



**Development  
Bank of Namibia**

Expect more.

# **Procurement Management Unit**

**Procurement Reference No:**

*NCS/RFQ/DBN-23/2025*

**Issue Date: 06 October 2025**

## ***Request for Quotations***

*for*

***Supply, Implementation, Handover,  
Training, and Support services for  
ManangeEngine PAM360***

*(Lump-Sum Contract)*

<b>Bidder's Name:</b>	
<b>Contact Details:</b>	Tel:
	Email:
<b>Total quote amount</b>	<b>VAT exclusive (N\$)</b>
	<b>VAT inclusive (N\$)</b>

**Development Bank of Namibia Ltd  
Daniel Munamava Street  
Private Bag 235  
Windhoek  
Namibia**

**Phone: +264 61-290 8000  
Website: [www.dbn.com.na](http://www.dbn.com.na)**

**Fax: +264 61-290 8044**

Initials: \_\_\_\_\_

# NOTICE TO BIDDERS

Please take note of initializing all pages of this standard bidding document.

Take note to sign all relevant pages as stipulated in this standard bidding document.

Take note to stamp all pages where it is indicated that a stamp is required in addition to the signatures.

A receipt and/or proof of application on a requirement will not be accepted as being in good standing on the respective requirement(s).

Copies of documents not certified by the Namibian Police or Commissioner of Oath will not be accepted.

*Bidder debarred and appearing on the ineligibility by the Government of Namibia, African Development Bank, and World Bank Group (bidder(s) under a declaration of ineligibility shall be rejected).*

Links for checking the ineligibility lists are available at:

- Government Republic of Namibia

<https://egp2.gov.na/EGovProcClient/forms/SearchSuspendedBidders.jsf>

- African Development Bank

<https://www.afdb.org/en/projects-operations/debarment-and-sanctions-procedures>

- World Bank Group

<http://www.worldbank.org/en/projects-operations/procurement/debarred-firms>



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**Letter of Invitation**

Procurement Reference No: **NCS/RFQ/DBN-23/2025**

Date: **06 October 2025**

**To: Prospective Bidders**

**RE: PROCUREMENT OF SUPPLY, IMPLIMENTATION, HANDOVER, TRAINING, AND  
SUPPORT SERVICES FOR MANAGENGINE PAM360**

The Development Bank of Namibia invites you to submit your best quote for the services described in detail hereunder.

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

Request for clarifications should be addressed to [procurement@dbn.com.na](mailto:procurement@dbn.com.na), or **+264 (61) 290-8000/8044**.

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

Yours faithfully,



Rebecca Haipinge

**Secretary: Procurement Committee**

Initials: \_\_\_\_\_

# SECTION I: INSTRUCTIONS TO BIDDERS

## 1. Rights of Public Entity

The Development Bank of Namibia reserves the right:

- a) to split the contract as per the lowest evaluated cost;
- b) to accept, reject any bid, or cancel the quotation process;
- c) eject all quotations at any time prior to contract award; and, or
- d) as part of its due diligence, visit the bidder's premises.

## 2. Preparation of Quotations

You are requested to quote for the services mentioned in Section III, by completing, signing, and returning (or attaching thereto):

- a) the quotation letter in Section II with its Annex for Bid Securing Declaration, where applicable.
- b) the Priced Activity Schedule in Section V.
- c) 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 VI, 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 validity period shall be one hundred and twenty **(120) working days** from the date of submission deadline.

