

SAFE ROADS TO PROSPERITY

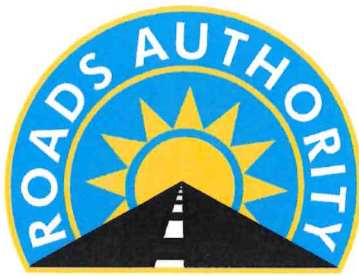
Request for Sealed Quotations For Goods

Supply and Delivery of Stationery

Procurement Reference No: G/RFQ/RA-50/2025

Cost: FREE

Roads Authority
Private bag 12030
Head Office: C/o Mandume Ndemufayo Avenue and David Meroro Road
09 January 2026



Roads Authority
Private Bag 12030
Ausspannplatz
Windhoek
NAMIBIA

Our Ref.: G/RFQ/RA-50/2025

Enquiries: Janet Japhta
E-mail: japhtaj@ra.org.na

Your Ref.:

Letter of Invitation

G/RFQ/RA-50/2025

Friday, 09 January 2026

Dear Bidder,

Request for Quotations for Supply and Delivery of stationery

The Roads Authority invites eligible Bidders to submit your best quote for the procurement described in detail hereunder.

Any resulting contract shall be subject to the terms and conditions referred to in the document.

Queries, if any, should be addressed to Ms. Janet Japhta at japhtaj@ra.org.na

The procurement is strictly reserved for categories of bidders as outlined in section 4, of Code of good practice.

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

Yours faithfully,

Manager: Procurement and Tender Compliance

SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

The Roads Authority reserves the right:

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

2. Preparation of Quotations

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

- (a) the Quotation Letter in Section II with its annex for Bid Securing Declaration
- (b) the List of Goods and Price Schedule Section III;
- (c) the Specifications and Compliance Sheet in Section V; and
- (d) any other attachment deemed appropriate.

You are advised to carefully read the complete Request for Sealed Quotations document, including the Special Conditions of Contract 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 60 days from the date of submission deadline.

4. Eligibility Criteria

- (i) Qualifies as a Namibian bidder, in terms of Section 71(3) of the Act.

(ii) To be eligible to participate in this Quotation exercise, you should submit the following documents. **All copies must be certified by a Commission of Oath and must be valid at the deadline for submission**

- (a) a valid certified copy of the company Registration Certificate which outlines that bidder's principle line of business is in line with this procurement;
- (b) a valid original/certified copy of a good Standing Tax Certificate
- (c) a valid original/certified copy of a good Standing Social Security Certificate, a printout of a valid electronic or online document issued in terms of the Electronic Transaction Act, (Act No of 2019) will be accepted
- (d) where a company has no Employees, Confirmation letter from Social Security Commission. (a printout of a valid electronic or online document issued in terms of the Electronic Transaction Act, (Act No of 2019) will be accepted.
- (e) a valid certified copy 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;
- (f) duly filled in and signed Bid-securing Declaration Form;
- (g) duly filled in and signed Written undertaking in terms of section 138 of the Labour Act, 2015
- (h) documents must be completed in indelible ink and shall be signed by a person duly authorized to sign the bidder's documents.
- (i) any interlineation, erasure or over writing shall be valid only if it is signed or initialled by the person signing the bid.
- (j) The procurement is reserved for categories as outlined in section 4, of code of good practice.

5. Bid Securing Declaration

Bidders are required to subscribe to a Bid Securing Declaration for this procurement process.

6. Delivery

Delivery shall be within **14 - 30 days** after acceptance/issue of Purchase Order. Deviation in delivery period shall be considered if such deviation is reasonable.

6.1. The following tests and inspections will be conducted on the goods at delivery:

- Confirmation of the quantity and the quality of the goods.

7. Sealing and Marking of Quotations

Quotations should be sealed in a single envelope, clearly marked with the Procurement Reference Number, addressed to the Roads Authority with the Bidder's name and contact information at the back of the envelope.

