

**Safe Roads to Prosperity**

# **Request for Quotations For Non-Consultancy Services**

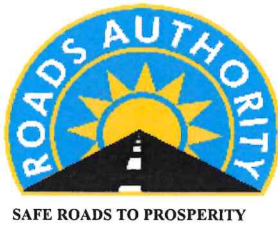
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**PROVISION OF CONSULTANCY SERVICE TO  
CONDUCT A STAKEHOLDER PERCEPTION  
SURVEY ON BEHALF OF ROADS AUTHORITY**

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**Procurement Reference No: NCS/RFQ/RA-22/2025**  
***Cost: FREE***

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



**ROADS AUTHORITY  
PRIVATE BAG 12030  
AUSSPANPLATZ  
WINDHOEK  
NAMIBIA**

Our Ref.: NCS/RFQ/RA-22/2025

Enquiries: Janet Japhta  
Telephone: +264 61 284 7358  
E-mail: [japhtaj@ra.org.na](mailto:japhtaj@ra.org.na)

Your Ref.:

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### **Letter of Invitation**

**NCS/RFQ/RA-20/2025**

*Monday, 12 January 2026*

Dear Bidders,

#### **Provision of consultancy service to conduct a stakeholder perception survey on behalf of roads Authority**

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

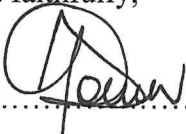
Any resulting contract shall be subject to the terms and conditions referred to in the document.

Queries, if any, should be addressed to Ms. Janet Japhta at [japhtaj@ra.org.na](mailto: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, Tender and Compliance**

## SECTION I: INSTRUCTIONS TO BIDDERS

### 1. Purchaser

The Roads Authority inviting the Informal Quotation is the Purchaser for the purpose of entering into contract with the successful bidder.

### 2. Supplier

The Bidder having submitted the lowest price and whose offer is substantially responsive to the requirements specified shall be selected for award of contract and referred to as the Supplier.

### 3. Rights of Public Entity

The Roads Authority reserves the right:

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

A Purchaser shall not be bound to accept the lowest or any quotation

### 4. Preparation of Quotations

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

- (a) the Quotation Letter in Section II with its annex for *Bid Securing Declaration*, where applicable;
- (b) the List of Goods and Priced Activity Schedule in Section IV;
- (c) the Specifications and Compliance Sheet / Performance Standards in Section V; and
- (d) any other attachment as deemed appropriate.

You are advised to carefully read the complete Request for Quotations document, including the Contract Data Sheet 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.

## **5. Validity of Quotations**

The quotation validity period shall be for **180 days** from the date of submission deadline.

## **6. 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 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) valid certified copy of the company Registration Certificate which outlines that bidder's principle line of business is in line with this procurement;
- (b) valid original/certified copy of a good Standing Tax Certificate
- (c) 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) 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 initialed by the person signing the bid.
- (j) The procurement is reserved for categories as outlined in section 4 of Code of good practice.
- (k) Minimum of two references letters for the similar work done

**NB: *Please note that a valid certified copy of an original document, are also acceptable***



## **7. Bid Securing Declaration**

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

## **8. Delivery**

Delivery shall be within **1-2 Days** after acceptance/issue of Purchase Order.  
Deviation in delivery period shall be considered if such deviation is reasonable.

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

*Confirmation of the quantity and the quality of the goods. As per attached Specifications*

## **9. Contract Period for Services**

**Once off**

## **10. Documents to be submitted**

Bidders shall submit along with their quotation documents giving company's profile, past experience and evidence of similar services provided with customers' reference details. As indicated in the Specifications.

## **11. Sealing and Marking of Quotations**

Quotations should be sealed in a single envelope, clearly marked with the Procurement Reference Number (NCS/RFQ/RA- 20/2025) and addressed to the Public Entity with the Bidder's name at the back of the envelope.

## **12. Submission of Quotations**

Quotations should be deposited in the Quotation/Bid Box located at **Roads Authority, Corner of Mandume Ndemufayo Avenue and David Hosea Meroro, Head office, Ground floor in the Bid Box not later than 2<sup>nd</sup> February 2026 at 10H00 am.**

**Late quotations will be rejected.**

Quotations received by e-mail will not be considered.

