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## NAMIBIA STATISTICS AGENCY

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**Request**

**for**

**Expression of Interest for Employee Engagement  
/Climate Survey for the NSA**

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**Procurement No: SC/RP/NSA-01/2023**

[*Namibia Statistics Agency P. O. Box 21333, Windhoek, FGI House, Post Street Mall, address, phone: +264-61 -431-3200; fax numbers: +264-61-4313253, email address:  
[procurement@nsa.org.na](mailto:procurement@nsa.org.na):*

## **Request for Proposal**

### **LETTER OF INVITATION**

**17 February 2023**

Dear Sir/Madam,

**Subject: Expression of Interest for conducting an Employee Engagement/Climate Survey for the NSA.**

1. You are hereby invited to submit a technical and financial proposal for conducting an Employee Engagement /Climate Survey for the Namibia Statistics Agency.
2. **The purpose of this assignment is to:**

The NSA requires the assistance of a reputable external consulting firm, which possesses the expertise to conduct a climate/ employee engagement survey.

The following documents are enclosed to enable you to submit your proposal:

- (a) Terms of Reference (TOR) [Annexure 1]

#### **3.1. Compliance documents to be attached to this Request for Proposal are as follows:**

- a) A Valid Original Good Standing Tax Certificate
  - b) A Valid Original Good Standing Social Security Certificate
  - c) Have a Certificate indicating for Small & Medium Enterprises Status (If SMEs).
  - d) Have a valid certified copy of Affirmative Action Compliance Certificate; proof from Employment Equity Commissioner that bidder is not a relevant employer or exemption issued in terms of section 42 of the Affirmative Action Act, 1998).
  - e) Certified copies of identity documents of the partners in the consulting firm who will be working on this assignment.
  - f) Curriculum Vitae of all consultants in the firm who will be attending to NSA matters.
  - g) Certified Copies of partners in the consulting firm
  - h) Three Reference letters and names of companies where similar job was conducted?
  - i) A Valid Company Registration Certificate.
  - j) A Valid good Confirmation of Registration certificate with BIPA (Business and Intellectual Property Authority)
  - k) Initial all pages.
3. Any request for clarification should be forwarded in writing to the **Namibia Statistics Agency: P. O. Box 2133, Windhoek, FGI House, Post Street Mall, address, phone: +264-61-431-3200; fax numbers: +264-61-4313253, email address:**

**procurement@nsa.org.na:** Request for clarifications should be received **14 days** prior to the deadline set for submission of proposals.

4. The Government of the Republic of Namibia requires that bidders/suppliers/contractors participating in the procurement in Namibia observe the highest standard of ethics during the procurement process and execution of contracts.

Consultants are advised to consult the website of the Procurement Policy Office: **www.mof.gov.na/procurement-policy-unit** to acquaint themselves with the legislation related to public procurement in the Republic of Namibia.

## 5. **Eligibility**

- (a) A consultant 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 and thereafter shall be disqualified.
- (b) Consultants should submit a statement on past and present declaration of ineligibility, if any, by any local/international agency or any termination of contract for unsuccessful completion of assignment, giving adequate details to enable a fair assessment.

## 6. **Submission of Proposals**

The proposals from the shortlisted consultants shall be submitted in two separate envelopes, namely Technical and Financial proposal, and should follow the form given in annexure 2 - "Supplementary Information for Consultants". The proposals must be deposited into the bid box on or before: **24 March 2023, 11h00, P. O. Box 2133, Windhoek, FGI House, Post Street Mall.**

## 7. **Deciding Award of Contract**

Qualification and experience of the consultants shall be considered as the paramount requirement. The proposals will be evaluated on the basis of a maximum of **70 marks** for Technical Proposals and **30 marks** for Financial Proposals. Proposals from consultants should score at least **70 marks** for the Technical Proposals to be retained for further consideration. Only those consultants scoring a total of **70 marks** on the overall assessment shall be considered for the assignment.