8. Submission of Quotations

Quotations should be deposited in the Quotation/Tender Box located at **Roads Authority, Corner of Mandume Ndemufayo Avenue and David Hosea Merero, Head office, Ground floor, Windhoek in the Tender Box not later than 29TH January 2026 at 10H00.**

Late quotations will be rejected.

Quotations received by e-mail will not be considered

Clarifications to be done via email only at japhtaj@ra.org.na

9. Opening of Quotations

Quotations will be opened internally by the Roads Authority immediately after the closing time referred to in instruction 8 above. A record of the Quotation Opening stating the name of the bidders, the amount quoted, the presence or absence of a Bid Securing Declaration, will be posted on the website of the Roads Authority and available to any bidder on request within three working days of the Opening.

10. Evaluation of Quotations

The Roads Authority shall have the right to request for clarifications in writing during evaluation. Offers that are substantially responsive shall be compared on the basis of price or ownership cost, subject to Margin of Preference where applicable, to determine the lowest evaluated quotation. Given the high volumes of bids received by the Roads Authority during bidding process. The RA has resolved to select a total of six (6) lowest priced bids to evaluate, in line with section 52(12) of the Public Procurement Act 2015(Act no 15 of 2015) as amended. Where no responsive bid is found amongst the above cited six bids, additional bids will be selected for evaluation.

11. Technical Compliance

Bidders shall submit along with their quotations documents, catalogues and any other literature to substantiate compliance with the required specifications and to qualify deviations if any with respect to Roads Authority's requirements.

The Specifications, Performance Requirements and Compliance Sheet details the minimum specifications of the goods/items to be supplied. The specifications have to be met but no credit will be given for exceeding the specifications.

12. Prices and Currency of Payment

Prices shall be fixed in Namibian Dollars.

13. Margin of Preference

13.1. The applicable margins of preference and their application methodology are as follows:

The procurement is strictly reserved for categories of bidders as outlined in section 4, of Code of good practice. A total margin of preference scored by a bidder will be deducted from the bid/quoted price of the bidder for the evaluation purposes only.

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

Categories	%of preferences	Documents Required
Local Manufacturer	2%	1.Certificate of Registration from Registering Authority and 2. Complete the below Declaration form by bidder that the manufactured goods meet the local content / any other form of declaration with relevant content will be accepted
Micro, small and medium Enterprise	1%	1.A certified copy of a certificate indicating SME Status and 2. Complete the below Declaration form indicating the percentage of Namibian MSME ownership. / any other form of declaration with relevant content will be accepted
Women owned Enterprise	1%	1.A certified copy of ID of all shareholders and 2.Founding Statement indicating ownership structures. 3. Complete the below Declaration form indicating the percentage of Namibian female ownership. any other form of declaration will be accepted any other form of declaration with relevant content will be accepted
Youth owned Enterprise	2%	1.A certified copy of ID of all shareholders and 2.Founding Statement indicating ownership structures/shareholder certificate and 3. Complete the below Declaration form indicating the percentage of Namibian youth ownership. any other form of declaration with relevant content will be accepted
Previously disadvantaged person owned Enterprise	2%	1.A certified copy of ID of all shareholders and 2.Founding Statement indicating ownership structures/shareholder certificate and 3. Complete the below Declaration form indicating the percentage of Namibian PDPs ownership. any other form of declaration with relevant content will be accepted
Supply providing Environmental Protection	1%	1. Complete the below Declaration form and proof that the bidder meets the requirement set out in the bidding document
Supply providing employment to Namibian	1%	1.Complete the below Declaration form that the bidder employs 50% or more Namibian citizens and 2. Proof from Social Security on number of staff employed by the supplier. 3. a list of Namibian employees indicating their Namibian ID numbers
Total	10%	

14. Award of Contract

The Bidder having submitted the lowest evaluated responsive quotation and qualified to supply the goods/items and related 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 Agreement and General Conditions of Contract.