Clarifications to be done via email at [japhtaj@ra.org.na](mailto:japhtaj@ra.org.na)

### **13. Opening of Quotations**

Quotations will be opened internally by the Roads Authority immediately after the closing time referred to in section 9 above. A record of the Quotation Opening stating the name of the Bidders and the amount, the presence or absence of a Bid-Securing Declaration will be put on the website of the Roads Authority and available to any bidder on request within three working days after the Opening.

### **14. 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 evaluated cost to determine the lowest evaluated quotation.

The Benchmark set by the Roads Authority will be taken into consideration during evaluations.

### **15. Scope of Services and Performance Standards**

The Scope of Services, Specifications and Performance standards detailed in Sections III and V are to be complied with.

### **16. Price and Currency of Payments**

Quotations shall be fixed in Namibian Dollars and all payments will be made in this currency. Quotations shall cover all costs of labour, materials, equipment, overheads, profits and all associated costs for performing the services, and shall include all duties. The whole cost of performing the services shall be included in the items stated, and the cost of any incidental services shall be deemed to be included in the prices quoted.

### **17. Labour Clause**

In order to qualify for award of the Contract, bidders shall subscribe to the undertaking that the salaries and wages to be paid in respect of this bid are compliant with the relevant Laws, Remuneration Order and Award where applicable and that it will abide to the sub-clause 4.6 of the General Conditions of Contract, if it is awarded the contract or part thereof.

### **18. Margin of Preference**

In accordance with the local sourcing directive issued by the Procurement Poly Unit, Prices preference will be given to entities as per below table.

In terms of Section 71.3 of the Public Procurement Act, Act 15 of 2015, Margin of Preference shall apply as follows:

**Category of Suppliers for Preferences**

<b>Categories</b>	<b>% of preferences</b>	<b>Documents Required</b>
Local Manufacturer	2%	<ol style="list-style-type: none"> <li>1.Certificate of Registration from Registering Authority and</li> <li>2.Complete the attached Declaration form by bidder that the manufactured goods meet the local content/ any other form of declaration with relevant content will be accepted</li> </ol>
Micro, small and medium Enterprise	1%	<ol style="list-style-type: none"> <li>1.A certified copy of a certificate indicating SME Status and</li> <li>2. complete the attached Declaration form indicating the percentage of Namibian MSME ownership / any other form of declaration with relevant content will be accepted</li> </ol>
Women owned Enterprise	1%	<ol style="list-style-type: none"> <li>1.A certified copy of ID of all shareholders and</li> <li>2.Founding Statement indicating ownership structures.</li> <li>3. Complete the attached Declaration form indicating the percentage of Namibian female ownership / any other form of declaration with relevant content will be accepted</li> </ol>
Youth owned Enterprise	2%	<ol style="list-style-type: none"> <li>1.A certified copy of ID of all shareholders and</li> <li>2.Founding Statement indicating ownership structures/shareholder certificate and</li> <li>3. Complete the attached Declaration form indicating the percentage of Namibian youth ownership/ any other form of declaration with relevant content will be accepted</li> </ol>

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 attached 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 attached 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 attached 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, including Certified copy of their ID's. 3. A list of Namibian employees indicating their Namibian ID numbers.
Total	10%	

**Formula for calculation of Margin of Preference:**

$$A = \frac{MP \times B}{100}$$

100

**PLEASE NOTE**

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

**19. Award of Contract**

The Bidder having submitted the lowest evaluated responsive quotation and qualified to perform the service shall be selected for award of contract. Award of contract shall be by issue of a Letter of Acceptance in accordance with terms and conditions contained in Section VI: Contract and General Conditions of Contract.

**20. Notification of Award and Debriefing**

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

## 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 Priced Activity Schedule 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 may be rejected.)]*

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

We offer to provide the services detailed in the Scope of Services, 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: Instructions 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 *[forfeiture of the security amount / disqualification on the grounds mentioned in the BDS]*

We declare that the salaries and wages to be paid in respect of this quotation are compliant with the relevant Laws, Remuneration Order and Award where applicable and that we shall abide to clause 4.6 of the General Conditions of Contract, if we are awarded the contract or part thereof.

The validity period of our quotation is \_\_\_\_\_ **days** *[insert number of days]* from the date of the bid submission deadline.

We confirm that the prices quoted in the Priced Activity 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 bid validity.

The service will commence within \_\_\_\_\_ *[insert number]* days from date of issue of Purchase Order/Letter of Acceptance.

