

KHOMAS REGIONAL COUNCIL

Request for Sealed Quotations

[Issued in terms of section 7(1)(1) of the Public Procurement Act, 2015]

(Goods)

Description: Procurement of promotional materials for MICT- Khomas Regional Office

COMPANY NAME: _____

P.O.BOX: _____

TEL: _____ FAX: _____ EMAIL: _____

TOTAL BID AMOUNT: _____

Procurement Reference No: G/RFQ/KRC/MICT-02/2023/24

CLOSING: 15 February 2024 at 12h00



KHOMAS REGIONAL COUNCIL

Tel no (061) 2924300
Fax no (061) 220317

LETTER OF INVITATION

PO Box 3379
Windhoek

TO: All Bidders

G/RFQ/KRC/MICT-02/2023/24

15 January 2024

Dear Sir/Madam

Request for Sealed Quotations for Supply and delivery of MICT-Khomas Regional Office branded promotional materials.

The *Khomas Regional Council* invites you to submit your best quote for the services described in detail hereunder.

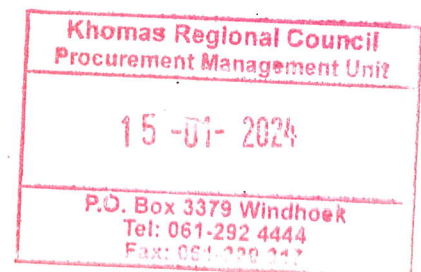
Any resulting contract shall be subject to the terms and conditions referred to in the document. Queries, if any, should be addressed to ***Ms. M. Puturi 061-283 2808.***

Please prepare and submit your quotation in accordance with the instructions given or inform the undersigned if you will not be submitting a quotation.

Yours faithfully,

Mr. P.T.N Amalwa

HEAD: PROCUREMENT MANAGEMENT UNIT



SECTION I: INSTRUCTIONS TO BIDDERS

1. Rights of Public Entity

The Ministry of Information and Communication Technology reserves the right:

- (a) to split the contract as per the lowest evaluated cost per item, or
- (b) to accept or reject any quotation; and
- (c) to cancel the quotation process and reject all quotations at any time prior to contract award.

2. Preparation of Quotations

You are requested to quote for the items mentioned in Section III by completing, signing and returning:

- (a) the Quotation Letter in Section II with its annex for *Bid Security/Bid Securing Declaration MICT to select as appropriate*;
- (b) The List of Goods and Price Schedule Section III;
- (c) The Specifications and Compliance Sheet in Section V; and
- (d) Any other attachment deemed appropriate.
- (e) All pages and correction made must be initialled and every blank (provided) space must be completed.

You are advised to carefully read the complete Request for Sealed Quotations document, including the Special Conditions of Contract in Section VII, before preparing your quotation. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction. The use of correctional fluid is strictly prohibited.

3. Validity of Quotations

The Quotation validity period shall be **60** days from the date of submission deadline.

4. Eligibility Criteria

To be eligible to participate in this Quotation exercise, you should:

- (a) have a valid company Registration Certificate.
- (b) have an original valid or certified copy good Standing Tax Certificate.
- (c) have an original valid or certified copy good Standing Social Security Certificate.
- (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) Submit signed Bid-securing Declaration.
- (f) An undertaking on the part of the Bidder that the salaries and wages payable to its personnel in respect of this proposal are compliant to the relevant laws, Remuneration Order, and Award, where applicable and that it will abide to sub-clause 4.6 of the General conditions of Contract if it is awarded the contract or part thereof; and;

5. Delivery

Delivery shall be ***within twenty one (21) days*** after acceptance/issue of Purchase Order. Deviation in delivery period shall be considered if such deviation is reasonable

The following tests and inspections will be conducted on the goods at delivery:

[Check if it is the correct delivery as specified on the request for quotation

If delivery is on time.

If delivery note is attached.

6. Sealing and Marking of Quotations

Quotations should be sealed in a single envelope, clearly marked with the **Procurement Reference Number**, addressed to the Public Entity with the Bidder's name and contact information at the back of the envelope.

7. Submission of Quotations

Quotations should be deposited in the Quotation/Bid Box located at **Khomas Regional Council** not later than **15 February 2024 at 12h00**. Quotations by post or hand delivered should reach by the same date and time at latest. Late quotations will be rejected.

Quotations received by e-mail will not be considered.

8. Opening of Quotations

Quotations will be opened internally by the Public Entity immediately after the closing time referred to in instruction 8 above. A record of the Quotation Opening stating the name of the bidders, the amount quoted, the presence or absence of a Bid Security/Bid Securing Declaration, will be posted on the website of the Public Entity and available to any bidder on request within three working days of the Opening.

