
SECRETARIAT

Request For Sealed Quotations

**Procurement Reference No:
NCS/RFQ/NCHE-03/2025/26**

DESCRIPTION OF SERVICES

***Provision of Maintenance and Servicing of Air
Conditioners at the National Council for
Higher Education (NCHE), for a period of 24
Months***

Date Issued: 28 November 2025

Bid Closing Date: 26 January 2026

Time: 11H00

**Procurement Committee
National Council for Higher Education (NCHE)
P.O. Box 90890
Windhoek
Namibia**

Tel: +264-61 2871500 / +264-61 2871515



P.O. Box 90890, Klein Windhoek

NAMIBIA

Tel. +264 61 287 1500

Email: info@nche.org.na

www.nche.org.na

SECRETARIAT

Letter of Invitation

Procurement Reference Number: NCS/RFQ/NCHE-03/2025/26

28 November 2025

Dear Sir/ Madam

REQUEST FOR QUOTATIONS: PROVISION OF MAINTENANCE AND SERVICING OF AIRCONDITIONERS AT THE NATIONAL COUNCIL FOR HIGHER EDUCATION (NCHE), FOR A PERIOD OF 24 MONTHS

The National Council for Higher Education invites you to submit your best quote for the services described in detail hereunder.

Any resulting contract shall be subject to the terms and conditions referred to in the document.

Queries, if any, should be addressed to Ms. Vigilant Hangula, 061-2871 500 / 061-2871 515, vhangula2@nche.org.na

Please prepare and submit your quotation in accordance with the instructions given or inform the undersigned if you will not be submitting a quotation.

Yours faithfully,

VIGILANT HANGULA

HEAD: PROCUREMENT MANAGEMENT UNIT

SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

The **National Council for Higher Education** reserves the right:

- (a) to accept or reject any quotation; or
- (b) To split the contract as per the lowest evaluated cost per item,
- (c) Award to more than one substantially responsive bidder and
- (d) To cancel the quotation process and reject all quotations at any time prior to contract

2. Preparation of Quotations

You are requested to quote for the services mentioned in Section III by completing, signing, and returning:

- (a) the Quotation Letter in Section II with its annex for Bid Securing Declaration, where applicable.
- (b) the Priced Activity Schedule in Section IV;
- (c) the Specifications and Performance Standards Compliance Sheet in Section V; and;
- (d) any other attachment as deemed appropriate.

You are advised to carefully read the complete Request for Quotations document, including the Special Conditions of Contract in Section VII, before preparing your quotation. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction.

3. Validity of Quotations

The quotation validity period shall be **180** days from the date of bid submission deadline.

4. Eligibility Criteria

To be eligible to participate in this Quotation exercise, you should:

- a) attach a valid certified copy of a company Registration Certificate.
- b) attach a valid original or certified copy of a good standing Tax Certificate.
- c) attach a valid original or certified copy of good standing Social Security certificate; or, in the case where a company has no employees, confirmation letter from the Social Security Commission;
- d) have a valid certified copy of an Affirmative Action Compliance Certificate, proof from Employment Equity Commissioner that bidder is not a relevant employer, or exemption issued in terms of Section 42 of the Affirmative Action Act, 1998, or an exemption issued under section 42 of that Act; or a proof from the Employment Equity Commissioner that the bidder or supplier is not a relevant employer as defined in that Act; **[or]**
- e) Submit a signed written undertaking as contemplated in section 138(2) of the Labour Act, 2007
- f) submit a signed Bid Securing Declaration.
- g) attach a certified copy of a certificate indicating SME Status (for Bids reserved for SMEs);
- h) The service provider must have a qualification in and be registered as Air Conditioning and Refrigeration Technician.

- i) Attach a certified and valid copy of Registration Certificate with the Engineering Council of Namibia as Air Conditioning and Refrigeration Technician.
- j) Attach a list of air-conditioning services performed in the past three (3) years, including contact details of the companies to whom the services were provided along with traceable contact information for verification.

5. Bid Securing Declaration

Bidders are required to *subscribe to a Bid Securing Declaration* for this procurement process.