The services will be completed within \_\_\_\_\_ *[insert number]* days from date of issue of Purchase Order/Letter of Acceptance

**Quotation Authorised by:**

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

**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.: NCS/RFQ/RA-14/2025

To: Roads Authority, Windhoek

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.*

**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 : N\$......

**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:

**Use the Margin of Preference guide on pages 7 and 8 to complete this part.**

- 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
<b>Total Share</b>							

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

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

Signature of Witness: \_\_\_\_\_ Full Name of witness: \_\_\_\_\_

### 3. Supplier providing environmental protection declaration in terms of paragraph 9(3) and Annexure 6 of the Code of Good Practice

I/We declare under oath that the company deals with environmental protection and the following are programs that are initiated to protect the environment, maintain ecosystem and sustainable use of natural resources.

No	Name of program	Purpose of Program(e to protect the environment/maintain ecosystem/sustainable use of natural resources, reducing of carbon print)

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 at ..... this..... day of ..... 20.....

Signature of Witness: \_\_\_\_\_ Full Name of witness: \_\_\_\_\_

#### 4. 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/afriemd before me at .....this..... day of .....20.....

Signature of Witness: \_\_\_\_\_

Full Name of witness: \_\_\_\_\_



## **SECTION III: SCOPE OF SERVICES**

### **1. BACKGROUND**

THE ROADS AUTHORITY (RA) IS A STATE-OWNED ENTERPRISE (SOE) ESTABLISHED IN SECTION 2 OF THE ROADS AUTHORITY ACT, ACT NO. 17 OF 1999 AND BECAME OPERATIONAL ON 01 APRIL 2000. THE RA'S MANDATE IS TO MANAGE NAMIBIA'S NATIONAL ROAD NETWORK TO ACHIEVE A SAFE AND EFFICIENT ROAD SECTOR.

THE VALUE OF A COMPANY IS INFLUENCED BY THE KIND OF RELATIONSHIPS A COMPANY HAS WITH ITS STAKEHOLDERS. STAKEHOLDERS ARE INTERRELATED AND THEIR COLLECTIVE PERCEPTION OF THE COMPANY FORMS PUBLIC OPINION: IN OTHER WORDS, CORPORATE REPUTATION REPRESENTS THE COLLECTIVE OPINION OF STAKEHOLDERS, BUILT OVER TIME, FOCUSING ON WHAT THE COMPANY DOES AND HOW IT BEHAVES. CORPORATE REPUTATION IS THE NET RESULT OF THE INTERACTIONS OF ALL THE EXPERIENCES, IMPRESSIONS, BELIEFS, FEELINGS AND KNOWLEDGE ALL STAKEHOLDERS HAVE ABOUT A COMPANY. IT IS FORMED BY ALL THE MESSAGES, IMAGES AND EXPERIENCES THAT INDIVIDUALS, GROUPS AND THE WIDER COMMUNITY RECEIVE ABOUT AN ORGANIZATION AND ITS SERVICES OR PRODUCTS OVER TIME.

AS PART OF OUR COMMITMENT TO TRANSPARENCY, ACCOUNTABILITY AND CONTINUOUS IMPROVEMENT, THE RA SEEKS TO ENGAGE STAKEHOLDERS TO BETTER UNDERSTAND SERVICE DELIVERY PERFORMANCE AND PUBLIC PERCEPTION.

### **2. OVERALL OBJECTIVES**

THE RA SEEKS TO PROCURE THE SERVICES OF A COMPANY/AGENCY TO CONDUCT A STAKEHOLDER PERCEPTION SURVEY. THE AIM IS TO OBTAIN RELIABLE, DATA-DRIVEN INSIGHTS INTO STAKEHOLDER PERCEPTIONS OF THE ORGANISATION'S INFRASTRUCTURE, SERVICES AND BRAND.

#### **2.2 SPECIFIC OBJECTIVES**

THE SURVEY AIMS TO:

- ASSESS STAKEHOLDER SATISFACTION WITH THE NATIONAL ROAD NETWORK
- EVALUATE PERCEPTIONS OF NATIS SERVICES AND ACCESSIBILITY
- ASSESS EFFECTIVENESS AND EFFICIENCY OF WEIGHBRIDGE OPERATIONS
- MEASURE AWARENESS, TRUST AND PERCEPTION OF THE RA BRAND
- IDENTIFY SERVICE GAPS, RISKS AND OPPORTUNITIES FOR IMPROVEMENT
- INFORM STRATEGIC PLANNING, COMMUNICATION AND SERVICE DELIVERY IMPROVEMENTS

### **3. SCOPE OF WORK**

THE APPOINTED SERVICE PROVIDER SHALL BE RESPONSIBLE FOR THE FOLLOWING:

- DEVELOP A COMPREHENSIVE SURVEY METHODOLOGY AND ELECTRONIC QUESTIONNAIRE ALIGNED WITH THE SURVEY OBJECTIVES.

