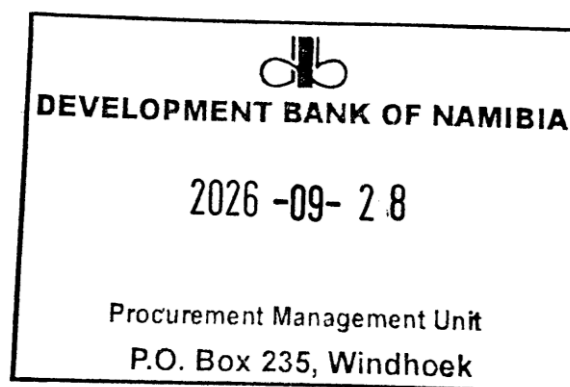




BIDDING DOCUMENTS

Issued on: 28 September 2026

**for
Request for Quotation
for Non-Consultancy Services
Time - Based**

**Framework agreement for laptop warranty, repair and maintenance
services for a period of twenty-four (24) months
(Time-Base Contract)**

Bidder's Name:	
Contact Details:	Tel:
	Email:

APPLIED MARGIN OF PREFERENCE

Manufacturer (local content of 40% or more)		51% Women Owned Enterprise	
MSME		51% Youth Owned Enterprise	
Suppliers Providing Environment Protection		51% PDP Owned Enterprise	
Suppliers providing employment to Namibians (employs 50% or more Namibian citizens)			

Procurement Reference No: NCS/RFQ/DBN-23/2026

Development Bank of Namibia Ltd
Daniel Munamava Street
Private Bag 235
Windhoek
Namibia
Phone: +264 61-290 8000
Website: www.dbn.com.na

NOTICE TO BIDDERS

Please take note:

- Sign all relevant pages as stipulated in this standard bidding document.
- Initialize all pages of this standard bidding document, including all supporting documents.
- Stamp all pages where applicable as indicated where a stamp is required.
- Submit a complete bidding document as issued.
- Certify all supporting documents by the Namibian Police / Commissioner of Oaths appointed in terms of the Justices of the Peace and Commissioners of Oaths Act.1963 (Act No. 16 of 1963)).
- a receipt and/or proof of application will not be accepted as being in good standing on the respective requirement(s).
- Clarifications received after the due date for request for clarifications will not be attended to.
- Bid submissions received after the deadline (date and time) for submission of bids will not be accepted.
- **Submission is NOT AT DBN HEAD OFFICE, but at:**
Development Bank of Namibia Operations Office
Mezzanine Floor
Freedom Plaza 1990 Building
Rev Micheal Scott, Street
Windhoek

Late submissions will be rejected.



12 Daniel Munamava Street, Windhoek • PO Box 235, Windhoek, Namibia • Tel + 264 61 290 8000 • Fax + 264 6 290 8049
E-mail info@dbn.com.na • www.dbn.com.na

Letter of Invitation

Procurement Reference Number: NCS/RFQ/DBN-23/2026

Date: 28 September 2026

Dear Prospective Bidders,

Subject: Framework agreement for laptop warranty, repair and maintenance services for a period of twenty-four (24) month (Time-Base Contract).

The Development Bank of Namibia 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.

Request for clarifications should be received five (7) workdays prior to the deadline set for submission of bids, addressed to procurement@dbn.com.na

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

Yours faithfully,

A handwritten signature in dark ink, appearing to read 'Rebecca Haipinge', is written over a faint, larger version of the same signature.

Rebecca Haipinge

Head: Procurement Management Unit

SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

The Development Bank of Namibia reserves the right:

- (a) to split the contract as per the lowest evaluated cost per site, or
- (b) to accept or reject any quotation or to cancel the quotation process; and
- (c) reject all quotations at any time prior to contract award.

2. Preparation of Quotations

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

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

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

3. Validity of Quotations

The quotation validity period shall be **one hundred and twenty (120) working days** from the date of bid submission deadline.