## 8. **Rights a Public Entity**

- (a) Please note that the **Namibia Statistics Agency** is not bound to select any of the consultants submitting proposals.
- (b) Please note that the cost of preparing a proposal and of negotiating a contract including visits to Namibia, if any, is not reimbursable as a direct cost of the assignment.

## 9. **Duration of Assignment**

It is estimated that the minimum duration of the assignment shall be for a period of **two (2) months (April-May 2023)** with a possibility to extend this period thereafter. You should base your financial proposal on these figures, giving an indication of man-hours per month considered necessary by you to undertake the assignment. The rate proposed in your submission will be applied in case the duration of the assignment is to be extended.

## **10. Validity of Proposal**

You are requested to hold your proposal valid for **60 days (months between April 2023 and May 2023)** or from the deadline for submission of proposals during which period you will maintain without changing your proposed price. The **Namibia Statistics Agency** will make its best efforts to finalize the agreement within this period.

## **11. Commencement date of Assignment**

Assuming that the contract can be satisfactorily concluded end of **March 2023**, you will be expected to take up/commence with the assignment **on 03 April 2023**.

## **12. Tax Liability**

(a) Please note that the remuneration which you receive from this contract will be subject to normal tax liability in Namibia; but the **Namibia Statistics Agency** shall directly pay duties, fees, levies and their impositions in Namibia related to:

(b) Payments to the Consultant in connection with carrying out this assignment.  
**(See section 6.6 in the terms of reference).**

## **13. Insurance**

The Consultant shall meet the cost of any insurance and/or medical examination or treatment required by him/her in the course of performing the services.

## **14. Confirmation of invitation to submit proposal**

We would appreciate if you would inform us by email:

- (a) your acknowledgment of receipt of this letter of invitation not later than. N/A
- (b) whether or not you will be submitting the proposal.

## **15. The Namibia Statistics Agency** would like to thank you for considering this invitation for the submission of proposals.

Yours faithfully,

.....  
Ms. R. Paulus  
Secretary to the Procurement Committee

### **Enclosures:**

Annexure 1: Terms of Reference.

## **Terms of Reference**

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### **Climate/Employee Engagement Survey 2023**

#### **A. Introduction**

The Namibia Statistics Agency (NSA) is a Public Enterprise called into being by an Act of Parliament embodying the purpose of providing for the development of the National Statistics System and its components and objectives. Its functions are to constitute the central statistical authority for the State, to collect, produce, analyse, and disseminate official and other statistics in Namibia, and to facilitate the capture, management, maintenance, integration, and distribution of spatial data.

#### **B. Consultancy Purpose**

The NSA requires the assistance of a reputable external consulting firm which possesses the expertise to conduct a climate/ employee engagement survey.

#### **C. Scope of work and overall objective**

NSA seeks to procure the services of a specialized firm with adequate capacity & expertise to undertake an Employee Engagement Survey. The overall objective for this survey is:

- To conduct an employee engagement survey taking research ethics into consideration (anonymity and confidentiality)
- To determine engagement levels and trends of NSA employees
- Study the various aspects of our work environment and how it impacts staff morale.
- The survey report will be used to guide executive management committee (EXCO) and management team on the strategies to be adopted in improving and sustaining employee engagement in 2023 and 2024.
- Recommendations given should have provisions for both short-term and long-term implementation of activities.
- The short-term proposals should be achievable (easy wins) after the surveys have been conducted and within the current financial period whereas the long-term proposals should be achievable within 2024.
- This Employee engagement survey should be data-driven, evidence based, and participant informed.
- **D. Specific objectives**

This employee engagement survey purposes to interrogate the following areas:

- NSA's culture and its impact on employee morale
- NSA's overall teamwork culture (office-based work and field work)

- The work environment and its influence on employee health and safety
- Employee job satisfaction and commitment to the agency's mandate
- Effectiveness of the agency's performance management system
- Career growth opportunities in NSA and accessibility to employees
- Support of the NSA leadership (board, NSA senior management, middle management, supervisors) to employees
- Employee Wellbeing and Work-Life Balance
- Effectiveness and fairness of current compensation, rewards, and recognition programs
- Effectiveness of implementation of equity in the overall business
- The effectiveness of internal communication and feedback channels within the agency and the clarity of line of sight to institutional, divisional and Unit priorities and goals.