- CONDUCT A NATIONWIDE ELECTRONIC STAKEHOLDER ENGAGEMENT SURVEY ACROSS ALL REGIONS OF NAMIBIA.
  - ENSURE REPRESENTATION OF ALL IDENTIFIED STAKEHOLDER GROUPS.
  - COLLECT, ANALYSE AND INTERPRET QUANTITATIVE AND QUALITATIVE DATA.
  - PREPARE A COMPREHENSIVE ANALYTICAL REPORT WITH FINDINGS, CONCLUSIONS AND RECOMMENDATIONS.
- PRESENT SURVEY RESULTS TO ROADS AUTHORITY MANAGEMENT.

#### FOCUS AREAS:

THE SURVEY SHALL FOCUS ON, BUT NOT BE LIMITED TO, THE FOLLOWING AREAS:

- CONDITION, SAFETY AND ACCESSIBILITY OF THE NATIONAL ROAD NETWORK
- QUALITY, EFFICIENCY AND ACCESSIBILITY OF NATIS SERVICES
- EFFECTIVENESS, FAIRNESS AND COMPLIANCE OF WEIGHBRIDGE OPERATIONS
- PUBLIC AWARENESS, TRUST, CREDIBILITY AND REPUTATION OF THE RA
- COMMUNICATION EFFECTIVENESS AND STAKEHOLDER ENGAGEMENT

**NB:** THE SERVICE PROVIDER WILL ALSO BE REQUIRED TO, BASED ON THE OUTCOME OF THE SURVEY, DEVELOP A STAKEHOLDER ENGAGEMENT STRATEGY/PLAN.

#### 4. TARGET STAKEHOLDERS

THE SURVEY SHALL INCLUDE THE FOLLOWING STAKEHOLDER GROUPS:

- ROADS AUTHORITY STAFF
- ROAD USERS (GENERAL PUBLIC)
- NATIS STAFF
- TRUCK DRIVERS
- TRANSPORTERS
- FARMERS
- REGIONAL AND LOCAL AUTHORITY COUNCILLORS
- SISTER ORGANISATIONS AND STRATEGIC PARTNERS

#### 5. QUALIFICATIONS AND EXPERIENCE

- A MINIMUM OF 3 YEARS OF HANDS-ON EXPERIENCE IN CUSTOMER SATISFACTION SURVEY RELATED RESEARCH CONSULTANCY.
- DEMONSTRABLE TECHNICAL PROFICIENCY IN SURVEY RESEARCH TRENDS AND TOOLS.
- ABILITY TO FACILITATE AND INCORPORATE DIVERSE IDEAS FROM VARIOUS STAKEHOLDERS.
- A COMPREHENSIVE UNDERSTANDING OF THE BUSINESS ENVIRONMENT.

#### 6. METHODOLOGY

THE SERVICE PROVIDER SHALL PROPOSE AN APPROPRIATE METHODOLOGY THAT INCLUDES:

- ELECTRONIC/DIGITAL DATA COLLECTION TOOLS

- SAMPLING APPROACH ENSURING NATIONAL AND STAKEHOLDER REPRESENTATION
- DATA QUALITY ASSURANCE MECHANISMS
- ETHICAL CONSIDERATIONS, CONFIDENTIALITY AND DATA PROTECTION MEASURES

## 7. DELIVERABLES

THE SERVICE PROVIDER SHALL DELIVER THE FOLLOWING:

- SURVEY METHODOLOGY AND DESIGN DOCUMENT
- FINAL ELECTRONIC SURVEY QUESTIONNAIRE
- CLEAN AND VALIDATED DATASET
- COMPREHENSIVE ANALYTICAL REPORT
- EXECUTIVE SUMMARY
- PRESENTATION OF FINDINGS AND RECOMMENDATIONS

## 8. DURATION OF THE ASSIGNMENT

THE ASSIGNMENT SHALL BE CONDUCTED WITHIN A TIMEFRAME (NO LONGER THEN 6 WEEKS) PROPOSED BY THE SERVICE PROVIDER AND APPROVED BY THE RA.

