

**MOBILE TELECOMMUNICATIONS LIMITED**

<b>TITLE OF TENDER</b>	Provision of Courier services to various local destinations for MTC
<b>TENDER NO:</b>	MTC36/19/O
<b>DATE ISSUED:</b>	17 October 2019
<b>CLOSING DATE:</b>	1 <sup>st</sup> November 2019 : 14:30
<b>TENDERER NAME</b>	
<b>TOTAL TENDER AMOUNT (EXCL. VAT)</b>	

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## PART A – TENDER INVITATION

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### 1. INVITATION TO TENDER

MTC hereby invites offers:

<b>CLIENT:</b>	MOBILE TELECOMMUNICATIONS LIMITED (MTC)
<b>TENDER DESCRIPTION:</b>	Provision of Courier services to various local destinations for MTC
<b>TENDER NUMBER:</b>	MTC 36/19/O
<b>CLOSING DATE</b>	1 <sup>st</sup> November 2019 – 14:30
<b>TENDER PRICE:</b>	Free of charge
<b>ADDRESS TENDER TO:</b>	MTC Procurement, Manager Procurement
	Cnr Mose Tjitendero & Hamutenya Wanehepo Ndadi Street
	Olympia
	Windhoek, Namibia
<b>ALL INQUIRIES:</b>	Veronica Mungonena Tel: +264 61 280 2134 Fax: +264 61 280 2057 Email: <a href="mailto:vmungonena@mtc.com.na">vmungonena@mtc.com.na</a>

### 2. TENDER FORMAT

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

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

1.1.2 All documents must clearly be marked:

PROVISION OF COURIER SERVICES TO VARIOUS LOCAL DESTINATIONS FOR MTC – **MTC36/19/O**.

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**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.**

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## **PART B – GENERAL TERMS AND CONDITIONS**

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### **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 offers from all relevant quantified companies to submit detailed technical and financial proposals to provide Couriers services to MTC.

2.2.2 This tender document shall consist of the following Appendices:

2.2.3 Appendix A – BEE Scorecard [This scorecard in 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

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**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 initialed
- 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

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- 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.

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## 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
- 2.4.2 The financial condition and trading record of the tenderer (Company profile, Latest financial statements of tenderer etc)
- 2.4.3 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, gazette in the Government Gazette # 5659, General Notice # 22, the tenderer supplying equipment subjected to these 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.

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**2.5 SUMMARY OF DEADLINES**

ACTION	DUE DATE
Tender documents availability	17/10/2019
Submission of questions	24/10/2019
MTC response to questions	28/10/2019
Tender closing date	01/11/2019

**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](mailto:tenders@mtc.com.na) on or before the 24<sup>th</sup> October 2019.
- 2.6.2 All questions and answers thereto will be unloaded on the website by the 28<sup>th</sup> October 2019
- 2.6.3 Communication between MTC and prospective companies, for the duration of this RFP, must only be through **MRS V. MUNGONENA@061 280 2134** or email @ [vmungonena@mtc.com.na](mailto:vmungonena@mtc.com.na). No direct communication or contact with any other party at MTC is permissible. Any such breach may disqualify the company.



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## 2.7 TENDERER'S DESIGNATED LIASON

2.7.1 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 SUCCESSFUL TENDERER'S PERFORMANCE MANAGEMENT

2.8.1 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.

2.8.2 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

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- **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?

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### 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. \_\_\_\_\_  
\_\_\_\_\_

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**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. *
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<b>Full Name:</b>	<b>Signature:</b>	<b>Date:</b>
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\* Please initial in each box where applicable.

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## **PART C – Price Schedule and Technical Requirements**

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### **4. SCOPE OF WORK**

This service covers pickups and courier services on behalf of MTC as and when required. The successful courier company would provide a door to door pick up and courier services, to all Namibian towns and townships.

### **5. TECHNICAL SPECIFICATIONS**

The technical proposal must at least highlight the following aspects:

- Overnight courier services to and from Windhoek to and from various destinations in Namibia via road.
- Same day freight delivery to and from MTC warehouse (Windhoek, Prosperita) to various destinations in Windhoek
- Pick-up delivery turnaround time of urgent documents.
- Delivery time of important documentation to MTC e.g. POD's and invoices.
- The tenderer's key account manager for MTC
- Handling procedure for highly sensitive and valuable items like MTC's recharge vouchers, starter packs, radio equipment etc., within Namibia
- Handling procedures for MTC customer complaints and claims
- Parcels tracking and tracing system
- Availability of trucks for transport of large equipment to requested destinations within one hour after request.

### **6. PRICING AND DOCUMENTATION**

- Where possible, the pricing should be quoted per kilogram or volumetric kilogram
- Clear pricing structure for MTC for different weights to different destinations

### **7. CONTRACTOR'S LIABILITY AND INSURANCE**

The Contractor shall be responsible for any loss of or damage to MTC's property for such time as the said MTC's properties is under his care and control. The Contractor shall also be responsible for damage to or loss of other property and for any death or bodily injury which may arise as a result of or in the cause of carrying out of the Services. The Tenderer shall provide the minimum insurance cover per parcel.

## 8. SUB-CONTRACTORS

- In the event of the Tenderer proposing to employ the services of one or more Sub-contractors, the names(s) and address(es) of such Sub-Contractors and the extent to which the Tender will be sub-contracted, must be clearly indicated.
- It must be understood that in the event of being awarded a Contract, the Tenderer shall be fully responsible for the actions and work performance of his Sub-contractor(s).

