



MOBILE TELECOMMUNICATIONS LIMITED

TITLE OF TENDER	PROVISION OF CLEANING SERVICES FOR MTC PREMISES FOR NORTHERN AREAS
TENDER NO:	MTC 27/18/O
DATE ISSUED:	13 th June 2018
CLOSING DATE:	29 th June 2018,14:30
TENDERER NAME	
TOTAL TENDER AMOUNT (EXCL. VAT)	

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PART A – TENDER INVITATION

1. INVITATION TO TENDER

MTC hereby invites offers:

CLIENT:	MOBILE TELECOMMUNICATIONS LIMITED (MTC)
TENDER DESCRIPTION:	PROVISION OF CLEANING SERVICES FOR MTC PREMISES FOR NORTHERN AREAS
TENDER NUMBER:	MTC27/18/O
CLOSING DATE	29 th June 2018 : 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 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 in email or CD

1.1.2 All documents must clearly be marked:

"PROVISION OF CLEANING SERVICES FOR MTC PREMISES FOR NORTHERN AREAS" MTC 27/18/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

1. TENDER CONDITIONS

1.1 DEFINITIONS

- 1.1.1 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)

- 1.1.2 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

1.2 TENDER INVITATION

- 1.2.1 MTC hereby invites offers from all relevant quantified companies to submit detailed technical and financial proposals for the provision of cleaning services for MTC premises for the northern areas, for the period of 12 months.
- 1.2.2 This tender document shall consist of the following Appendices:
- 1.2.3 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.
- 1.2.4 Appendix B – Non Disclosure Agreement

1.3 GENERAL TENDER CONDITIONS

- 1.3.1 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
- 1.3.2 Every tender document page must be initialled
- 1.3.3 MTC is neither bound to accept the lowest of any Tender nor to assign any reason for acceptance or rejection of such Tender
- 1.3.4 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.
- 1.3.5 Notifications to companies will be in writing to the designated liaison person nominated by the firm.
- 1.3.6 From the submissions an evaluation will be performed highlighting a short list
- 1.3.7 If deemed necessary, negotiations may be entered into with the short listed candidates.
- 1.3.8 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.
- 1.3.9 All prices must be in NAD and exclusive of all taxes

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- 1.3.10 MTC in its sole and absolute discretion reserves the right to:
 - 1.3.11 Reject any or all proposals, whether or not these instructions are followed
 - 1.3.12 Reject any submissions not complying with the specified format
 - 1.3.13 Award the contract based solely on a proposal received without entering into any further discussions.
 - 1.3.14 Short list candidates
 - 1.3.15 Not base the final decision solely on price.
 - 1.3.16 No correspondence will be entered into should MTC decide to reject any proposals or to withdraw the RFP.
 - 1.3.17 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.
 - 1.3.18 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.
 - 1.3.19 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.
 - 1.3.20 This RFP outlines the requirements of MTC and the process to be followed by the prospective Tenderers in submitting a response.
 - 1.3.21 Companies should provide a list of previous or current clients they served with similar projects. MTC reserves the right to contact any clients referenced
 - 1.3.22 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.
 - 1.3.23 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.
 - 1.3.24 MTC may accept any tender in part or wholly with no obligation to explanation whatsoever.

1.4 GENERAL EVALUATION CRITERIA

- 1.4.1 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

- 1.4.2 The financial condition and trading record of the tenderer (Company profile, Latest financial statements of tenderer etc)
- 1.4.3 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.
- 1.4.4 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.
- 1.4.5 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.

1.5 SUMMARY OF DEADLINES

ACTION	DUE DATE
Tender documents availability	13 th June 2018
Submission of questions	25 th June 2018
MTC response to questions	26 th June 2018
Tender closing date	29 th June 2018

1.6 QUESTIONS & ANSWERS

- 1.6.1 If required, companies may submit questions via email to the following e-mail address: tenders@mtc.com.na on or before the 25th June 2018.
- 1.6.2 All questions and answers thereto will be communicated in writing to all participants by the 26th June 2018 .
- 1.6.3 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.

1.7 TENDERER'S DESIGNATED LIASON

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

Contact Name	
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Designation	
Telephone	
Fax	
Email	
Signature	

1.8 REFERENCE LIST

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

1.9 SUCCESSFUL TENDERER'S PERFORMANCE MANAGEMENT

1.9.1 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.

1.9.2 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?

