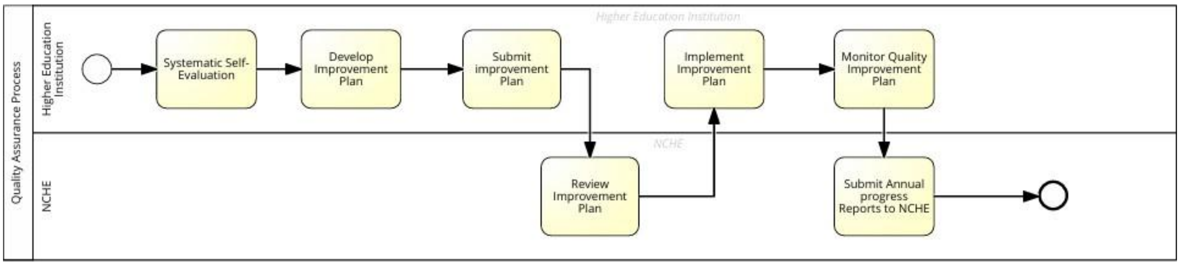
The re-accreditation process for existing programmes focuses on evaluating implementation aspects and achieved learning outcomes, ensuring they meet NCHE’s criteria for (re-)accreditation. Additionally, these programmes must satisfy the requirements of other relevant stakeholders where applicable. The re-accreditation is similar to accreditation except for the last Theme, where Learning Outcomes replace Financial Resources





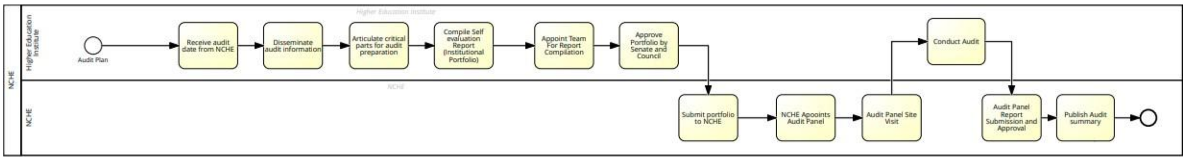
3. Quality Improvement Process

Institutions whose programmes were accredited with conditions are expected to institutionalise regular quality reviews of their existing programmes to enhance and maintain quality. Upon receipt of the accreditation feedback, an HEI should develop and submit an improvement plan to NCHE. Upon review, an HEI is advised to implement the plan and submit annual progress for two consecutive years. This comprises the following procedures:



4. **Procedures for Institutional Audits**

Higher education institutions are subject to NCHE's audit requirements. Foreign providers that operate inside Namibia are subject to the same requirements, even if they must meet quality assurance requirements in their countries of origin. Upon receipt of the institutional audit feedback, an HEI should develop and submit an improvement plan to NCHE and upon review, an HEI is advised to implement the plan and submit annual progress for two consecutive years.



HEMIS Data Model Components

The entities, attributes and relationships below outline the envisaged data model for the developer. These examples provide a clear understanding of the data types and interconnections that the system will manage. The goal is to guide the developer in creating a data model that accurately captures all necessary information and supports the required functionalities for managing, querying, and reporting on this data.

Databases/Entities and Attributes

These tables and attributes are examples of a database schema but are not comprehensive or final designs. Instead, they are intended to serve as a starting point or rough outline to guide the developer in understanding the overall structure of the database, with the understanding that there may be additional tables, attributes, or relationships not included here that will be developed or modified during the project. See Annex A (HEMIS Guide) for a complete list of fields and nomenclature for each database.

A. Students Database

Academic Year	Student Identifier	Name	Surname	Date of Birth	Sex	Email Addresses	Contact Number	Qualification Code	Faculty	Department	Marginalized	Type of Difficulties/ Disability	Major Source of Funding	Examination Results
2024	12345	Shikongo	Doe	1/1/2000	Male	Shikongo.doe@example.com	0855510010	BSc01	Science	Physics	No	None	Scholarship	Passed
2024	12346	Gonteb	Smith	2/2/2001	Female	Gonteb.smith@example.com	0815510011	BSc02	Science	Chemistry	Yes	Visual Impairment	Self-funded	Passed
2023	12347	Alice	Johnson	3/3/2002	Female	alice.johnson@example.com	0835510012	BA01	Arts	History	No	None	Loan	Failed
2024	12348	Sem	Brown	4/4/2003	Male	sem.brown@example.com	0815510013	BEng01	Engineering	Electrical	Yes	Hearing Impairment	Scholarship	Passed
2021	12349	Mati	Davis	5/5/2004	Female	mati.davis@example.com	0815510014	BCom01	Commerce	Accounting	No	None	Self-funded	Passed

B. Subject Database

Subject Name	Subject Code	NQF Subject Field of Learning	Subject Fees	Academic Year	HEI Details	Credits	Level	Department	Faculty	Prerequisites	Corequisites	Description
Quantum Mechanics	PHY101	Physical Sciences	N$500	2024	UNAM	20	3	Physics	Science	Basic Physics	Mathematics	Study of quantum phenomena and applications ...
Organic Chemistry	CHE202	Chemical Sciences	N$450	2024	NUST	15	2	Chemistry	Science	Basic Chemistry	Biology	Introduction to organic molecules and reactions...
Medieval History	HIS303	Humanities	N$400	2024	IUM	10	3	History	Arts	None	None	Exploration of medieval European history...
Electrical Engineering	EEE404	Engineering and Technology	N$600	2024	NUST	25	4	Engineering	Engineering	Circuit Theory	Control Systems	Advanced concepts in electrical engineering. ..
Business Ethics	BUS305	Business, Commerce, and Management Studies	N$550	2024	Business School of Excellence	20	3	Business	Commerce	Introduction to Business	Management	Examination of ethical issues in business practices...

