



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

Office of the Bursar

13 Jackson Kaujeua Street
Private Bag 13388
Windhoek
NAMIBIA

T: +264 61 207 2066
F: +264 61 207 9066
E: bursar@nust.na
W: www.nust.na

REQUEST FOR PROPOSAL

FOR

**THE PROVISION OF CONSULTANCY SERVICES TO IMPLEMENT MANAGED PRINT SERVICES AT THE
NAMIBIA UNIVERSITY OF SCIENCE AND TECHNOLOGY**



PROCUREMENT NO: SC/RP/NUST- 003/2019

**Namibia University of Science and Technology, 13 Jackson Kaujeua Street, Private Bag 13388,
Windhoek, NAMIBIA**

Telephone: +264 61 207 2020; Fax: +264 61 207 2966; Email address: bidbox@nust.na



REQUEST FOR PROPOSAL

LETTER OF INVITATION

Dear Service Provider

Subject: **Request for Proposal for the provision of consultancy services to implement managed print services at the Namibia University of Science and Technology**

1. You are hereby invited to submit proposals for consultancy service for managed print services to the Namibia University of Science and Technology (NUST).
2. The following documents are enclosed to enable you to submit your proposal:
 - (a) the terms of reference (TOR) **[Annexure 1]**;
 - (b) supplementary information for service provider, including a suggested format of curriculum vitae **[Annexure 2]**; and
 - (c) a sample format of the Service Contract under which the service will be performed **[Annexure 3]**.
3. Any request for clarification should be forwarded in writing to: Ms Rosemary Tjombonde;
Tel: +264 61 207 2020; Fax: +264 61 207 2966; email address: bidbox@nust.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 procurement in Namibia observe the highest standards 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 legislations related to public procurement in the Republic of Namibia.

5. Eligibility

- (a) A contractor 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) Service Provider 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 prospective service provider shall be submitted in two separate envelopes, namely Technical and Financial proposals, 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:

Namibia University of Science and Technology

13 Jackson Kaujeua Street

Bid Box

Elizabeth Haus, Ground Floor (Security Foyer)

Windhoek, NAMIBIA

29 March 2019 (Friday)

12h00

Electronic submission will not be permitted. Late Bid will be rejected.

7. Deciding Award of Contract

Qualification and experience of the contractors 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 service provider should score at least 50 marks for the Technical Proposals to be retained for further consideration.

Only those Service Provider scoring a total of 70 marks on the overall assessment shall be considered for the assignment. Negotiations will start with the Service Provider scoring the highest marks and if negotiation is not successful, negotiation will move to the next best ranked Service Provider and so on until an agreement is reached. Should you be contacted for negotiations, you must be prepared to furnish the detailed cost break-down and other clarifications to the proposals submitted by you, as may be required to adjudge the reasonableness of your pricing proposals.

8. Rights a Public Entity

- (a) Please note that the Namibia University of Science and Technology is not bound to select any of the contractors 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 **four (4) months, and from there-on on an ad-hoc basis up till two years**. You should base your financial proposal on these figures, giving an indication of man-months considered necessary by you to undertake the assignment. The extent to be spent in Namibia and that in office outside Namibia should be clearly indicated. 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 **180 days** from the deadline for submission of proposals during which period you will maintain without change, your proposed price. The Namibia University of Science and Technology will make its best efforts to finalize the agreement within this period.

11. Eligibility Criteria

To be eligible to participate in this Proposal exercise, you should attached the following mandatory documents:

- a) A valid certified copy of the Company registration certificate, clearly indicating shareholders and principals' contact details (Ministry of Trade).
- b) A valid certified copy of the company's certificate of registration for Value Added Tax from the Ministry of Finance.
- c) A valid certified copy of the company's good standing Tax Certificate from the Ministry of Finance.
- d) A valid certified copy of the company's good standing certificate from Social Security Commission.
- e) A valid certified copy of the Affirmative Action Compliance Certificate, or proof from the Employment Equity Commissioner that a bidder is not a relevant employer or exemption issued in terms of section 42 of Affirmative Action Act, 1998.
- f) A written undertaking as contemplated in Section 138(2) of Labour Act, 2007.

Foreign companies, provide a declaration in the absence of these documents.

12. Commencement of Operation

Assuming that the contract can be satisfactorily concluded by **30 days**, you will be expected to take up/commence with the operation in **4 weeks'** time after that.

