



**Malawi Revenue Authority
Private Bag 247
Blantyre**

REQUEST FOR QUOTATIONS (FOR NON-CONSULTANCY SERVICES)

PROCUREMENT REFERENCE NUMBER: MRA/COOLING SYSTEM/08/12/2025

To: **Eligible Bidder**

Date: **8th December, 2025**

The Procuring and Disposing Entity named above invites you to submit your quotation for carrying out the whole of the services as described herein. Any resulting order shall be subject to the Government of Malawi General Conditions of Contract for Local Purchase Orders except where modified by this Request for Quotations.

SECTION A: QUOTATION REQUIREMENTS

1. Description of Services and Location

Provision of Datacentre Cooling Support Services for 3 years

- 2.** Services are to commence within: **7 days** from the date of order.
- 3.** Services are to be completed within: **36 months** from the date of commencement.
- 4.** Quotations must be valid for **60 days** from the deadline of submission.
- 5.** Quotations and supporting documents as specified in Section B must be marked with the Procurement Reference Number given above and indicate acceptance of the stated terms and conditions.
- 6.** Bid Submission Requirements
 - Detailed company profile
 - Technical proposal
 - Financial proposal including maintenance and spare parts costs
 - Proof of OEM partnership
 - CV of key technical staff
 - Completed bidding forms as per tender instructions
- 7.** Quotations, in sealed envelopes, must be deposited in the **RFQ box placed at Msonkho House 1st floor reception in Blantyre**, no later than: **10:00Hours on Friday, 12th December, 2025.**
- 8.** Quotations must be returned to the Chairperson of the IPDC:

**The Chairperson
Internal Procurement and Disposal Committee
Malawi Revenue Authority
Private Bag 247
Blantyre**

- 9.** The attached Schedule of Rates and Prices in Section C together with any Terms of Reference or other documentation mentioned in Section C and appended, detail the services to be performed. You are requested to quote by completing Sections C and D. Quotations shall cover all costs of labour, materials, equipment, overheads, profits and all associated costs for performing the services including all taxes, levies and duties. The total



cost of performing the services shall be included in the items stated and the cost of any incidental services or materials shall be deemed to be included in the prices quoted.



Your quotation is to be returned on this Form by completing and returning Sections C and D including any other information and certification as stated within this RFQ.

Signed: 

Name: **Miriam Jere**

Title/Position: **Head of Supply Chain Management**

FOR AND ON BEHALF OF THE PROCURING AND DISPOSAL ENTITY



SECTION B: QUOTATION SUBMISSION SHEET

1. Currency of Quotation:
2. Services will commence within [*insert number*] [*days/weeks/months*] from date of Purchase Order.
3. Services to be completed within [*insert number*] [*days/weeks/months*] from date of commencement.
4. Validity period of this quotation is [*insert number*] [*days/weeks/weeks*] from the deadline for submission.
5. We enclose the following documents:
 - (i) Section C of the Request for Quotations completed and signed;
 - (ii) A copy of our Business Registration Certificate
 - (iii) A copy of our current Annual Tax Clearance Certificate
 - (iv) A copy of our valid PPDA certificate
6. Bidder's Qualification Requirements
 - (v) Must be an authorized and certified Vertiv partner/reseller in Malawi.
 - (vi) Minimum Five (5) years' experience maintaining Datacentre Specialized Cooling Systems (Not Conventional AC Systems).
 - (vii) Evidence of similar assignments with at least two (2) reputable clients.
 - (viii) Availability of qualified HVAC and datacentre cooling engineers.
 - (ix) Proof of access to Vertiv spare parts supply chain.
7. We offer to supply in conformity with the Request for Quotations Documents and in accordance with the delivery schedule required in Section D: Schedule of Requirements.
8. We have examined and have no reservations to the Request for Quotations Document, including Addenda No: (*Insert Number and date*) of Addenda.
9. Our price shall be fixed for the duration of the validity period.
10. We declare that our firm, Directors and Beneficial owners do not engage in corrupt, fraudulent and/or uncompetitive practices whenever participating in procurement proceedings.