C. Research Outputs Database

Research Title	Type of Research Outcome	Names of Researchers	Area of Research (NQF Field of Learning)	Academic Year	HEI Details	Publication Date	Journal/Conference Name	Volume/Issue	Pages	DOI	Funding Source	Abstract
Quantum Computing Advances	Journal Article	John Doe, Jane Smith	Information Technology	2024	University of Technology	1/3/2024	Journal of Quantum Computing	3-Dec	123-145	10.1234/qc2024	National Science Foundation	This research explores the latest advancements in quantum computing...
Renewable Energy Solutions	Conference Paper	Alice Johnson, Bob Brown	Engineering and Technology	2024	Institute of Energy Studies	15/05/2024	International Conference on Renewable Energy	-	-	-	Government Grant	The study presents innovative solutions for renewable energy...
Medieval History Insights	Book Chapter	Charlie Davis, John Doe	Humanities and Social Sciences	2024	University of History	20/07/2024	History of Medieval Europe	-	-	-	University Grant	This chapter delves into the socioeconomic aspects of medieval Europe...
Business Ethics and Practices	Journal Article	Jane Smith, Alice Johnson	Business, Commerce, and Management Studies	2024	Business School of Excellence	5/10/2024	Journal of Business Ethics	2-Aug	98-112	10.5678/be2024	Private Sponsor	An analysis of contemporary business ethics and practices...
Artificial Intelligence in Healthcare	Journal Article	Bob Brown, Charlie Davis	Health Sciences	2024	Medical Research Institute	12/12/2024	Journal of Health Informatics	1-May	22-37	10.9101/ai2024	Health Research Council	The impact of artificial intelligence on modern healthcare systems...

D. Facilities Database

Academic Year	HEI Name and Code	Campus Name	Building Name	Room Number	Space Identifier	Condition	Assignable Area (Square Meters)	Usage Type	Occupancy Capacity
2024	UNAM	Main Campus	Science Building	101	Lecture Hall	Good	120	Teaching	150
2024	NUST	North Campus	Arts Building	202	Studio	Fair	80	Creative Work	20
2024	IUM	City Campus	Commerce Building	303	Office	Excellent	50	Administrative	5
2024	NUST	Tech Campus	Engineering Building	404	Laboratory	Good	100	Research	30
2024	BSE	Health Campus	Medical Building	505	Clinic	Fair	200	Health Services	50

E. Staff Database

Academic Year	Personnel /Staff Identifier	Name	Surname	Sex	Date of Birth	Contact Information (Email, Phone)	Terms of Employment	Mode of Employment	Date of Employment	Department	Qualifications	Academic Employment Function
2024	S001	John	Doe	Male	1/1/1980	john.doe@university.com, 123-456-7890	Full-time	Permanent	1/1/2010	Physics	PhD in Physics	Professor
2024	S002	Jane	Smith	Female	2/2/1985	jane.smith@university.com, 234-567-8901	Part-time	Contract	1/9/2015	Chemistry	MSc in Chemistry	Lecturer
2024	S003	Alice	Johnson	Female	3/3/1975	alice.johnson@university.com, 345-678-9012	Full-time	Permanent	15/08/2008	History	PhD in History	Associate Professor
2024	S004	Bob	Brown	Male	4/4/1982	bob.brown@university.com, 456-789-0123	Full-time	Permanent	10/2/2012	Engineering	BEng in Electrical Engineering	Senior Lecturer
2024	S005	Charlie	Davis	Female	5/5/1990	charlie.davis@university.com, 567-890-1234	Part-time	Contract	1/6/2018	Business	MBA	Lecturer

F. Higher Education Institution Database

HEI Name	Institutional Designation	Type of Institution (Public/Private)	Contact Details	Year of Establishment	Number of Students	Location	Campuses	Website	Accreditation Status	Key Programs Offered
University of Namibia	UNAM	Public	contact@unam.edu, 123-456-7890	1993	12,000	Windhoek	9	www.usc.edu	Accredited	Engineering, Physics, Chemistry
Namibia University of Science and Technology	NUST	Public	info@nust.edu, 234-567-8901	1985	9,000	Windhoek	11	www.ua.edu	Accredited	History, Literature, Fine Arts
International University of Management	IUM	Private	admin@ium.edu, 345-678-9012	2003	7,000	Windhoek	6	www.bse.edu	Accredited	Business, Economics, Management
Business School of Excellence	BSE	Private	contact@bse.edu, 567-890-1234	2014	3,000	Windhoek	3	www.mri.edu	Accredited	Medicine, Health Sciences, Research

G. Indicators Database

HEI Name	Academic Year	Admissions Rate (%)	Enrolment Rate (%)	Graduation Rate (%)	Employment Rate (%)	Staff Headcount	Student-Faculty Ratio	Research Output	International Students (%)
University of Namibia	2024	75	85	70	90	1,200	20:01	150	10
Namibia University of Science and Technology	2024	65	80	75	85	800	18:01	100	15
International University of Management	2024	80	88	78	92	500	25:01:00	75	20
Business School of Excellence	2024	70	82	72	88	1,000	22:01	120	12
Medical Research Institute	2024	60	75	65	80	400	15:01	90	18

H. HEI Registration Database

Name of HEI	Name of Applicant	Contact Details	Management Team Information	Learning Programmes Details	Staff Data	Student Data	Year of Application	Location	Institution Type	Status
University of Science	John Smith	info@usc.edu, 123-456-7890	CEO: Jane Doe, CFO: Alice Johnson, Dean: Bob Brown	BSc Physics, MSc Chemistry, BA History	50 Faculty, 20 Administrative Staff	1,000 Undergraduate, 200 Postgraduate	2024	City A, Country X	Public	Approved
Arts Institute	Mary Johnson	contact@ai.edu, 234-567-8901	CEO: Tom White, CFO: Sarah Black, Dean: Michael Green	BFA, MFA, PhD Arts	30 Faculty, 10 Administrative Staff	800 Undergraduate, 150 Postgraduate	2024	City B, Country Y	Private	Under Review
Health Sciences College	Patricia Green	admissions@hsc.edu, 456-789-0123	CEO: Kevin Orange, CFO: Laura Purple, Dean: Steve Gold	MD, BSc Nursing, MSc Public Health	60 Faculty, 25 Administrative Staff	1,200 Undergraduate, 300 Postgraduate	2024	City D, Country W	Private	Under Review

I. Programme Database

HEI Name	Campus Name	Faculty and Department	Qualification Name	Qualification Type	NQF Level	Number of Credits	Accreditation Status	Program Duration	Mode of Study
University of Namibia	Main Campus	Faculty of Science, Department of Physics	Bachelor of Science in Physics	Bachelor's Degree	7	360	Accredited	4 years	Full-time
Namibia University of Science and Technology	North Campus	Faculty of Humanities, Department of History	Master of Arts in History	Master's Degree	9	180	Accredited	2 years	Full-time/Part-time
International University of Management	City Campus	Faculty of Business, Department of Management	Bachelor of Business Administration	Bachelor's Degree	7	360	Accredited	3 years	Full-time
Business School of Excellence	Tech Campus	Faculty of Engineering, Department of Electrical Engineering	Diploma in Electrical Engineering	Diploma	6	240	Accredited	2 years	Full-time
Medical Research Institute	Health Campus	Faculty of Health Sciences, Department of Medicine	Doctor of Medicine	Doctoral Degree	10	480	Accredited	5 years	Full-time