4. Eligibility Criteria

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

- a) submit a copy of a **valid certificate of business registration, substantiated by BIPA Certificate of Existence with status in Good Standing**. (This certificate validates the existence of the entity and certifies that all records (statutory and voluntary amendments) are in order and up to date and therefore places the entity in Good Standing with BIPA, (certified by a Commissioner of Oaths appointed in terms of the Justices of the Peace and Commissioners of Oaths Act, 1963 (Act No. 16 of 1963)).
- b) submit an **original** or a **certified copy** (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)), of a **valid Good Standing Tax Certificate**, as certified by the Commissioner of Oath; **Certificate must be valid at the date of submission**.
- c) submit an **original** or a **certified copy** (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)), of a **valid Good Standing Social Security Certificate**,

as certified by the Commissioner of Oath; **Certificate must be valid at the date of submission.**

- d) submit a **valid certified copy** (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)), of **Affirmative Action Compliance Certificate**, proof from **Employment Equity Commissioner** that bidder is not a relevant employer, or **exemption** issued in terms of Section 42 of the Affirmative Action Act, 1998 or a valid certified copy of the original document, as certified by the Commissioner of Oath; **Certificate must be valid at date of submission.**
- e) submit a **Written Undertaking** in terms of section 138 of the Labour Act, 2007 and section 50(2)(d) of the Public Procurement Act, 2015.
- f) submit a Written Undertaking in terms of Wage Order for Setting National Minimum Wage for Employees, Labour Act, 2007.
- g) submit a signed ***Bid Securing Declaration***.
- h) Company Shareholding Information form
- i) Each page of the bid document must be signed (where applicable) and initialized by such person(s) legally authorized to sign on behalf of the company.
- j) In addition to Section IV: List of Goods and Price Schedule, the bidder must submit a detailed quotation on its company letter head.
- k) **Declaration by the bidder declaring the respective applicable margin of preference on the company letterhead. (Participation is limited to an entity incorporated or registered in Namibia in terms of the company or close corporation laws of Namibia, in which Namibian citizens own 51 percent equity and suppliers belonging to categories of suppliers specified under margin of preference, see section 14 of this bid document.)**
- l) A Bidder that is under a declaration of ineligibility by the Government of Namibia in accordance with applicable laws at the date of the deadline for bid submission or thereafter, shall be disqualified.

Bids from service providers appearing on the ineligibility lists of African Development Bank, Asian Development Bank, European Bank for Reconstruction and Development, Inter-American Development Bank Group and World Bank Group shall be **rejected**.

Links for checking the ineligibility lists are available at:

- Republic of Namibia, Procurement Policy Unit
<https://egp2.gov.na/forms/SearchSuspendedBidders.jsf>
- African Development Bank
<https://www.afdb.org/en/projects-operations/debarment-and-sanctions-procedures>
- Asian Development Bank
<http://lnadbg4.adb.org/oga0009p.nsf/sancALLPublic?OpenView&count=999>
- European Bank for Reconstruction and Development

<http://www.ebrd.com/pages/about/integrity/list.shtml>

- Inter-American Development Bank Group

<http://www.iadb.org/en/topics/transparency/integrity-at-the-idb-group/sanctioned-firms-and-individuals,1293.html>

- World Bank Group

<http://www.worldbank.org/en/projects-operations/procurement/debarred-firms>

BIDDERS' CONFLICT OF INTEREST DECLARATION (to be completed by the bidder)

Mandatory Requirements	Yes	No
Does the bidder have a relationship with any other bidder(s), directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder, or influence the decisions of the Purchaser regarding this bidding process?		
Has the bidder participated in more than one bid in this bidding process? <i>Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the party is involved. However, this does not limit the inclusion of the same subcontractor in more than one bid</i>		
Has the bidder (owners/shareholders) or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of this Bid?		
Has the bidder participated in the deliberations or take part in the decision-making process in relation to the bidding process.		
Is the bidder a member of the Board, Bid Evaluation Committee, Procurement Committee, an Accounting Officer or staff member of Procurement Management Unit of DBN.		

Note: Bidder(s) found to have a conflict of interest shall be disqualified. The conflict of interest will be evaluated throughout all the stages of the evaluation process.

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 **twenty-four (24) months** after acceptance/issue of Purchase Order. Deviation in completion period shall not be accepted considered if such deviation is reasonable.

7. Documents to be submitted

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

8. Sealing and Marking of Quotations

Quotations should be sealed in a single envelope, clearly marked with the Procurement Reference Number, addressed to the Public Entity with the Bidder's name at the back of the envelope.

9. Submission of Quotations

Quotations should be deposited in the Bid Box located at **Development Bank of Namibia SME Centre, Mezzanine Floor, Freedom Plaza 1990 building, Rev Michael Scott, Street, Windhoek**. Your quotation should reach the Development Bank of Namibia on or before or on the **19 October 2026 at 11h00 am** at latest. Quotations by post or hand delivered should reach by the same date and time at latest. Late quotations will be rejected.