## 4. Eligibility Criteria

**To be eligible to participate in this exercise, you must:**

- a) must submit a **certified copy** (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)), of a **full valid Founding Statement including any Amendment, and with a Certificate of Incorporation, clearly indicating ownership and shares.**
- b) must submit an **original** or a **certified copy** (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)), of a **valid Good Standing Tax Certificate**, as certified by the Commissioner of Oath; **Certificate must be valid at the date of submission.**
- c) must submit an **original** or a **certified copy** (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)), of a **valid Good**

Initials: \_\_\_\_\_

**Standing Social Security Certificate**, as certified by the Commissioner of Oath; **Certificate must be valid at the date of submission.**

- d) must submit a **valid certified copy** (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)), 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 or a valid certified copy of the original document, as certified by the Commissioner of Oath; **Certificate must be valid at date of submission.**
- e) must submit a **Written Undertaking** in terms of section 138 of the Labour Act, 2007 and section 50(2)(d) of the Public Procurement Act, 2015.
- f) Must submitted a Witten Undertaking in terms of Wage Order for Setting National Minimum Wage for Employees, Labour Act, 2007.
- g) must submit a signed **Bid Securing Declaration** on page 11.
- h) must submit a company profile
- i) must submit at least/minimum **two (2) reference letters within the past five (5) years** with ManageEngine PAM360 deployments and integrations.
- j) Must submit a Fitness Certificate or a copy of the Lease Agreement duly signed by both parties.
- k) A Bidder that is under a declaration of ineligibility by the Government of Namibia in accordance with applicable laws at the date of the deadline for bid submission or thereafter, shall be disqualified.

Bids from service providers appearing on the ineligibility lists of African Development Bank, Asian Development Bank, European Bank for Reconstruction and Development, Inter-American Development Bank Group and World Bank Group shall be rejected.

Links for checking the ineligibility lists are available at:

- Republic of Namibia, Procurement Policy Unit  
<https://egp2.gov.na/forms/SearchSuspendedBidders.jsf>
- African Development Bank  
<https://www.afdb.org/en/projects-operations/debarment-and-sanctions-procedures>
- Asian Development Bank  
<http://lnadbg4.adb.org/oga0009p.nsf/sancALLPublic?OpenView&count=999>
- European Bank for Reconstruction and Development  
<http://www.ebrd.com/pages/about/integrity/list.shtml>

- Inter-American Development Bank Group

<http://www.iadb.org/en/topics/transparency/integrity-at-the-idb-group/sanctioned-firms-and-individuals,1293.html>

- World Bank Group

<http://www.worldbank.org/en/projects-operations/procurement/debarred-firms>

### **BIDDERS' CONFLICT OF INTEREST DECLARATION (to be completed by the bidder)**

<b>Mandatory Requirements</b>	<b>Yes</b>	<b>No</b>
Does the bidder have a relationship with any other bidder(s), directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder, or influence the decisions of the Purchaser regarding this bidding process?		
Has the bidder participated in more than one bid in this bidding process? <i>Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the party is involved. However, this does not limit the inclusion of the same subcontractor in more than one bid</i>		
Has the bidder (owners/shareholders) or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of this Bid?		
Has the bidder participated in the deliberations or take part in the decision-making process in relation to the bidding process.		
Is the bidder a member of the Board, Bid Evaluation Committee, Procurement Committee, an Accounting Officer or staff member of Procurement Management Unit of DBN.		

**Note:** *Bidder(s) found to have a conflict of interest shall be disqualified. The conflict of interest will be evaluated throughout all the stages of the evaluation process.*

### **5. Bid Securing Declaration**

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

### **6. Documents to be Submitted**

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

## 7. Sealing and Marking of Submission

Duly completed document should be sealed in a single envelope, clearly marked with the Procurement Reference Number, addressed to the Public Entity with the Bidder's name at the back of the envelope.

## 8. Submission of Quotations

Document should be deposited in the **Bid Box** located at **Development Bank of Namibia SME Centre, Mezzanine Floor, Freedom Plaza 1990 building, Rev Micheal Scott, Street, Windhoek** not later than **Friday, 24 October 2025@ 10h00**. Documents by post or hand delivered should reach by the same date and time at latest. Late quotations will be rejected.