2. 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

TECHNICAL INFORMATION: MTC NORTHERN OFFICES TO BE CLEANED

Mobile Home Name	Business Hours	Days /Week	Number of Cleaners	Premises Sizes
Mobile Home Ondangwa	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	139.5 m ²
Ondangwa Express	08:00-18:00 08:00-14:00 08:00-13:00	Mon- Fri Saturdays Sundays & Public Holidays	1 Cleaner	60 m ²
Mobile Home Oshikango	08:00- 18:00 08:00- 14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	121m ²
Mobile Home Oshakati	08:00-17:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	175 m ²
Oshakati Express	08:00-17:00 08:00-13:00 09:00-13:00	Mon-Fri Saturdays Sun & Public Holidays	1 Cleaner	111.8 m ²
Oshakati Switch	08:00-17:00	Mon-Fri	1 Cleaner	100 m ²
Mobile Home Outapi	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	120 m ²
Mobile Home Katima Mulilio	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	110 m ²
Mobile Home Rundu	08:00-18:00 08:00-14:00	Mon- Fri Saturday's & Public Holidays	1 Cleaner	65 m ²

Mobile Home Nkurenkuru	08:00-18:00 08:00 -14:00	Mon-Fri Saturdays & Public	1 Cleaner	136 m ²
Mobile Home Tsumeb (Incl Radio Office)	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	200 m ²
Mobile Home Otijwarongo	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	168 m ²
Mobile Home Okahandja	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	77.10 m ²
Mobile Home Ongwediva	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	121 m ²
Mobile Home Grootfontein	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	135 m ²
Mobile Home Eenhana	08:00-18:00 08:00- 14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	134 m ²

CLEANING SPESIFICATIONS

Mobile Homes

CLEAN DAILY

Sweep all floors

Wash all floors

Vacuum carpets
 Clean plugs, light switches, pots on walls and doors
 Clean and shine tables, desks and counters
 Clean and disinfect all toilet and urinal
 Empty all waste receptacles
 Clean internal and external glass
 Clean and shine all furniture and fitting
 Kitchenette: Clean area and wash dishes
 Clean Microwave
 Clean Windows
 Polish all floors

CLEAN WEEKLY

Wash dustbins
 Clean Fridge
 Clean Water Coolers

AD HOC CLEANING

Strip and seal floors monthly
 Wash all carpets monthly and as necessary

Notes

All frontline areas should be cleaned before opening of business hours

Please note that the times may change and the Contractor will be notified for new arrangements, should any changes occur.

PRICE SCHEDULE

Mobile Home Name	Business Hours	Days /Week	Number of Cleaners	Total Price per shop (Excl VAT)
Mobile Home Ondangwa	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	

Ondangwa Express	08:00-18:00 08:00-14:00 08:00-13:00	Mon- Fri Saturdays Sundays & Public Holidays	1 Cleaner	
Mobile Home Oshikango	08:00- 18:00 08:00- 14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	
Mobile Home Oshakati	08:00-17:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	
Oshakati Express	08:00-17:00 08:00-13:00 09:00-13:00	Mon-Fri Saturdays Sun & Public Holidays	1 Cleaner	
Oshakati Switch	08:00-17:00	Mon-Fri	1 Cleaner	
Mobile Home Outapi	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	
Mobile Home Katima Mulilio	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	
Mobile Home Rundu	08:00-18:00 08:00-14:00	Mon- Fri Saturday's& Public Holidays	1 Cleaner	
Mobile Home Nkurenkuru	08:00-18:00 08:00 -14:00	Mon-Fri Saturdays & Public	1 Cleaner	
Mobile Home Tsumeb (Incl Radio Office)	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	

Mobile Home Otijwarongo	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	
Mobile Home Okahandja	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	
Mobile Home Ongwediva	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	
Mobile Home Grootfontein	08:00-18:00 08:00-14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	
Mobile Home Eenhana	08:00-18:00 08:00- 14:00	Mon- Fri Saturdays & Public Holidays	1 Cleaner	

Please clearly fill in this section and attached documents as required.

Company Name	
Established (Year, Month)	
Location	
Ownership	

Financial Standing	Attach Bank Testimonial
BEE Score Card	Score: Attach Certificate from NPPC
Liability Insurance	Insured by: Attach Copy of Insurance
Equipment to carry out operations.	MTC will provide: Dishwashing Liquids; Liquid hand soap for toilets; Paper towels for toilets; Toilet Paper; Sanitary bags; Air Fresheners; Refuse bags; Kitchen Towels; Dish cloths Contractor will provide: Own Vacuum Cleaners, Brooms, Mops; Econoroll; Furniture Polish; and all cleaning materials and hardware needed for the job.