



MOBILE TELECOMMUNICATIONS LIMITED

TITLE OF TENDER	CONSULTANCY SERVICES FOR MTC ORGANIZATIONAL STRUCTURE REVIEW
TENDER NO:	MTC03/18/O
DATE ISSUED:	12 March 2018
CLOSING DATE:	06 April 2018 @ 14h30
TENDERER NAME	
TOTAL TENDER AMOUNT (EXCL. VAT)	

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PART A – TENDER INVITATION

1. INVITATION TO TENDER

CLIENT:	MOBILE TELECOMMUNICATIONS LIMITED (MTC)
TENDER DESCRIPTION:	Consultancy Services For MTC Organizational Structure Review
TENDER NUMBER:	MTC03/18/O
CLOSING DATE	30 March 2018
TENDER PRICE:	N\$100.00 (non-refundable)
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 2019 Fax: +264 61 280 2057 Email: enghiidipaa@mtc.com.na

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 on email or CD

1.1.2 All documents must clearly be marked:

**"CONSULTANCY SERVICES FOR MTC ORGANIZATIONAL STRUCTURE REVIEW" TENDER NUMBER"
MTC03/18/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 offers from all relevant quantified companies to submit detailed technical and financial proposals to provide consultancy services to review MTC’s organizational structure.

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

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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.

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, 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	12 March 2018
Briefing Meeting	19 March 2018 @ 10h00
Submission of questions	26 March 2018
MTC response to questions	28 March 2018
Tender closing date	06 April 2018 @ 14h30

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 **26th Of March 2018**.
- 2.6.2 All questions and answers thereto will be communicated in writing to all participants by the **28th of March 2018**
- 2.6.3 Communication between MTC and prospective companies, for the duration of this RFP, must only be through **Ms E. Nghiidipaa @ 061 280 2019 or enghiidipaa@mtc.com.na**. No direct communication or contact with any other party at MTC is permissible. Any such breach may disqualify the company.

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 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.

PART C – PROJECT SPECIFIC TERMS OF REFERENCE

MTC hereby invites suitable companies/ consultants to conduct an organizational structure review for MTC.

The Deliverables will be

- to review and identify improvement areas and make recommendations to enhance the efficiency and effectiveness of MTC in discharging its core functions and responsibilities
- To create the most effective organizational structure and division of work that provides optimum customer experience and flexibility for future growth and increased work demands.
- Final product must be an organogram that fit the company strategy and ready for implementation

The Scope of work can include:

- Conduct intensive workload analysis per division to determine function and staffing requirements and provide a clear current state assessment.
- Confirm appropriateness of structures and Job Titles, reducing layers of oversight and duplication of effort and obsolete positions.
- There will be some travel expected to analyse our work environment and various departments in order to review, re-evaluate, and redesign a future state.
- Assisting in the design of new or revised organisational structures, functions, roles and responsibilities, referring to best practice and models used by other Telecommunications service providers locally and globally.

MTC expects the following timeframes, however the prospective service provider must indicate the specific project milestones and deliverables in terms of project roll out and time frames.

Presentation	17-18 April 2018
Shortlisted supplier's interview	25 April 2018
Approvals	16 May 2018
Final Approvals	23 May 2018
Project commences	01 June 2018