

EXPRESSION OF INTEREST: NOTICE NUMBER: EOI/NCL-05/2025/26

Provision of SMS Services and SMS System for NAMCOL (36 Months)



1. BACKGROUND

The Namibian College of Open Learning (NAMCOL) is a state-owned institution mandated to provide open and distance learning opportunities to Namibians. As part of its stakeholder engagement initiatives, To enhance its digital communication infrastructure and ensure seamless learner support, the College is seeking a robust, scalable SMS system and comprehensive messaging services. This Expression of Interest (EOI) aims to identify a technically proficient partner capable of delivering reliable automated notifications and mass communication solutions for a contractual period of thirty-six (36) months.

2. PURPOSE

NAMCOL invites suitably qualified service providers to submit an Expression of Interest (EOI) for the provision of an SMS system and SMS services for a period of thirty-six (36) months.

3. SCOPE OF SERVICES

The selected service provider will be expected to:

- Provide SMS system and messaging services that enables NAMCOL to communicate efficiently with its stakeholders.
- Ensure service continuity and quality.
- Provide support and technical consulting.
- Provide training and training manual to staff.
- Provide network connectivity approach and assurance of service transmission across mobile networks.
- Create and maintain support model and escalation process channels.
- Ensure reporting capability.

4. REQUIRED DOCUMENTATION

Interested service providers must submit the following:

- Company profile and proof of registration
- Tax compliance or good standing documentation
- Social Security Good standing certificate (Valid for 30 days)
- Employment Equity Commission certificate or letter of compliance
- Bank Confirmation letter (Not older than 3 months)
- Physical address and contact details
- Proof of capacity to provide services in Namibia
- Proven track record (minimum of 3 references for similar work completed)
- Technical proposal outlining approach, methodology, and timelines
- Service providers must submit transparent pricing, clearly indicating any applicable fees and how SMS is billed
- Provide sample report formats (or screenshots, if available)
- Cost for the SMS system
- Cost for short code

5. SUBMISSION INSTRUCTIONS

All proposals should be hand-delivered in a sealed envelope clearly marked:
"EOI: Provision of SMS Services and SMS System for NAMCOL (36 Months)"

Procurement Management Unit
Namibian College of Open Learning (NAMCOL)
Private Bag 15008, Katutura
Windhoek, Namibia

The documents must be deposited in the Tender Box located at the NAMCOL Head Office, Ground Floor, on or before 19 March 2026.

6. ENQUIRIES

For more information or clarification, please contact:

6.1 Technical enquiries:

Ms. Rholene Bok
Manager: Marketing
Tel: +264 61 320 5241
Email: Bok@namcol.edu.na

Or

6.2 Administrative enquiries:

Ms. Himeezembi Katjivena
Head of Procurement Management Unit
NAMCOL, Head Office, Windhoek.
Tel: +26461 3025385
Email: himeezembi@namcol.edu.na or Procurement@namcol.edu.na

Closing Date and Time: Thursday , 19 March 2026.at 10:00 a.m.

Kind regards,

Dr Ngepathimo Kadhila
ACCOUNTING OFFICER



NAMCOL