



PROCUREMENT MANAGEMENT UNIT

## Request for Sealed Quotations

### Non -Consultancy Services

---

#### PROCUREMENT PROVISION FOR THE DESIGN AND DEVELOPMENT OF THE PUBLIC HEALTH SERVICE INFORMATION SYSTEM

---

**Procurement Reference No: NCS/RFQ/OSHTC-01/2025/2026**

#### **Bid Submission:**

1. This is a hard copy request, and responses must be submitted in the Bid Box located at Oshakati Town Council Civic Centre, 906 Sam Nuyoma Road, Oshakati.
2. Deadline for request for clarifications from Bidders: **Friday 12 December 2025**
3. Quotation Submission must be submitted before the closing date and time
4. Closing Date and Time of Bids: **Tuesday, 23 December 2025**
5. Bidders must register their bids in the bid submission register at PMU Office before submitting their bids in the bid box.

**Name of Bidder:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

**Contact Number:** \_\_\_\_\_

BID AMOUNT	
VAT	
TOTAL BID AMOUNT	

Contact Person for Enquiries and Clarifications:

<b>Name</b>	Anna-Liisa Korea	Timoteus Amunyela
<b>Designation</b>	Head of Procurement	ICT Officer
<b>Telephone</b>	+264 65 229500/535/536	+26465 229500/539
<b>Email</b>	<a href="mailto:akorea@oshtc.na">akorea@oshtc.na</a> / <a href="mailto:procurementunit@oshtc.na">procurementunit@oshtc.na</a>	<a href="mailto:timoa@oshtc.na">timoa@oshtc.na</a>

**Oshakati Town Council (Osh-TC) gives notice of the following Request for Sealed Quotations – Non- Consultancy Services**

RFQ Reference Number	<b>NCS/RFQ/OSHTC-01/2025/2026</b>
Description of Goods	Procurement Provision for the Design and Development of the Public Health Service Information System
Closing Date & Time	<b>Tuesday, 23 December 2025 @ 12h00</b>
Quotation Submission Address	<b>Bid Box located at Oshakati Town Council Civic Centre, 906 Sam Nuyoma Road,</b>
Validity Period of Quote	<b>90 Days (from closing date)</b>
Lead Time	<b>3-4 Weeks</b>

- a) This is a hard quotation request, and responses must be submitted to the address stated in the Quotation Submission Address before the closing date and time.
- b) Under no circumstance should the response be submitted, copied, or forwarded to any email address of any Oshakati Town Council employee prior to the deadline for submission of responses. This may result in disqualification of your quotation.
- c) This Request for Quotation (RFQ) is accompanied by and comprises the following documents: **None**
- d) The above documents comprise the RFQ Documents and are provided as a basis for the preparation of your Submission Response. They are confidential and are provided to you on the terms and conditions set out in this Quotation Invitation Document
- e) If any clarification is required, kindly contact the Procurement officers below in writing.
- f) The Company reserves the right to amend the whole or any part of the RFQ at any time prior to the deadline for submission.
- g) Please note that this is a Request for Quotation/Proposal only. All responses to this document will be treated as strictly confidential and will be used for the evaluation of this RFQ only. Oshakati Town Council may at its sole discretion, accept or reject any quotation. Therefore, there is no obligation on Oshakati Town Council to accept the lowest or any bid. Oshakati Town Council may accept or reject any part of a quotation without being obliged to accept such quotation in its entirety.



**Head Office:**  
906 Sam Nujoma Road  
Civic Center Oshakati  
Namibia  
Tel: +264 65 229500  
Fax: 065 220 435

03<sup>rd</sup> December 2025

## LETTER OF INVITATION

**RE: PROCUREMENT FOR PROCUREMENT PROVISION FOR THE DESIGN AND DEVELOPMENT OF THE PUBLIC HEALTH SERVICE INFORMATION SYSTEM  
PROCUREMENT REFERENCE NO: NCS/RFQ/OSHTC-01/2025/2026.**

1. Oshakati Town Council invites you to submit your best quote for the items described in detail hereunder procurement for Provision for the Design and Development of
2. the Public Health Service Information System. This RFQ constitutes a solicitation and contract agreement.
3. Any resulting contract shall be subject to the terms and conditions referred to in the document.
4. Queries, if any, should be addressed to the Procurement Officials on the front page.