## 9. SUBMISSION OF PROPOSALS

THE FOLLOWING TWO PROPOSALS SHOULD BE SUBMITTED IN SEPARATE ENVELOPES:

### 9.1. THE TECHNICAL PROPOSAL SHALL, AT LEAST, CONTAIN:

- ✓ PROFILE OF THE BIDDER, INCLUDING, BUT NOT LIMITED TO, SIMILAR EXPERIENCE AND OVERALL HUMAN, OPERATIONAL RESOURCES;
- ✓ THE PROPOSED WORK PLAN TO BE IMPLEMENTED TO COVER THE SCOPE OF SERVICES;
- ✓ TECHNICAL APPROACH, METHODOLOGY AND WORK PLAN ARE KEY COMPONENTS OF THE TECHNICAL PROPOSAL. THE SERVICE PROVIDER IS REQUIRED TO PRESENT THE TECHNICAL PROPOSAL DIVIDED INTO THE FOLLOWING THREE CHAPTERS:
  - TECHNICAL APPROACH AND METHODOLOGY,
  - WORK PLAN, AND
  - ORGANIZATION AND STAFFING,
- TECHNICAL APPROACH AND METHODOLOGY. *IN THIS SECTION YOU SHOULD EXPLAIN YOUR UNDERSTANDING OF THE OBJECTIVES OF THE ASSIGNMENT, APPROACH TO THE SERVICES, METHODOLOGY FOR CARRYING OUT THE ACTIVITIES AND OBTAINING THE EXPECTED OUTPUT, AND THE DEGREE OF DETAIL OF SUCH OUTPUT. YOU SHOULD HIGHLIGHT THE PROBLEMS BEING ADDRESSED AND THEIR IMPORTANCE, AND EXPLAIN THE TECHNICAL APPROACH YOU WOULD ADOPT TO ADDRESS THEM. YOU SHOULD ALSO EXPLAIN THE METHODOLOGIES YOU PROPOSE TO ADOPT AND HIGHLIGHT THE COMPATIBILITY OF THOSE METHODOLOGIES WITH THE PROPOSED APPROACH.*

- **WORK PLAN.** *IN THIS SECTION YOU SHOULD PROPOSE THE MAIN ACTIVITIES OF THE ASSIGNMENT, THEIR CONTENT AND DURATION, PHASING AND INTERRELATIONS, MILESTONES (INCLUDING INTERIM APPROVALS BY THE CLIENT), AND DELIVERY DATES OF THE REPORTS. THE PROPOSED WORK PLAN SHOULD BE CONSISTENT WITH THE TECHNICAL APPROACH AND METHODOLOGY, SHOWING UNDERSTANDING OF THE TOR AND ABILITY TO TRANSLATE THEM INTO A FEASIBLE WORKING PLAN. A LIST OF THE FINAL DOCUMENTS, INCLUDING REPORTS, DRAWINGS, AND TABLES TO BE DELIVERED AS FINAL OUTPUT, SHOULD BE INCLUDED HERE. THE WORK PLAN SHOULD BE CONSISTENT WITH THE WORK SCHEDULE.*
- **ORGANIZATION AND STAFFING.** *IN THIS SECTION YOU SHOULD PROPOSE THE STRUCTURE AND COMPOSITION OF YOUR TEAM. YOU SHOULD LIST THE MAIN DISCIPLINES OF THE ASSIGNMENT, THE KEY EXPERT RESPONSIBLE, AND PROPOSED TECHNICAL AND SUPPORT STAFF.*

## 9.2 THE FINANCIAL PROPOSAL SHALL BE:

- IN NAMIBIAN DOLLAR (N\$) CURRENCY;
- INCLUSIVE OF ALL TAXES AND VAT; AND
- INCLUSIVE OF ALL COSTS AND PROFESSIONAL FEES

## 10. ELIGIBILITY REQUIREMENTS

- COMPANY PROFILE
- RELEVANT EXPERIENCE
- PROPOSED METHODOLOGY AND WORK PLAN
- COST BREAKDOWN (INCLUSIVE OF ALL TAXES)
- PROOF OF COMPLIANCE WITH STATUTORY REQUIREMENTS

## 11. EVALUATION CRITERIA

- UNDERSTANDING OF THE ASSIGNMENT
- TECHNICAL CAPACITY AND EXPERIENCE
- METHODOLOGY AND TIMELINE
- COST EFFECTIVENESS

## 12. REPORTING

THE MANAGER: CORPORATE COMMUNICATION WILL COORDINATE THE PROJECT WITH THE SERVICE PROVIDER.