AUTHORISED BY: [*to be completed by someone who has the power of attorney for the Bidder*]

Signature _____ Name: _____
:

Position: _____ Date: _____



(DD/MM/YY)

Authorised for and on behalf of (Company name):

Company _____
:

Registered Address:

.....
.....

If any additional documentation is attached to your quotation, a signature and authorisation in Section C and Section D is still required as confirmation that the terms and conditions of this RFQ prevail over any attachment. If the Quotation is not authorised in Section C and Section D, the quotation may be rejected.



Section C: Schedule of Rates and Prices (to be priced by Bidder)

| Item No. | Description of Services (Append detailed specifications, requirements, explanations and/or Terms of Reference as necessary) | Unit of Measure | No | Unit Price Kwacha | Total Price Kwacha |
|----------|--|-----------------|----|------------------------|--------------------|
| 1 | Maintenance and Support Services for Vertiv Liebert CRV and Liebert HPM Cooling Systems | Each | 1 | | |
| | | | | Sub-Total | |
| | | | | VAT | |
| | | | | PPDA Levy (1%) | |
| | | | | Total Bid Price | |

Notes: The Procurement Levy is calculated based on Sub-total before taxes.

The following attachments are appended to clarify the Description of Services:

- (i) Detailed Schedule of Services – Terms of Reference
- (ii) Statement of Requirements (Technical Specifications) And Compliance Sheet

AUTHORISED BY:

Signature: _____ Name: _____

Position: _____ Date: _____

(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Official Date Stamp: _____



(i) Terms of Reference (TORs)

Maintenance & Support Services for Vertiv Liebert CRV and Liebert HPM Cooling Systems

1. INTRODUCTION

The Malawi Revenue Authority (MRA) operates critical ICT infrastructure hosted within its datacenter. To ensure continuous availability and optimal environmental conditions, the Authority uses Vertiv Liebert CRV InRow Cooling Systems and Vertiv Liebert HPM Energy Room Cooling Systems. To maintain system reliability and reduce risk of cooling failure, MRA intends to engage a certified local Vertiv partner to provide preventive maintenance, corrective maintenance, technical support, and supply of genuine spare parts.

2. OBJECTIVES OF THE ASSIGNMENT

The objective is to secure a certified and experienced Vertiv partner to deliver:

- Preventive and corrective maintenance services for the Vertiv CRV and HPM cooling systems.
- Emergency support and fault resolution.
- Supply and installation of authentic Vertiv spare parts and consumables.
- System performance monitoring, reporting, and optimization services.

3. SCOPE OF WORK

The successful bidder will be responsible for the following services:

3.1 Preventive Maintenance:

- Quarterly routine preventive maintenance visits.
- Cleaning of filters, coils, and internal components.
- Checking refrigerant levels and topping up where necessary.
- Inspection of sensors, cooling circuits, compressors, fans, motors, and control panels.
- Verification of system alarms, firmware, and configuration settings.

3.2 Corrective Maintenance:

- Response to faults within agreed Service Level Agreements (SLAs).
- Diagnostics, repair, or replacement of faulty components.
- Provision of genuine Vertiv spare parts.



3.3 System Monitoring and Reporting:

- Submission of quarterly performance reports.
- Recommendation of improvements or optimization measures.
- Logging all maintenance activities.

4. EQUIPMENT LIST

The services will cover the following units:

- Four (4) Liebert CRV InRow Cooling Units.
- Two (2) Liebert HPM Energy Room Cooling Systems

5. BIDDER QUALIFICATION REQUIREMENTS

- Must be an authorized and certified Vertiv partner/reseller in Malawi.
- Minimum Five (5) years' experience maintaining Datacenter Specialized Cooling Systems (Not Conventional AC Systems).
- Evidence of similar assignments with at least two (2) reputable clients.
- Availability of qualified HVAC and datacentre cooling engineers.
- Proof of access to Vertiv spare parts supply chain.