J. HEI Programme Accreditation Database

Name of HEI	Site and Contact Information	Programme Name	NQF Level	Credits	Stakeholder Involvement	Accreditation Status	Year of Accreditation	Department	Faculty
BSE	Main Campus, contact@usc.edu, 123-456-7890	Bachelor of Science in Physics	7	360	Industry partners, Professional bodies	Accredited	2024	Department of Physics	Faculty of Science
IUM	North Campus, contact@ai.edu, 234-567-8901	Master of Arts in History	9	180	Historical societies, Alumni	Accredited	2024	Department of History	Faculty of Humanities
NUST	Tech Campus, support@tu.edu, 345-678-9012	Diploma in Electrical Engineering	6	240	Engineering firms, Accreditation agencies	Accredited	2024	Department of Electrical Engineering	Faculty of Engineering
UNAM	Health Campus, admissions@hsc.edu, 456-789-0123	Doctor of Medicine	10	480	Medical associations, Hospitals	Accredited	2024	Department of Medicine	Faculty of Health Sciences
NUST	Main Campus, admin@hu.edu, 567-890-1234	Bachelor of Arts in Literature	7	360	Literary clubs, Academic councils	Accredited	2024	Department of Literature	Faculty of Humanities

K. HEI Quality Audit Database

Name of HEI	Institutional Policies	Quality Assurance Systems	Academic Activities Evaluation	Audit Year	Evaluation Outcome	Audit Agency	Recommendations	Follow-up Actions	Status
BSE	Comprehensive policy on academic integrity, Equal opportunity policy	Internal quality audits, External accreditation reviews	Regular curriculum review, Faculty performance assessments	2024	Satisfactory	National QA Agency	Enhance faculty development programs	Implement new teaching methods	Completed
IUM	Policy on student support services, Research ethics policy	Continuous improvement programs, Peer reviews	Student feedback surveys, Research output evaluations	2024	Good	Regional QA Board	Improve research facilities	Increase funding for research	In Progress
NUST	ICT policy, Policy on sustainable practices	Annual internal audits, Certification processes	Program accreditation reviews, Graduation rates analysis	2024	Excellent	International QA Council	Expand online learning resources	Develop new technology programs	Completed
UNAM	Policy on community engagement, Code of conduct	Benchmarking against global standards, Quality circles	Teaching quality assessments, Alumni employment tracking	2024	Satisfactory	National QA Agency	Strengthen community partnerships	Increase internship opportunities	In Progress
NUST	Policy on academic freedom, Financial management policy	Quality management system (QMS), External evaluations	Research grant assessments, Learning outcomes measurement	2024	Excellent	Regional QA Board	Promote interdisciplinary research	Update financial management system	Completed

Relationships

- One-to-Many Relationship: One HEI can have multiple programmes.
- Many-to-Many Relationship: Students can be enrolled in multiple subjects, and subjects can have multiple students.

Data Integrity and Validation

- Compulsory Fields: Fields that must not be left blank (e.g., HEI Name, Academic Year).
- Coded Variables: Use of numeric codes for specific attributes (e.g., Sex: 1. Male, 2. Female).
- Text Variables: Limited length for textual data.
- Qualification Names: Full names without abbreviations.
- Date Formats: Specific date formats (e.g., DD/MM/YYYY).
- Nationality: Textual representation not coded.

User Access and Security

- Role-Based Access Control (RBAC): Different user roles with specific permissions.
- Data Encryption: Ensure sensitive data is encrypted in transit and at rest.
- Audit Trails: Keeping logs of all data access and modifications.

Reporting and Analytics

- Customizable Reports and Dashboards
- Data Analysis for Decision-Making
- Tracking Key Performance Indicators and Trends

Workflow Automation

- Automation of routine tasks and processes.
- Workflow management to track and manage task progression.

3.3 Technical Requirements

The technical requirements outline the functional and non-functional capabilities, features, and constraints the system must possess to achieve its intended purpose. These requirements include the software's architecture, programming languages, operating systems, databases, networks, and other technologies used to build and deploy the system. The technical requirements also specify the system's performance, scalability, security, and reliability features, such as response time, throughput, data storage capacity, and fault tolerance. Additionally, they define the system's user interface, data formats, communication protocols, and any specific hardware or infrastructure requirements necessary for its operation.

System Architecture

A. Single Database Repository
- All data should be stored in a single, fully integrated database repository.
- Ensure seamless data flow between different modules.

B. Scalability
- The system must be scalable to accommodate increasing data volumes and user numbers.

1. **High Availability and Reliability**
    - Implement redundancy and failover mechanisms.
    - Ensure minimal downtime and robust backup solutions.
2. **Performance**
    - The system should support high transaction volumes with minimal latency.
    - Optimize queries and data access methods for speed and efficiency.

Mobility

1. **Remote Access & Browser Independence**
    - Internal Access: Ability to connect remotely within NCHE's LAN using laptops, iOS, Android, and web browsers.
    - External Access: Ability to connect remotely outside NCHE's LAN using laptops, iOS, Android, and web browsers.
    - Browser Support: Support for multiple web browsers (e.g., Chrome, Firefox, Safari).

Integration Capabilities

1. **APIs and Web Services**
    - Provide modern APIs (e.g., RESTful, SOAP) for integration with external systems such as other institutional databases.
    - Ensure APIs support CRUD (Create, Read, Update, Delete) operations.
2. **Data Interchange**
    - Support electronic data interchange (EDI) standards for seamless data exchange with external stakeholders.
3. **Interoperability**
    - Ensure interoperability with various operating systems and platforms (e.g., Windows, Linux, macOS).

Security

1. **Data Encryption**
    - Encrypt sensitive data both in transit and at rest.
    - Use industry-standard encryption protocols (e.g., TLS, SSL, AES).
2. **Access Control**
    - Implement role-based access control (RBAC).
    - Support multi-factor authentication (MFA).
3. **Audit Trails**
    - Maintain comprehensive audit logs for all user activities and system changes.
    - Ensure audit logs are tamper-proof and easily accessible for review.
4. **Data Privacy**
    - Comply with data privacy regulations (e.g., GDPR, HIPAA).
    - Implement data anonymization where necessary.