## 9. CAPACITY

The Tenderer should indicate its capacity to handle a tender of this magnitude by clearly indicating the number and type of vehicles owned.

## 10. STORAGE AND SECURITY

The Tenderer should indicate how they ensure proper storage and maximum security for parcels in transit.

## 11. PICK-UP SCHEDULE (WINDHOEK)

The Pick-up schedule is as follows:

Pickup address	Pickup Frequency	Pickup Time	Notes
MTC Warehouse, Prosperita	Daily – with 2 dedicated drivers	12H00 and 16H30	Pickups done at 12H00 must be delivered the same day
Repair Centre, Prosperita	Daily	16H00	
MTC Headquarters Reception, Olympia	Daily	14H00	
Sales and Commercial, Daniel Munamava street, CBD	Daily	10H00 and 16H00	
Sales, Daniel Munamava street, CBD	Monthly	28 <sup>th</sup> date of each month	Pickup must be done on the next working day, should the 28 <sup>th</sup> of the month be a non-working day
Key accounts and Corporate Accounts	Daily	8h00 and 12h00	Special agreement to deliver to client and return POD's
Emergency pickups	Ad hoc		The pickup address provided by the requester
Commercial Department, Head Office, Olympia	Monthly	To be advised on ad hoc basis	Cell chat booklets

## 12. PRICE SCHEDULE

Note that when quoting, all couriers from below destinations are destined to Windhoek. (Eg. Mobilehome Oranjemund to Windhoek)

Item	Destinations	Per Kg	Rate	Vat	Total
	<b>Windhoek:</b>				
1	Mobilehome Daniel Munumawa				
2	Mobilehome Wernhill Main				
3	Mobilehome BPI				
4	Mobilehome Klein				
5	Mobilehome Maerua Mall				
6	Mobilehome Maerua Mall Express				
7	Mobilehome Hosea Kutako Airport				
8	Mobilehome Wernhill Express				
9	Mobilehome Katutura				
10	Mobilehome Olympia				
	<b>Various Towns:</b>				
11	Mobilehome Oranjemund				
12	Mobilehome Keetmanshoop				
13	Mobilehome Gobabis				
14	Mobilehome Luderitz				
15	Mobilehome Ondangwa Express				
16	Mobilehome Ondangwa				
17	Mobilehome Oshikango				
18	Mobilehome Oshakati Express				
19	Mobilehome Oshakati				
20	Mobilehome Outapi				
21	Mobilehome Katima Mulilo				
22	Mobilehome Rundu				
23	Mobilehome Tsumeb				
24	Mobilehome Otjiwarongo				
25	Mobilehome Walvis Bay				
26	Mobilehome Swakopmund				

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- MTC must be able to do Online capturing/printing of waybills and labels ( automatic to stick to the boxes)The successful courier should provide MTC with the labels and label printers without additional cost to MTC
  - Receive PODs online and this should be web based. Without additional cost to MTC and no additional license cost.
  - MTC have various accounts for local courier service, MTC should be invoiced per account. Example - Mobile Homes, Repair Centre, CTW Technical and Olympia all on accounts.
  - Unique waybill numbers- MTC should have the option to link Job numbers or order numbers to the waybills
  - Should be able to use Job number as a reference in case of repairs.
  - Ensure MTC has secure dispatch and delivery. MTC may suggest or implement new security measures together with the courier company at no additional costs
  - Invoice should be submitted on softcopy every 2 weeks and verification on line must be available.
  - Waybill tracking on line should be available for MTC on daily basis – MTC must be able to log in and do tracking web based.
  - Additional scale's at 3 different points if needed at no additional cost to MTC
  - Monthly Reports should be available with the KPI's of courier should also be included
  - Reports of delivery per week per month: Criteria of Delivery on time/ Delivery's failed and outstanding POD's
  - Monty Excel report based on report with the example information available as per table

### 13. INSURANCE

- MTC requires goods in transit (GIT) insurance sufficient to cover the electronic equipment (cellphones and other telecommunication equipment) transported by MTC per load.
- Claims should be on a basis of actual loss, hence sufficient GIT cover



**14. REFERENCES:**

Item	Company Name	Contact Person	Contact Details	Year of Service
1				
2				
3				
4				
5				
6				

### APPENDIX C: ZONES AND TRANSIT TIMES

#### 14.1.1 Zone Chart:

The Tenderer shall submit Average Transit Time in Business days for destinations as outlined below:

Destination	Transit	Destination	Transit	Destination	Transit
Arandis		Karibib		Oranjemund	
Aranos		Katima Mullilo		Oshakati	
Ariamsvlei		Keetmanshoop		Otavi	
Aroab		Khorixas		Otjiwarongo	
Aus		Koes		Outjo	
Berseba		Kombat		Rosh Pinah	
Goageb		Leonardville		Rundu	
Gobabis		Luderitz		Stampriet	
Gochas		Maltahohe		Swakopmund	
Grootfontein		Mariental		Tses	
Grunau		Okahandja		Tsumeb	
Henties Bay		Omaruru		Usakos	
Karasburg		Ondangwa		Walvis Bay	
Kamandjab		Opuwo			