9. Evaluation of Quotations

The Public Entity shall have the right to request for clarifications in writing during evaluation. Offers that are substantially responsive shall be compared on the basis of price or ownership cost, subject to Margin of Preference where applicable, to determine the lowest evaluated quotation.

10. Technical Compliance

Bidders shall submit along with their quotations documents, catalogues and any other literature to substantiate compliance with the required specifications and to qualify deviations if any with respect to Public Entity's requirements.

The Specifications, Performance Requirements and Compliance Sheet details the minimum specifications of the goods/items to be supplied. The specifications have to be met but no credit will be given for exceeding the specifications.

11. Prices and Currency of Payment

Prices shall remain fixed for the duration of the period and quoted in Namibian Dollars (N\$). The Ministry shall not consider price increases due to exchange rates; therefore bidders are advised to make their own projections.

Prices shall be fixed in Namibian Dollars.

12. Award of Contract

The Bidder having submitted the lowest evaluated responsive quotation and qualified to supply the goods/items and related services shall be selected for award of contract. Award of contract shall be by issue of a Purchase Order/Letter of Acceptance in accordance with terms and conditions contained in Section VI: Contract Agreement and General Conditions of Contract.

13. Performance Security

N/A

14. Notification of Award and Debriefing

The Public Entity shall after award of contract promptly inform all unsuccessful bidders in writing of the name and address of the successful bidder and the contract amount and post a notice of award on its website within seven (7) days. Furthermore, the Public Entity shall attend to all requests for debriefing made in writing within seven (7) days of the unsuccessful bidders being informed of the award.

SECTION II: QUOTATION LETTER

(to be completed by Bidders)

*[Complete this form with all the requested details and submit it as the first page of your quotation with the Price list and documents requested above. A signature and authorisation on this form will confirm that the terms and conditions of the RFQ prevail over any attachments. **If your quotation is not authorised, it will be rejected.**]*

Quotation addressed to:	Khomas Regional Council
Procurement Reference Number:	G/RFQ/KRC/MICT-02/2023/24
Subject matter of Procurement:	REQUEST FOR SEALED QUOTATION FOR THE SUPPLY AND DELIVERY OF MICT-KHOMAS REGIONAL OFFICE BRAND ED PROMOTIONAL MATERIALS.

We offer to supply the items listed in the attached List of Goods and Price Schedule as per the defined specifications, *except for the qualified deviations [Bidder may delete this phrase in case of no deviation]* and, in accordance with the terms and conditions stated in your Request for Quotations referenced above.

We confirm that we are eligible to participate in this Quotation exercise and meet the eligibility criteria specified in Section 1: Instruction to Bidders.

We undertake to abide ethical conduct during the procurement process and the execution of any resulting contract.

We have read and understood the content of the *Bid Security / Bid Securing Declaration (BSD)* attached hereto and subscribe fully to the terms and conditions contained therein. We further understand that this subscription could lead to *[forfeiture of the security amount / disqualification on the grounds mentioned in the BD]*.

The validity period of the Quotation is _____ days *[insert number of days]* from the date of the bid submission deadline.

We confirm that the prices quoted in the List of Goods and Price Schedule are fixed and firm and will not be subject to revision or variation, if we are awarded the contract **prior to the expiry** date of the quotation validity.

The delivery period offered from the date of issue of Purchaser Order/ Letter of Acceptance is as shown in the List of Goods items and Price Schedule.

Quotation Authorised by:

Name of Bidder		Company's Address and seal	
Contact Person			
Name of Person Authorising the Quotation:		Position:	Signature:
Date		Phone No./Fax	

Appendix to Quotation Letter

BID SECURING DECLARATION

(Section 45 of Act)

(Regulation 37(1)(b) and 37(5))

Date:

Procurement Ref No.: G/RFQ/KRC/MICT-02/2023/24

To: Khomas Regional Council

I/We* understand that in terms of section 45 of the Act a public entity must include in the bidding document the requirement for a declaration as an alternative form of bid security.

I/We* accept that under section 45 of the Act, I/we* may be suspended or disqualified in the event of

- (a) **a modification or withdrawal of a bid after the deadline for submission of bids during the period of validity.**
- (b) **refusal by a bidder to accept a correction of an error appearing on the face of a bid;**
- (c) **failure to sign a procurement contract in accordance with the terms and conditions set forth in the bidding document, should I/We* be successful bidder; or**
- (d) **failure to provide security for the performance of the procurement contract if required to do so by the bidding document.**

I/We* understand this bid securing declaration ceases to be valid if I am/We are* not the successful Bidder

Signed:
[insert signature of person whose name and capacity are shown]

Capacity of:
[indicate legal capacity of person(s) signing the Bid Securing Declaration]

Name:
[insert complete name of person signing the Bid Securing Declaration]

Duly authorized to sign the bid for and on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____, _____
[insert date of signing]

Corporate Seal (where appropriate)

[Note*: In case of a joint venture, the bid securing declaration must be in the name of all partners to the joint venture that submits the bid.]

