

**BID NUMBER: SACU/007/2025/PB**

**UPGRADE OF THE SACU CHAMBERS DELEGATION MICROPHONE SYSTEM**

**CLOSING DATE & TIME**

**FRIDAY, 6<sup>th</sup> SEPTEMBER 2024**

**POSTAL & PHYSICAL ADDRESS FOR BID SUBMISSION**

Southern African Customs Union (SACU) - Secretariat  
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## 1. INTRODUCTION

- 1.1 The Southern African Customs Union (SACU) consists of five member states, namely Botswana, Eswatini, Lesotho, Namibia and South Africa. The SACU Secretariat was established in 2004 to administer and coordinate the activities of the institutions of SACU. More information is available on SACU's website (<https://www.sacu.int>).
- 1.2 The Secretariat has implemented various audio-visual (AV) systems to facilitate communication and presentations in its meeting rooms. However, some of this equipment has become outdated and require upgrading to ensure optimal functionality. The Secretariat seeks to engage a suitably qualified, experienced and reputable supplier in the SACU region to supply, deliver and install the necessary equipment required to upgrade the delegation microphone system in one of its meeting rooms.

## 2. OBJECTIVES

- 2.1 The objectives of this project are to:
  - (a) upgrade the delegation microphone system installed at the Council Chambers meeting room at the SACU Secretariat; and
  - (b) ensure optimal functionality of the audio-visual infrastructure installed in the Council Chambers meeting room.

## 3. SCOPE OF WORKS

- 3.1 The scope of work for this Request for Bids (RFB) shall include, but not limited to the following:
  - (a) **Assessment of Existing Installation**
    - (i) The successful bidder shall be required to assess the installation area to confirm the feasibility and practicality of their proposed upgrade to the target environment;
  - (b) **Supply, installation, configuration and integration of audio-visual equipment**
    - (i) In relation to supply and installation, the successful bidder shall be expected to:
      - (aa) supply, deliver, install and configure the equipment required to upgrade the delegation microphone system in the identified meeting room;
      - (ab) integrate the newly supplied equipment to the existing equipment to ensure optimal functionality of the entire audio-visual system in the room;
      - (ac) integrate the newly supplied equipment with the existing systems to ensure the entire audio-visual setup in the room functions optimally;

- (ad) supply and install all necessary cabling to interconnect the newly supplied audio-visual equipment including interfacing with the existing system;
- (ae) provide the necessary supervision, labour and equipment to upgrade the delegation microphone system ensuring optimal functionality of all the equipment present in the room;
- (af) configure and program all hardware and/or software components required to upgrade the delegation microphone system, including integrating interfaces with existing systems;
- (ag) provide training to designated operators, covering day-to-day use and maintenance of the system;
- (ah) provide equipment wise documentation, which should include operating procedures and technical system design documentation for the setup in the room; and
- (ai) provide all licenses and warranty documents, and any relevant additional documentation for the installation.

**(c) Testing and User Acceptance Testing**

- (i) The successful bidder shall be expected to perform the following activities with respect to testing and user acceptance testing:
  - (aa) performing independent system testing to confirm that the newly implemented system and interfaces work as intended; and
  - (ab) facilitation of end-user-acceptance testing by end-users in testing the newly implemented delegation microphone system.

**(d) Guarantees and Warrantees**

- (i) The successful bidder shall be required to provide the following in relation to system or equipment guarantees and warrantees:
  - (aa) guarantees that the implementation works and configurations which emanated from this project, or any part thereof, are free from defects, poor workmanship, or faulty design for a period of not less than thirty (30) days, following the acceptance of the completion of the installation. During this period the successful bidder shall be required to provide bug-fixes and fault repairs and warranty replacements on all workmanship, software and hardware equipment provided within the contract;
  - (ab) manufacturer-backed hardware and software warranty for a period of not less than one (1) year for any newly supplied equipment. This must cover among others free replacement of faulty parts / entire unit, as well as firmware updates, if any, released by the Original Equipment Manufacturer (OEM) during

a period of one year from the date of final acceptance of the system. If any of the equipment supplied under this contract does not operate as warranted, within the warranty period, the Secretariat shall be entitled to repairs or replacement of malfunctioning equipment at no additional cost or receive a refund for the cost of the equipment in consideration. The successful bidder shall be required to facilitate the process for the replacement of the equipment or refunds, whichever case is applicable for the malfunctioning equipment; and