**Quotations received by e-mail will not be considered.**

## 9. Opening of Quotations

Documents will be opened internally by the Public Entity immediately after the closing time referred to in instruction 8 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 Public Entity, the Electronic Government Portal, and available to any bidder on request within three (3) working days of the Opening.

## 10. Evaluation of Quotations

The Public Entity shall have the right to request for clarifications in writing during evaluation. Offers that are substantially responsive shall be compared based on the evaluated cost to determine the lowest evaluated quotation.

## 11. 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.

## 12. Price and Currency of Payments

Quotations shall be **fixed in Namibian Dollars (N\$)**, 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.

## 13. Labour Clause

Initials: \_\_\_\_\_



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 by the sub-clause 4.6 of the General Conditions of Contract, if it is awarded the contract or part thereof.

#### 14. Margin of Preference

The applicable margins of preference applicable for **Exclusive Preferences to Local Suppliers** and their application methodology as follows:

$$A = \frac{\text{Margin of Preference} \times \text{Bid}}{100}$$

NATURE OF PROCUREMENT	MINIMUM LOCAL CONTENT
Goods	40% or more of the manufacturing costs of the goods, if the goods are manufactured in Namibia or if they are grown, mined or extracted in Namibia.
Works	50% or more of the employees for the works must be Namibian citizens.
Consultancy Services	50% or more of the employees for rendering the service must be Namibian citizens.
Non-Consultancy Services	50% or more of the employees for rendering the service must be Namibian citizens.

**Bidder to indicate whether applying for Margin of Preference or not**

YES	NO

**14.1 Bidder applying for the Margin of Preference shall submit, evidence of:**

CATEGORIES OF BIDDERS	MARGIN OF PREFERENCE	DOCUMENTARY EVIDENCE
Manufacturer	2%	-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.
Micro, Small and Medium Enterprise	1%	-SME registration certificate -Declaration indicating the percentage of Namibian MSME ownership.
Women-owned enterprise	1%	-IDs of all shareholders -Founding statement/company registration indicating ownership structure/shareholder, certificate.

Initials: \_\_\_\_\_



		-Declaration indicating the percentage of Namibian female ownership.
Youth owned enterprise	2%	-IDs of all shareholders. -Founding statement/company registration indicating ownership structure/shareholder certificate. -Declaration indicating the percentage of Namibian youth ownership.
Previously Disadvantaged Person owned enterprise	2%	-IDs of all shareholders. -Founding statement / company registration indicating ownership structure / shareholder certificates. -Declaration indicating percentage of Namibian PDPs ownership.
Suppliers providing environmental protection	1%	-declaration and proof that the bidder meets the requirements set out in the bidding document
Suppliers providing employment to Namibian	1%	-declaration that the bidder employs 50% or more Namibian citizens
<b>TOTAL</b>	<b>10%</b>	

### 15. 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.

### 16. 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)

[A signature and authorization on this form will confirm that the terms and conditions of the DP prevail over any attachments.] **If your RFQ letter is not authorized, it will be rejected.**

Quotation Addressed to:	<b>Development Bank of Namibia</b>
Procurement Reference Number:	<b>NCS/RFQ/DBN-23/2025</b>
Subject matter of Procurement:	<b>Procurement of Supply, Implementation, Handover, Training, and Support Services for ManageEngine PAM360</b>

We offer to provide the services detailed in the Scope of Service, 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 quotations exercise and meet the eligibility criteria specified in Section 1: Instructions to Bidders

We undertake to abide by 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 instructions contained therein. We further understand that this subscription could lead.

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 by the applicable labour Act, if we are awarded the contract or part thereof.

The validity period of our quotation is **one hundred and twenty (120) working 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 quotation validity.

The services will commence within \_\_\_\_\_ days from the date of issue of Purchase Order/ Letter of Acceptance.

The services will be completed within \_\_\_\_\_ days from the date of issue of Purchase Order/ Letter of acceptance.

**Quotation Authorised By:**

Initials: \_\_\_\_\_

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

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

Date: .....