15. Notification of Award and Debriefing

The Roads Authority shall after award of contract 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 on its website within seven (7) days. Furthermore, the Roads Authority shall attend to all requests for debriefing made in writing within seven (7) days of the unsuccessful bidders being informed of the award.

16. Advanced payment

Advance payment is not applicable.

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 Price list and documents requested above. A signature and authorisation on this form will confirm that the terms and conditions of the RFQ prevail over any attachments. **If your quotation is not authorised, it will be rejected.**]*

Quotation addressed to:	
Procurement Reference Number:	
Subject matter of Procurement:	

We offer to supply the items listed in the attached List of Goods and Price Schedule as per the defined specifications, *except for the qualified deviations [Bidder may delete this phrase in case of no deviation]* and, 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: Instruction to Bidders.

We hereby confirm that we are not Employees of the Roads Authority and/or members of their household/family. We further acknowledge that we will get disqualified should we be found to be conflicted in terms of the Roads Authority conflict of Interest Policy

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 Securing Declaration (BSD) attached hereto and subscribe fully to the terms and conditions contained therein. We further understand that this subscription could lead to disqualification on the grounds mentioned in the BD.

The validity period of the Quotation is days from the date of the bid submission deadline.

We confirm that the prices quoted in the List of Goods and Price 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 delivery period offered from the date of issue of Purchaser Order/ Letter of Acceptance is as shown in the List of Goods items and Price Schedule.

Quotation Authorised by:

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

Appendix to Quotation Letter

**BID SECURING DECLARATION
(Section 45 of Act)
(Regulation 37(1)(b) and 37(5))**

Date:[Day|month|year]

Procurement Ref No.:

To: Roads Authority

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

**LOT 1: ROADS AUTHORITY,
NATIS ONDANGWA**

INSTRUCTIONS TO BIDDERS									
Bidders shall fill-in columns E - I and fill the total 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 Goods	Quantity required	Unit of measure	*	Price per unit NAD ¹	Total price without VAT NAD	VAT: NAD	Delivery weeks (days/month	Country of Origin
1.	Rotatrim photocopy paper A4	255	Ream.						
2.	Archiving box	100	Box.						
3.	Mpact storage tray and lid unprinted	100	Box.						
4.	White board marker set and duster 11x6x3 cm	1	Ea.						
5.	A4 Lever arch files(500 sheet capacity 56mm)	50	Ea.						
6.	Delivery Cost if any								
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

Section III: List of Goods and Price Schedule

LOT 2:
ROADS AUTHORITY,
HEAD OFFICE 2nd FLOOR NORTH WING

Procurement Ref No: G/RFQ/RA-50/2025

INSTRUCTIONS TO BIDDERS									
1		<p>At time of preparation of the RFQ, Columns A to D shall be filled in by the Public Entity. <i>[To be filled by the Public Entity]</i></p>							
		<p>Bidders shall fill-in columns E - I and fill the total 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</p>							
A	B	C	D	E	F	G	H	I	
Item no.	Description of Goods	Quantity required	Unit of measure	*	Price per unit NAD ¹	Total price without VAT NAD	VAT: NAD	Delivery weeks) (days/month	Country of Origin
1.	File A4 70MM Lever Arch PVC Black(box of 25)	30	Box.						
2.	Rotatrim photocopy paper A4(box of 5 reams)	30	Box.						
3.	<p align="center">Delivery Cost if any</p>								
						Grand total (Inclusive of VAT)			
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

Declaration in Respect of Exclusive Preferences

1. Manufacturer's Declaration in terms of paragraph 9(3) and Annexure 6 of the Code of Good Practice

I/We hereby declare under oath that the manufactured goods meet the local content determine in Annexure 1 of Code of Good practice as per cost structure for Value Added Calculation.

The Local Value Added amounts to: NS.....