- (ac) the appointed bidder shall be required to secure and extend the warranties of the products supplied from the manufacturer to SACU.

#### 4. TECHNICAL SPECIFICATION OF THE EXISTING INSTALLATION

- 4.1 The current installation of the delegation microphone system comprises of the following equipment:

**Table 1: An Overview of Current Delegation Microphone System Installation**

Installed Equipment	Sitting Capacity	Setup Style	Meeting Room Display
1. 1 x TOA TS-770 Central Unit	50 persons	Multi-Row U-Shaped Boardroom Style	1 x Projection Screen + 1 x Sony VPL-FH30 Projector + 2 x 50" Sony Plasma TVs
2. 1 x TOA DA 550F Multi-Channel Power Amplifier			
3. 48 x TOA TS-772 Delegate Microphone Systems			
4. 1 x TOA Built-In Meeting Room Audio System			
5. 1 x Sennheiser XSW 1-825 Wireless Microphone Set			
6. 1 x Creston DMPS3-300-C Digital Presentation System			
7. 1 x TSW-750-B-S Touch Screen			

#### 5. DESCRIPTION OF THE TARGET UPGRADE

- 5.1 The upgrade should include the replacement of the TOA delegate microphone systems incorporating the following components:
- 1 x Central Control Unit;
  - 2 x Chairman Control Units;
  - 48 x Delegation Microphones Sets;
  - Rack mounting for rack mountable equipment; and
  - Cabling and connectivity of the new equipment and for the connections to the existing integrable equipment.

5.2 The upgrade should incorporate the following features:

- (a) recording functionality to enable recording of meeting proceedings using the meeting room equipment provided. These recordings should be stored directly to USB device, a memory card, and/or any other modern storage media;
- (b) feedback suppression (FED) to enable effective control of acoustic feedback; and
- (c) integration to the existing audio-visual equipment.

## 6. TECHNICAL SOLUTION SPECIFICATION

6.1 Bidders must provide in their technical proposals a technical specification of the solution they intend to implement to upgrade the delegation microphone system. This specification should:

- (a) provide pictorial representations of the technical configurations to be implemented;
- (b) clearly identify the new equipment to be provided (with Make and Models) as well as identify the existing equipment in place that will be integrated into the newly implemented audio-visual; and
- (c) include a schedule of materials to be supplied indicating among others the description of goods or materials to be provided, the quantities to be provided, the duration of warranty on the item(s).

## 7. METHODOLOGY

7.1 Bidders must clearly outline the methodology or approach that they will use to implement the project. This must be supported by an outline project plan providing the following:

- (a) the sequence of steps that will be undertaken to achieve the desired project outcomes;
- (b) brief descriptions of what each of the activities will entail;
- (c) the key project deliverables and/or milestones that will be delivered/achieved; and
- (d) indicative timeframes indicating the target completion dates of the activities.

7.2 The outline project plan should clearly outline among others the activities and deliverables indicated under Section 8.1 below with their target completion timelines.