13. Tax Liability

Please note that the Service Provider will be responsible for the payment of the relevant tax and VAT liabilities.

14. Insurance

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

The Namibia University of Science and Technology would like to thank you for considering this invitation for submission of proposals.

Yours faithfully,

Ms. Rosemary Tjombonde
Secretary to the Procurement Committee

Enclosures:

Annexure 1: Terms of Reference.

Annexure 2: Supplementary Information to Service Provider.

Annexure 3: Draft Contract under which service will be performed.

TERMS OF REFERENCE

BACKGROUND

The Namibia University of Science and Technology (NUST) is inviting interested consulting firms to submit proposals to undertake a full print requirement assessment and make recommendations on the best and most suitable solution that will support operational requirements and result in savings for the institution.

INTRODUCTION

NUST is looking for ways to minimize printing costs, operate more efficiently without losing much of the current end-user experience, and improve on the latter.

NUST spent time investigating MPS solutions implemented at numerous universities in Southern Africa. The planning and communication of proposed changes is a critical step in the transition from the current printing platform to a streamlined MPS solution that is expected to reduce desktop printing. For effective rollout, the change management strategy should outline benefits and encourage employees to accept that they play an important role in making a difference. In formulating the solution, careful consideration must be given to the long-term impact of the solution design on employees and on their effectiveness.

THE CURRENT STATE OF PRINTING

NUST does not currently have a print policy in place. Most staff members have a dedicated printer for their own perusal. The idea of implementing an MPS solution started in 2016, when raising printing costs were identified as a concern. Approvals at all levels were granted for the implementation of an MPS solution. As a result, NUST stopped purchasing printers. Permission to appoint a consultant was granted in 2018. NUST currently make use of short-term rentals to alleviate its printing needs.

The majority of NUST's lease agreements ended and the remaining ones are nearing their end. The print shop for staff and students has been outsourced to a private entity. Although a three-year contract recently expired, notice has to be given by either party to terminate the contract. This agreement is still in operation.

Student printing consists of a combination of lease agreements and NUST owned printers using a software solution called Papercut NG. There is no print shop currently available for students. No management solution is in place for staff printing.

NUST'S IDEA OF AN MPS SOLUTION

The basic concept of implementing an MPS relates to reducing the quantity of desktop printers, scanners and multi-function devices currently in use by NUST.

NUST prefers an MPS solution where the institution does not own any printers. Consumables such as paper and cartridges, as well as maintenance, should be the responsibility of the contractor/s.

The ultimate goal is to consolidate print volumes across a lower number of devices (ideally mono devices), and to manage the devices and consumables more efficiently without negatively affecting productivity. The solution design must include the current total cost of ownership and illustrate potential savings that would be achieved by adopting the NUST preferred solution.

1. Employees/Students to Device Ratios

- NUST currently has 1 100 employees
- NUST currently has 14 000 students
- About 1 000 printers serve the NUST community

2. Device Utilisation

Ascertaining device utilisation is all about understanding how much printing capacity exists within NUST, with a view to utilise it more effectively.

NUST will provide a non-exhaustive list of desktop printers and multi-function devices that are currently still in use.

The type of printing done on the devices is important from the perspective of making better use of the Print Shop/s.

3. Existing Assets

NUST prefers to adopt a model where it does not own any printing devices. The appointed consultant will assist the institution with discarding its printing assets in compliance with the laws and rules that governs State Owned Enterprises (SOE's) in Namibia.

The discarding of printing assets must result in a monetary benefit for NUST.

4. Optimisation

This involves identifying under-utilised devices (Desktop printers, scanners and multi-function devices) and ideally removing desktop printers and scanners or re-allocating multi-function devices, taking care to ensure that the remaining devices have the appropriate functionality and capacity to serve more users.

Future printing costs must be consolidated, centralised and subsequently more visible to supervisors and managers.

5. Hardware and Software Specifications

The appointed consultant will assist the university with the hardware and software requirements needed to produce an efficient and effective MPS. NUST will own the software solution that will be implemented.

The appointed consultant shall provide a comparative baseline for hardware and software requirements that can be used during the tender evaluation process.

Assistance will be needed to develop a floor plan mapping the location of each printing device. This floor plan will be supplied to interested contractors to assist them in the maintenance of the MPS printer fleet.