***delete if not applicable / appropriate**



Republic Of Namibia

Ministry of Labour, Industrial Relations and Employment Creation

Witten undertaking in terms of section 138 of the Labour Act, 2015 and section 50(2)(D) of the Public Procurement Act, 2015

1. EMPLOYERS DETAILS

Company Trade Name:.....

Registration Number :.....

Vat Number:

Industry/Sector:

Place of Business:.....

Physical Address:.....

Tell No.:.....

Fax No.:.....

Email Address:.....

Postal Address:.....

Full name of Owner/Accounting Officer:.....

.....

Email Address:.....

2. PROCUREMENT DETAILS

Procurement Reference No.:.....

Procurement Description:

.....

.....

Anticipated Contract Duration:

Location where work will be done, good/services will be delivered:

.....

3. UNDERTAKING

I *[insert full name]*, owner/representative

of*[insert full name of company]*

hereby undertake in writing that my company will at all relevant times comply fully with the relevant provisions of the Labour Act and the Terms and Conditions of Collective Agreements as applicable.

I am fully aware that failure to abide to such shall lead to the action as stipulated in section 138 of the labour Act, 2007, which include but not limited to the cancellation of the contract/licence/grant/permit or concession.

Signature:

Date:

Seal:.....

Please take note:

1. *A labour inspector may conduct unannounced inspections to assess the level of compliance*
2. *This undertaking must be displayed at the workplace where it will be readily accessible and visible by the employees rendering service(s) in relations to the goods and services being procured under this contract.*

	easy setup. accessories: 4 x ground spikes: steel legend range								
3.	<p>MICT-Khomas Regional Office Branded Gazebo- ovation</p> <ul style="list-style-type: none"> -6m x 3m Deluxe Aluminium frame -Aluminium/steel frame - Ropes, pegs and carry bag included, - Water-resistant canvas material - Artwork to be provided 	4	each						
4.	<p>MICT-Khomas Regional Office Branded Tablecloths Spandex stretch slip-over 1.83 x 0.76 x .75m.</p> <ul style="list-style-type: none"> - To fit standard trestle table, - Fitted tablecloth, durable, lightweight, washable and hemmed. 	4	each						
5.	<p>MICT-Khomas Regional Office Branded Curved Banner Wall</p> <ul style="list-style-type: none"> - 2.85m x 2.25m - Aluminium frame, - Durable polyester display fabric - Carry bag included 	1	each						
6.	<p>MICT-Khomas Regional Office Branded Corporate short-sleeve shirts</p> <ul style="list-style-type: none"> - Coat of Arms-Embroidered with MICT- Khomas Regional Office under the logo on the left pocket. - 100% Cotton fabric - Sizes: 4 Medium, 3 Large, 1 XXXLarge - Colours: Black and Red 	8	each						
7.	<p>MICT-Khomas Regional Office Branded Golf shirts</p> <ul style="list-style-type: none"> - Features: Weight 165g/m2 	8	each						

	<ul style="list-style-type: none"> - 100% Cotton fabric - Single jersey knit - Knitted collar - Three button placket - Short- sleeved - Unisex - Assorted colours in the Namibian flag - Sizes: 4 x Medium, 3 x Large and 1 x XXXL 								
8.	<p>MICT-Khomas Regional Office Branded Umbrellas</p> <ul style="list-style-type: none"> - Colours: Red, Green and Blue 	15	each						
9.	<p>MICT-Khomas Regional Office Branded Backpacks</p> <ul style="list-style-type: none"> - Main zippered compartment, - Front zippered compartment with organizer and cell phone pouch. - Two side mesh pockets - Carry handle - Padded back - Padded, adjustable shoulder straps 	10	each						
10.	<p>MICT-Khomas Regional Office Branded Handy-man Dust coats</p> <ul style="list-style-type: none"> - Coat of Arms logo embroidered on the breast pocket with “MICT” Khomas Regional Office Text embroidered underneath the logo - Embroidered with the text, “CREW” at the back in the middle - Sizes: Medium and Large - Closures: Button front - Pockets: Breast pocket with pen division. Large front pockets - Wide back yoke for extra comfort - Back slit for easy movement. - Long-sleeve - ¾ Length 	2	each						