- AFTER THE APPOINTMENT, THE SUCCESSFUL SERVICE PROVIDER SHALL CONVENE A CONCEPTUAL/INCEPTION MEETING WITH THE RA, DURING WHICH THE PROJECT SCHEDULE WILL BE DECIDED AND AGREED UPON.
- IF REQUIRED, THE RA OR THE SERVICE PROVIDER MAY REQUEST ADDITIONAL AD-HOC MEETINGS ON SPECIFIC ISSUES.

THE PROJECT IS ENVISAGED TO LAST SIX (6) WEEKS. THE FINAL PRODUCT MUST BE DELIVERED BY 13 MARCH 2026.

### 13.GENERAL

- THE RA RESERVES THE RIGHT TO REDUCE OR INCREASE THE SCOPE OF THIS PROJECT'S TERMS OF REFERENCE. THIS IS SUBJECT TO NEGOTIATIONS WITH THE SUCCESSFUL TENDERER.
- TENDERS SHOULD BE SUBMITTED IN HARD COPY BEFORE THE DEADLINE AT THE ROADS AUTHORITY HEAD OFFICE, DAVID HOSEA MERORO ROAD CORNER AND MANDUME NDEMUFAYO AVENUE, SOUTHERN INDUSTRIAL, WINDHOEK.
- TWO HARD COPIES MUST BE SUBMITTED, ONE MARKED "ORIGINAL" AND THE OTHER "COPY."
- FAXED COPIES OF TENDER DOCUMENTS WILL NOT BE ACCEPTED.
- THE PROPOSAL MUST BE SUBMITTED IN 2 SEALED ENVELOPES MARKED "FINANCIAL" AND "TECHNICAL", RESPECTIVELY, ADDRESSED TO THE CHIEF EXECUTIVE OFFICER AND BEARING THE WORD "TENDER-STAKEHOLDER PERCEPTION SURVEY" AND THE DEADLINE FOR THE SUBMISSION OF SUCH TENDER;
- THE RA RESERVES THE RIGHT NOT TO APPOINT A SERVICE PROVIDER UNDER THIS TENDER IF, AT THE SOLE DISCRETION OF THE RA, TENDERERS DO NOT MEET THE REQUIREMENTS OF THE RA OR DO NOT MAKE AN ACCEPTABLE ECONOMIC VALUE PROPOSITION TO THE RA;
- THE RA RESERVES THE RIGHT TO APPOINT THE TENDERER THAT OFFERS THE BEST VALUE FOR MONEY.

## SECTION IV: PRICED ACTIVITY SCHEDULE

Procurement Reference Number: NCS/RFQ/RA-22/2025

*[Complete the unit and total prices for each item listed below in Namibian Dollars. Authorize the prices quoted in the signature block below. The table shown hereunder may be redesigned and customized as per the type of services required].*

**Currency of Quotation: Namibian Dollars**

1	Brief Description of G	Qty.	Unit of Measure	Unit Price	Total Price
A*	B*	C*	D*	E	F
1	Provision of consultancy service	Once off	Ea.		
SUBTOTAL					
VAT @ 15%					
TOTAL					

**Priced Activity Schedule Authorised By:**

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

## SECTION V: SPECIFICATIONS AND PERFORMANCE STANDARDS COMPLIANCE SHEET

Procurement Reference Number: NCS/RFQ/RA-22/2025

*[Bidders should complete columns C and D with the specifications and Performance standards of the services 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	Specifications and Performance Required	Compliance of Specifications and Performance Offered	Details of Non-Compliance/ Deviation (if applicable)
A*	B*	C	D
1.	AS PER SECTION III		
2.	DELIVERY PERIOD WITHIN 1-30 Days		

\* Columns A and B to be completed by Public Entity.