User Interface

1. **Responsive Design**
    - Ensure the interface is responsive and adapts to various screen sizes and resolutions.
    - Support for modern web browsers (e.g., Chrome, Firefox, Safari, Edge).
2. **Customizable Dashboards**
    - Allow users to customize their dashboards according to their roles and preferences.
3. **Intuitive Navigation**
    - Design user-friendly menus and navigation bars.
    - Ensure consistency in design elements across all modules.
4. **Real-time Feedback**
    - Provide real-time visual feedback for user actions (e.g., loading animations, success messages).

Data Management

1. **Data Validation**
    - Implement strict data validation rules to ensure data integrity.
    - Provide error messages and corrective suggestions for invalid data entries.
2. **Data Migration**
    - Support seamless data migration from existing systems.
    - Ensure data integrity and consistency during the migration process.
3. **Data Backup and Recovery**
    - Implement regular data backup procedures.
    - Ensure quick and reliable data recovery mechanisms.

Reporting and Analytics

1. **Customizable Reporting**
   - Provide a flexible report writer tool for creating and modifying reports.
   - Support for various report formats (e.g., PDF, Excel, CSV).
2. **Real-time Analytics**
   - Enable real-time data analysis and visualization.
   - Support drill-down and drill-through capabilities in reports.
3. **Business Intelligence**
   - Integrate business intelligence tools for advanced analytics and insights.
   - Provide dashboards with key performance indicators (KPIs).

Maintenance and Support

1. **System Updates**
   - Regular updates and patches to address bugs and introduce new features.
   - Minimize system downtime during updates.
2. **Technical Support**
   - Provide 24/7 technical support through various channels (e.g., phone, email, live chat).
   - Ensure quick response times and effective issue resolution.

Documentation and Training

- Provide comprehensive user manuals, technical documentation, and training materials.
- Offer training sessions for end-users and system administrators.

Hardware and Network Requirements

1. **Server Specifications**
   - Specify the minimum hardware requirements for servers (e.g., CPU, RAM, storage).
   - Recommend server configurations for optimal performance.
2. **Network Bandwidth**
   - Specify network bandwidth requirements for efficient data transfer.
   - Ensure support for high-speed internet connections.
3. **Backup and Disaster Recovery**
   - Implement robust backup solutions with off-site storage.
   - Ensure disaster recovery plans are in place and regularly tested.

3.4 Project Management & Delivery

Project Management & Delivery specify the processes, tools, and methodologies for planning, executing, and controlling the software development project. These requirements include the project management framework (e.g., Agile, Waterfall, Hybrid) and specific tools for task management, collaboration, and communication. They define the project's scope, timeline, budget, and resource allocation, along with the roles and responsibilities of team members. Additionally, they outline quality assurance and testing processes, change management procedures, and reporting and documentation requirements to ensure successful project delivery and stakeholder satisfaction.

Project Implementation Methodology

1. **Approach**
   - Comprehensive project management approach tailored for HEMIS.
   - Alignment with best practices in project management.
2. **Project Management Plan**
   - Detailed project management plan submitted during project initiation.
   - Plan includes timelines, milestones, deliverables, and resource allocation.
3. **Project Management Best Practices**
   - Adherence to established project management standards and methodologies.

Project Delivery

1. **Methodology, Approach, Tools**
   - Overview of project management methodology and tools.
   - Proposed project team structure with role descriptions.
   - Implementation planning, monitoring, and measurement tools.
2. **Change Management**
   - Approach to managing changes during HEMIS implementation.
   - Strategies for handling resistance and ensuring smooth transitions.
3. **Benefit Realisation**
   - Approach to ensuring the benefits of HEMIS implementation are realized.
   - Methods for measuring and tracking benefits over time.
4. **Business Process Re-engineering**
   - Approach to re-engineering business processes for HEMIS implementation.
   - Strategies for optimizing processes and improving efficiency.

Major Deliverables

The main deliverables from the system development implementation project for HEMIS include:

1. A fully functional and operational Higher Education Management Information System (HEMIS) ready for end-user use with all necessary documentation and support materials.
2. Supply and implementation of required HEMIS and related software licenses, including database and reporting modules.
3. Provision of system interface documentation.
4. Technical training for NCHE IT team on HEMIS management.
5. Functional training for NCHE users, HEI users, management, and staff.
6. Comprehensive documentation and guides, including system setup, user acceptance testing, and migration strategies.
7. User manuals for each module.
8. Three years (36 months) of support for NCHE.

Project Timeline

1. **Projected Timeline**
   - Detailed implementation timeline for each milestone and deliverable.
   - Timeline provided in months.

Client Resource Requirement

1. **Resource Requirements**
   - Specify client staff resource requirements for the duration of implementation.
   - Level of post-implementation maintenance required.
   - Level of package support available.
   - Details of maintenance contract for years 1, 2, and 3.

4. Detailed Systems Requirement

The following key requirements are derived from NCHE's business needs and the necessary business concepts. These requirements are crucial for NCHE, and the final selection will be based on how effectively the proposed system meets these requirements. Feedback and suggestions are welcome, especially if the current or proposed processes could be improved according to best practices.
The headings below align with the assessment criteria that will be used during the evaluation process. Please reference the relevant section numbers in your response for clarity and accurate assessment.
Provide detailed responses to the key requirements listed below to illustrate your system's capabilities. Simple "YES" or "NO" answers or mere references to product brochures are insufficient. Explain in detail how your system addresses each requirement:

4.1 General System Requirements

Feature (s)	Description	Off the Shelf (Y/N)	Customization Required (Y/N)	Not Available (Y/N)	Page Ref. Number on the Proposal
User Authentication and Authorization	Secure login, multi-factor authentication, role-based access control, ensuring only authorized users can access the system.				
Data Entry and Validation	User-friendly forms for data input, validation checks to ensure data integrity (e.g., format checks, mandatory fields, range checks).				
Report Generation and Data Visualization	Tools to create, customize, and generate reports; data visualization options like charts and graphs for better insights.				
System Integration	Ability to integrate with other systems and databases; supports APIs for seamless data exchange and interoperability.				
Workflow Automation	Automation of repetitive tasks, approval workflows, and notifications; supports business process management (BPM).				