6. SERVICE LEVEL AGREEMENT REQUIREMENTS

- Response time for critical faults: ≤ 2 hours.
- Response time for non-critical faults: ≤ 8 hours.
- 24/7 phone and onsite emergency support.
- Quarterly preventive maintenance schedule.
- Replacement of faulty components within agreed timelines.

7. DELIVERABLES

- Quarterly preventive maintenance reports.
- Fault resolution reports.
- Annual performance assessment report.
- Updated inventory of cooling systems and replaced components.

8. BID SUBMISSION REQUIREMENTS

- Detailed company profile.
- Technical proposal.
- Financial proposal including maintenance and spare parts costs.



- Proof of OEM partnership.
- CVs of key technical staff.
- Completed bidding forms as per tender instructions.

9. EVALUATION CRITERIA

Bids will be evaluated based on:

- Compliance with technical specifications.
- OEM certification status.
- Experience and track record.
- Proposed SLA commitments.
- Cost competitiveness and completeness.

10. CONTRACT DURATION

The contract will be for an initial period of Three (3) year, renewable subject to performance.

11. SITE VISIT

A mandatory site visit may be scheduled to allow bidders to assess the environment and equipment.



(ii)

STATEMENT OF REQUIREMENTS (TECHNICAL SPECIFICATIONS) AND COMPLIANCE SHEET

Procurement Reference Number: MRA/COOLING SYSTEM/08/12/2025

Column b states the minimum requirement of the service(s) to be provided. Column c indicates whether the requirement is a "Mandatory" by use of the letter "M". Any requirement without an "M" in column c is considered non-mandatory and subject to a reasonable variation in specification or performance to be assessed during evaluation in accordance with Section 3.

The Bidder is to complete column d and to state whether the offered service(s) "comply" or do "not comply" giving details of the areas of non-compliance.

| Feature | Technical Specification of items required including applicable standards | Mandatory | Compliance to Requirements |
|--------------------------------|--|-----------|----------------------------|
| <i>A</i> | <i>B</i> | <i>C</i> | <i>D</i> |
| Preventive Maintenance: | <ul style="list-style-type: none"> Quarterly routine preventive maintenance visits. Cleaning of filters, coils, and internal components. Checking refrigerant levels and topping up where necessary. Inspection of sensors, cooling circuits, compressors, fans, motors, and control panels. Verification of system alarms, firmware, and configuration settings. | M | |
| Corrective Maintenance: | <ul style="list-style-type: none"> Response to faults within agreed | M | |



| Feature | Technical Specification of items required including applicable standards | Mandatory | Compliance to Requirements |
|---|---|-----------|----------------------------|
| | <p>Service Level Agreements (SLAs).</p> <ul style="list-style-type: none"> • Diagnostics, repair, or replacement of faulty components. • Provision of genuine Vertiv spare parts. | | |
| System Monitoring and Reporting: | <ul style="list-style-type: none"> • Submission of quarterly performance reports. • Recommendation of improvements or optimization measures. • Logging all maintenance activities. | M | |
| Equipment List | <p>The services will cover the following units:</p> <ul style="list-style-type: none"> • Four (4) Liebert CRV InRow Cooling Units. • Two (2) Liebert HPM Energy Room Cooling Systems | M | |
| Service Level Agreement Requirements | <ul style="list-style-type: none"> • Response time for critical faults: ≤ 2 hours. • Response time for non-critical faults: ≤ 8 hours. | M | |



| Feature | Technical Specification of items required including applicable standards | Mandatory | Compliance to Requirements |
|---------------------|--|-----------|----------------------------|
| | <ul style="list-style-type: none"> • 24/7 phone and onsite emergency support. • Quarterly preventive maintenance schedule. • Replacement of faulty components within agreed timelines. | | |
| Deliverables | <ul style="list-style-type: none"> • Quarterly preventive maintenance reports. • Fault resolution reports. • Annual performance assessment report. • Updated inventory of cooling systems and replaced components. | | |



SECTION D: Beneficial Ownership Disclosure

T1B Beneficial Ownership Disclosure Form

INSTRUCTIONS TO BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE FORM

This Beneficial Ownership Disclosure Form ("Form") is to be completed by the Bidder. In case of joint venture, the Bidder must submit a separate Form for each member. The beneficial ownership information to be submitted in this Form shall be current as of the date of its submission.