	<ul style="list-style-type: none"> - Double stitched stress seams. Bar tacked at stress points for extra strength. - Colour: Black 								
11.	<p>Headphones -</p> <ul style="list-style-type: none"> - compatible with all audio devices - 3.5mm audio jack folding headband with deluxe - padded on-ear headphones - includes microfiber pouch: 21 (l) x 15 (w) 	30	each						
12.	Earphones	30	each						
13.	<p>MICT-KRO Branded Backpack cooler</p> <ul style="list-style-type: none"> - 1 zippered front pocket - zippered main compartment - padded adjustable shoulder straps - padded back - adjustable carry handle 	10	each						
14.	Car chargers	30	each						
15.	<p>MICT-KRO Branded Double-wall Tumblers 350ml</p> <p>Digitally printed</p> <ul style="list-style-type: none"> - stainless steel, -Double-wall vacuum – - bpa free -to keep liquids hot or cold - secure push-on lid. 	30	each						
16.	<p>MICT-KRO Branded Unisex round neck T-shirts</p> <ul style="list-style-type: none"> - Features: 160g/m2 100% cotton, single jersey knit, ribbed crew knit, short-sleeved - Unisex - Colours: Red, Blue, Yellow and Green - Coat of Arms tubitherm heat pressed on the right chest side area with MICT-Khomas Regional Office text tubitherm heat pressed underneath the coat of arms logo. - Size: small, medium, large, Xlarge, XXLlarge 	50	each						

17.	MICT-Khomas Regional Office Branded Wireless optical mouse and pad	40	each						
-----	--	----	------	--	--	--	--	--	--

<p>Companies should bring samples along for evaluation purposes.</p>									
COMPANY NAME:			POSITION:			SIGNATURE			DATE
NAME OF BIDDER:			ADDRESS:						

SECTION IV: SPECIFICATIONS AND PERFORMANCE REQUIREMENTS

[the Public Entity shall use this section to specify its Technical Requirements for the goods items, Inspection and examination, and the scope of Related Services, as applicable.]

SECTION V: SPECIFICATIONS AND COMPLIANCE SHEET

Procurement Reference Number: _____

Item No	Technical Specification Required	Compliance of Specification Offered	Details of Non-Compliance/ Deviation (if applicable)
A*	B*	C	D
1	MICT-Khomas Regional Office Branded Folding Camping Chair outdoors max weight-bearing capacity: 150kg umbrella brackets mesh cup holder 190t carry pouch		
2	MICT-Khomas Regional Office Branded Pop-up Banners sublimated pop-up banner 2m x 1m 1 x frame: fibre rod assembled size: 2 x 1 x 0.4m bag: polyester oxford size: 85cm dia twist and fold to fit into bag 2 x pop-up skins included polyester display fabric visual size: 1.98 x 0.9m crease resistant, lightweight, easy setup. accessories: 4 x ground spikes: steel legend range.		
3.	MICT-Khomas Regional Office Branded Gazebo- ovation -6m x 3m Deluxe Aluminium frame -Aluminium/steel frame - Ropes, pegs and carry bag included, - Water-resistant canvas material - Artwork to be provided		

Item No	Technical Specification Required	Compliance of Specification Offered	Details of Non-Compliance/ Deviation (if applicable)
A*	B*	C	D
4.	MICT-Khomas Regional Office Branded Tablecloths Spandex stretch slip-over 1.83 x 0.76 x .75m. <ul style="list-style-type: none"> - To fit standard trestle table, Fitted tablecloth, durable, lightweight, washable, and hemmed.		
5.	MICT-Khomas Regional Office Branded Curved Banner Wall <ul style="list-style-type: none"> - 2.85m x 2.25m - Aluminium frame, - Durable polyester display fabric - Carry bag included 		
6.	MICT-Khomas Regional Office Branded Corporate short-sleeve shirts <ul style="list-style-type: none"> - Coat of Arms-Embroidered with MICT-Khomas Regional Office under the logo on the left pocket. - 100% Cotton fabric - Sizes: 4 Medium, 3 Large, 1 XXXLarge - Colours: Black and Red 		
7.	MICT-Khomas Regional Office Branded Golf shirts <ul style="list-style-type: none"> - Features: Weight 165g/m² - 100% Cotton fabric - Single jersey knit - Knitted collar - Three button placket - Short- sleeved - Unisex - Assorted colours in the Namibian flag - Sizes: Medium, Large and XXXL 		
8.	MICT-Khomas Regional Office Branded Umbrellas <ul style="list-style-type: none"> - Colours: Red, Green and Blue 		
9.	MICT-Khomas Regional Office Branded Backpacks <ul style="list-style-type: none"> - Main zippered compartment, - Front zippered compartment with organizer and cell phone pouch. - Two side mesh pockets 		