Procurement Ref No.: NCS/RFQ/DBN-23/2025

To: Development Bank of Namibia  
PO Box 235  
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]

Initials: \_\_\_\_\_



## 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

**Project Name:** Procurement of Supply, Implementation, Handover, Training, and Support Services for ManageEngine PAM360

**Procurement Reference Number:** NCS/RFQ/DBN-23/2025

**Anticipated Contract Duration:** .....

## 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:** .....

**Stamp:**.....

*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.*

Initials: \_\_\_\_\_

**Written undertaking in terms of WAGE ORDER FOR SETTING NATIONAL MINIMUM WAGE FOR EMPLOYEES, LABOUR ACT, 2007**

**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

Initials: \_\_\_\_\_



fully with the relevant provisions of the **Wage Order for setting National Minimum Wage for Employees: Labour Act, 2007**.

With effect from 1 January 2025 the **minimum** wage for employees is N\$18.00 per hour:

(a) Domestic workers are entitled to:

- N\$12.00 per hour with effect from 1 January 2025;
- N\$15.00 per hour with effect from 1 January 2026; and
- N\$18.00 per hour with effect from 1 January 2027;

(b) Agriculture workers are entitled to:

- N\$10.00 per hour with effect from 1 January 2025;
- N\$14.00 per hour with effect from 1 January 2026; and
- N\$18.00 per hour with effect from 1 January 2027;

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:*

- 2. A labour inspector may conduct unannounced inspections to assess the level of compliance*
- 3. 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.*

## COMPANY SHAREHOLDING INFORMATION FORM

**PROCUREMENT REFERENCE NUMBER: NCS/RFQ/DBN-23/2025**

List all persons who are OWNERS, PARTNERS, SOLE PROPRIETORS, TRUSTEES AND BENEFICIARIES (whichever is/are applicable) in the business/trust, who are involved in the management thereof and who exercise control over the business/trust commensurate with their degree of ownership/interest.

Name of Shareholder	Namibian (Yes/ No)	Previously Disadvanta ged Namibian (Yes/ No)	Non-Namibian Citizen (Yes/ No) If not Namibian, State Nationality	Full time employed by the bidder (Yes/No)	Percentage shares owned by woman and youth	Percenta ge shares
						Total = 100%

Initials: \_\_\_\_\_

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

### **1. Background**

The Development Bank of Namibia (DBN) is seeking to enhance its cybersecurity infrastructure by procuring a robust Privileged Access Management (PAM) solution. As part of this initiative, the Bank intends to implement ManageEngine PAM360, a comprehensive tool designed to securely manage, monitor, and control privileged access across its IT environment. To achieve this, DBN is inviting qualified and reputable service providers to submit quotations for the supply of PAM360 licenses for five (5) administrators. The scope of the procurement includes not only the provision of licenses but also full implementation of the solution, seamless integration into DBN's existing IT systems, and a structured handover process. Additionally, the service provider will be required to deliver in-depth training for DBN staff to ensure effective usage and management of the platform. The selected vendor will also provide 12 months of comprehensive post-implementation support to ensure system stability, updates, and issue resolution. This procurement reflects DBN's commitment to strengthening its information security posture and safeguarding sensitive digital assets. It forms part of the Bank's broader strategy to align with international cybersecurity standards and best practices.

### **2. Objectives**

The primary objective of this procurement is to identify and engage a service provider who can offer ManageEngine PAM360 license for the five (5) administrators, which includes full implementation, integration with DBN's IT environment, handover, training, and 12 months of post-implementation support services.

Specific objectives include:

- To acquire and deploy a robust Privileged Access Management solution by procuring ManageEngine PAM360 licenses for five (5) administrators, enabling secure control over privileged accounts within DBN's IT environment.
- To ensure full implementation and seamless integration of PAM360 with DBN's existing systems and infrastructure, including Active Directory, ServiceDesk Plus, Desktop Central, VPN, firewalls, and critical servers.
- To enhance security, visibility, and accountability in privileged access through session monitoring, role-based access controls, and centralized credential management.
- To ensure knowledge transfer and operational readiness by conducting detailed training sessions for DBN IT personnel and delivering complete system documentation and configuration records.