#### **E. Responsibilities**

The appointed Firm will be expected to undertake the following tasks:

- Submit a proposal on the survey, delineating the various aspects of employee engagement to be investigated.
- Develop survey instruments and share them with NSA's Executive for Human Resources for approval.
- Define the mode and tools of data collection to be used.
- Conduct a qualitative and quantitative research on employee engagement and identified areas.
- Undertake data analysis and prepare a comprehensive report.
- Compute an overall employee engagement/satisfaction level
- Consider any other matters that are deemed appropriate.
- Make recommendations on the best short-term and long-term strategies to improve and sustain employee engagement & satisfaction within agency.
- Present the findings of the report to the Executive: Human Resources.
- Present to the Executive: Human Resources, hard copies of a practical, concise and comprehensive report including a soft copy.
- In consultation with the HR Executive present the findings to the Executive Committee of the NSA.

#### **F. Structure of the Report**

The report should contain, at least, the following:

- The Executive Summary
- The data collection Instruments
- Methodology

- Analysis of key areas
- Key findings
- Summary and conclusions
- Recommendations

#### **G. Timeframe**

The appointed firm will be expected to complete all the above tasks in two (2) months from the date the contract is awarded.

#### **H. Reporting**

The Consultant(s) will work directly with the Executive: Human Resources.

#### **I. Consultancy Requirements**

The successful Consultant must comply with the following minimum requirements:

1. Proven track record of success (three reference letters as proof of success) and expert knowledge in employee engagement surveys.
2. Proven ten (10) years working experience in conducting employee engagement surveys with reputable organizations.
3. Detailed Curriculum Vitae with (minimum qualification of honour's degree relevant to the work of employee engagement.
4. Provide methodology (Quantitative), work plan and understanding of the assignment.

#### **J. Compliance Documents are to be attached to the ToR:**

- A Valid Original Good Standing Tax Certificate
- A Valid Original Good Standing Social Security Certificate
- A Valid Affirmative Action Compliance Certificate
- Certified copies of identity documents of the partners in the consulting firm who will be working on this assignment.
- Founding statement of Close Corporations
- Company Registration Certificate
- SME Certificate (where applicable)
- Certified Copies of qualifications of partners in the consulting firm.
- A Valid good Confirmation of Registration certificate with BIPA (Business and Intellectual Property Authority)
- Three (3) reference letters for similar work done

#### **K. Procedures for Submission of Expression of Interest**

Interested consultants should submit their technical and financial proposals by **11h00, Friday, 24 March 2023**, at the following address:

Namibia Statistics Agency  
FGI House, 44 Post Street Mall  
P.O. Box 2133, Windhoek, Namibia  
Tel.: +264 61 4313200

All technical enquiries should be directed to Ms. Lungisile Mareka at [LMareka@nsa.org.na](mailto:LMareka@nsa.org.na), whilst all other enquiries should be directed at enquiries: 061 431 3293 or email: [procurement@nsa.org.na](mailto:procurement@nsa.org.na) **NB: Late documents will not be considered.**

## **SUPPLEMENTARY INFORMATION FOR CONSULTANTS**

### **Proposals**

1. Proposals should include the following information:
  - (a) Technical Proposals
    - (i) Curriculum Vitae of Consultant (Form F-2).
    - (ii) An outline of recent experience on assignments/ projects of similar nature executed during the last five years (Form F-3).
    - (iii) Any comments or suggestions of the Consultant on the Terms of Reference (TOR).
    - (iv) A description of the manner in which the Consultant would plan to execute the work.
    - (v) The Consultant's comments, if any, on the data, services and facilities to be provided by the Public body indicated in the Terms of Reference (TOR).
  - (b) Financial Proposals
2. The financial proposals should be given in the form of summary of Contract estimate (Form F- 4)
3. The proposals shall be submitted in one original and **three (3) of copies to be submitted.**

### **Contract Negotiations**

1. The aim of the negotiations is to reach an agreement on all points with the Consultant and initial a draft contract by the conclusion of negotiations. Negotiations commence with a discussion of Consultant's proposal, the proposed work plan, and any suggestions you may have made to improve the Terms of Reference. Agreement will then be reached on the final Terms of Reference and the bar chart, which will indicate periods in [weeks/months] and reporting schedule.
2. Once these matters have been agreed, financial negotiations will take place and will begin with a discussion of your proposed payment schedule.