For the purposes of this Form, a Beneficial Owner of a Bidder is any natural person who ultimately owns or controls the Bidder by meeting one or more of the following conditions:

- 1. directly or indirectly holding 5% or more of the shares*
- 2. directly or indirectly holding 5% or more of the voting rights*
- 3. directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Bidder.*
- 4. directly or indirectly, has a substantial economic interest in or receives substantial economic benefit from, a company, whether acting alone or together with other persons;*
- 5. has a significant stake in a company and on whose behalf activity of a company is conducted; or*
- 6. exercises significant control or influence over a person through a formal or informal agreement, and where such ownership, control or interest is through a trust, the trustee (s), beneficiaries, or anyone who controls the trust.*

Date: **[insert date]**

Procurement Reference No.: **[insert procurement reference number]**

Page **[insert page number]** of **[insert total number of pages]** pages

To: **[insert complete name of Procuring and Disposing Entity]**

In response to your request in the Letter of Acceptance dated [insert date of letter of Acceptance] to furnish additional information on beneficial ownership: [select one option as applicable and delete the options that are not applicable]

(i) we hereby provide the following beneficial ownership information.

Details of beneficial ownership



| Identity of Beneficial Owner | Directly or indirectly holding 5% or more of the shares (Yes / No) | Directly or indirectly holding 5 % or more of the Voting Rights (Yes / No) | Directly or indirectly having the right to appoint a majority of the board of the directors or an equivalent governing body of the Bidder (Yes / No) |
|--|---|---|---|
| [include full name (last, middle, first), nationality, country of residence] | | | |

OR

(ii) We declare that there is no Beneficial Owner meeting one or more of the following conditions:

- directly or indirectly holding 5% or more of the shares
- directly or indirectly holding 5% or more of the voting rights
- directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Bidder.
- directly or indirectly, has a substantial economic interest in or receives substantial economic benefit from, a company, whether acting alone or together with other persons;
- has a significant stake in a company and on whose behalf activity of a company is conducted; or
- exercises significant control or influence over a person through a formal or informal agreement, and where such ownership, control or interest is through a trust, the trustee (s), beneficiaries, or anyone who controls the trust.

OR

(iii) We declare that we are unable to identify any Beneficial Owner meeting one or more of the following conditions. [If this option is selected, the Bidder shall provide explanation on why it is unable to identify any Beneficial Owner]

- directly or indirectly holding 5% or more of the shares



- directly or indirectly holding 5% or more of the voting rights
- directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Bidder]"
- directly or indirectly, has a substantial economic interest in or receives substantial economic benefit from, a company, whether acting alone or together with other persons;
- has a significant stake in a company and on whose behalf activity of a company is conducted; or
- exercises significant control or influence over a person through a formal or informal agreement, and where such ownership, control or interest is through a trust, the trustee (s), beneficiaries, or anyone who controls the trust.

Name of the Bidder: [insert **complete name of the Bidder**]¹

Name of the person duly authorized to sign the Bid on behalf of the Bidder: [insert **complete name of person duly authorized to sign the Bid**]²

Title of the person signing the Bid: [insert **complete title of the person signing the Bid**]

Signature of the person named above: _____

Date signed [insert **ordinal number**] day of [insert **month**], [insert **year**]

¹ In the case of the Bid submitted by a Joint Venture specify the name of the Joint Venture as Bidder. In the event that the Bidder is a joint venture, each reference to "Bidder" in the Beneficial Ownership Disclosure Form (including this Introduction thereto) shall be read to refer to the joint venture member.

² Person signing the Bid shall have the power of attorney given by the Bidder. The power of attorney shall be attached with the Bid Schedules.



SECTION E: EVALUATION OF QUOTATIONS

1. Quotations that are responsive, qualified and technically compliant will be ranked according to price.
2. Award of contract will be made to the lowest evaluated quotation by the issue of a Local Purchase Order.