- To enable long-term sustainability of the PAM360 solution through a comprehensive 12-month post-implementation support plan covering technical assistance, updates, and system maintenance.
- To engage a qualified and authorized service provider with proven expertise in ManageEngine PAM360 deployments, ensuring high-quality implementation and compliance with industry best practices.
- To promote cost-effectiveness and value for money by securing competitive quotations with clear pricing for licensing, implementation, training, and support services.
- To align DBN's IT security infrastructure with global standards in privileged access governance, reducing risk and improving compliance posture.

### 3. Scope of Work

The selected service provider will deliver a turnkey **ManageEngine PAM360** solution that is fully integrated into DBN's IT infrastructure, as follows:

#### 3.1 Supply & Licensing:

- Provide ManageEngine PAM360 licenses for five (5) administrators.
- License validity must be for a minimum of 12 months.
- Provide renewal pricing for subsequent years. (12 / 24 / 36 months).
- Licenses must be genuine and sourced from authorized ManageEngine distributors or partners.

#### 3.2 Implementation:

Install, configure, and optimize ManageEngine PAM360 in DBN's environment in accordance with DBN's IT security policies.

- Integrate PAM360 with DBN's existing systems, specifically:
  - ManageEngine ServiceDesk Plus (for ticketing, change requests, and audit workflows).
  - ManageEngine Desktop Central (for endpoint management, device inventory, and access control).
  - Active Directory (for authentication and group policy enforcement).
  - VPN systems (for secure remote access and session monitoring).

- Firewalls (for privileged rule changes and policy enforcement).
- Servers (Windows/Linux, for privileged access and session recording).
- Other relevant IT assets as identified during implementation.
- Configure role-based access controls and implement security best practices.
- Securely migrate any existing privileged credentials.

### **3.3 Knowledge Transfer & Handover:**

- Deliver all system documentation, configuration records, and integration details.
- Conduct a formal handover session with DBN's IT team, demonstrating the operational environment and integrations.

### **3.4 Training:**

- Provide administrator training for five (5) DBN IT personnel on ManageEngine PAM360.
- Training must include:
  - Core PAM360 administration and configuration.
  - Troubleshooting and maintenance procedures.
  - Best practices for privileged access governance.
  - Managing integrated workflows with ServiceDesk Plus, Desktop Central, and core infrastructure components.
- Supply training materials (manuals, guides, and reference sheets).

### **3.5 Post-Implementation Support:**

- Provide 12 months of comprehensive support services, including:
  - Remote and/or on-site technical support.
  - Software updates, patches, and upgrades.
  - SLA-based response and resolution times.
  - Support for all integrations listed above.

## **4. Bidder Requirements**

In terms of the scope of work outlined above, the bidder is expected to possess the following skills and experience:

- The bidder must provide a detailed company profile and relevant two (2) reference Letters or recommendations with ManageEngine PAM360 deployments. The reference letters must be on the client's letterhead, duly signed by the authorized person, reflecting the area of service, performance, and duration of service provided by the bidder.
- Provide a Communication Plan, detailing the approach.
- The bidders should submit a detailed proposed approach, and project plan & Implementation, for ManageEngine PAM360.
- Bidder should provide a detailed project plan with timelines for delivery, implementation, and training.
- Bidder should present the list of qualified personnel assigned to the project with the **team leader with at least five (5) years of experience for the same complexity.**
- Bidder should clearly outline the support terms and conditions, including an escalation matrix, response times, and resolution procedures.
- Bidder should provide a detailed, all-inclusive cost breakdown covering:
  - ✓ Licenses
  - ✓ Professional services (implementation, configuration, and integration)
  - ✓ Training costs
  - ✓ Support and maintenance
  - ✓ Value Added Tax (VAT)
- Bidder should submit mandatory proof of **authorization** or **reseller partnership** for ManageEngine. (Failure to provide proof will result in disqualification).