### **Review of reports**

1. A review committee of three members will review all reports and suggest any modifications/changes considered necessary within 14 days of receipt.

## **FORM F-1**

### **BID SUBMISSION FORM**

From: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### **Hiring of Consultancy Services for Climate/Employee Engagement Survey 2023**

I/We \_\_\_\_\_ herewith enclose Technical and Financial Proposals for selection as Consultant for the *[name of public entity]*.

I/we undertake that, in competing for (and, if the award is made to me/us, in executing) the above contract, I/we will observe the highest level of ethical conduct.

Yours faithfully

Signature: \_\_\_\_\_  
Full name: \_\_\_\_\_  
Address: \_\_\_\_\_

## **FORM F-2**

### **FORMAT OF CURRICULUM VITAE (CV) FOR CONSULTANT**

Name of Consultant: \_\_\_\_\_

Profession: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Nationality: \_\_\_\_\_

Membership in Professional bodies: \_\_\_\_\_

#### **Key Qualifications:**

*[Give an outline of experience and training most pertinent to tasks on assignment. Describe degree of responsibility held on relevant previous assignments and give dates and locations. Use about half a page.]*

#### **Education:**

*[Summarize college/university and other specialized education, giving names of institutions, dates attended, and degrees obtained. Use about one quarter of a page.]*

#### **Employment Record:**

*[Starting with present position, list in reverse order every employment held. List all positions held since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and employers references, where appropriate. Use about two pages.]*

#### **Languages:**

*[For each language indicate proficiency: excellent, good, fair, or poor; in speaking, reading, and writing]*

#### **Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and experience.

**Date: Day/Month/Year**

*[Signature of Consultant]*

**Full name of Consultant:** \_\_\_\_\_

**FORM F-3**

**ASSIGNMENTS OF SIMILAR NATURE SUCCESSFULLY COMPLETED DURING  
LAST 5 YEARS**

1. Outline of recent experience on assignments of similar nature:

Sl.No	Name of assignment	Name of Project	Owner or Sponsoring agency	Cost of Project	Date of Commencement	Date of Completion	Was assignment satisfactorily completed


Note: Please attach certificates from the employer by way of documentary proof. (Issued by the Officer of rank not below that of Divisional Manager or equivalent.)

**FORM F-4****Cost Estimate of Services<sup>1</sup>****Remuneration:**

<b>Consultant Name</b>	<b>Monthly Rate (in currency)</b>	<b>Working Months</b>	<b>Total Cost (in currency)</b>
_____	_____	_____	_____

Sub-Total (Remuneration) \_\_\_\_\_

**Out-of-Pocket Expenses<sup>2</sup> :**

(a) Per Diem <sup>3</sup> :	Room charge	Subsistence	Total	Days
_____	_____	_____	_____	_____

(b) Air fare \_\_\_\_\_

(c) Lump Sum Miscellaneous Expenses<sup>4</sup> : \_\_\_\_\_

Sub-Total (Out-of-Pocket) \_\_\_\_\_

Contingency Charges: \_\_\_\_\_

**Total Estimate:** \_\_\_\_\_

<sup>1</sup> Rates shall be used for extension of contract for Lump-sum basis and for Time-based contract at negotiation stage or as otherwise specified

<sup>2</sup> Reimbursable at cost with supporting documents/receipts unless otherwise specified.

<sup>3</sup> Per Diem is fixed per calendar day and need not be supported by receipts.

<sup>4</sup> To include reporting costs, visa, inoculations, routine medical examination, minor surface transportation and communications expenses, porterage fees, in-and out expenses, airport taxes, and such other travel related expenses as may be necessary.