6. Services Completion Period

The completion period for services shall be **24 Months** after acceptance/issues of Purchase Order. Deviation in completion period shall be considered if such deviation is reasonable.

7. Documents to be submitted.

Bidders shall submit along with their quotation's documents giving company's profile, experience and evidence of similar services provided together with customers reference details.

8. Sealing and Marking of Quotations

Quotations should be sealed in a single envelope, clearly marked with the **Procurement Reference Number** and addressed to **National Council for Higher Education; The Procurement Committee Secretary; P.O. Box 90890; Klein Windhoek**; with the Bidder's name at the back of the envelope.

9. Submission of Quotations

Quotations should be deposited in the Quotation/Bid Box located at:

National Council for Higher Education (NCHE)
ERF 6445 Corner of Hoogenhout and Haddy Streets
Windhoek West
Namibia

By not later than **26 January 2026, 11H00**

Bids by post should reach National Council for Higher Education, by the same date and time at latest. Late bids will be rejected and returned to the bidder unopened. Bids received by e-mail or fax will not be considered. Envelopes should be clearly marked with the procurement activity and the procurement reference number.

10. Opening of Quotations

Quotations will be opened internally by the Public Entity immediately after the closing time referred to in section 9 above. A record of the Quotation Opening stating the name of the Bidders and the amount, the presence or absence of all mandatory documents including a Bid Security/**Bid-Securing Declaration** will be put on the website of the Public Entity and available to any bidder on request within three working days of the Opening.

11. Evaluation of Quotations

The Public Entity shall have the right to request for clarifications in writing during evaluation. Offers that are substantially responsive shall be compared based on evaluated cost to determine the lowest evaluated quotation.

12. Scope of Services, Specifications and Performance Standards

The Scope of Services and Performance Standards Compliance Sheet detailed in Sections III and V are to be complied with. Bidders may propose alternative for part of the scope substantiating that such alternatives will equally serve the interest of the National Council for Higher Education. However, evaluation will be carried out as per the defined scope. Alternatives will only be considered from bidders having submitted the lowest evaluated quotation as per the base requirements.

Bidders must substantiate in what manner the deviation in set specifications and performance standards, if any, are not material deviation.

13. Prices and Currency of Payment

Prices for the execution of services shall be fixed in Namibian Dollars as quoted for a period of 12 Months. Quotations shall cover all costs of labour, materials, equipment, overheads, profits, and all associated costs for performing the services, and shall include all duties. The whole cost of performing the services shall be included in the items stated, and the cost of any incidental services shall be deemed to be included in the prices quoted.

14. Labour Clause

In order to qualify for award of the Contract, bidders shall subscribe to the undertaking that the salaries and wages to be paid in respect of this bid are compliant with the relevant Laws, Remuneration Order and Award where applicable and that it will abide to the sub-clause 4.6 of the General Conditions of Contract, if it is awarded the contract or part thereof.

15. Margin of Preference

15.1 The applicable margins of preference and their application methodology are as follows:

Not applicable

16. Award of Contract

The Bidder having submitted the lowest evaluated responsive quotation and qualified to perform the services shall be selected for award of contract. Award of contract shall be by issue of a Purchase Order/Letter of Acceptance in accordance with terms and conditions contained in Section VI: Contract and General Conditions of Contract

17. Performance Security

Not applicable

18. Notification of Award and Debriefing

The National Council for Higher Education shall after award promptly inform all unsuccessful bidders in writing of the name and address of the successful bidder and the contract amount and post a notice of award on its website within seven (7) days. Furthermore, the Public Entity shall attend to all requests for debriefing made in writing within seven days (7) days of the unsuccessful bidders being informed of the award.

SECTION II: QUOTATION LETTER

(to be completed by Bidders)

[Complete this form with all the requested details and submit it as the first page of your quotation with the Priced Activity Schedule and documents requested above. A signature and authorisation on this form will confirm that the terms and conditions of this RFQ prevail over any attachments. If your quotation is not authorised, it may be rejected.]