Quotations received by e-mail will not be considered.

10. Opening of Quotations

Quotations will be opened internally by the Public Entity immediately after the closing time referred to in section 9 above. A record of the Quotation Opening stating the name of the Bidders and the amount, the presence or absence of a Bid-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.

Online via Microsoft Teams, the link to the bid opening session will be shared to the email addresses indicated in the bid submission register, on the deadline for submission of bids.

Bid opening will take place at:

Time: 12h00 am

Date: 19 October 2026

11. Evaluation of Quotations

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

12. Scope of Services, Specifications and Performance Standards

The Scope of Services, Specifications and Performance standards detailed in Sections III and V are to be complied with.

13. Prices and Currency of Payment

Prices for the execution of services shall be fixed in Namibian Dollars as quoted. 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:

NATURE OF PROCUREMENT	MINIMUM LOCAL CONTENT
Goods	40% or more of the manufacturing costs of the goods, if the goods are manufactured in Namibia or if they are grown, mined or extracted in Namibia.
Works	50% or more of the employees for the works must be Namibian citizens.
Consultancy Services	50% or more of the employees for rendering the service must be Namibian citizens.
Non-Consultancy Services	50% or more of the employees for rendering the service must be Namibian citizens.

$$A = \frac{\text{Margin of Preference} \times \text{Bid Price}}{100}$$

Bidders applying for the Margin of Preference shall submit, upon request, evidence of:

CATEGORIES OF BIDDERS	MARGIN OF PREFERENCE	DOCUMENTARY EVIDENCE
Manufacturer	2%	-Certificate of registration from a registering authority -Declaration by the bidder that the manufactured goods meet the local content as determined in Annexure 6 as per the cost structure for Value Added Calculation in Annexure 1, and as certified by an Accountant
Micro, Small and Medium Enterprise	1%	-SME registration certificate -Declaration indicating the percentage of Namibian MSME ownership
Women owned enterprise	1%	IDs of all shareholders -Founding statement/company registration indicating ownership structure/shareholder, certificate declaration indicating the percentage of Namibian female ownership
Youth owned enterprise	2%	IDs of all shareholders Founding statement/company registration indicating ownership structure/shareholder Certificate declaration indicating the percentage of Namibian youth ownership
Previously Disadvantaged Person owned enterprise	2%	-IDs of all shareholders -Founding statement / company registration indicating ownership structure / shareholder certificates. -Declaration indicating percentage of Namibian PDPs ownership.
Suppliers providing environmental protection	1%	-declaration and proof that the bidder meets the requirements set out in the bidding document
Suppliers providing employment to Namibian	1%	-declaration that the bidder employs 50% or more Namibian citizens
TOTAL	10%	

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

Performance Security is not required.

18. Notification of Award and Debriefing

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

SECTION II: QUOTATION LETTER

(to be completed by Bidders)

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

Quotation Addressed to:	Development Bank of Namibia
Procurement Reference Number:	NCS/RFQ/DBN-23/2026
Subject matter of Procurement:	Framework agreement for laptop warranty, repair and maintenance services for a period of twenty-four (24) month (Time-Base Contract)

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

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

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

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

The validity period of our Quotation is **one hundred and twenty (180) working 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 quotation validity.

The services will commence within _____ *[to insert number]* days from date of issue of Purchase Order/ Letter of Acceptance.

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

Quotation Authorised by:

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

Appendix to Quotation Letter

BID SECURING DECLARATION

(Section 45 of Act)

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

Date:

Procurement Ref No.: NCS/RFQ/DBN-23/2026

To:

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.*



NATIONAL MINIMUM WAGE FOR EMPLOYEES

Written undertaking in terms of WAGE ORDER FOR SETTING NATIONAL MINIMUM WAGE FOR EMPLOYEES, LABOUR ACT, 2007

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 **Wage Order for setting National Minimum Wage for Employees: Labour Act, 2007**.