Please prepare and submit your quotation in accordance with the instructions given

Yours faithfully,  
Anna-Liisa Korea  
Head of Procurement

# SECTION I: INSTRUCTIONS TO BIDDERS

## 1. Rights of Public Entity

The Oshakati Town Council 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. Form of bid

This is a hard copy bid submission and responses must be submitted to the delivery address stated on the cover page. Bidders are required to complete the envelop cover page and paste it on top of their bid envelop.

## 3. Preparation of Quotations

Bidders 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.

Bidders 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.

## 4. Validity of Quotations

The Quotation validity period shall be **90** days from the date of submission deadline.

## 5. Eligibility Criteria (Mandatory Legal Document)

To be eligible to participate in this Quotation exercise, bidder the bidder shall submit with this bid document:

- (a) A certified copy of a valid company Registration Certificate.
- (b) An original or certified copy of a valid good Standing Tax Certificate; (**Valid at the deadline of submission of bid**). If not registered for VAT a valid letter from the Ministry of Finance, Department of Inland Revenue indicates that no VAT is required (Earning less than N\$ 500 000.00 per annum must be attached).
- (c) An original or certified copy of a valid good Standing Social Security Certificate; (**Valid at the deadline of submission of bid**)
- (d) A certified copy of a valid 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; (**Valid at the deadline of submission of bid**)
- (e) A certified copy of a valid “Fitness Certificate” from a Local Authority Health Department or Ministry of Health & Social Services. (**Valid at the deadline of submission of bid**)

- (f) Bidder submitted Written statement by a power of attorney (or notary statement, etc.) proving that the person, who signed the bid on behalf of the company, is duly authorized to do so.
- (g) Requested certified copies of documents shall only be considered if **(certified by a Commissioner of Oath appointed in terms of the Justices of the Peace and Commissioners of Oaths Act.1963 (Act No. 16 of 1963))**
- (h) All bids that do not comply with the eligibility criteria or any other requirement in this document will be disqualified.
- (i) Bidder must provide **five (3) customer reference certificates** from previous client's companies/agencies evidence of Performing of Similar work i.e., Information System design and development.

**Each reference certificate must meet the following conditions to be considered valid:**

- Be printed on the client's official **letter head** , If a **copy** of the certificate is submitted instead of the original, it must be **certified by a Commissioner of Oaths** to confirm its authenticity.
- Be **signed and dated** by an authorized representative of the client
- Clearly **state the scope & value of project/work** performed
- Include **contact details** for verification purposes
- References must be from projects completed within the last **five (5) years**
- Projects must be of similar scale and complexity to the current bid

The Procuring Entity reserves the right to contact the referenced clients to verify the authenticity and relevance of the certificates provided.

- (j) Manpower Strength - The bidder should have minimum of 2 qualified support developers/engineers having thorough knowledge of **XAMPP (PHP, Apache, and /MySQL)**, Python, Java script, HTML and App Development. Expertise in developing and managing databases or Information systems.
- (k) The Bidder shall display the relevant knowledge and skill within the ICT Software and Information system development field, either the resources for the specialist area or complete delivery of services. The bidder must provide CV's, of the person/team that is recommended for providing the software and information system development services.
- (l) Provide a business profile, clearly listing names of the firm/company address, contact persons with mobile numbers and notable credentials if any.
- (m) Company profile.