6. Technology Implementation

Numerous technology solutions can be used to complement a MPS. These applications monitor devices and apply rules to the way in which print is supported and managed. For example, toner can be replaced on a just-in-time basis and large print-runs destined for a desktop printer or a multi-function device can be directed to a Print Room that is more cost-effective.

Your solution design would include applications that NUST should consider as part of tender specifications. For example, but not limited to:

- track user usage
- remotely configure devices
- record printer usage
- redirect jobs to the most appropriate output device
- the ability to release jobs on any internally distributed device (follow-me printing across campus)
- managing the billing and reporting process
- recording printer usage and tracking costs
- secure printing in conjunction with swipe/badge cards backed up with a PIN
- direct allocation of printing costs per cost centres
- direct allocation of printing costs per student
- wireless and web printing
- integration into the ITS system

Your solution design would include structured questions for the tender that will assist NUST in comparative vendor analysis and selection.

7. Operational Factors

Your solution design could suggest a decision-making and control process for introducing new output devices, be they multi-function printers, desktop printers or scanners.

Your solution should suggest methods to reduce the amount of paper currently used as well as reducing printing costs.

Your solution should include ways to transform the printing culture, to educate employees and encourage them to adopt more effective and environmentally friendly printing ways. More so, as part of the solution, a Printing Policy must be proposed.

8. Management Information

A long-term, mutually beneficial partnership can only be achieved when NUST and the successful contractor agree in advance on how success will be managed and measured.

- You are required to suggest key performance indicators for the successful contractor that could be included in our tender specifications.
- Suggest what management information should be provided, and when, by the successful contractor, that will enable NUST to take strategic decisions and continually drive change and continual improvement. For example, weekly reporting, strategic quarterly reviews etc.

9. Timelines

Your solution must include an indication to NUST of proposed timelines from assisting with a print policy to full roll-out of devices that could be feasible/achievable to contractors.

It is expected that consultants be involved with the MPS from the development of a print policy, up to overseeing at least the first six months or first year of the implementation of the MPS.

10. Key Performance Areas

The following will be required from the consultant:

- Provide a print policy
- Do a print assessment
- Assist with discarding existing printing assets
- Identify the hardware and software needs
- Assist with the user identification mechanism (Swipe/Badge Cards etc.)
- Draft MPS tender documents
- Draft Service Level Agreement/s (SLA's)
- Assist with the tender process
- Oversee the first six months, or first year of the implementation of the MPS
- Identify and assist with training needs
- Provide NUST with all required documentation and a fully functional MPS upon conclusion of the project

SUPPLEMENTARY INFORMATION FOR SERVICE PROVIDERS

Proposals

1. Proposals should include the following information:

(a) Technical Proposals

- i) Company Profile (clearly indicating all principals contact information and persons)
- ii) Curriculum Vitae of in-house available expertise (Consultant) **(Form F-2)**.
- iii) Detailed outline of proposed methodology on the Manage Print Solution and approach within the set timeframe.
- iv) Flow chart programming all aspects of work to be undertaken and associated deliverables (*Modus Operadi*)
- v) Man-days estimated for activities/work stages, with individual consultant rates.
- vi) Outline of the consultant team, and team member competencies and roles in the project.
- vii) An outline of recent experience on comparable projects executed during the last five years which proof successful experience in the Managed Print Services **(Form F-3)**. **(attached three (3) letters of reference)**
- viii) Any comments or suggestions of the contractor on the Terms of Reference (TOR).

(b) Financial Proposals (Form F-4)

- i. The financial proposals should be given in the form of summary of Contract estimate (Form F- 4) and must include a detailed cost analysis, including but not limited to estimated total cost and provisions for contingencies **(Form may be amended as appropriate)**.

2. The proposals shall be submitted in **one (1) original** and **three (3) copy**.

Contract Negotiations

1. The aim of the negotiations is to reach an agreement on all points with the contractor and initial a draft contract by the conclusion of negotiations. Negotiations commence with a discussion of a contractor'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 rental agreement.

BID SUBMISSION FORM

From: _____

To: _____

Request for Proposal for the provision of consultancy services for Managed Print Services to the Namibia University of Science and Technology

I/We -----herewith enclose Technical and Financial Proposals for selection as Service Provider for the Namibia University of Science and Technology.

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: _____

FORMAT OF CURRICULUM VITAE (CV) FOR SERVICE PROVIDER

Name of Service Provider: _____

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: _____

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.)