## 8. DELIVERABLES AND PAYMENT MILESTONES

8.1 The deliverables of this project and the applicable fees shall be as follows:

Deliverable	Method of Verification	Payment Due
Project Inception	Signed-off Project Inception Report	Ten percent (10%) of the total project fees
Ordering of Equipment	Proof of order placement by supplier	Thirty percent (30%) of the total project fees
Delivery of equipment	Delivery notes signed-off by the Secretariat	Thirty percent (30%) of the total project fees
Completion of installation & configuration s	Signed-off user acceptance report	Twenty Percent (20%) of the total project fees
Rectification of faults and bugs for hardware and software installation	No outstanding reported issues	Ten percent (10%) of the total project fees

## 9. EXPERTISE REQUIRED

9.1 The supplier to be appointed **MUST**:

- (a) possess a minimum of five (5) years in supply, installation and configuration of video conferencing systems, having completed a minimum of five (5) similar projects (attach company projects portfolio to substantiate company experience); and
- (b) have technicians with proven skills and technical experience in implementing the VC system(s) and equipment proposed in response to this bid (attach curriculum vitae [CVs] to substantiate technical skills of technicians' skills and experience).

## 10. SUBMISSION OF BID PROPOSALS

- 10.1 All proposals must be submitted electronically to: [procurement@sacu.int](mailto:procurement@sacu.int). One (1) copy of the Technical and Financial proposal must be attached to the email submission in a PDF format.
- 10.2 The deadline for submission of bids is **17h00**, Namibian time (GMT+2), on **Friday, 6<sup>th</sup> September 2024**.
- 10.3 The SACU Secretariat will set up a pre-bid meeting at **15h00** on Tuesday, **3<sup>rd</sup> September 2024** to clarify the requirements of the bid submission. Bidders should therefore submit their email contact details electronically to: [procurement@sacu.int](mailto:procurement@sacu.int) indicating their intent to bid in this RFB by no later than **Friday, 30<sup>th</sup> August 2024** in order for the SACU Secretariat to make the necessary arrangements.

## 11. EVALUATION OF BIDS AND AWARD CRITERIA

### 11.1 Eligibility Criteria

- (a) Only Bids received as specified in Section 10 (Submission of Bid Proposals) above will be considered.
- (b) Bids will be disqualified if the following documents have not been submitted:
  - (i) a letter of introduction that identifies the bidder with a corporate letterhead. This Letter of Introduction (See Appendix B) should also contain:
    - i. a signature of the person(s) authorised to bind the organisation to statements made in the proposal;
    - ii. confirmation of the name of the bidder and acceptance by the bidder and any third parties of the conditions of the Request for Bid;
    - iii. written declaration that the bidder's current or past corporate or other interests does not give rise to a conflict of interest in connection with this Request for Bid;
    - iv. full contact details of any third-party involved in the proposal, if any; and
    - v. description of the role or element of proposal to be fulfilled by any third-party, if any;
  - (ii) a certified copy of a Certificate of Registration or Incorporation with the relevant national authorities for companies or close corporations;
  - (iii) proof of majority SACU citizen ownership that may be proven by any of the following methods:
    - i. a certified copy of each shareholding certificate currently in issue (the total shareholding certificates must aggregate 100% of all issued share capital); and proof of SACU citizenship by providing a certified copy of shareholders national identity card/document or valid passport; or
    - ii. a certified copy of the shareholder register issued by the duly appointed company secretary or external auditors; and proof of SACU citizenship by providing a certified copy of shareholders national identity card/document or valid passport; or
    - iii. an official letter from the external auditors or company secretary, describing the group structure and confirming that the ultimate holding company is majority (51%) owned by SACU citizens. This is only required where any shareholder is not a natural person;



- (iv) a certified copy of a current (valid as at bid closing date) Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof;
- (v) a certified copy of the latest audited Annual Financial Statements in the case of private or public companies, or for close corporations the latest Annual Financial Statements. In either case, the reporting date is within 20 months from the Bid Closing Date. The audit report on the Annual Financial Statements should be issued by a current member of the applicable regulatory authority in any SACU Member State and quote the membership number. For close corporations, the latest Annual Financial Statements should be submitted prepared by a current member of the applicable regulatory authority in any SACU Member State and quote the membership number;
- (vi) a certified copy of a legal agreement for partnerships, consortiums and joint ventures, where applicable; and
- (vii) In the case of partnerships, consortiums and joint ventures, all documents of each party in the arrangement and legal entities, must be submitted.