## 5. Evaluation/ Adjudicating Criteria

Part:	Evaluation Process	PASS RATE
Part A	Compliance with requirements in terms of section 50(2) of the Public Procurement Act, 2015- Any bids found to be non-compliant (i.e. FAIL) will be excluded from the competition and will not be evaluated further.	100%
Part B	The Technical Evaluation will be out of a score of 100.	70 Points
Part C	The Financial Evaluation will be out of a score of 30.	15 Points
Consideration for award	The minimum total score that is required is at least <b>70%</b> .	

## 6. Criteria, sub-criteria, and point system for evaluation

I	Relevance of experience of the Company relevant to the assignment		Points
Company Experience (At least 5 years in industry)		5/ more Years = 10 3-4 Years = 5 Below 3 years = disqualified	10
<b>Total points for criterion (i):</b>			<b>10</b>
II	Adequacy of the proposed approach/methodology, and work plan in responding to the Terms of Reference		
<b>Technical approach and methodology:</b> Clear methodology for installation, configuration and integration for PAM360 with DBN's existing systems, and understanding for the assignment and provide a clear work plan.		Fully met = 10 Not fully met = 5 Not met = disqualification	10
Detailed Training Approach (specific to this project)		Fully met = 10 Not fully met = 5 No met = disqualification	10
Clear Cost breakdown (itemized: licenses, implementation, support, VAT)		Fully met = 10 Not fully met = 5 Not met = disqualification	10
<b>Total points for criterion (ii):</b>			<b>30</b>
III	Key professional staff qualifications and competence for the assignment:		



Proof of Qualified personnel		Fully met = 10  Not fully met = 5  Not met = disqualification	10
<ul style="list-style-type: none"><li>• ITIL 4 Foundation or similar</li><li>• Manage Engine product Training or similar</li><li>• Microsoft certified (VMware/Security/Access Admin or other related certification).</li><li>• Proof of Project lead/ management experience.</li><li>• Project leader with at least five (5) years of industry experience.</li></ul>			
Total points for criterion (iii):		10	
IV Recommendations or Reference Letter			
At least 2 Reference letters or recommendation within past 5 years. (Dated, stamped, signed by the authorized person, and work described).		2 and above letters and above = 15  1 letter = 8  0-2 letters = disqualification	
Bank Credit letter or similar (Proof of financial stability)		Fully met = 10	10
Total points for criterion (iv):		25	
V Project Plan			
Bidder provides a detailed project plan with timelines for delivery, implementation, resource allocation, and training.		Fully met = 15  Not clearly indicated = 8  Not provided = disqualification	15
Total points for criterion (v):		15	
VI Risk Management and Mitigation plan			
Risk Management and Mitigation plan (approach tailored to this project). Bidder demonstrates a risk management and mitigation strategy tailored to this assignment at the event of risk.		Bidder demonstrated risk Management and mitigation plan/strategy tailored for this project at the event of risk = 10  Not fully met = disqualification	10
Total points for criterion (vi):		10	
Total points for the five (6) criteria:		100	
The minimum technical score that is required to pass is:		70	

## SECTION IV: PRICE ACTIVITY SCHEDULE

Procurement Reference Number: **NCS/RFQ/DBN-23/2025**

[Complete the unit and total prices for each item listed below. Authorize the prices quoted in the signature block below.]

