

TENDERER'S NAME:

TENDER AMOUNT : N\$(Excluding VAT)

CLOSING DATE: **Friday, 03 April 2020 by 14H30**

PLACE: THE MANAGER
MTC PROCUREMENT
CORNER OF MOSE TJITENDERO & HAMUTENYA WANEHEPO
NDADI STREET, OLYMPIA
MOBILE TELECOMMUNICATIONS LIMITED (MTC) HEAD QUARTERS
WINDHOEK



TENDER NO: MTC05/20/O
MTC INVITES ALL MOBILE HANDSETS, ROUTERS, 3G&4G DEVICES VENDORS
AND DISTRIBUTORS TO SUBMIT/PRESENT THEIR PRODUCTS PORTFOLIOS

FOR
MOBILE TELECOMMUNICATIONS LIMITED (MTC)

MOBILE TELECOMMUNICATIONS LIMITED (MTC)
EFFAISHE NGHIIDIPAA
MANAGER PROCUREMENT
WINDHOEK
CNR MOSE TJITENDERO & HAMUTENYA WANEHEPO NDADI STREET
TEL : + 264-61- 280 2019
FAX : + 264-61- 280 2057
E-MAIL: enghiidipaa@mtc.com.na

CONTENT

PART A – TENDER INVITATION	3
1. INVITATION TO TENDER.....	3
2. TENDER FORMAT	3
PART B – GENERAL TERMS AND CONDITIONS.....	4
1. TENDER CONDITIONS.....	4
1.1 DEFINITIONS	4
1.2 TENDER INVITATION	4
1.3 GENERAL TENDER CONDITIONS.....	4
1.4 GENERAL EVALUATION CRITERIA.....	5
1.5 SUMMARY OF DEADLINES	6
1.6 QUESTIONS & ANSWERS.....	6
1.7 TENDERER’S DESIGNATED LIASON.....	6
1.8 REFERENCE LIST	6
1.9 SUCCESSFUL TENDERER’S PERFORMANCE MANAGEMENT	7
2. DECLARATION OF INTEREST FORM.....	8
PART C – PROJECT SPECIFIC TERMS OF REFERENCE.....	

PART A – TENDER INVITATION

1. INVITATION TO TENDER

MTC hereby invites offers:

CLIENT:	MOBILE TELECOMMUNICATIONS LIMITED (MTC)
TENDER DESCRIPTION:	MTC invites all mobile handsets ,routers ,3G&4G devices vendors and distributors to submit/present their product portfolios
TENDER NUMBER:	MTC 05/20/O
CLOSING DATE	03 th April 2020, 14H30
ADDRESS TENDER TO:	MTC Procurement, Manager Procurement
	Cnr Mose Tjitendero & Hamutenya Wanehepo Ndadi Street
	Olympia
	Windhoek, Namibia
ALL INQUIRIES:	Nghiidipaa Effaishe Manager Procurement Tel: +264 61 280 2134 Fax: +264 61 280 2057 Email: vmungonena@mtc.com.na

2. TENDER FORMAT

1.1.1. Tender documents must be in a sealed package as follows:

- One (1) original, clearly marked "ORIGINAL"
- One (1) soft copy in email or CD

1.1.2 All documents must clearly be marked:

"MTC INVITES ALL MOBILE HANDSETS, ROUTERS, 3G&4G DEVICES VENDORS AND DISTRIBUTORS TO SUBMIT/PRESENT THEIR PRODUCT PORTFOLIO- MTC 05/20/O".

ALL TENDER DOCUMENTS MUST BE DEPOSITED INSIDE THE MTC TENDER BOX AT THE RECEPTION OF MTC HEAD OFFICES IN OLYMPIA, MOSE TJITENDERO AND HAMUTENYA WANAHEPO NDADI STREETS.

PART B – GENERAL TERMS AND CONDITIONS

2. TENDER CONDITIONS

2.1 DEFINITIONS

2.1.1 In this Request for Proposal (Tender), unless the context clearly indicates the contrary, the following interpretation will apply to the terms stated below:

- **“MTC” shall mean Mobile Telecommunications Limited**
- **“RFP” shall mean Request for Proposal (Tender)**

2.1.2 This Request for Proposal is not a contract, and does not create an obligation on MTC’s part to purchase services from any company submitting a proposal. MTC reserves the right to reject any or all proposals in its sole and absolute discretion

2.2 TENDER INVITATION

2.2.1 MTC hereby invites all mobile handsets, routers, 3G&4G devices vendors and distributors to submit/present their product portfolios.

2.2.2 This tender document shall consist of the following Appendices:

2.2.3 Appendix A – BEE Scorecard [This scorecard is not to be filled out, but to show the various elements that the company should be accredited by the Namibia Preferential Procurement Council (NPPC)]. The tenderer is required to approach the Namibia Preferential Procurement Council (NPPC), Telephone # 061 248 007 for accreditation and attach their accreditation certificate to the tender response.