Cost Estimate of Rental

Remuneration:

Service Provider Name	Monthly Rate (in currency)	Working Months	Total Cost (in currency)
_____	_____	_____	_____
		Sub-Total	_____

CONTRACT No. _____

CONSULTANCY SERVICE CONTRACT

BETWEEN

[INSERT PUBLIC ENTITY NAME]

AND

[INSERT CONSULTANT NAME]

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THIS SERVICE CONTRACT entered into this *[date]*, between the *[insert public entity name]* [hereinafter called the "Public Entity"] and *[insert consultants name]* (hereinafter called the "Consultant").

WITNESS THAT:

WHEREAS the Public Entity has determined the need to procure the services described, implied or referred to in this Contract, subject to the terms and conditions hereinafter set forth;

WHEREAS the Consultant represents and affirms that he/she possesses the requisite experience, qualifications, capability and skill to perform the said services;

NOW THEREFORE the parties hereto have agreed as follows:

ARTICLE I

SCOPE OF SERVICES

1.1 The services to be performed by the Consultant under this Contract (hereinafter called the Services) are those described in the Terms of Reference attached hereto as **Annexure I** to the present Contract. The Terms of Reference shall form an integral part of this Contract.

ARTICLE II

COMMENCEMENT OF SERVICES AND DURATION OF CONTRACT

2.1 The Consultant shall commence the Services on *[date]* upon signature of the present Contract, and shall carry out the Services in a manner most suited to the requirements of the Contract and in accordance with the schedules and time limits established under the Terms of Reference (**Annexure I**) or indicated by the Public Entity.

2.2 The Services shall be for *[insert no of days/months/years]*, beginning on the date of commencement of the Services, and ending not later than *[insert completion date]*.

ARTICLE III
DUTIES OF THE CONSULTANT

- 3.1 The Consultant shall perform the services with all due care, diligence and efficiency, in accordance with the highest standards of professional competence, organization and responsibility, and in a manner acceptable to the Public Entity
- 3.2 The Consultant shall:
- (a) regularly report to, and obtain direction and guidance from the Public Entity on all matters arising from or relating to the present Contract;
 - (b) promptly comply with such instructions as may be issued from time to time by the Public Entity in connection with the performance of the services.
- 3.3 The Consultant shall perform the services to the satisfaction of the Public Entity in accordance with the Terms of Reference and at such intervals as the Public Entity may require.
- 3.4 The Consultant shall keep and maintain accurate and complete accounts in respect of expenditure incurred under the present Contract in such form and detail as shall be satisfactory to the Public Entity for the purposes of making payment or settlement under the Contract, where applicable.
- 3.5 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.
- 3.6 The Consultant shall seek and obtain any visas or residence permits that he/she may require to carry out the services and perform his/her obligations under the present Contract. The Public Entity shall, as necessary, assist the Consultant in obtaining such visas and/or permits.

ARTICLE IV
PAYMENT FOR THE SERVICES

- 4.1 The Public Entity shall pay to the Consultant, in respect of the services, the various amounts specified in Annex II to this Contract (hereinafter referred to as the "Contract Amount").
- 4.2 The Contract Amounts shall be paid to the Consultant in accordance with the modalities specified in Annex II to the present Contract, which forms an integral part hereof.

ARTICLE V
CONFIDENTIALITY AND OWNERSHIP OF DOCUMENTS

- 5.1 All documents, statistics, reports, data and other information provided, created, obtained or made available to the Consultant in connection with or by virtue of the present Contract, shall be treated as confidential by the Consultant, and the Consultant shall not be entitled to use or make copies of them for any purpose that is not related to the present Contract.
- 5.2 The documents, statistics, reports and data under the preceding paragraph shall, upon the completion of Services or termination of this Contract, be promptly returned to the Public Entity.
- 5.3 Any study, report or other material, graphic, software or otherwise, prepared by the Consultant for Public Entity under the Contract shall belong to and remain the property of the Public Entity. The Consultant may retain a copy of such documents and software.

ARTICLE VI
ASSIGNMENT AND SUB-CONTRACTING

- 6.1 Except with the prior written consent of the Public Entity, the Consultant shall not:
- (a) in whole or in part, assign, transfer or otherwise dispose of, his/her rights or obligations under the present Contract;
 - (b) sub-contract, or otherwise transfer responsibility for, the whole or any part of the Services.