Quotation Addressed to:	National Council for Higher Education
Procurement Reference Number:	NCS/RFQ/NCHE-03/2025/26
Subject matter of Procurement:	Provision of maintenance and servicing of air conditioners at the National Council for Higher Education (NCHE) for a period of 24 Months.

We offer to provide the services detailed in the Scope of Services, in accordance with the terms and conditions stated in your Request for Quotations referenced above.

We confirm that we are eligible to participate in this quotation exercise and meet the eligibility criteria specified in Section 1: Request for Quotations.

We undertake to abide ethical conduct during the procurement process and the execution of any resulting contract.

We have read and understood the content of the Bid Securing Declaration (BSD) attached hereto and subscribe fully to the terms and conditions contained therein. We further understand that this subscription could lead to disqualification on the grounds mentioned in the BSD.

We declare that the salaries and wages to be paid in respect of this quotation are compliant with the relevant Laws, Remuneration Order and Award where applicable and that we shall abide to clause 4.6 of the General Conditions of Contract, if we are awarded the contract or part thereof.

The validity period of our quotation is _____ days *[insert number of days]* from the date of the bid submission deadline.

We confirm that the prices quoted in the Priced Activity Schedule are fixed and firm and will not be subject to revision or variation, if we are awarded the contract **prior to the expiry date** of the bid validity.

The service will commence within _____ *[insert number]* days from date of issue of Purchase Order.

The services will be completed within _____ *[insert number]* days from date of issue of Purchase Order.

Quotation Authorised By:

Name of Bidder		Company's Address and seal	
Contact Person			
Name of Person Authorising the Quotation:		Position:	Signature:
Date		Phone No./E-mail	

Appendix to Quotation Letter

BID SECURING DECLARATION
(Section 45 of Act)
(Regulation 37(1) (b) and 37(5))

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

Procurement Ref No.: *NCS/RFQ/NCHE-03/2025/26*

To: National Council for Higher Education

I/We* understand that in terms of section 45 of the Act a public entity must include in the bidding document the requirement for a declaration as an alternative form of bid security.

I/We* accept that under section 45 of the Act, I/we* may be suspended or disqualified in the event of

- (a) **a modification or withdrawal of a bid after the deadline for submission of bids during the period of validity.**
- (b) **refusal by a bidder to accept a correction of an error appearing on the face of a bid;**
- (c) **failure to sign a procurement contract in accordance with the terms and conditions set forth in the bidding document, should I/We* be successful bidder; or**
- (d) **failure to provide security for the performance of the procurement contract if required to do so by the bidding document.**

I/We* understand this bid securing declaration ceases to be valid if I am/We are* not the successful Bidder.

Signed:
[insert signature of person whose name and capacity are shown]

Capacity of:
[indicate legal capacity of person(s) signing the Bid Securing Declaration]

Name:
[insert complete name of person signing the Bid Securing Declaration]

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____
[insert date of signing]

Corporate Seal (where appropriate)

[Note*: In case of a joint venture, the bid securing declaration must be in the name of all partners to the joint venture that submits the bid.]

****delete if not applicable / appropriate***



Republic Of Namibia

Ministry of Labour, Industrial Relations and Employment Creation

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

1. EMPLOYERS DETAILS

Company Trade Name:.....

Registration Number :.....

Vat Number:

Industry/Sector:

Place of Business:.....

Physical Address:.....

Tell No.:.....

Fax No.:.....

Email Address:.....

Postal Address:.....

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

.....

Email Address:.....

2. PROCUREMENT DETAILS

Procurement Reference No.....

Procurement Description:

.....

.....

Anticipated Contract Duration:

Location where work will be done, good/services will be delivered:

.....

3. UNDERTAKING

I.....[insert full name], owner/representative

of.....[insert full name of company]

hereby undertake in writing that my company will at all relevant times comply fully with the relevant provisions of the Labour Act and the Terms and Conditions of Collective Agreements as applicable.

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

Signature:

Date:

Seal:.....