**Specifications and Performance Standard Compliance Sheet Authorised by:**

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



## **SECTION VI: CONTRACT AGREEMENT AND GENERAL CONDITIONS OF CONTRACT**

Any resulting contract shall be placed by means of a Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC), **Ref: NCS-TB/RFQ-GCC** for the procurement of services (time based) available on the website of the Roads Authority's [www.ra.org.na](http://www.ra.org.na) except where modified by the Special Conditions below.

## SECTION VII: CONTRACT DATA SHEET

**Procurement Reference Number: NCS/RFQ/RA-22/2025**

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

<b>Subject and GCC clause reference</b>	<b>Special Conditions</b>
<b>Purchaser GCC 1.1(h)</b>	The purchaser is: <b>Roads Authority</b>
<b>Site GCC 1.1(m)</b>	The Site/final destination for delivery of the service is: <b>Roads Authority, Head office Windhoek 6<sup>th</sup> floor Northern Wing</b>
<b>Incoterms Edition GCC 4.2(b)</b>	Incoterms shall be governed by the rules prescribed in Incoterms 2010.
<b>Notices GCC 8.1</b>	Any notice shall be sent to the following addresses: For the Roads Authority the address and the contact name shall be: Soini Sheya <a href="mailto:japhtaj@ra.org.na">japhtaj@ra.org.na</a> 061 284 7358 For the Supplier, the address and contact name shall be: _____
<b>Disputes GCC 10.2</b>	The rules of procedures for arbitration proceedings pursuant to GCC 10.2 shall be as follows: _____
<b>Delivery and Documents GCC 13.1</b>	The Goods are to be delivered on the date set by the user division from the date of Purchase Order or Letter of Acceptance. The documents to be furnished by the Supplier are: Signed ned delivery note;
<b>Price Adjustment GCC 15.1</b>	The price charge for the Goods supplied and the related Services performed “shall not” be adjustable. If the prices are adjustable, the method described in the Price Adjustment Formula as attachment to these SCC shall be used
<b>Terms of Payment GCC 16.1</b>	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
<b>Terms of Payment GCC 16.3</b>	Payments shall be made not later than 30 days after submission of an invoice and its certification by the Purchaser.
<b>Terms of Payment GCC 16.4 (a)</b>	The price “shall not be” adjustable to the fluctuation in the rate of exchange.

Subject and GCC clause reference	Special Conditions
<b>Payment Period</b> <b>GCC 16.5</b>	<p>The method and conditions of payments to be made to the Supplier under this Contract shall be as follows:</p> <p>i) <b>On Acceptance:</b> 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>
<b>Performance Security</b> <b>GCC 18.1</b>	N/A
<b>Discharge of Performance Security</b> <b>GCC 18.4</b>	N/A
<b>Packing</b> <b>GCC 23.2</b>	<p>The packing, marking and documentation within and outside the packages shall be:</p> <p><b>Roads Authority,</b> <b>Head office Windhoek 6<sup>th</sup> floor Northern Wing</b></p>
<b>Insurance</b> <b>GCC 24.1</b>	N/A
<b>Transportation</b> <b>GCC 25</b>	<p>The Goods / Service shall be delivered:</p> <p><b>Roads Authority,</b> <b>Head office Windhoek 6<sup>th</sup> floor Northern Wing</b></p>
<b>Inspection and Test</b> <b>GCC 26.1</b>	<p>The inspection and tests shall be: on delivery note, by checking the quantity and quality of the items OR service being delivered.</p> <p><b>Roads Authority,</b> <b>Head office Windhoek 6<sup>th</sup> floor Northern Wing</b></p>
<b>Location of Inspection and Tests</b> <b>GCC 26.2</b>	<p>The inspections and tests shall be conducted at:</p> <p><b>Roads Authority,</b> <b>Head office Windhoek 6<sup>th</sup> floor Northern Wing</b></p>
<b>Liquidated Damages</b> <b>GCC 27.1</b>	N/A
<b>Warranty</b> <b>GCC 28.3</b>	<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>
<b>Repair and Replacement</b> <b>GCC 28.5</b>	The period for repair or replacement shall be: Immediate

**SCHEDULE**  
**QUOTATION CHECKLIST**

**Procurement Reference No.: NCS/RFQ/RA-22/2025**

<b>Description</b>	<b>Attached</b>	<b>Not Attached</b>
Quotation Letter		
List of Services and Price Schedule		
Specification and Compliance Sheet		
Bid Securing Declaration		
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		
Minimum of two references letters for the similar work done		

**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.