## 11.2 Award Criteria

- (a) After the bidder has met the eligibility criteria, the technical evaluation is undertaken and awarded on the basis of the most economically advantageous proposal applying the following award criteria, listed in order of priority:
  - (i) technical soundness and suitability of the bidders' proposal towards reviving the video conferencing systems, based on the following aspects:
    - i. technical soundness of the proposed solution or architecture for reviving the systems; and
    - ii. availability and suitability of the guarantees and warranties provided by the bidder and as prescribed in Section 3.1 (d) of this Request for Bid;
  - (ii) technical soundness of the proposed approach, methodology and the outline project plan for undertaking the project;
  - (iii) bidder's experience in providing similar services. This should be substantiated by the references and schedule of similar assignments recently undertaken by the bidder; and
  - (iv) proof of qualifications, technical knowledge, relevant previous experience and skills composition of the team that will undertake the assignment. This should be substantiated by the team members' curricula vitae and proof of academic and technical certifications.

## **12. PRIME CONTRACTOR RELATIONSHIP**

- 12.1 The SACU Secretariat will enter into a contract with only one successful bidder.
- 12.2 The selected bidder shall be solely responsible for the deliverables as specified in this document.

## **13. FINANCIAL ARRANGEMENT**

- 13.1 Bidders are solely responsible for their own costs in preparing the Bid.
- 13.2 Payments for all services covered by this bid shall be made within 30 (thirty) days subject to receipt of appropriate invoices, the satisfactory completion of work, and adherence to the SACU Secretariat's Financial Policies and Guidelines.
- 13.3 SACU shall not be liable for any losses, damages, costs, charges or expenses caused by injuries to the bidder's personnel during the execution of their duties.

## **14. CONFIDENTIALITY**

- 14.1 Bids submitted will not be revealed to any other bidders and will be treated as contractually binding.
- 14.2 The SACU Secretariat reserves the right to seek clarification or verification of any information in the Bids.
- 14.3 All information pertaining to the SACU Secretariat obtained by the bidder as a result of participation in this Request for Bid is confidential and must not be disclosed without written authorisation from the Executive Secretary of SACU.
- 14.4 The SACU Secretariat reserves the right to undertake a full background check on all references submitted prior to awarding the contract.

## **15. OWNERSHIP OF BIDS**

- 15.1 All Bids, including supporting documents, submitted to the SACU Secretariat become the property of the SACU Secretariat.
- 15.2 Ownership of all data belonging to SACU whether under its control or the bidder's control shall continue to vest in SACU. Any data of whatever nature resulting from the provision of the Products and Services shall be the property of SACU and may be used by SACU without restriction. All data or information that may be shared with the successful bidder during the provision of the Products and Services shall upon termination of the contract, be returned to the SACU Secretariat.

## **16. MODIFICATION OF TERMS**

- 16.1 The SACU Secretariat reserves the right to add, modify or omit certain portions of the Bids' scope at any time at its sole discretion. This includes the right to cancel this Request for Bid at any time before entering into a contract with the successful bidder.

## 17. CONTRACT ADMINISTRATION

- 17.1 The award will be subject to the successful conclusion of a Service Level Agreement (SLA) to confirm the Terms and Conditions of the proposal.
- 17.2 The SACU Secretariat reserves the right to negotiate the terms of the proposal and the value of any financial proposal submitted.

## 18. BID FORMAT

- 18.1 Bidders are requested to address the issues and requirements in the Document Checklist provided in Section 19 below and in Appendix A to ensure that their Bids receive full consideration.