NB: The cost structure must be attached to the bid for reference.

Sworn/ affirmed before me at this..... day of 20.....

Signature of Witness: _____

Full Name of witness: _____

2. Micro, Small and Medium/ Owned Enterprises Declaration/ Youth Owned Enterprise Declaration/ Previously Disadvantaged Person (PDP) owned enterprises Declaration in terms of Paragraph 9(3) and Annexure 6 of the Code of good practice on preferences

I/We declare under oath that the company's total equity owned by:

- Namibian (MSME) is (insert percentage)
- Namibian women is (insert percentage)
- Namibian youth is (insert percentage)
- Namibian PDPs is (insert percentage)

The following are the names of all shareholders and the percentage shares held by each member:

No.	Full Legal Name	Identification Number	Nationality	Gender	Age	PDP Category	%Share
Total Share							

Note: The Above table may be reproduced if the space provided is not sufficient to cover the names of all shareholders.

Sworn/affirmed before me atthis..... day of20.....

Signature of Witness: _____

Full Name of witness: _____

3. Suppliers providing employment to Namibians Declaration in terms of paragraph 9(3) and Annexure 6 of the Code of Good Practice

I/We declare under oath that the company employs 50% or more Namibian citizens and the following are the names of all employees:

No	Full Legal Name	Identification Number	Nationality	Occupation

Note: The Above table may be reproduced if the space provided is not sufficient to cover the names of all shareholders.

Sworn/affirmed before me atthis..... day of20.....

Signature of Witness: _____

Full Name of witness: _____

SECTION IV: SPECIFICATIONS AND PERFORMANCE REQUIREMENTS

Specifications; Supply and delivery of stationery

DELIVERY ADDRESS:

LOT 1:

ROADS AUTHORITY,
NATIS ONDANGWA

LOT 2:

ROADS AUTHORITY,
HEAD OFFICE 2nd FLOOR NORTH WING

SECTION V: SPECIFICATIONS AND COMPLIANCE SHEET

Procurement Reference Number: G/RFQ/RA-50/2025

[Bidders should complete columns C and D with the specification of the goods 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	Technical Specification Required	Compliance of Specification Offered	Details of Non-Compliance/ Deviation (if applicable)
<i>A*</i>	<i>B*</i>	<i>C</i>	<i>D</i>
1.	Specification met as per section IV		
2.	Delivery Period of 14-30 Days		

Specifications and Compliance Sheet Authorised by:

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

SECTION VI: GENERAL CONDITIONS OF CONTRACT AND CONTRACT AGREEMENT

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) for the Procurement of Goods - Ref. **G/RFQ-GCC** on the website of the Roads Authority, www.ra.org.na except where modified by the Special Conditions below.

SECTION VI: CONTRACT AGREEMENT

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) for the Procurement of Goods except where modified by the Special Conditions below.

SECTION VIII: SPECIAL CONDITIONS OF CONTRACT

Procurement Reference Number: **G/RFQ/RA-50/2025**

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

Subject and GCC clause reference	Special Conditions
Purchaser GCC 1.1(h)	The purchaser is: Roads Authority
Site GCC 1.1(m)	The Site/final destination for delivery of the Goods is: DELIVERY ADDRESS: LOT 1: ROADS AUTHORITY, NATIS ONDANGWA LOT 2: ROADS AUTHORITY, HEAD OFFICE 2 nd FLOOR NORTH WING
Incoterms Edition GCC 4.2(b)	Incoterms shall be governed by the rules prescribed in Incoterms 2010.
Notices GCC 8.1	Any notice shall be sent to the following addresses: For the Roads Authority the address and the contact name shall be: Janet Japhta japhtaj@ra.org.na ,061 284 7358 For the Supplier, the address and contact name shall be: _____
Disputes GCC 10.2	The rules of procedures for arbitration proceedings pursuant to GCC 10.2 shall be as follows: _____
Delivery and Documents GCC 13.1	The Goods are to be delivered within 7 - 30 days from the date of Purchase Order or Letter of Acceptance. The documents to be furnished by the Supplier are: (a) signed delivery note;
Price Adjustment GCC 15.1	The price charge for the Goods supplied and the related Services performed “shall not” be adjustable.
Terms of Payment GCC 16.1	The structure of payments shall be: full payment following delivery of the Supplies and submission of an invoice and the documents listed in clause 13.1
Terms of Payment GCC 16.3	Payments shall be made not later than thirty days after submission of an invoice and its certification by the Purchaser.
Terms of Payment GCC 16.4 (a)	The price “shall not be” adjustable to the fluctuation in the rate of exchange.