## **6. Mandatory Administrative Documents**

- (a) Bid Securing Declaration
- (b) Bid Submission Form
- (c) A written undertaking on the part of the Bidder that the salaries and wages payable to its personnel in respect of this proposal are compliant to the relevant laws as contemplated in section 138(2) of the Labour Act, 2007

## **7. Validity of Document**

Any bid document, as a condition for its validity:

- a. Must comprise the original bid document supplied by the Procurement Management Unit and shall be duly filled in, duly signed, and date at each place (so indicated). Any annexures that a bidder submits, inclusive of all coloured brochures, shall all signed or initiated.
- b. Must be filled in and signed using indelible ink (no correction fluid or pencil may be used); if this condition is not applied such bid will be viewed as incomplete/invalid and will not be considered.
- c. All corrections made shall be crossed out and initialled next to the correction

## **8. Enquiries**

- a) All enquiries in connection with this bid document shall be directed in writing (e-mail is acceptable) to the person(s) as listed in the invitation Letter with a cut -off date of three calendars before the bid submission deadline.
- b) Replies to enquiries will be issued to all bidders and potential bidders in the form of addenda to be initialled and submitted by bidders as part of the bid document.
- c) Any verbal information given or perceived to have been given shall not be biding to the Oshakati Town Council.

## **9. Site Clarification Meeting**

A Site Clarification meeting shall not apply for this Contract

## **10. Extensions of Time**

Oshakati Town Council may in its absolute discretion by written notice to all Bidders extend the submission closing time. If any bidder applies for and is granted an extension of time to lodge its submission, the extension so granted shall apply to all bidders who will be advised of the extended closing date for receipt of quotations whether their submissions have or have not been lodged. If a bidder has already lodged a submission, it may revise that submission and resubmit it no later than the extended submission closing time.

## **8. Addenda**

Oshakati Town Council may, from time to time, clarify any aspects of the RFQ documentation, which require clarification and will issue addenda to all bidders detailing such clarifications.

## **9. Bid Securing Declaration**

Bidders are required to subscribe to a Bid Securing Declaration for this procurement process. The Bidder shall furnish as part of its quotation, a Bid Securing Declaration as per the format contained in this document.

## **10. Contract Period for services**

The contract shall be on fixed rates for a period of 1 year from date of award.

## **11. Documents to be submitted**

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

## 12. Delivery

Delivery shall commence three to four weeks after acceptance/issue of Purchase Order. Deviation in delivery if such deviation is reasonable.

## 13. Submission of Quotation

Quotations should be submitted to Procurement Management Unit, Oshakati Town Council, Bid Box located at Oshakati Town Council Civic Centre, 906 Sam Nuyoma Road, Oshakati, Namibia. not later than

**Closing date: Tuesday, 23 December 2025**

**Closing time: 12:00**

- a) Quotations by e-mail would not be considered
- b) Late quotations will be rejected

## 14. Opening of Quotations

Quotations will be opened internally by the Oshakati Town Council. A record of the Quotation Opening Report stating the name of the bidders and the amount quoted will be available to any bidder on request within three working days of the Opening.

## 15. Evaluation of Quotations

The Oshakati Town Council 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.

## 16. Scope of Services, Specifications and Performance Standards

The Scope of Services and Performance Standards Compliance Sheet detailed in Sections III and V are to be complied with. The Specifications, Performance Requirements and Compliance Sheet details the minimum specifications of service to be rendered. The specifications have to be met but no credit will be given for exceeding the specifications.

<b>Additional Criteria</b>
<p>a) Three (3) customers' reference letters with contact details of similar service rendered. The reference letters should contain the following information as a minimum:</p> <ul style="list-style-type: none"> <li>• Client Name</li> <li>• Client contact details</li> <li>• Service rendered</li> <li>• Value of the service rendered</li> </ul> <p><b>NB:</b> For the Reference Letter to be Authentic it must be signed and sealed by the client.</p> <p>b) Submission must include a comprehensive company profile,</p> <p><b>NB: Service if offered based on purchase order and No advance payment will be made</b></p>

## 17. Prices and Currency of Payment

To ensure comparative and competitive pricing, the bidders must provide a fixed price. 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. Prices for the execution of services shall be fixed in Namibian Dollars as quoted. Quotations shall cover all costs of labour, materials, equipment, overheads, profits and all associated costs for performing the services, and shall include all duties.