Item No	Brief Description of Services	Quantity	Unit of Measure	Unit Price	Total Price
A*	B*	C*	D*	E	F
1	Provide ManageEngine PAM360 licenses for five (5) administrators	5	Each		
2	Implementation	1	Each		
3	Training	1	Each		
4	Post-Implementation Support (12)	12	Each		
				<b>Other additional costs</b>	
				<b>Subtotal</b>	
				<b>VAT @ %</b>	
				<b>Total</b>	
<b>Provide renewal pricing for subsequent years. (24 months).</b>					
Item No	Brief Description of Services	Quantity	Unit of Measure	Unit Price	Total Price
A*	B*	C*	D*	E	F
1	Provide ManageEngine PAM360 maintenance and support.	24	Each		
				<b>Other additional costs</b>	
				<b>Subtotal</b>	
				<b>VAT @ %</b>	
				<b>Total</b>	
<b>Provide renewal pricing for subsequent years. (36 months).</b>					
Item No	Brief Description of Services	Quantity	Unit of Measure	Unit Price	Total Price
A*	B*	C*	D*	E	F
1	Provide ManageEngine PAM360 maintenance and support.	36	Each		
Enter 0% VAT rate if VAT exempt.				<b>Other additional costs</b>	
				<b>Subtotal</b>	
				<b>VAT @ %</b>	
				<b>Total</b>	

\*Columns A to D be completed as applicable by public Entity

**Priced Activity Schedule Authorised By:** .....

Initials: \_\_\_\_\_

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

## SECTION V: SPECIFICATIONS AND COMPLIANCE SHEET

Procurement Reference Number: **NCS/RFQ/DBN-23/2025**

*[Bidders should complete columns C and D with the specification of the goods/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]*

Item No	Technical Specification Required	Compliance of Specification Offered	Details of Non-Compliance/ Deviation (if applicable)
A*	B*	C	D
1.	Supply of ManageEngine PAM360 licenses for five (5) administrators, including full implementation, integration with DBN's IT environment, handover, training, and 12 months of post-implementation support services.		

**\* Columns C and D to be completed by Public Entity.**

### Specification and Compliance Sheet Authorised By:

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

## SECTION VI: CONTRACT AGREEMENT & GENERAL CONDITIONS OF CONTRACT

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 available on <https://eprocurement.gov.na/documents> or <https://www.dbn.com.na/procurement> except where modified by the Special Conditions below.

Procurement Reference Number: **NCS/RFQ/DBN-23/2025**

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

Subject and GCC clause reference	Special Conditions
<b>Purchaser</b> <b>GCC 1.1(h)</b>	The purchaser is: <b>Development Bank of Namibia</b>
<b>Site</b> <b>GCC 1.1(m)</b>	The Site/destination for delivery of the Goods/Services is at <b>12 Daniel Munamava Street, Windhoek.</b>
<b>Incoterms Edition</b> <b>GCC 4.2(b)</b>	Incoterms shall be governed by the rules prescribed in Incoterms 2010.
<b>Notices</b> <b>GCC 8.1</b>	<p>Any notice shall be sent to the following addresses:</p> <p>For the <b>Development Bank of Namibia</b>, the address and the contact's name shall be:</p> <p><b>John Mbango</b> <b>Chief Executive Officer</b> <b>Development Bank of Namibia</b> <a href="mailto:procurement@dbn.com.na">procurement@dbn.com.na</a></p> <p>For the Supplier, the address and contact name shall be:</p>
<b>Disputes</b> <b>GCC 10.2</b>	<p>The rules of procedures for arbitration proceedings pursuant to GCC 10.2 shall be as follows:</p> <p><b>An adjudicator</b> shall be appointed when necessary, in accordance with the Namibian Laws.</p>