Data Collection	Mechanisms for gathering data from various sources, including manual entry, automated feeds, and imports from external systems.				
Data Analysis	Analytical tools to process and analyze data, support for statistical analysis, trend analysis, and predictive analytics.				
Data Storage and Security	Secure and scalable data storage solutions, encryption, regular backups, disaster recovery plans, compliance with data protection regulations.				
System Scalability	Ability to handle increasing amounts of data and users, scalable infrastructure to support growth without performance degradation.				
Error Handling and Recovery	Robust error detection and logging mechanisms, automated recovery processes, user-friendly error messages, and support for manual intervention in critical situations.				

4.2 Functional Requirements

Feature (s)	Description	Off the Shelf (Y/N)	Customization Required (Y/N)	Not Available (Y/N)	Page Ref. Number on the Proposal
Entities/Databases/Attributes					
Students Database	Academic Year, Student Identifier, Personal Information, Contact Information, Academic Information, Socio-Economic Status, Examination Results				
Staff Database	Academic Year, Personnel/Staff Identifier, Personal Information, Employment				

	Details, Qualifications, Academic Employment Function				
Research Outputs Database	Research Title, Type of Research Outcome, Names of Researchers, Area of Research, Academic Year, HEI Details				
Subject Database	Subject Name, Subject Code, NQF Subject Field of Learning, Subject Fees, Academic Year, HEI Details				
Facilities Database	Academic Year, HEI Name and Code, Campus Name, Space Identifier and Condition, Assignable Area Square Meters				
Higher Education Institution Module	HEI Name, Institutional Designation, Type of Institution, Contact Details, Year of Establishment, Number of Students				
Programme Database	HEI Name, Campus Name, Faculty and Department, Qualification Name and Type, NQF Level, Number of Credits, Accreditation Status				
Indicators Database	Admissions Rate, Enrolment Rate, Graduation Rate, Employment Rate, Staff Headcount, Public Expenditure on Higher Education				
HEI Registration Database	Name of Applicant, Contact Details, Management Team Information, Learning Programmes Details, Staff and Student Data				
HEI Programme Accreditation Database	Site and Contact Information, Programme Details (NQF Level, Credits), Stakeholder Involvement				
HEI Quality Audit Database	Institutional Policies, Quality Assurance Systems, Academic Activities Evaluation				

Relationships					
One-to-Many Relationship	One HEI can have multiple programs				
Many-to-Many Relationship	Students can be enrolled in multiple subjects, and subjects can have multiple students				
Data Integrity and Validation					
Compulsory Fields	Fields that must not be left blank (e.g., HEI Name, Academic Year)				
Coded Variables	Use of numeric codes for specific attributes (e.g., Sex: 1. Male, 2. Female)				
Text Variables	Limited length for textual data				
Qualification Names	Full names without abbreviations				
Date Formats	Specific date formats (e.g., DD/MM/YYYY)				
Nationality	Textual representation not coded				
User Access and Security					
Role-Based Access Control (RBAC)	Different user roles with specific permissions				
Data Encryption	Ensuring sensitive data is encrypted both in transit and at rest				
Audit Trails	Keeping logs of all data access and modifications				
Reporting and Analytics					
Customizable Reports and Dashboards					
Data Analysis for Decision-Making					
Tracking Key Performance Indicators and Trends					

Workflow Automation					
Routine Task Automation	Automation of routine tasks and processes				
Workflow Management	Track and manage task progression				

4.3 Technical Requirements

Specification	Description	Off the Shelf (Y/N)	Customization Required (Y/N)	Not Available (Y/N)	Page Ref. Number on the Proposal
System Architecture					
Single Database Repository	Store all data in a single, fully integrated database repository for seamless data flow between modules				
Scalability	Scalable to accommodate increasing data volumes and user numbers				
High Availability and Reliability	Implement redundancy and failover mechanisms to minimize downtime and ensure robust backup solutions				
Performance	Support high transaction volumes with minimal latency, optimize queries and data access methods for speed and efficiency				
Mobility Specifications					
Remote Access & Browser Independence	Allow remote access via laptops, iOS, Android, and web browsers (internal and external)				
Browser Support	Support multiple web browsers (e.g.,				

	Chrome, Firefox, Safari)				
Integration Capabilities Specifications					
APIs and Web Services	Provide modern APIs (e.g., RESTful, SOAP) for integration with external systems (institutional databases)				
Data Interchange	Support electronic data interchange (EDI) standards for seamless data exchange with external stakeholders				
Interoperability	Ensure interoperability with various operating systems and platforms (e.g., Windows, Linux, macOS)				
Security Specifications					
Data Encryption	Encrypt sensitive data both in transit and at rest using industry-standard protocols (e.g., TLS, SSL, AES)				
Access Control	Implement role-based access control (RBAC) and multi-factor authentication (MFA)				
Audit Trails	Maintain comprehensive audit logs for all user activities and system changes, with tamper-proof and easily accessible logs				
Data Privacy	Comply with data privacy regulations (e.g., GDPR, HIPAA), implement data anonymization where necessary				
User Interface Specifications					
Responsive Design	Ensure interface is responsive and adapts to various screen sizes and resolutions, supports modern web browsers (e.g., Chrome, Firefox,				

	Safari)				
Customizable Dashboards	Allow users to customize dashboards according to their roles and preferences				
Intuitive Navigation	Design user-friendly menus and navigation bars with consistency across all modules				
Real-time Feedback	Provide real-time visual feedback for user actions (e.g., loading animations, success messages)				
Data Management Specifications					
Data Validation	Implement strict data validation rules to ensure data integrity, provide error messages and corrective suggestions for invalid data entries				
Data Migration	Support seamless data migration from existing systems, ensure data integrity and consistency during migration process				
Data Backup and Recovery	Implement regular data backup procedures, ensure quick and reliable data recovery mechanisms				
Reporting and Analytics Specifications					
Customizable Reporting	Provide a flexible report writer tool for creating and modifying reports, support various report formats (e.g., PDF, Excel, CSV)				
Real-time Analytics	Enable real-time data analysis and visualization, support drill-down and drill-through capabilities in reports				

Business Intelligence	Integrate business intelligence tools for advanced analytics and insights, provide dashboards with key performance indicators (KPIs)				
Maintenance & Support Specifications					
System Updates	Regular updates and patches to address bugs and introduce new features, minimize system downtime during updates				
Technical Support	Provide 24/7 technical support through various channels (e.g., phone, email, live chat), ensure quick response times and effective issue resolution				
Documentation and Training Specifications					
Documentation and Training Materials	Provide comprehensive user manuals, technical documentation, and training materials for end-users and system administrators				
Hardware and Network Requirements Specifications					
Server Specifications	Specify minimum hardware requirements for servers (e.g., CPU, RAM, storage), recommend server configurations for optimal performance				
Network Bandwidth	Specify network bandwidth requirements for efficient data transfer, ensure support for high-speed internet connections				