ARTICLE VII

LIABILITY OF THE CONSULTANT

- 7.1.1 The Consultant shall abide by, and take all measures necessary to enable him/her comply with all laws and regulations in force in any place where the Services are to be wholly or partially performed.
- 7.2 The Consultant shall be fully liable for the consequences of any error or omission on his/her part or for any damage caused by negligence on his/her part in carrying out the Services or performing his/her obligations under the present Contract.

ARTICLE VIII

FORCE MAJEURE

- 8.1 Neither Party to the present Contract shall be responsible for any delay or failure to perform the obligations under the Contract if the delay or failure is attributable to force majeure.
- 8.2 In the event of *force majeure* which delays performance of the whole or any part of the present Contract for more than sixty (60) days, either Party shall have the right, by notice in writing to the other party, to terminate the Contract.
- 8.3 For purposes of this Article, an event of force majeure shall mean an unforeseen and unavoidable event beyond the reasonable control and contemplation of the party invoking the existence of such event, and which impacts directly on the discharge of the obligation under the Contract.

ARTICLE IX
TERMINATION OF CONTRACT

- 9.1 The Public Entity may, upon giving not less than *[30]* days' notice in writing to the Consultant, terminate the present Contract for cause if the Consultant has failed to perform the Services or to comply with his/her other obligations under the Contract.
- 9.2 The Public Entity may, at its option, terminate this Contract when it is in the interest of or for the convenience of the Public Entity *to do so*, provided that the Consultant shall in that event be given a notice of not less than *[30 days]* days of such termination.
- 9.3 The Consultant may terminate the present Contract if the Public Entity has, within a period of forty five (45) days after the due date, failed to pay any amount due to him/her in respect of which no dispute has arisen.
- 9.4 The Parties hereto may by mutual agreement terminate this Contract.
- 9.5 If the present Contract is terminated under this Article, the Public Entity shall be liable only for payment, in accordance with the payment provisions of the Contract, for the Services actually rendered prior to the effective date of termination, together with such other amounts incidental to the termination as may be reasonable in the circumstances.

ARTICLE X
DISPUTE SETTLEMENT

- 10.1 Any dispute arising out of or in connection with the present Contract shall, unless it is amicably settled, be decided upon by the Accounting Officer of the Public Entity who shall transmit his decision in writing to both Parties.
- 10.2 Any dispute between the Parties as to matters arising pursuant to this Contract which cannot be settled amicably within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement may be submitted by either Party for arbitration under the applicable law.

ARTICLE XI
MODIFICATION OR AMENDMENT

- 11.1 Except by mutual agreement in writing between the Parties, no change, modification or amendment shall be made to the present Contract.
- 11.2 Notwithstanding the preceding paragraph, the Public Entity may at any time order or require changes in the scope of the Services. If such changes add to or reduce the cost of the Services, the Contract Amount shall be adjusted accordingly.

ARTICLE XII
EFFECTIVE DATE

- 12.1 The present Contract shall enter into force on the date of its signature by both parties.
- 12.2 Unless terminated under Article VIII or IX above, the present Contract shall expire upon completion of the Services and the discharge of all obligations arising out of or under the Contract.

ARTICLE XIII
CHANNEL OF COMMUNICATIONS AND NOTICE

- 13.1 For the purposes of the present Contract, the authorized representative of the Public Entity shall be the Accounting Officer of the Public Entity.
- 13.2 Any communication, notification, submission, notice, demand or request under the present Contract shall be deemed to have been duly transmitted if it shall have been delivered by hand, mail, or facsimile by either party to the other at the appropriate address indicated below, or at such other address as that other party may have indicated:

FOR THE PUBLIC ENTITY

Postal Address : _____
Physical Address : _____
Facsimile : _____

FOR THE CONSULTANT

Postal Address : _____
Physical Address : _____
Facsimile : _____

ARTICLE XIV

(i) Governing Law

14.1 This Contract shall be governed by, and construed in all respects in accordance with, the Laws of the Republic of Namibia.

IN WITNESS WHEREOF the Parties hereto have caused the present Contract to be signed in their respective names in two original counterparts in English on the date first above written.

Date: _____

FOR NUST

Date: _____

FOR THE CONSULTANT

Annex 1 - Terms of Reference

Annex 2 - Contract Amount and method of payment