## 18. 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.

## Margin of Preference

**19.1.** Preference to compliant and responsive bids will be given in order of the following:

Bidders applying for the Margin of Preference shall submit, evidence of:

Category	Margin of preference	Documentary evidence
Manufacturer	<b>2%</b>	-Certificate of registration from a registering authority -Declaration by the bidder that the manufactured goods meet the local content as determined in Annexure 6 as per the cost structure for Value Added Calculation in Annexure 1, and as certified by an Accountant
MSME	<b>1%</b>	- SME registration certificate -Declaration indicating the percentage of Namibian MSME ownership
Women owned enterprise	<b>1%</b>	- Ds of all shareholders - -Founding statement/company registration indicating ownership structure/shareholder certificate - - declaration indicating the percentage of Namibian female ownership
Youth owned enterprise	<b>2</b>	- IDs of all shareholders - - Founding statement/company registration indicating ownership structure/shareholder certificate - -declaration indicating the percentage of Namibian youth ownership
PDP owned enterprise	<b>2</b>	- IDs of all shareholders - - Founding statement/company registration indicating ownership structure/shareholder certificates - -declaration indicating the percentage of Namibian PDPs ownership
Supplier promoting Environmental protection	<b>1</b>	- declaration and proof that the bidder meets the requirements set out in the bidding document
Service rendered by Namibian citizens	<b>1</b>	- declaration that the bidder employs 50% or more Namibian citizens
<b>TOTAL</b>	<b>10%</b>	

## 19. Language

Bidder responses shall be submitted in the English language.

## 20. Award of Contract

The Bidder having submitted the lowest evaluated responsive quotation, most economical beneficial to Council and qualified to perform the 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. Award of contract may be to multiple service providers.

## **21. Notification of Award and Debriefing**

Oshakati Town Council shall after award of contract must promptly post a notice of award on its website within seven (7) days.

## **22. Costs**

Any costs incurred by a Bidder, in the preparation and submission of its response must be borne by the Bidder.

## **23. Final Check**

Please check that you have attached all documents, details or additional information that are related or requested in this document before submitting your responses.

## 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.**]

<b>Quotation addressed to:</b>	
<b>Procurement Reference Number:</b>	
<b>Subject matter of Procurement:</b>	

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 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 *[forfeiture of the security amount / 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 and seal	
Contact Person			
Name of Person Authorising the Quotation:		Position:	Signature:
Date		Phone No./Fax	

## Appendix to Quotation Letter

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

**Date:** .....

**Procurement Ref No.:** .....

**To:** .....

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: .....

Capacity of: .....

Name: .....

(Duly authorized to sign the bid for and on behalf of: [insert complete name of Bidder])

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_

Corporate Seal

[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.]



**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 of:.....

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.*

### **SECTION III: LIST OF GOODS AND PRICE SCHEDULE**

## **QUOTATION FOR: Procurement Provision for the Design and Development of the Public Health Service Information System**

Procurement Ref No. NCS/RFQ/OSHTC-01/2025/2026

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 note: NA=Not Applicable, NQ=No Quote

## SECTION IV: SPECIFICATIONS AND PERFORMANCE REQUIREMENTS

### Design & Development of Public Health Services Information System

---

#### 1. Overview

The **Public Health Services Information System** is a **non-web-based transaction processing system** designed to run from a **VM server on a local area network (LAN)** using **XAMPP (PHP, Apache, and /MySQL)**.

The system digitizes and manages **cemetery operations** and **business registration processes** under the **Public Health Department**, aiming to improve **service delivery, transparency, and data accessibility** within the department.