2.2.4 Appendix B – Non Disclosure Agreement

2.3 GENERAL TENDER CONDITIONS

2.3.1 All tender documents must be submitted before or on the closing date and time as indicated on the cover page, should be returned and deposited in the tender box at the entrance of MTC Headquarters, Olympia No late tenders will be considered

2.3.2 Every tender document page must be initialled

2.3.3 MTC is neither bound to accept the lowest of any Tender nor to assign any reason for acceptance or rejection of such Tender

2.3.4 MTC reserves the right to change these dates and any other dates that may appear in this RFP. Such changes will be communicated as soon as they are made.

2.3.5 Notifications to companies will be in writing to the designated liaison person nominated by the firm.

2.3.6 From the submissions an evaluation will be performed highlighting a short list

2.3.7 If deemed necessary, negotiations may be entered into with the short listed candidates.

2.3.8 Companies that wish to tender should examine this RFP carefully and review all instructions contained herein. Companies should follow the instructions so that MTC can easily evaluate and compare all proposals received.

2.3.9 All prices must be in NAD and exclusive of all taxes

- 2.3.10 MTC in its sole and absolute discretion reserves the right to:
- 2.3.11 Reject any or all proposals, whether or not these instructions are followed
- 2.3.12 Reject any submissions not complying with the specified format
- 2.3.13 Award the contract based solely on a proposal received without entering into any further discussions.
- 2.3.14 Short list candidates
- 2.3.15 Not base the final decision solely on price.
- 2.3.16 No correspondence will be entered into should MTC decide to reject any proposals or to withdraw the RFP.
- 2.3.17 Each response must include a detailed discussion of each of the items below. Should responses not use the same heading and follow the same numbering as the RFP. MTC may automatically disqualify the company from the tender process.
- 2.3.18 MTC will make its decision based on the quality of the information contained in the proposal and no opportunity will exist for any company to enhance such information after closing date and time of the tender.
- 2.3.19 It is important to clearly note down any assumptions made in the proposal so that each proposal may be evaluated fairly against all other submissions.
- 2.3.20 This RFP outlines the requirements of MTC and the process to be followed by the prospective Tenderers in submitting a response.
- 2.3.21 Companies should provide a list of previous or current clients they served with similar projects. MTC reserves the right to contact any clients referenced
- 2.3.22 MTC reserves the right to exclude certain persons and legal entities in the event of poor performance; the tender offering or attempting to offer any bribe, promised a bribe, or any other consideration to any MTC employee involved with this tender or the tenderer has acted fraudulently and or in bad faith.
- 2.3.23 Any restriction imposed upon any such tenderer shall also apply to any other enterprise under the same or different name with which the person, firm or company is actively associated.
- 2.3.24 MTC may accept any tender in part or wholly with no obligation to explanation whatsoever.

2.4 GENERAL EVALUATION CRITERIA

- 2.4.1 Proposals will be evaluated by MTC using criteria in the RFP and as per the relevant questions asked. These categories are not necessarily listed in order of importance:
 - Price competitiveness, including any price discount provided in the proposal.
 - Project completion schedules and lead times proposed.
 - Warrantee conditions and handling of claims.
 - Availability of references from other customers and reputation of tenderer.
 - Availability of infrastructure for after sales support, both local and international
 - Compliance with local and international standards.
 - Certification and accreditations
 - Value added to MTC
- 2.4.3 The financial condition and trading record of the tenderer (Company profile, Latest financial statements of tenderer etc)

Tenderer degree of conformance to the Black Economic Empowerment Policy (A certificate from NPPC should be submitted to prove the BEE credential)

 - Alternatively, shareholder names and certificates must be attached.
 - Small and medium enterprises (SME's) must submit their SME certificates issued by the Ministry of Trade and Industry.
- 2.4.4 The tenderer shall ensure that sufficient supporting documentation and information is supplied in his proposal to enable MTC to evaluate the proposal in respect of each of the abovementioned criteria.
- 2.4.5 As per the Communications Regulatory Authority of Namibia: Regulations in respect of Type approval and Technical Standards for Telecommunications Equipment, gazetted in the Government Gazette #

5659, General Notice # 22, the tenderer supplying equipment subjected to this regulations must ensure that all documentations required are obtained from the Regulator before importation. Failure to do so may lead to equipment being confiscated by Customs at the supplier's risk, and MTC hereby distances itself from any confiscated equipment.

2.5 SUMMARY OF DEADLINES

ACTION	DUE DATE
Tender documents availability	05/02/2020
Submission of questions	03/04/2020
MTC response to questions	03/04/2020
Tender closing date	03/04/2020

2.6 QUESTIONS & ANSWERS

- 2.6.1 If required, companies may submit questions via email to the following e-mail address: tenders@mtc.com.na on or before the 03th April 2020.
- 2.6.2 All questions and answers thereto will be communicated in writing to all participants by the 03 April 2020.
- 2.6.3 Communication between MTC and prospective companies, for the duration of this RFP, must only be through Mrs G. Koopman @ 061 280 2757 or GKoopman@mtc.com.na .