## 19. DOCUMENTATION CHECKLIST

Have you submitted the following required information?	YES	NO
A Title (Cover) Page that outlines the Bid Number, Bid Description, Bid Closing Date, Bidding Organisation Name, Postal Address, Physical Address, Telephone No., Fax No., Mobile No., Email Address, Website and Full Names of two Contact Persons.		
A Letter of Introduction that meets the following criteria: <ul style="list-style-type: none"> <li>i. identifies the bidder with a corporate letterhead,</li> <li>ii. is signed by the person(s) authorised to bind the organisation to statements made in the proposal;</li> <li>iii. contains a confirmation of acceptance by the bidder and any third parties of the conditions of the Request for Bid;</li> <li>iv. contains a written declaration that the bidder's current or past corporate or other interests does not give rise to a conflict of interest in connection with this Request for Bid;</li> <li>v. contains full contact details of any third-party involved in the proposal and a description of the role or element of proposal to be fulfilled by any third-party; and</li> <li>vi. contains a written confirmation that the Financial Proposal remains valid for 90 days.</li> </ul>		
Profile of the bidder or consortium.		
Certified copy of the Certificate of Registration or Incorporation with the relevant national authorities.		
Certified copy of identity cards/documents or passports showing that the majority owner(s) or shareholders of the organisation or consortium are citizens of a SACU Member State. If the shareholder is not a natural person, then an official letter from the external auditors or company secretary confirming that the ultimate holding company is majority (<=51%) owned by SACU citizens.		
Certified copy of a current Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof.		

<b>Have you submitted the following required information?</b>	<b>YES</b>	<b>NO</b>
A Certified Copy of the bidder's latest audited Annual Financial Statements in the case of private or public companies or the latest Annual Financial Statements for close corporations		
Certified copy of the latest audited Annual Financial Statements in the case of private or public companies, or for close corporations the latest Annual Financial Statements.		
Certified copy of a legal agreement for partnerships, consortiums and joint ventures, where applicable; and all documents of each party in the arrangement and legal entities, must be submitted.		
A detailed methodology or approach that will be used to complete the assignment		
A Project Plan demonstrating how the bidder will complete the assignment		
A schedule of five (5) or more similar assignments undertaken by the bidder		
A schedule of 5 (five) or more contactable references		
Proof of qualifications and experience of the team that will carry out the assignment		
The Financial Proposal is quoted in South African Rand (ZAR).		

<b>Additional documents required from Consortiums or Partnerships</b>	<b>YES</b>	<b>NO</b>
Written identification of the Primary Contracting Party		
Full details and eligibility criteria documents of all legal entities involved in the bid		
Certified copy of a legally binding partnership or consortium agreement		
Certified Proof that the majority owner(s) of the company or consortium are citizens of a SACU Member State (copy of ID's or Passports will suffice)		
Description of the role or element fulfilled by each legal entity		

## APPENDIX A - FORMAT OF THE PROPOSAL

Bidders should address the issues and requirements in the sequence in which they appear in this Appendix.

### 1. General Information

- (a) One page letter of introduction identifying the bidder and signed by the person(s) authorised to bind the organisation to statements made in the proposal.
- (b) Title Page listing the Bid Number, Organisation Name, Postal Address, Physical Address, Telephone No., Fax No., Mobile No., Email Address, Website and Full Names of two Contact Persons.
- (c) Profile of the Consultancy Firm or consortium.
- (d) A record of previous similar assignments undertaken by the firm or consortium.
- (e) Proof of qualifications and experience of the team that will deliver the goods or services, including the team leader.
- (f) Full Contact Details of any third-parties involved in the proposal.
- (g) Description of role or element of proposal to be fulfilled by any third-party.
- (h) Confirmation of acceptance by the bidder and any third parties of the conditions of proposal.
- (i) Declaration that bidder's current or past corporate or other interests does not give rise to a conflict of interest on this assignment.
- (j) Certified copy of the Certificate of Registration or Incorporation with the relevant national authorities.
- (k) Certified copy of identity cards/documents or passports showing that the majority owner(s) of the company or consortium are citizens of a SACU Member State. If the shareholder is not a natural person, then an official letter from the external auditors or company secretary confirming that the ultimate holding company is majority (51%) owned by SACU citizens.
- (l) Certified copy of a current (valid as at bid closing date) Good Standing Certificate or Tax Clearance Certificate from the relevant national authorities, or exemption thereof.
- (m) Where a consortium or a group of companies are jointly delivering a response, then the companies must:
  - (i) Clearly state the name of the Primary Party with whom the SACU Secretariat will enter into an Agreement;
  - (ii) Provide full details of each of the legal entities involved in the bid;