Please take note:

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

SECTION III: SCOPE OF SERVICES

Provision of maintenance and servicing of air conditioners at the National Council for Higher Education (NCHE) for a period of 24 Months

PRICED ACTIVITY SCHEDULE

Procurement Reference Number: *NCS/RFQ/NCHE-03/2025/26*

Complete the unit and total prices for each item listed below in Namibian Dollars. Authorize the prices quoted in the signature block below. The table shown hereunder may be redesigned and customized as per the type of services required.

Currency of Bid: Namibian Dollars

Item No	Brief Description of Services (Aircon Brand)	Quantity	Unit of Measure	Unit Price (N\$)	VAT	Total Price (N\$)
A*	B*	C*	D*	E	F	G
1.	Maintenance/ servicing of Samsung Digital Inverter	22	Each			
2.	Maintenance/ servicing of Samsung System A	7	Each			
3.	Maintenance/ servicing of Samsung B	13	Each			
4.	Call Out Fee		Each			
53.	Mark-up on Parts for Replacement Purposes (%)					
<i>Enter 0% VAT rate if VAT exempt.</i>				Other additional costs		
				Subtotal		
				VAT @ %		
				Total		

** Columns A to D to be completed as applicable by Public Entity*

NB: Enter 0% VAT rate if not registered for VAT or has been exempted.

** Columns A to D to be completed as applicable by Public Entity*

The **recommended servicing and maintenance frequency** is:

- **Standard servicing/ maintenance: 2 times per year** (usually before the start of hot and cold seasons). This should include **routine checks** (Cleaning filters, checking refrigerant levels, inspecting coils, and ensuring proper airflow).

Operational Assurance and Expected Lifespan:

- **Serviced units** are expected to operate properly for up to **6 months** after maintenance.
- **Replaced parts:** Expected to operate properly for up to **12 months** after installation.

Priced Activity Schedule Authorised By:

Name:		Signature:	
Position:		Date:	
Authorised for and on behalf of:	Company		

SECTION V: SPECIFICATIONS AND PERFORMANCE STANDARD COMPLIANCE SHEET

[Public Entity shall customise this section and the table hereunder where the Service Providers have to achieve set specification and performance standards.]

Procurement Reference Number: **NCS/RFQ/NCHE-03/2025/26**

[Bidders should complete columns C and D with the specifications of the services offered. Also state “comply” or “not comply” and give details of any non-compliance/deviation to the specification required. Attach detailed technical literature if required. Authorise the specification offered in the signature block below.]

Item No	Specifications and Performance Required	Compliance of Specifications and Performance Offered	Details of Non-Compliance/ Deviation (if applicable)
<i>A*</i>	<i>B*</i>	<i>C</i>	<i>D</i>
1	Samsung Digital Inverter x 22		
2	Samsung System A x 7		
3	Samsung System B x 13		

* Columns A and B to be completed by Public Entity.

Specifications and Performance Standard Compliance Sheet Authorised By:

Name:		Signature:	
Position:		Date:	
Authorised for and on behalf of:		Company	

Section VII Special Conditions of Contract

SECTION VI: GENERAL CONDITIONS OF CONTRACT AND CONTRACT AGREEMENT

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) for the Procurement of Services - Ref. **NCS/RFQ/NCHE-03/2025/26** on the website of the NCHE Secretariat www.nche.org.na

SECTION VI: CONTRACT AGREEMENT

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) for the Procurement of services except where modified by the Special Conditions below.

SECTION VII: SPECIAL CONDITIONS OF CONTRACT

Procurement Reference Number: **NCS/RFQ/NCHE-03/2025/26**

The clause numbers given in the first column correspond to the relevant clause number of the GCC.

