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Connecting Southern Africa to the rest of the World

EXPRESSION OF INTEREST (EOI) PROVISION OF INFORMATION TECHNOLOGY (IT) SERVICES

The Walvis Bay Corridor Group (WBCG) hereby invites **Expressions of Interest (EOI)** from Namibian-based, eligible, experienced, and competent Information Technology (IT) Service Providers to provide comprehensive IT services in support of our operational, administrative, and emerging digital initiatives.

1. BACKGROUND

The Walvis Bay Corridor Group (WBCG) was established in 2000 as a Public-Private Partnership (PPP) with the mandate to market and promote the Walvis Bay Corridors and facilitate trade along these routes. Its core objective is to increase cargo volumes through the Port of Walvis Bay by improving corridor efficiency, addressing bottlenecks, and enhancing regional logistics connectivity. Through collaboration with both the public and private sectors, the WBCG supports trade facilitation, regional integration, and Namibia's strategic vision of becoming a logistics hub for the Southern African Development Community (SADC).

To support its strategic objectives and ensure secure, reliable, and innovative IT systems, the WBCG intends to appoint a qualified IT Service Provider to manage its IT infrastructure.

2. OBJECTIVE

The objective of this EOI is to identify a suitably qualified IT Service Provider capable of ensuring:

- Secure and stable IT infrastructure,
- Ensure minimal systems downtime,
- Effective data management and protection, and
- Continuous improvement of digital capabilities.

3. SCOPE OF IT SERVICES

The scope of services may include, but is not limited to, the following:

3.1. IT Infrastructure & Systems

- Network, server, storage, and end-user device management
- Hardware and software installation, upgrades, and maintenance

3.2. Application & Software Services

- Maintenance and improvements of existing applications
- Development/customization of web-based or enterprise applications
- Database management and integration services

3.3. Cybersecurity & Data Management

- Security monitoring, vulnerability assessment, and data protection
- Ensure backups, disaster recovery, and business continuity support

3.4. Helpdesk & Technical Support

- Timely on-site and/or remote helpdesk services
- Incident tracking, resolution and reporting

3.5. Consultancy & Digital Transformation

- IT advisory services
- Process automation and system improvement initiatives

4. ROLES AND RESPONSIBILITIES

4.1. IT Services Provider

- Execute all activities as per the scope and SLAs
- Maintain confidentiality and data security
- Comply with applicable laws, rules and policies

4.2. WBCG

- Provide necessary access, information and coordination
- Review deliverables and monitor performance
- Facilitate approvals and decision-making

5. DELIVERABLES

The IT Services Provider shall deliver:

- Operational and maintained IT infrastructure and applications
- Periodic performance and compliance reports
- Updated documentation and SOPs
- Security and backup reports

6. ELIGIBILITY CRITERIA

Interested agencies should meet the following minimum criteria:

- Legally registered entity in Namibia
- Minimum Five (5) years of proven experience in IT services
- Experience in network security and systems administration
- Possess qualified and certified technical personnel
- Capacity to provide both remote and on-site support
- At least three (3) references from reputable organisations or current clients.

7. SUBMISSION REQUIREMENTS

Interested service providers are requested to submit the following information:

- Company profile and legal status
- Details of relevant experience and similar projects
- Technical capability and manpower strength
- Client references
- Any other relevant information supporting suitability

8. MANDATORY DOCUMENTS

Service providers are required to submit the following:

- (i) Certified copy of Certificate of registration or founding statement.
- (ii) Certified copy of shareholders' identification document;
- (iii) A valid certified copy of an affirmative action compliance certificate, or in its absence, proof from the Employment Equity Commission that a bidder is not a relevant employer, or an exemption issued in terms of section 42 of the Affirmative Action Act 1998.
- (iv) A certified copy of a valid good-standing certificate from the Social Security Commission, not older than (30) Thirty days;
- (v) A certified copy of a valid good-standing certificate from NAMRA;
- (vi) SME certificate compulsory for all entities that are SME's:
- (vii) Company profile consisting of ownership and management structure.

9. EVALUATION & SHORTLISTING

EOIs will be evaluated based on:

- Relevant experience and past performance
- Technical capability
- Organisational strength and capacity

Submission of EOI does not guarantee appointment. The WBCG reserves the right to accept or reject any or all EOIs without assigning reasons.

10. FINANCIAL PROPOSAL

As minimum, the following shall be included:

- a) Itemised/detailed service fee charges (per month/annum)
- b) Any relevant price guarantees, discounts, and or commission levels you may wish to disclose in the proposal.
- c) Your preferred method, requirements, and timeframe for billing.

11. CONFIDENTIALITY

The appointed Service Provider will be required to sign a confidentiality agreement and ensure that all the WBCG data, systems, and information remain secure and protected at all times.

12. PROPOSAL SUBMISSION

The submission must be sealed in two separate envelopes, one technical proposal and one financial proposal, clearly marked as either "Technical Proposal for IT Services for the Walvis Bay Corridor Group" and "Financial Proposal for IT Services for the Walvis Bay Corridor Group." Both envelopes must be **HAND-DELIVERED** to:

**MANAGER: FINANCE AND ADMINISTRATION
WALVIS BAY CORRIDOR GROUP
31 GENERAL MURTALA MUHAMMED AVENUE, EROS
WINDHOEK
NAMIBIA**

All correspondence should be directed to:

Ms. Tresia Mokaxwa

E-mail: tresia@wbcg.com.na

Tel: +264 61 251 669

Closing Date: Wednesday, 29 April 2026

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