Initials: \_\_\_\_\_

Subject and GCC clause reference	Special Conditions
<b>Delivery and Documents</b> <b>GCC 13.1</b>	<p>The Goods/Services are to be delivered within <b>Seven (7) days</b> from the date of Purchase Order or Letter of Acceptance.</p> <p>The documents to be furnished by the Supplier are:</p> <ul style="list-style-type: none"> <li>(a) signed delivery note;</li> <li>(b) tax Invoice;</li> <li>(c) purchase order as issued by the DBN.</li> </ul>
<b>Price Adjustment</b> <b>GCC 15.1</b>	<p>The price charged for the Goods/Services supplied and the related Services performed <b>shall not be adjustable</b>.</p>
<b>Terms of Payment</b> <b>GCC 16.1</b>	<p>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</p>
<b>Terms of Payment</b> <b>GCC 16.3</b>	<p>Payments shall be made not later than <b>thirty (30) days</b> after submission of an invoice and its certification by the Purchaser.</p>
<b>Terms of Payment</b> <b>GCC 16.4 (a)</b>	<p>The price <b>shall not be</b> adjustable to the fluctuation in the rate of exchange.</p>
<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> <ul style="list-style-type: none"> <li>i) <b>On Acceptance:</b> The Contract Price of goods/services 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.</li> </ul>
<b>Performance Security</b> <b>GCC 18.1</b>	<p><b>Not required</b></p>
<b>Discharge of Performance Security</b> <b>GCC 18.4</b>	<p>The performance security will be discharged and returned to the supplier not later than <i>[insert number of days]</i> following completion date.</p> <p><b>Not required</b></p>

Subject and GCC clause reference	Special Conditions
<b>Packing</b> GCC 23.2	The packing, marking and documentation within and outside the packages shall be DBN Windhoek, 12 Daniel Munamava Street.
<b>Insurance</b> GCC 24.1	<b>Not required</b>
<b>Transportation</b> GCC 25	The serves shall be delivered: <b>Contractor to deliver to Client' site.</b>
<b>Inspection and Test</b> GCC 26.1	The inspection and tests shall be: <b>Quantity, Quality and conformance and performance specification.</b>
<b>Location of Inspection and Tests</b> GCC 26.2	The inspections and tests shall be conducted at: <b>DBN Windhoek Headquarter</b>
<b>Liquidated Damages</b> GCC 27.1	Liquidated damages for the whole contract are <i>[insert percentage of the final contract price]</i> per day. The maximum amount of liquidated damages for the whole contract is <i>[insert percentage 4-10%]</i> of the final contract price. <b>Not required</b>
<b>Warranty</b> GCC 28.3	The period of validity of the warranty shall be: <b>365 day(s)</b> For the Warranty, the place(s) of the destination(s) shall be: <b>12 Daniel Munamava Street, Windhoek</b>
<b>Repair and Replacement</b> GCC 28.5	The period for repair or replacement shall be: N/A



## SCHEDULE 1

### QUOTATION CHECKLIST SCHEDULE

Procurement Reference No: NCS/RFQ/DBN-23/2025

Description	Attached	Not Attached
Duly completed <b>Quotation Letter</b>		
Duly completed <b>Price Activity Schedule</b>		
Duly completed <b>Bid Securing Declaration</b>		
Duly completed <b>Specification and Compliance Sheet</b>		
Have a <b>valid certified copy</b> (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)), of a <b>full valid Founding Statement including any Amendment, and with a Certificate of Incorporation, clearly indicating ownership and shares.</b>		
Have an original/ certified valid <b>good Standing Tax Certificate</b>		
Have an original/ certified valid <b>good Standing Social Security Certificate.</b>		
Have a valid certified copy of <b>Affirmative Action Compliance Certificate</b> , proof from <b>Employment Equity Commissioner</b> that bidder is not a relevant employer, or <b>exemption</b> issued in terms of Section 42 of the Affirmative Action Act, 1998.		
Completed and signed <b>Written Undertaking</b> in terms of section 138 of the Labour Act, 2007 and section 50(2)(d) of the Procurement Act.		
At least 2 <b>recommendation or reference letters</b>		
All page initialled <b>standard bidding document</b>		
Signed <b>General Conditions of Contract</b>		
Any document as evidence for <b>Margin of Preference.</b>		
Proof of <b>authorization/reseller partnership</b> for ManageEngine		