Backup and Disaster Recovery	Implement robust backup solutions with off-site storage, ensure disaster recovery plans are in place and regularly tested				

4.4 Project Management & Delivery

Process	Description	Off the Shelf (Y/N)	Customization Required (Y/N)	Not Available (Y/N)	Page Ref. Number on the Proposal
A. Project Implementation Methodology					
Approach	Comprehensive project management approach tailored for HEMIS. Alignment with best practices in project management.				
Project Management Plan	Detailed project management plan submitted during project initiation. Includes timelines, milestones, deliverables, and resource allocation.				
Project Management Best Practices	Adherence to established project management standards and methodologies.				
Project Delivery					
Methodology, Approach, Tools	Overview of project management methodology and tools. Proposed project team structure with role descriptions. Implementation planning, monitoring, and measurement tools.				

Change Management	Approach to managing changes during HEMIS implementation. Strategies for handling resistance and ensuring smooth transitions.				
Benefit Realisation	Approach to ensuring the benefits of HEMIS implementation are realized. Methods for measuring and tracking benefits over time.				
Business Process Re-engineering	Approach to re-engineering business processes for HEMIS implementation. Strategies for optimizing processes and improving efficiency.				
Major Deliverables					
Software Licenses and Implementation	Supply of required HEMIS and related software licenses. Implementation of various databases modules, Reporting modules, and other requirements.				
System Interface Documentation and Support	Provide system interface documentation. Assist NCHE with integrating existing systems to the proposed HEMIS.				
Technical Training	Technical training for NCHE IT team on managing HEMIS (user management, server maintenance, reporting).				
Functional Training	Functional training for NCHE Management, HEIs on system use.				
Documentation and Guides	System setup guides, requirement documents, user acceptance testing documents, software commissioning documents, migration strategies, and data take-on acceptance.				

User Manuals	Provide user manuals for each module.				
Support	Provide support to NCHE for the next three (3) years or 36 months.				
Project Timeline					
Projected Timeline	Detailed implementation timeline for each milestone and deliverable. Timeline provided in months.				
Client Resource Requirement					
Resource Requirements	Specify client staff resource requirements for the duration of implementation. Level of post-implementation maintenance required. Level of package support available. Details of maintenance contract for years 1, 2, and 3.				

4.5 HEMIS Standard Reports and Dashboards

The HEMIS must have the following standard reports as well as the capability to create customised reports:

ID	Category	Description
Reports		
1	Completion	Students Completing Studies by Age Group and NQF Qualification Type
2	Completion	Students Completing Studies by NQF Field of Learning and by Sex
3	Completion	Students Completing Studies by NQF Qualification Type and by Sex
4	Completion	Students Completing Studies by Offering Type and by Sex
5	Completion	Students Completing Studies by Qualification Type and by Institution Type
6	Enrolment	Enrolment by Academic Year and Sex
7	Enrolment	Enrolment by Age

8	Enrolment	Enrolment by Age and by Sex
9	Enrolment	Enrolment by Financial Sponsor and by Sex
10	Enrolment	Enrolment by Higher Education Institution
11	Enrolment	Enrolment by Higher Education Institutions and by Sex
12	Enrolment	Enrolment by Nationality
13	Enrolment	Enrolment by Nationality and by Sex
14	Enrolment	Enrolment by New and First-Time Entrant into Higher Education Institution
15	Enrolment	Enrolment by NQF Field of Learning and by Sex
16	Enrolment	Enrolment by NQF Qualification Type and by Sex
17	Enrolment	Enrolment by Offering Type and by Sex
18	Enrolment	Enrolment by Region of Campus and by Sex
19	Enrolment	Enrolment by Region of Origin
20	Enrolment	Enrolment by Region of Origin and by NQF Field of Learning
21	Enrolment	Enrolment Percentage by Region of Origin and by NQF Field of Learning
22	Enrolment	Enrolment by STEM and Non-STEM NQF Fields of Learning
23	Enrolment	Gross Enrolment Ratio (GER) by Sex
24	Enrolment	New and Repeating Students by Type of HEI and by Sex
25	Enrolment	New and Repeating Students by Year of Study and by Sex
26	Enrolment	Student Enrolments by Higher Education Institution and by Offering Type
27	Enrolment	Students Funded by NSFAF by NQF Field of Learning and by Sex
28	Examination Results	Examination Results by HEI Name and by Sex
29	Examination Results	Examination Results by Sex
30	Examination Results	Examination Results by Type of HEI and by Sex
31	Examination Results	Examination Results by Year of Study
32	Staff	Academic and Academic Support Staff Members by Highest Qualification
33	Staff	Academic and Academic Support Staff Members by Mode of Employment
34	Staff	Staff Members by Higher Education Institutions
35	Staff	Staff Members by Type of Staff and by Sex

Dashboard		
1	Enrolment	Total Enrolment by Academic Year, Enrolment by Higher Education Institution, Enrolment by Age Group, Enrolment by Region of Origin, Enrolment by Financial Sponsor, Enrolment by Offering Type, Enrolment by NQF Field of Learning
2	Gender Distribution	Enrolment by Sex, Gross Enrolment Ratio (GER) by Sex, Enrolment by Higher Education Institutions and by Sex, Enrolment by Age and by Sex, Enrolment by Offering Type and by Sex, Enrolment by NQF Field of Learning and by Sex, Enrolment by NQF Qualification Type and by Sex
3	New and Repeating Students	Enrolment by New and First-Time Entrant into Higher Education Institution, New and Repeating Students by Type of HEI and by Sex, New and Repeating Students by Year of Study and by Sex
4	Regional	Enrolment by Region of Campus, Enrolment by Region of Origin, Enrolment by Region of Origin and by NQF Field of Learning, Enrolment Percentage by Region of Origin and by NQF Field of Learning
5	STEM vs non-STEM	Enrolment by STEM and Non-STEM NQF Fields of Learning
6	Nationality	Enrolment by Nationality, Countries Enrolment by Qualification NQF Field of Learning, Enrolment by Nationality and by Sex
7	Examination Results	Examination Results by Type of HEI and by Sex, Examination Results by Sex, Examination Results by HEI Name and by Sex, Examination Results by Year of Study
8	Completion	Students Completing Studies by NQF Field of Learning and by Sex, Students Completing Studies by Offering Type and by Sex, Students Completing Studies by Qualification Type and by Institution Type, Students Completing Studies by NQF Qualification Type and by Sex, Students Completing Studies by Age Group and NQF Qualification Type
9	Staff	Staff Members by Higher Education Institutions, Staff Members by Type of Staff and by Sex, Academic and Academic Support Staff Members by Highest Qualification, Academic and Academic Support Staff Members by Mode of Employment

5. Evaluation Criteria

The bidder must attach the CVs of the core team along with certified copies of their relevant qualifications, certifications, references and any other supporting documents.