With effect from 1 January 2025 the **minimum** wage for employees is N\$18.00 per hour:

(a) Domestic workers are entitled to:

- N\$12.00 per hour with effect from 1 January 2025;
- N\$15.00 per hour with effect from 1 January 2026; and
- N\$18.00 per hour with effect from 1 January 2027;

(b) Agriculture workers are entitled to:

- N\$10.00 per hour with effect from 1 January 2025;
- N\$14.00 per hour with effect from 1 January 2026; and
- N\$18.00 per hour with effect from 1 January 2027;

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:

2. *A labour inspector may conduct unannounced inspections to assess the level of compliance*
3. *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.*



Written undertaking to promote job creation for Namibian citizens in terms of Section 2(b)(i) of the Public Procurement Act, 2015 (Act No. 15 of 2015).

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

of*[insert full name of company]*

hereby undertake in writing that my company will at all relevant times promote the object of the **Public Procurement Act, 2015 (Act No. 15 of 2015), Section 2(b)(i) to promote the job creation for Namibian citizens.**

Will the procurement award create employment to Namibians?			Yes/No
Estimated number of permanent jobs to be created?		Estimated number of temporary jobs to be created?	

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.*

Expect more.

PROCUREMENT REFERENCE NUMBER: NCS/RFQ/DBN-23/2026

[illegible]

SECTION III

SCOPE OF SERVICES

Background

The Development Bank of Namibia (DBN) invites suitably qualified and experienced service providers to submit proposals for the provision of Laptop Warranty, Repair and Maintenance Services under a Framework Agreement for a period of Twenty-Four (24) Months.

The Bank utilises HP ProBook laptops as its primary end-user computing platform and requires access to reliable and responsive technical support services to ensure business continuity, minimise user downtime and maximise asset lifespan.

The successful bidder(s) will provide warranty administration, diagnostics, repair, maintenance and related technical support services on ad-hoc basis. The selection methodology is based on quality of the bidder who scored the highest under technical evaluation after the preliminary evaluation is done.

2. OBJECTIVE

The objective of this procurement is to establish a Framework Agreement with one or more service providers capable of providing:

- Laptop repair services
 - Warranty support services
 - Diagnostic services
 - Hardware replacement services
 - Maintenance services
 - Incident-based technical support
- for the Bank's laptop fleet.

3. CONTRACT PERIOD

The Framework Agreement shall remain valid for:

- **Twenty-Four (24) Months**
- DBN does not guarantee any minimum volume of work.
- Services shall be utilised on an as-required basis.

4. SCOPE OF SERVICES

The appointed provider(s) shall provide the following services:

4.1 Warranty Administration

- Verification of warranty status
- Logging warranty claims
- Escalation of warranty claims

- Liaison with HP and authorised distributors
- Warranty claim tracking
- Warranty reporting

4.2 Diagnostic Services

- Device inspections
- Fault diagnostics
- Damage assessments
- Preparation of repair reports
- Repair cost estimates

4.3 Repair Services

Including but not limited to:

- Laptop screen replacements
- Keyboard replacements
- Battery replacements
- Motherboard repairs
- HDD/SSD replacements
- Memory replacements
- Power system repairs
- Fan replacements
- Port repairs
- Accidental damage repairs
- Operating system repairs related to hardware failures
- Other hardware-related issues

4.4 Preventative Maintenance

- Device health assessments
- Firmware updates
- Hardware inspections
- Performance optimisation
- Preventative maintenance recommendations

4.5 Collection and Delivery

- Collection of defective devices
- Return of repaired equipment
- Repair tracking and status updates

5. SERVICE LEVEL REQUIREMENTS

Service	Requirement
Fault Acknowledgement	Within 1 Business Day
Diagnostic Assessment	Within 3 Business Days
Quotation Submission	Within 3 Business Days
Progress Updates	Weekly
Emergency Response	Within 24 Hours
Collection/Delivery	Within Windhoek
Repair Completion	Subject to Part Availability
Warranty Processing	As per Manufacturer Standards

Procurement Ref No. NCS/RFQ/DBN-23/2026

INSTRUCTIONS TO THE PUBLIC ENTITY				INSTRUCTIONS TO BIDDERS					
At time of preparation of the RFQ, Columns A to D shall be filled in by the Public Entity.				<u>Bidders shall fill-in columns E - I and fill the total</u> E= mark with a *if an equivalent is quoted F= Rate per unit G=Total price for one item (C x F) - If an equivalent is quoted, please attach to your quote appropriate technical information & specification - Bidders shall fill in and sign the bottom section of this page					
A	B	C	D	E	F	G	H	I	
Item no.	Description of services	Quantity required	Unit of measures	*	Price per unit NAD ¹	Total price without VAT NAD	VAT: NAD	Delivery weeks) (days/month	Country of Origin
1	Laptop warranty, repair and maintenance services for a period of twenty-four (24) month (Time-Base Contract)	Ad hoc basis	Each						
	Laptop repair services								
	Warranty support services								
	Diagnostic services								
	Hardware replacement services								
	Maintenance services								
	Incident-based technical support for the Bank's laptop fleet								
NAME:		POSITION:		SIGNATURE			DATE		
NAME OF BIDDER:		ADDRESS:							