Subject and GCC clause reference	Special Conditions
Purchaser GCC 1.1(h)	The purchaser is: National Council for Higher Education
Site GCC 1.1(m)	The final destination for delivery of the goods and services is 6445 Corner of Hoogenhout and Haddy Street, Windhoek West.
Incoterms Edition GCC 4.2 (b)	Incoterms shall be governed by the rules prescribed in Incoterms 2010.
Notices GCC 8.1	Any notice shall be sent to the following addresses: Vhangula2@ncche.org.na and copy procurement@ncche.org.na For the Supplier, the address and contact name shall be: _____

Section VII Special Conditions of Contract

Disputes GCC 10.2	The rules of procedures for arbitration proceedings pursuant to GCC 10.2 shall be as follows: _____
Subject and GCC clause reference	Special Conditions
Delivery and Documents GCC 13.1	The services are to be delivered as per the agreed timeframe from the date of Purchase Order or Letter of Acceptance. The documents to be furnished by the Supplier are: (a) signed delivery note;
Price Adjustment GCC 15.1	The price charge for the Goods supplied and the related Services performed shall not be adjustable for 24 Months. If the prices are adjustable, the method described in the Price Adjustment Formula as attachment to these SCC shall be used
Terms of Payment GCC 16.1	The structure of payments shall be full payment following delivery of the Supplies and submission of an invoice and the documents listed in clause 13.1

Terms of Payment GCC 16.3	Payments shall be made not later than thirty (30) days after submission of an invoice and its certification by the Purchaser.
Terms of Payment GCC 16.4 (a)	The price shall not be adjustable to the fluctuation in the rate of exchange.
Payment Period GCC 16.5	<p>The method and conditions of payments to be made to the Supplier under this Contract shall be as follows:</p> <p>i) On Acceptance: The Contract Price of services received shall be paid no later than thirty (30) days of receipt of the Goods upon submission of an invoice (showing Purchaser's name; the Procurement Reference number, description of payment and total amount, signed in original, stamped or sealed with the company stamp/seal).</p>
Performance Security GCC 18.1	(i) No performance security is required
Transportation GCC 25	The services shall be delivered: Delivery Duty Paid.

SCHEDULE 3**QUOTATION CHECKLIST SCHEDULE****Procurement Reference No: NCS/RFQ/NCHE-03/2025/26.**

Description	Attached (please tick if submitted and cross if not)
Quotation Letter	
Priced Activity Schedule	
Performance Compliance Sheet	
Signed Bid Securing Declaration	
Certified copy of Valid Company Registration Certificate	
Valid original or certified copy of a good Standing Tax Certificate	
Valid original or certified copy of a good standing Social Security Certificate	
Valid certified copy Affirmative Action Compliance Certificate, proof from Employment Equity Commissioner that the bidder is not a relevant employer, or exemption issued in terms of Section 42 of the Affirmative Action Act ,1998	
Valid certified copy of SME certificate (for bids reserved for SME's)	
Signed written undertaking as contemplated in Section 138(2) of the Labour Act, 2007	
Copy of qualification in and be registered as Air Conditioning and Refrigeration Technician.	
The service provider must have a qualification in and be registered as Air Conditioning and Refrigeration Technician.	
Attach a certified and valid copy of Registration Certificate with the Engineering Council of Namibia as Air Conditioning and Refrigeration Technician	
Attach a list of air-conditioning services performed in the past three (3) years, including contact details of the companies to whom the services were provided along with traceable contact information for verification.	

Disclaimer: The list defined above is meant to assist the Bidder in submitting the relevant documents and shall not be a ground for the bidder to justify its non-submission of major documents for its quotation to be responsive. The onus remains on the Bidder to ascertain that it has submitted all the documents that have been requested and are needed for its submission to be complete and responsive.

Annexure 1: Aircon Description and Location

Aircon Brand	Location	Quantity
Samsung Digital Inverter	Ground floor, All Offices	10
	Small Boardroom First Floor	1
	First floor All Offices	11
Total		22
Samsung System A	Reception Area Ground Floor, Main Boardroom (2 aircons) and Resource Centre	4
	DED's office	1
	Small Boardroom, first floor, East wing	1
	Reception First Floor	1
	Total	7
Samsung System B	East wing Ground floor	4
	East wing first floor	4
	East wing second floor	5
	Total	13

Annexture 2: Images of the Airconditioning Units at NCHE.

Samsung Digital Inverters: Total 22



Samsung System A: Total 7



Samsung System B: Total 13