The experts presented as part of this team must be fully controlled by the bidding entity, and the client reserves the right to verify this.

5.2 (a)	**Criteria, sub-criteria, and point system for the evaluation of Full Technical Proposals are:**	
Element	**Points**	**Evaluation Criteria**
Key Consultant or Team Lead	**12**	• ***Academic qualification***: Software Engineering /Business Analysis or related academic qualifications, with a minimum of a bachelor degree, masters an added advantage (***Point scoring***: Master's = 2.0; Honours = 1.5; Bachelor's = 1.0; Anything Less = 0). [**2**] • ***Certifications*** (Microsoft, Power BI, Cloud certified developer) (***Point scoring***: 1 point is awarded ONLY if the certification is **current** (obtained/renewed within the last **three (3) years** of the Bid Closing Date) and is **relevant** to application development, data management, or cloud architecture. (e.g., Power BI Data Analyst, Cloud Developer, PMP). [**1**] • A ***minimum of 5 years*** of experience in business analysis, project management, or systems development, particularly in educational or management information systems [***Point scoring***: a minimum of 5 years of experience in business analysis, project management, or systems development in an MIS environment. 5 years = **1 Point**. **1 Point for each extra year** up to 10 years total.) [**6**] • **Similar projects** managed at least two (2) projects, nature and complexity (***Point Scoring***: Clear evidence of at least two (2) projects of similar nature and complexity, demonstrating comparable scale, large data volumes, and strong security controls. [**2**] • ***Experience*** in BI including portal and dashboard development (***Point scoring***: Qualifying MIS-type examples include: Public/Private/Education Sector: National MIS platforms, large-scale Education MIS, e-Government portals, public-facing service portals, and national registry/population-information systems.) [**1**]

Expert 1/ Software Developer	**6**	• **Academic qualification**: Bachelor degree in computer science or a related field (***Point scoring***: Bachelor = 1, Diploma = 0.5) [**1**] • A **minimum of 3 years** of experience in software development, especially within the public sector. (***Point scoring***: Experience (3=1; 4=2; ≥5=3) [**3**] • ***Skills*** in programming (Java, Python, C#, JavaScript) [**1**] • ***Knowledge*** of Agile and DevOps, and expertise in database management (SQL, NoSQL) and cloud platforms (AWS, Azure). [**1**]
Expert 2 / Project manager	**5**	• **Academic qualification**: Bachelor degree in Information Technology or a related field (***Ponit scoring***: Bachelor in IT/related = 1; else 0). [**1**] • ***Skills:*** project management certification (PMP and Agile certifications such as CSM or PMI-ACP and PRINCE2). (***Point scoring***: PMP/PRINCE2/PMI-ACP/CSM current (≤3 yrs) = 1; else 0). [**1**] • A **minimum of 3 years** of experience in project management (***Point scoring***: Experience (3=1; 4=2; ≥5=3) [**3**]
Methodology and work plan adequacy.	**13**	• Implementation methodology (responsiveness to deliverables) [**3**] • Commitment to innovation and futureproofing staying current with industry trends [**3**] • Project plan outlining technical and functional aspects of the project [**4**] • Schedules and workloads aligned to person days [**3**]
Technical Expertise and Experience of Company	**10**	*The Company's expertise in the specific technology stack required for the HEMIS project.*
		Similar Services developed for Public Portal & Online application: (Please submit **links** for assessment) • Secured [**2**] • Data validation component [**2**] • Alerts and Notification [**2**] • Role-based access [**2**] • Dashboards and reporting [**2**] •
Training, Knowledge	**15**	*Evaluate the quality and comprehensiveness of the system documentation provided.*

Transfer, and Documentation		• Training Programme [**5**] • Knowledge Transfer [**5**] • Documentation [**5**]
Support and Maintenance	**6**	*Assess the developer's post-deployment support and maintenance services.*
		• Technical Support Availability and Responsiveness [**3**] • Approach to System Updates and Upgrades [**3**]
Client References and Reputation of the Company	**3**	*Verifiable client testimonials and references from previous clients.*
		• Reference 1 [**1**] • Reference 2 [**1**] • Reference 3 [**1**]

6. Annexures

6.1 Annex A: Higher Education Management Information System (HEMIS) Guide

Section 6. Standard Contract – Time Based

SAMPLE CONTRACT FOR CONSULTING SERVICES
SMALL ASSIGNMENTS
TIME-BASED PAYMENTS

CONTRACT No. *[insert]*

THIS CONTRACT ("Contract") is entered into this *[insert starting date of assignment]*, by and between *[insert Client's name]* ("the Client") having its principal place of business at *[insert Client's address]*, and *[insert Consultant's name]* ("the Consultant") having its principal office located at *[insert Consultant's address[6]]*.

WHEREAS, the Client wishes to have the Consultant performing the services hereinafter referred to, and

WHEREAS the Consultant is willing to perform these services,

NOW THEREFORE THE PARTIES hereby agree as follows:

1. Services

(i) The Consultant shall perform the services specified in Annex A, "Terms of Reference and Scope of Services," which is made an integral part of this Contract ("the Services").

(ii) The Consultant shall provide the reports listed in Annex B, "Consultant's Reporting Obligations," within the time periods listed in such Annex, and the personnel listed in Annex C, "Cost Estimate of Services, List of Personnel and Schedule of Rates" to perform the Services.

2. Term

The Consultant shall perform the Services during the period commencing *[insert start date]* and continuing through *[insert completion date]* or any other period as may be subsequently agreed by the parties in writing.