1. If Price quoted is subject to change in rate of exchange at the time of delivery of goods provide details hereunder:

Currency: Exchange Rate:

If no base rate of exchange is given, the price shall be treated as firm in Namibian Dollars for all intent and purpose.

Key notes: **NA**=NOT APPLICABLE, **NQ**=NO QUOTE

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

SECTION V: SPECIFICATIONS AND PERFORMANCE STANDARD COMPLIANCE SHEET

Procurement Reference Number: **NCS/RFQ/DBN-23/2026**

[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	Laptop repair services		
2	Warranty support services		
3	Diagnostic services		
4	Hardware replacement services		
5	Maintenance services		
6	Incident-based technical support for the Bank's laptop fleet		

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

Specifications and Performance Standard Compliance Sheet Authorised By:

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

SECTION VI: CONTRACT AGREEMENT AND GENERAL CONDITIONS OF CONTRACT

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) Ref: NCS-LS/RFQ-GCC for procurement of services (lump-sum) available on the website of the Public Entity <https://eprocurement.gov.na/documents> or <https://eprocurement.gov.na/documents> where modified by the Special Conditions below.

SECTION VII: SPECIAL CONDITIONS OF CONTRACT

Procurement Reference Number: **NCS/RFQ/DBN-23/2026**

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

Subject and GCC Reference	Special Conditions
Definitions GCC 1.1(a)	Adjudicator is Not Applicable for this contract
Definitions GCC 1.1(l)	The Member is:
Definitions GCC 1.1(o)	The Service Provider is:
Notices GCC 1.4	Any notice shall be sent to the following addresses: procurement@dbn.com.na, the address and the contact name shall be: Titus Ndove Chief Accounting Officer Development Bank of Namibia 12 Daniel Munamava Street, Windhoek PO Box 235, Windhoek, Namibia CC: Procurement Management Unit procurement@dbn.com.na For the [Service Provider], the address and contact name shall be <i>[to be inserted at contract signing]</i>:

Authorised Representatives GCC 1.6	The Authorised Representatives are: For the Public Entity: Titus Ndove For the Service Provider <i>[to be inserted at contract signing]</i> :
Effectiveness of Contract GCC 2.1	The date on which this Contract shall come into effect on the date the Contract is signed by both parties.

Starting Date GCC 2.2.2	The intended starting date for the commencement of Services is to be determined after contract award.
Intended Completion Date GCC 2.3	The intended completion date is within twenty-four (24) months from date of contract award.
Prohibition GCC 3.2.3(c)	List of Activities: unauthorized use of information under the contract.
Service Provider's Actions Requiring Public Entity's Prior approval GCC 3.7(c)	The other actions are amendments and variations to specifications.
Documents Prepared by Service Provider to be the Property of the Public Entity GCC 3.9	Restrictions on the use of documents prepared by the Service Provider are unauthorized use of information under the contract.
Payments of Liquidated Damages GCC 3.10.1	Liquidated damages for the whole contract are <i>[insert percentage of the final contract price]</i> per day. The maximum amount of liquidated damages for the whole contract is <i>[insert percentage 4-10%]</i> of the final contract price. Not required. The total amount of liquidated damages shall not exceed the amount: N/a
Lack of Performance Penalty GCC 3.10.3	The percentage to be used for the calculation of lack of Performance Penalty(ies) is: Not applicable