---

#### 2. Modules

##### 2.1 Cemetery Management

- Burial application
- Grave allocation
- Deceased records management
- Cemetery inventory (plots and status tracking)

##### 2.2 Business Registration

- Application for fitness certificate
- Business categories (e.g., Retail, Open Market, Chain, Bar)
- Business Fitness Certificate registration and renewal
- Inspection scheduling and tracking
- Status tracking and automated notifications

---

#### 3. Functional Requirements

##### Common Features

- User authentication (role-based login system)
- Role-based access control (Admin, Clerk, Manager, Health Inspector, Health Officer)
- Dashboard for analytics and quick actions
- Search and filter functionalities
- Notifications and alerts for pending approvals or renewals

### **Cemetery Management**

- Add, view, and edit deceased records
- Assign grave space
- Issue grave plate number
- Archive historical burial and grave data

---

### **Business Registration**

- Submit and capture new business fitness certificates applications
- Upload and store required documents (PDF, image formats)
- Schedule inspections and assign inspectors
- Record inspection outcomes and remarks
- Approve, issue, or renew fitness certificates
- Track application status and print fitness certificates

---

### **4. Non-Functional Requirements**

- **Security:** Secure login, hashed passwords, user activity logs
- **Performance:** <2s response time for 90% of transactions
- **Scalability:** Modular design for future expansion (e.g., adding environmental health)
- **Availability:** 99.9% uptime on LAN server
- **Backup:** Daily automated database backups via XAMPP scheduler
- **Auditability:** Track user actions for accountability

---

### **5. System Architecture**

- **5.1 Front-End**
- **Tech Stack:** HTML, CSS (Tailwind CSS), JavaScript
- **Platform:** XAMPP Localhost Environment
- **Features:**
  - Responsive interface (desktop-friendly for office use)
  - Interactive dashboards and forms
  - Real-time data updates via AJAX
  - Embedded maps for grave locations (Leaflet.js or OpenStreetMap)

---

## 5.2 Back-End

- **Tech Stack:** PHP (XAMPP Apache Server)
- **Database:** (standalone) or MySQL (LAN shared DB)
- **Features:**
  - REST-like structure for modular communication
  - Authentication using session-based login
  - Validation and error handling
  - Audit trail for system activity
  - Automatic PDF generation (e.g., using TCPDF or DOMPDF)

---

## 6. Data Model (Sample Entities)

### Cemetery Management

- **Deceased:** Name, Date of Birth, Date of Death
- **Grave:** Grave number, Location, Category
- **Next of Kin:** ID, Name, Contact Details
- **Receipt Number**
- **Amount**

### Business Registration

- **Business:** Name of the Business, Owner, Business Category, Erf Number, Location, Type of Activities, Contact Details, E-mail Address, Postal Address, New or Renewal
- **Receipt Number**
- **Amount**
- **Application:** Two Passport Photos, Copy of ID, Company Founding Statement, Lease of Agreement/Letter of Ownership/Water Bill Paper
- **Inspection:** Inspectors Name, Date, Remarks
- **Inspection Fee**
- **Receipt Number**

---

## 7. Development Phases

1. Requirements Analysis
2. UI/UX Design (Wireframes, Mockups)
3. Database Design (ERD for MySQL)
4. PHP Backend Development
5. Front-End Integration (Tailwind + JS)

6. Testing & Validation
7. LAN Deployment via XAMPP Server
8. User Training & System Handover

---

## 8. Tools & Platforms

- **Development Environment:** XAMPP (PHP 8+, Apache, MySQL)
- **Version Control:** Git + GitHub
- **PDF Generation:** TCPDF or DOMPDF
- **Mapping:** Leaflet.js (for cemetery plots)
- **Hosting:** Local XAMPP VM Server (LAN)
- **Monitoring:** Local admin logs and backups

---

## 9. System Users and Roles

- **1. Administrator**

**Responsibilities:**

- Manage users, roles, and permissions
- Configure system settings
- Monitor activity logs and backups
- Generate departmental reports
- Create new grave plots

**Access Level:** Full system access.

---

- **2. Clerk / Data Capturer (Allocation)**

**Responsibilities:**

- Capture deceased and burial data
- Allocate grave plots and update statuses
- Record business applications and upload documents
- Generate burial permits and business license drafts

**Access Level:** Data entry and record management only.

---

## 3. Managers (Approvals, Reports, Oversight)

**Responsibilities:**

- Approved burial permits and business licenses
- Monitor staff data entries
- Generate and review performance reports
- Ensure compliance with health department regulations