2.7 TENDERER'S DESIGNATED LIASON

Companies must select a single designated contact person, through whom all communications between MTC and the company will take place:

Contact Name	
Designation	
Telephone	
Fax	
Email	
Signature	

2.8 REFERENCE LIST

Item	Company Name	Contact Person	Contact Details	Year of Service
1				
2				
3				
4				
5				

2.9 SUCCESSFUL TENDERER'S PERFORMANCE MANAGEMENT

2.9.1 The successful tenderer/s are subjected to annual performance reviews to be completed by the respective MTC representative or Procurement Officer responsible for the purchase. The review will be done at intervals to be decided upon by the Procurement department.

2.9.2 The performance reviews will amongst others cover the following issues:

- **RELIABILITY:** How reliably do you follow through on your commitments to MTC?
- **COST:** How closely did your final total costs correspond to your expectations at the beginning of the transaction?
- **ORDER ACCURACY:** How well did the product/service delivered matched your order specifications and quantity?
- **DELIVERY/TIMELINESS:** How satisfied is the appraiser about the timeliness of the product/service delivery?
- **QUALITY:** How satisfied is the appraiser about the quality of the product/service provided by your company?
- **DOCUMENTATION ACCURACY:** Does your company present its all and correct documents with its deliveries
- **PERSONNEL:** How satisfied is the appraiser about the attitude, courtesy, and professionalism of your company's staff?
- **CUSTOMER SUPPORT:** How satisfied is the appraiser about the customer support she/he received from your company?
- **RESPONSIVENESS:** How responsive is your company to information requests, issues, or problems that arose in the course of the transaction?

3. DECLARATION OF INTEREST FORM

Any deliberate omission in this declaration or the supplying of false information will be regarded in a serious light and may lead to an investigation and disqualification of the tender process.

Tenderer Name:		Tender #:	
Description of Tender:			

RELATION TO MTC EMPLOYEES/ MANAGEMENT/ DIRECTORS

I herewith declare that I have/am related – i.e. spouse (also fiancé or boyfriend/ girlfriend), parent, child, any other relation with the following MTC Employee(s)/ Member(s) of Management/ Board of Directors: *

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

CONFIRMATION OF FACTUAL INFORMATION

I confirm by signing this declaration that, to the best of my knowledge, the statements made above are factual and accurate and that I have taken note of all the sections. *

Full Name:	Signature:	Date:
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* Please initial in each box where applicable.

TERMS OF REFERENCE

1. Overview

MTC invites all mobile handset, routers, 3G&4G devices vendors and distributors to submit/present their product portfolios. MTC will schedule presentations with all vendors who have submitted portfolios who should predominantly present the following:

- Back ground of company
- Brands & products portfolio
- Distribution letters from the OEM's
- Black economic Empowerment
- Delivery terms and conditions
- Training, technical and sales
- After sales and repairs
- References

Vendors are encouraged to submit their product portfolios well before the closing date as presentations will occur as soon as there is a submission even if it is the before closing date. MTC currently stocks a range of models from a range of brands including Nokia, Samsung, Apple etc. Repeat orders on any models for any brand is done weekly depending on brand's sales demand.

MTC's requirements are the following before purchasing anything:

- Test samples must be provided by suppliers for each and every model available before MTC purchase on handset or data device.
- Test samples must be delivered to the MTC's Head Offices for attention Procurement Office
- After Sales Services and Support, and On-line support for Spares and Software is a must also be included for the units supplied.
- All suppliers must be registered as authorized distributors by the Original Manufacturers (OEM) of the handsets or data devices they are tendering on. Should a tenderer not have valid authorization documentation from the Original manufacturers their proposals will not be accepted.

LOGISTICS REQUIREMENTS

1. DELIVERY REQUIREMENTS

- No un-wanted stickers on the boxes are allowed only the original stickers are allowed.
- English manuals must be inside the box including all accessories as per reference on the box.
- Only valid promotional stickers or flyers must accompany boxes.
- Only English keypads are allowed.
- The phone must not have been sim locked before.
- Only original chargers should accompany cell phones unless the adaptor for European charger is included.
- No damaged or faded boxes will be allowed.

2. PACKAGING REQUIREMENTS

- Each handset box must be shrink wrapped before delivery, MTC can shrink wrap at a cost if the supplier chooses so.
- Outer box should contain 2 labels:

Label 1: serial numbers/barcode of all handsets in box must be displayed on the label as well as one barcode that include all barcodes, quantity handsets/devices inside box

Label 2: Supplier name, Order number, invoice number, numbering of box(eg. 1/10, 2/10,3/10)

- Labels must be flat, and clean for scanning purposes
- Swap stock must be packed in a separate box clearly marked.
- All Boxes must be sealed with tamper proof tape

3. DELIVERY OF STOCK

- Pre notification email of delivery, date and time must be send to the following email address: logistics@mtc.com.na
- Material's serial numbers should come in an organized file to simplify scanning process.
- Soft copy file containing all serial numbers/ barcodes per invoice, per model, per order must be submitted.
- Delivery date must be adhered to, or else penalties will be enforced.
- Correct documentation should accompany the stock imports of all times. (Tax invoice, Namibian Customs declaration form (SAD 500), waybill, Assessment notice form from Customs, Release order form from Customs, only original documents with original Namibia custom stamps are approved, detail packing list containing serial numbers)
- Goods will only be received and processed, upon receipt of correct documentation