- (iii) Provide a certified copy of a legally binding partnership or consortium agreement; and
- (iv) Provide a detailed description of the role or element fulfilled by each legal entity involved in the bid.

## 2. Technical Proposal

- 2.1 A detailed technical proposal indicating a clear understanding of the specific requirements or scope of works, deliverables schedule and expertise, as per the Terms of Reference, should be submitted.

## 3. References

- 3.1 Bidders must provide a schedule of five (5) or more clients (contact names, physical addresses, email addresses and telephone numbers) who may be contacted for references in connection with the proposed assignment.

*For example:*

CLIENT	CONTACT NAME	EMAIL	TELEPHONE	PHYSICAL ADDRESS
ABC Corporation	Mr J. Doe	JDoe@abc.com	061-999 9999	20 ABC Street, Windhoek

- 3.2 Bidders must also provide a schedule of five (5) or more (recent and similar) assignments undertaken by the bidder. This schedule must indicate the client, the assignment that was undertaken, the year, the client's geographical location, and the financial value.

*For example:*

CLIENT	SERVICES PROVIDED	YEAR	LOCATION	FINANCIAL VALUE
ABC Corporation	Supply and Installation of Audio-Visual Equipment	2011	Windhoek	R49,950

- 3.3 The SACU Secretariat reserves the right to undertake a full background check on all references submitted before awarding the contract.

## 4. Schedule of Costs/Financial Proposal

- 4.1 All costs must be quoted in South African Rands (ZAR). The schedule must take the following format:
- (a) The total cost of the proposal (best and final offer).
  - (b) A full breakdown of the cost/price.
  - (c) An itemised breakdown of the cost of any options being proposed beyond that specified Request for Bid.
  - (d) The applicable rate of VAT in respect of each product and service being proposed.

- (e) Details of any other costs, taxes or duties which may be incurred.
- (f) Confirmation that the Financial Proposal remains valid for 90 (ninety) days from the bid closing date.

**5. Additional Information**

5.1 Bidders may provide any other information which may be relevant to this proposal.

**APPENDIX B - FORMAT OF THE LETTER OF INTRODUCTION**

**Private and confidential**

**UPGRADE OF THE SACU CHAMBERS DELEGATION MICROPHONE SYSTEM | BID NUMBER: SACU/007/2025/PB**

Name of Bidder (and Partner, if applicable) is pleased to submit this proposal. We believe we are uniquely equipped to assist the Southern African Customs Union (SACU) Secretariat with the provision of xxx.

*Provide a brief motivation or summary of the assignment and the Bidder's skills, experience and track record.*

Name of Bidder (and Partner, if applicable) hereby:

- 1. confirms acceptance of the terms and conditions of this Request for Bid; and
- 2. declares that our current or past corporate or other interests do not give rise to a conflict of interest on this assignment.

The contact details, role and any work to be undertaken by any third party involved in the proposal are as follows<sup>1</sup>:

- 1. xxx
- 2. xxx
- 3. xxx

I hereby declare that I am authorised to bind the organisation to statements made in this proposal.

Should you wish to discuss any aspect of this proposal or require any clarification, you are most welcome to contact me directly.

Yours sincerely,  
(Name and Position)

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<sup>1</sup> Delete this section if not applicable.