**Access Level:** Approvals and reporting.

#### **4. Public Health Practitioner and Health Promoter (Conduct Inspections and Record Results)**

**Responsibilities:**

- Perform on-site business inspections
- Record inspection outcomes
- Recommend approvals or rejections

**Access Level:** Inspection module access.

#### **5. Senior Public Health Practitioner (Approve/Deny Fitness Licenses)**

**Responsibilities:**

- Review inspection results
- Approve or reject business fitness certificates
- Issue fitness certificates

**Access Level:** Final authority in business registration module.

**The System should be able to derive but not limited to the following reports:**

How many fitness certificates for Open Market, Bars/Shabeens, Retailers etc.

Number of fitness issued/user (i.e. # of fitness issued by user1 for performance monitoring)

How many Fitness issued in a specific day, week, month and year.

How many paid/didn't pay

It should also show/report business fitness certificate that are up/pending for renewal

Search feature should be available in the system (i.e. name of business, & certificates)

The system must also indicate who issued which certificate to what business.

**When registering Businesses should be categorized according to their tariffs shown below:**

Medium businesses – N\$ 1 089.03

Open market – 124.11

Large Businesses N\$ 1 861.60

Chain store – N\$ 1 475.31

Small Businesses (Bars, Caterers, CC) – N\$ 542.97

Cuca shops – N\$ 232.70

Temporary – N\$ 99.23 p/d

Duplicate – N\$ 68.25

Penalty on late payments for all types of certificates – N\$ 77.56

**When registering for Grave Space should be categorized according to their tariffs shown below:**

CATEGORY	OTHINGO CEMETERY	CHURCHES CEMETERY
<b>STILL BORN</b>	N\$ 293.50	N\$ 50.00
<b>CHILD (1 - 11 YRS)</b>	N\$ 503.20	N\$ 100.00
<b>ADULT</b>	N\$ 559.10	N\$ 150.00

**NB:** Tariffs to be conferment with the finance department during the project analysis stage.

### Host VM Server

#### Device specifications

Device name	OTC-01-IS
Full device name	OTC-01-IS.OTC.LOCAL
Processor	Intel(R) Xeon(R) Silver 4114 CPU @ 2.20GHz 2.19 GHz
Installed RAM	8.00 GB
Device ID	83AD3B8D-D07D-48E4-9244-17A387FE7608
Product ID	00455-50000-00001-AA957
System type	64-bit operating system, x64-based processor
Pen and touch	No pen or touch input is available for this display

[Copy](#)

[Rename this PC](#)

#### Windows specifications

Edition	Windows Server 2022 Datacenter Evaluation
Version	21H2
Installed on	4/4/2024
OS build	20348.169

## SECTION V: SPECIFICATIONS AND COMPLIANCE SHEET

**Procurement Reference Number: NCS/RFQ/OSHTC-01/2025/2026**

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.

**Specifications and Compliance Sheet Authorised By:**

Item No	Specifications and Performance Required	Compliance Specifications of and Performance Offered	Details of Non-Compliance/ Deviation (if applicable)
A *	B *	C	D
1	Project Analyses/Consultant Analyses (face one, this is the initial beginning stage to investigate how the current manual system works and capture data)		
2	Project Plan		
3	Design and development		
4	Implementation, Testing & Training		
5	Evaluation & Documentation		
6	Maintenance & Support rate		

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 Public Entity [www.oshtc.na](http://www.oshtc.na) except where modified by the Special Conditions below.

## SECTION VII: SPECIAL CONDITIONS OF CONTRACT

**Procurement Reference Number:** NCS/RFQ/OSHTC-01/2025/2026

The clause numbers given in the first column correspond to the relevant clause numbers of the GCC [This section is to be customised by the Public Entity to suit the requirements of the specific procurement].