Subject and GCC clause reference	Special Conditions
Payment Period GCC 16.5	<p>The method and conditions of payments to be made to the Supplier under this Contract shall be as follows:</p> <p>i) On Acceptance: The Contract Price of goods received shall be paid no later than thirty (30) days of receipt of the Goods upon submission of an invoice (showing Purchaser's name; the Procurement Reference number, description of payment and total amount, signed in original, stamped or sealed with the company stamp/seal) supported by the Acceptance Certificate issued by the Purchaser.</p> <p>ii) An interest rate of [0%] is payable to the supplier by the purchaser for each day payment is delayed until payment has been made in full.</p>
Performance Security GCC 18.1	N/A
Discharge of Performance Security GCC 18.4	N/A
Packing GCC 23.2	<p>The packing, marking and documentation within and outside the packages shall be:</p> <p>LOT 1: ROADS AUTHORITY, NATIS ONDANGWA</p> <p>LOT 2: ROADS AUTHORITY, HEAD OFFICE 2nd FLOOR NORTH WING</p>
Insurance GCC 24.1	N/A
Transportation GCC 25	<p>The Goods shall be delivered:</p> <p>LOT 1: ROADS AUTHORITY, NATIS ONDANGWA</p> <p>LOT 2: ROADS AUTHORITY, HEAD OFFICE 2nd FLOOR NORTH WING</p>
Inspection and Test GCC 26.1	The inspection and tests shall be: on delivery note, by checking the quantity and quality of the item being delivered.
Location of Inspection and Tests GCC 26.2	<p>The inspections and tests shall be conducted at:</p> <p>LOT 1: ROADS AUTHORITY, NATIS ONDANGWA</p> <p>LOT 2: ROADS AUTHORITY, HEAD OFFICE 2nd FLOOR NORTH WING</p>

Subject and GCC clause reference	Special Conditions
Liquidated Damages GCC 27.1	N/A
Warranty GCC 28.3	<p>The period of validity of the warranty shall be: 365 day(s)</p> <p>For the purpose of the Warranty, the place(s) of the final destination(s) shall be: <i>[insert names(s) of location(s)]</i></p> <p>LOT 1: ROADS AUTHORITY, NATIS ONDANGWA</p> <p>LOT 2: ROADS AUTHORITY, HEAD OFFICE 2nd FLOOR NORTH WING</p>
Repair and Replacement GCC 28.5	The period for repair or replacement shall be: 14 day(s)

QUOTATION CHECKLIST SCHEDULE

Procurement Reference No.: G/RFQ/RA-50/2025

Description	Attached	Not Attached
Quotation Letter		
List of Goods and Price Schedule		
Specification and Compliance Sheet		
Bid Securing Declaration		
Confirms Stock Availability		
Valid and Certified by the commission of oath Registration Certificate copy		
Valid Good Standing Tax Certificate (copy/original) Certified by the commission of oath		
Valid Good standing Social Security Certificate (copy/original) Certified by the commission of oath		
Valid and certified by the commission of oath Affirmative Compliance Certificate copy		
Written undertaking as contemplated in section 138 (2) of the Labour Act, 2007		

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.