3. Payment

A. Ceiling

For Services rendered pursuant to Annex A, the Client shall pay the Consultant an amount not to exceed a ceiling of *[insertceiling amount]*. This amount has been established based on the understanding that it includes all of the Consultant's costs and profits as well as any tax obligation that may be imposed on the

[6] Avoid use of *"P.O. Box" address*

Consultant. The payments made under the Contract consist of the Consultant's remuneration as defined in sub-paragraph Bbelow and of the reimbursable expenditures as defined in sub- paragraph C below.

B. Remuneration

The Client shall pay the Consultant for Services rendered at the rate(s) per man/month spent[1] (**or** per day spent **or** per hour spent, subject to a maximum of eight hours per day) in accordance with the rates agreed and specified in Annex C, "Cost Estimate of Services, List of Personnel and Schedule of Rates."

C. Reimbursables

The Client shall pay the Consultant for reimbursable expenses, which shall consist of and be limited to:

(i) normal and customary expenditures for official travel, accommodation, printing, and telephone charges; official travel will be reimbursed at the cost of less than first class travel and will need to be authorized by the Client's coordinator;

(ii) such other expenses as approved in advance by the Client's coordinator.[2]

D. Payment Conditions

Payment shall be made in Namibia Dollar (N$) not later than 30 days following submission of invoices in duplicate to the Coordinator designated in paragraph 4.

Payments shall be made to Consultant's bank account *[insert banking details.]*

4. Project Administration

A. Coordinator

The Client designates Mr./Ms. *[insert name and job title]* as Client's Coordinator; the Coordinator shall be responsible for the coordination of activities under the Contract, for receiving and approving invoices for payment, and for acceptance of the

1 Select the applicable rate and delete the others.
2 Specific expenses can be added as an item (iii) in paragraph 3.C.

deliverables by the Client.

B. Timesheets

During the course of their work under this Contract, including field work, the Consultant's employees providing services under this Contract may be required to complete timesheets or any other document used to identify time spent, as well as expenses incurred, as instructed by the Project Coordinator.

C. Records and Accounts

The Consultant shall keep, and shall cause its Sub-Consultants to keep, accurate and systematic records and accounts in respect of the Services, which will clearly identify all charges and expenses. The Client reserves the right to audit, or to nominate areputable accounting firm to audit, the Consultant's records relating to amounts claimed under this Contract during its term and any extension, and for a period of three months thereafter.

5. Performance Standard

The Consultant undertakes to perform the Services with the highest standards of professional and ethical competence and integrity. The Consultant shall promptly replace any employees assigned under this Contract that the Client considers unsatisfactory.

6. Inspections and Auditing

The Consultant shall permit, and shall cause its Sub-Consultants topermit, the Client and/or persons or auditors appointed by the Client to inspect and/or audit its accounts and records and other documents relating to the submission of the Proposal to provide the Services and performance of the Contract. Any failure to comply with this obligationmay constitute a prohibited practice subject to contract termination and/or the imposition of sanctions by the Government of Namibia (including without limitation a determination of ineligibility) inaccordance with prevailing sanctions procedures.

7. Confidentiality

The Consultants shall not, during the term of this Contract and within two years after its expiration, disclose any proprietary or confidential information relating to the Services, this Contract or the Client's business or operations without the prior written consent of the Client.

8. Ownership of Material

Any studies, reports or other material, graphic, software or otherwise, prepared by the Consultant for the Client under the Contract shall belong to and remain the property of the Client. The Consultant may retain a copy of such documents and software.[3]

[3] Restrictions about the future use of these documents and software, if any, shall be specified at the end of Article 8.

9. Consultant Not to be Engaged in Certain Activities

The Consultant agrees that, during the term of this Contract and after its termination, the Consultants and any entity affiliated with the Consultant, shall be disqualified from providing goods, works or services (other than consulting services that would not give rise to a conflict of interest) resulting from or closely related to the Consulting Services for the preparation or implementation of the Project.

10. Insurance

The Consultant will be responsible for taking out any appropriate insurance coverage.

11. Assignment

The Consultant shall not assign this Contract or Subcontract any portion of it without the Client's prior written consent.

12. Law Governing Contract and Language

The Contract shall be governed by the laws of Namibia, and the language of the Contract shall be English.

13. Dispute Resolution[5]

Any dispute arising out of this Contract, which cannot be amicably settled between the parties, shall be referred to adjudication/arbitration in accordance with the laws of Namibia.

14. Termination

The Client may terminate this Contract with at least ten (10) working days prior written notice to the Consultant after the occurrence of any ofthe events specified in paragraphs (a) through (d) of this Clause:

(a) If the Consultant does not remedy a failure in the performance of its obligations under the Contract within seven (7) working days after being notified, or within any further period as the Client may have subsequently approved in writing;

(b) If the Consultant becomes insolvent or bankrupt;

(c) If the Consultant, in the judgment of the Client, has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices (as defined in the prevailing sanctions procedures) in competing for or in performing the Contract.

(d) If the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

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[5] In the case of a Contract entered into with a foreign Consultant, the following provision may be substituted for paragraph 13: "Any dispute, controversy or claim arising out of or relating to this Contract or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the UNCITRAL Arbitration Rules as at present in force."

FOR THE CLIENT

Signed by______________________

Title:__________________________

FOR THE CONSULTANT

Signed by ______________________

Title: _________________________

List of Annexes

Annex A: Terms of Reference and Scope of ServicesAnnex

B: Consultant's Reporting Obligations

Annex C: Cost Estimate of Services, List of Personnel and Schedule of Rates

Annex C

Cost Estimate of Services, List of Personnel and Schedule of Rates

(1) Remuneration of Staff

	Name	Rate (per month/day/ hour in Namibia Dollar)	Time spent (number of month/day/hour)	Total (currency In Namibia Dollars)
(a) Team Leader				
(b)				
(c)				
				Sub-Total (1)

(2) Reimbursables[6]

	Rate	Days	Total
(a) International Travel			
(b) Local Transportation			
(c) Per Diem			
			Sub-total (2)

TOTAL COST _____________________________

Physical Contingency[7] ______________________

CONTRACT CEILING _____________________

[6] To include expenses for international travel, local transportation, per diem, communications, reporting costs, visas, inoculations, routine medical examinations, porterage fees, in-and-out expenses, airport taxes, and other such travel related expenses as may be necessary; reimbursable at cost with supporting documents/receipts; except for per diem (which is fixed and includes housing and_______expenses).

[7] From 0 to 15 percent of total cost; use of contingency requires prior approval of the Client.