Clause	Contract Data
<b>Definitions</b> <b>GCC 1.1(a)</b>	Adjudicator is <b>Not Applicable</b> for this contract
<b>Definitions</b> <b>GCC 1.1(l)</b>	The Member is: No Joint Ventures are allowed therefore no member(s) is applicable
<b>Definitions</b> <b>GCC 1.1(o)</b>	The Service Provider is: _____
<b>GCC</b> <b>Effectiveness</b> <b>Contract</b> <b>1.1 of</b>	The Contract shall be deemed to come into effect as from date of purchase order.
<b>GCC 1.3.1 Intended Completion date</b>	Unless terminated earlier pursuant to sub-clause GCC 1.7 of the Contract, the Service Provider shall complete its activities within 365.....days from the date when the purchase order was issued
<b>GCC 1.6.1</b> <b>Issue of notices</b>	<p>Any notice shall be sent to the following addresses:</p> <p><b>Oshakati Town Council,</b>  <b>Procurement Management Unit</b>  <b>Sam Nuuyoma Drive, Private Bag 5530</b>  <b>Oshakati Anna-Liisa Korea</b>  <b>Head of Procurement</b>  <b>+264 65 229500/535/536</b>  <a href="mailto:akorea@oshtc.na/procurementunit@oshtc.na"><b>akorea@oshtc.na/procurementunit@oshtc.na</b></a></p> <p><b>or</b></p> <p><b>Timoteus Amunyela</b>  <b>timoa@oshtc.na</b>  <b>+264 65 229500/539</b></p> <p>For the Service Provider the address and contact name shall be:</p> <p>_____</p> <p>_____</p>
<b>GCC</b> <b>Effectiveness</b> <b>Contract</b> <b>2.1 of</b>	The date on which this contract shall come into effect <i>to be inserted at contract signing.</i>
<b>Intended Completion Date</b> <b>GCC 2.3</b>	The intended completion date <i>to be inserted at contract signing.</i>
<b>GCC 2.6 Insurance and liabilities to Third Party</b>	The amount of the Professional Indemnity Insurance Cover shall be at least: N/A

<b>GCC 2.7 Reporting Obligations</b>	The Service Provider shall report to: <b>Mr. Timoteus Amunyela, ICT Officer</b>
<b>GCC 2.10 Performance Security</b>	N/A The Performance Security shall be for an amount <i>[N/A]</i> of the Contract Price or part thereof if the contract is awarded on a split basis.
<b>Payments of Liquidated Damages GCC 3.10.1</b>	The liquidated damages for the whole of the Works are <i>to be inserted at contract signing</i> . The maximum amount of liquidated damages for the whole contract is <i>(to be inserted at contract signing)</i> . <b>10%</b> of the final contract price.
<b>Lack of Performance Penalty GCC 3.10.3</b>	The percentage to be used for the calculation of lack of Performance Penalty is <b>Not Applicable</b>
<b>GCC 4.2 Contract Price</b>	The amount in local currency in Namibian Dollar.
<b>GCC 4.3 Terms of Payment</b>	Payments will be made within 30 to the Service Provider after completion of the service and upon receipt of invoice days after receipt of invoice.
<b>GCC 4.5 Price Adjustment</b>	Prices <i>shall not be</i> "adjustable.
<b>Identifying Defects GCC 7.1</b>	The following inspections shall be carried out: _____ The defect liability period is: _____ NA _____

**SCHEDULE 3**  
**QUOTATION CHECKLIST SCHEDULE**

**Procurement Reference No.: NCS/RFQ/OSHTC-01/2025/2026**

<b>Description</b>	<b>Attached</b>	<b>Not Attached</b>
Quotation Letter		
Priced Activity Schedule		
Specification and Compliance Sheet		
Delivery Period		
Shall be duly filled in, duly signed, and dated at each place (so indicated)		
Indelible ink used, no correction fluid used, and all corrections crossed out and initialled or signed		
Any annexures that a bidder submits, inclusive of all coloured brochures, shall all be signed or initialled		
Bid Validity Period		
A certified copy of a valid <b>Company Registration</b>		
An original or certified copy of a <b>valid good Standing Tax Certificate</b> ; (Valid at the deadline of submission of bid)		
An original or certified copy of a valid <b>Good Standing Social Security Certificate</b> ; (Valid at the deadline of submission of bid)		
A certified copy of a valid <b>Affirmative Action Compliance Certificate</b> .		
A written undertaking as contemplated in section 138(2) of the Labour Act, 2007		
A signed Bid Securing Declaration.		
A certified copy of a valid “ <b>Fitness Certificate</b> ” from a Local Authority Health Department or Ministry of Health & Social Services. (Valid at the deadline of submission of bid).		
Bidder submitted Written statement by a power of attorney (or notary statement, etc.) proving that the person, who signed the bid on behalf of the company, is duly authorized to do so.		
Requested certified copies of documents shall only be considered if (certified by a Commissioner of Oath appointed in terms of the Justices of the Peace and		