Performance Security GCC 3.11	Not required.
Assistance and Exemptions GCC 5.1	The assistance and exemptions provided to the Service Provider are: not applicable.
Contract Price GCC 6.2(a)	The amount in local currency is bidders' bid price.
Terms and Condition of Payment GCC 6.4	Payment terms are upon receipt of an invoice and signed off delivery note/job card.
Interest on Delayed Payments GCC 6.5	Payment shall be made within thirty (30) days of receipt of the invoice and the relevant documents, in the case of the final payment. The interest rate is not applicable.
Price Adjustment GCC 6.6.1	Price adjustment Not applicable.
Identifying Defects GCC 7.1	The following inspections shall be carried out: • Conformity to specifications. The defect liability period is: as indicated under service level requirements.
Dispute Settlement GCC 8.2	In cases where no adjudicator has been appointed the disputes shall be subject to the Law Society of Namibia . If any dispute arises between the Employer and the Contractor in connection with or arising out of the Contract, the parties shall seek to resolve any such dispute by amicable agreement. If the parties fail to resolve such dispute by amicable agreement, within 14 days after one party has notified the other in writing of the dispute, then the dispute may be referred to court by either party.
Dispute Settlement GCC 8.2.3	At the rate determined by the Law society of Namibia.
Dispute Settlement GCC 8.2.4	The arbitration procedures: Law Society of Namibia
Dispute Settlement GCC 8.2.5	Law Society of Namibia

SCHEDULE 3

(a) COST STRUCTURE FOR VALUE ADDED CALCULATION PER PRODUCT

<u>COST STRUCTURE FOR VALUE ADDED CALCULATION</u> <u>PER PRODUCT</u>		
	N\$	N\$
Raw Materials, Accessories & Components		
• Imported (CIF)		
• Local (VAT & Excise Duty Fee)		
Labour Cost		
• Direct Labour		.
• Clerical Wages		.
• Salaries to Management		
Utilities		
• Electricity		
• Water		
• Telephone		
Depreciation		
Interest on Loans		
Rent		
Other (please specify)		
•		
•		
•		
TOTAL COST		

$$\text{Local Value Added} = \frac{\text{Total Cost} - \text{Cost of imported inputs}}{\text{Total Cost}} \times 100$$

NB! The cost structure should be certified by a Certified Accountant

SCHEDULE 4

QUOTATION CHECKLIST SCHEDULE

Procurement Reference No.: NCS/RFQ/DBN-23/2026

Description	Attached (please tick if submitted and cross if not)
Duly completed Quotation Letter	
Duly completed Price Activity Schedule	
Duly completed Bid Securing Declaration	
Duly completed Specification and Compliance Sheet	
Submit a copy of a valid certificate of business registration, substantiated by BIPA Certificate of Existence with status in Good Standing . (This certificate validates the existence of the entity and certifies that all records (statutory and voluntary amendments) are in order and up to date and therefore places the entity in Good Standing with BIPA, (certified by a Commissioner of Oaths appointed in terms of the Justices of the Peace and Commissioners of Oaths Act, 1963 (Act No. 16 of 1963))).	
Submit an original or a certified copy (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)), of a valid Good Standing Tax Certificate , as certified by the Commissioner of Oath; Certificate must be valid at the date of submission .	
Submit an original or a certified copy (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)), of a valid Good Standing Social Security Certificate , as certified by the Commissioner of Oath; Certificate must be valid at the date of submission .	
Submit a valid certified copy (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)), of Affirmative Action Compliance Certificate , proof from Employment Equity Commissioner that bidder is not a relevant employer, or exemption issued in terms of Section 42 of the Affirmative Action Act, 1998 or a valid certified copy of the original document, as certified by the Commissioner of Oath; Certificate must be valid at date of submission .	
Submit a Written Undertaking in terms of section 138 of the Labour Act, 2007 and section 50(2)(d) of the Public Procurement Act, 2015.	
Submit a Written Undertaking in terms of Wage Order for	

Setting National Minimum Wage for Employees, Labour Act, 2007.	
Any document as evidence for Margin of Preference .	
must submit a signed <i>Bid Securing Declaration</i> .	
In addition to Section IV: List of Goods and Price Schedule, the bidder must submit a detailed quotation on its company letter head.	
Each page of the bid document must be signed (where applicable) and initialized by such person(s) legally authorized to sign on behalf of the company.	
Company Shareholding Information form	
Declaration by the bidder declaring the respective applicable margin of preference on the company letterhead. (Participation is limited to an entity incorporated or registered in Namibia in terms of the company or close corporation laws of Namibia, in which Namibian citizens own 51 percent equity and suppliers belonging to categories of suppliers specified under margin of preference, see section 14 of this bid document.)	
In addition to Section IV: Priced Activity Schedule, the bidder must submit a detailed quotation on its company letterhead, outlining all cost line items.	
Submit a complete bidding document as issued (incomplete bidding documents will not be considered).	

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.