Commissioners of Oaths Act.1963 (Act No. 16 of 1963)		
All bids that do not comply with the eligibility criteria or any other requirement in this document will be disqualified.		
<p>Three (3) customers' <b>reference letters</b> with contact details of similar service rendered.</p> <p>The reference letters should contain the following information as a minimum:</p> <ul style="list-style-type: none"> <li>• Client Name</li> <li>• Client contact details</li> <li>• Service rendered</li> <li>• Value of the service rendered</li> </ul>		

***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.*

# Contract Agreement

THIS AGREEMENT made on the \_\_\_\_\_ day of \_\_\_\_\_  
 between \_\_\_\_\_ (hereinafter "**the Employer**"),  
 of the one part, and \_\_\_\_\_ hereinafter "**the Contractor**"), of the  
 other part:

WHEREAS the Employer desires that the Works known as  
 \_\_\_\_\_  
 \_\_\_\_\_ should be executed  
 by the Contractor, and has accepted a Bid by the Contractor for the execution and  
 completion of these Works and the remedying of any defects therein,

The Employer and the Contractor agree as follows:

**1.** In this Agreement words and expressions shall have the same meanings as are  
 respectively assigned to them in the Contract documents referred to.

**2.** The following documents shall be deemed to form and be read and construed as part of  
 this Agreement. This Agreement shall prevail over all other Contract documents.

- (a) the Notification of award
- (b) the Bid
- (c) the Addenda Nos \_\_\_\_\_
- (d) the Appendix to the General Conditions of Contract
- (e) the General Conditions of Contract;
- (f) the Specification
- (g) the Drawings; and
- (h) the completed Schedules,

**3.** In consideration of the payments to be made by the Employer to the Contractor as  
 indicated in this Agreement, the Contractor hereby covenants with the Employer to  
 execute the Works and to remedy defects therein in conformity in all respects with the  
 provisions of the Contract.

**4.** The Employer hereby covenants to pay the Contractor in consideration of the execution  
 and completion of the Works and the remedying of defects therein, the Contract Price or  
 such other sum as may become payable under the provisions of the Contract at the times  
 and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Namibia on the day, month and year indicated above.

Signed by: \_\_\_\_\_  
**For and on behalf of the Employer**

In the presence of \_\_\_\_\_

\_\_\_\_\_  
Witness Name, Signature, Address, Date

Signed by: \_\_\_\_\_  
**For and on behalf of the Contractor**

In the presence of: \_\_\_\_\_

\_\_\_\_\_  
Witness Name, Signature, Address, Date



## **ENVELOP COVER**

### **REQUEST FOR QUOTATIONS FOR NON-CONSULTING SERVICES**

### **PROVISION FOR THE DESIGN AND DEVELOPMENT OF THE PUBLIC HEALTH SERVICE INFORMATION SYSTEM.**

Procurement Reference No: NCS/RFQ/OSHTC-01/2025/2026

**Date of issue: 03<sup>rd</sup> December 2025**

**Closing Date: 23 December 2025**

DELIVERY ADDRESS FOR:

Oshakati Town Council  
906 Sam Nuyoma Road  
Private Bag 5530  
Oshakati  
Tel:065-229500

# **FROM:**

**COMPANYNAME:** \_\_\_\_\_

**CONTACT NUMBER** \_\_\_\_\_

**P. O. BOX:** \_\_\_\_\_

**CONTACT PERSON:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_