Item No	Technical Specification Required	Compliance of Specification Offered	Details of Non-Compliance/ Deviation (if applicable)
A*	B*	C	D
	<ul style="list-style-type: none"> - Carry handle - Padded back - Padded, adjustable shoulder straps 		
10.	<p>MICT-Khomas Regional Office Branded Handy-man Dust coats</p> <ul style="list-style-type: none"> - Coat of Arms logo embroidered on the breast pocket with “MICT” Khomas Regional Office Text embroidered underneath the logo - Embroidered with the text, “CREW” at the back in the middle - Sizes: Medium and Large - Closures: Button front - Pockets: Breast pocket with pen division. Large front pockets - Wide back yoke for extra comfort - Back slit for easy movement. - Long-sleeve - ¾ Length - Double stitched stress seams. Bar tacked at stress points for extra strength. - Colour: Black 		
11.	<p>Headphones -</p> <ul style="list-style-type: none"> - compatible with all audio devices - 3.5mm audio jack folding headband with deluxe - padded on-ear headphones - includes microfiber pouch: 21 (l) x 15 (w) 		
12.			
13.	<p>MICT-KRO Branded Backpack cooler</p> <ul style="list-style-type: none"> - 1 zippered front pocket - zippered main compartment - padded adjustable shoulder straps - padded back - adjustable carry handle 		

Item No	Technical Specification Required	Compliance of Specification Offered	Details of Non-Compliance/ Deviation (if applicable)
A*	B*	C	D
14.			
15.	MICT-KRO Branded Double-wall Tumblers 350ml Digitally printed - stainless steel, -Double-wall vacuum – - bpa free -to keep liquids hot or cold - secure push-on lid.		
16.	MICT-KRO Branded Unisex round neck T-shirts - Features: 160g/m2 100% cotton, single jersey knit, ribbed crew knit, short-sleeved - Unisex - Colours: Red, Blue, Yellow and Green - Coat of Arms tubitherm heat pressed on the right chest side area with MICT-Khomas Regional Office text tubitherm heat pressed underneath the coat of arms logo. - Size: small, medium, large, Xlarge, XXLarge		

[Bidders should complete columns C and D with the specification of the goods offered. Also state “comply” or “not comply” and give details of any non-compliance/deviation to the specification required. Attach detailed technical literature if required. Authorise the specification offered in the signature block below.]

Specifications and Compliance Sheet Authorised By:

Name:		Signature:	
Position:		Date:	
Authorised for and on behalf of:		Company	

**SECTION VI: GENERAL CONDITIONS OF CONTRACT AND
CONTRACT AGREEMENT**

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) for the Procurement of Goods - Ref. **G/RFQ-GCC** on the website of the Public Entity (*insert website address*) except where modified by the Special Conditions below.

SECTION VI: CONTRACT AGREEMENT

Any resulting contract shall be placed by means of a Purchase Order/Letter of Acceptance and shall be subject to the General Conditions of Contract (GCC) for the Procurement of Goods except where modified by the Special Conditions below.

SECTION VIII: SPECIAL CONDITIONS OF CONTRACT

Procurement Reference Number: _____

The clause numbers given in the first column correspond to the relevant clause number of the GCC. *[This section is to be customised by the Public Entity to suit the requirements of the specific procurement].*

Subject and GCC clause reference	Special Conditions
Purchaser GCC 1.1(h)	The purchaser is: <i>Ministry of Information and Communication Technology</i>
Site GCC 1.1(m)	The Site/destination for delivery of the Goods is MICT Khomas Regional Office, 6 Johann Albrecht Street Windhoek-West.
Incoterms Edition GCC 4.2(b)	Incoterms shall be governed by the rules prescribed in Incoterms 2010.
Notices GCC 8.1	Any notice shall be sent to the following addresses: For the <i>Ministry of Information and Communication Technology – Khomas Regional Office</i> , the address and the contact name shall be: Maria Puturi: 061-2832808 For the Supplier, the address and contact name shall be: _____
Delivery and Documents GCC 13.1	The Goods are to be delivered within 10 days from the date of Purchase Order or Letter of Acceptance. The documents to be furnished by the Supplier are: (a) signed delivery note. (b) Invoice for payment

Subject and GCC clause reference	Special Conditions
Terms of Payment GCC 16.1	The structure of payments shall be: full payment following delivery of the Supplies and submission of an invoice and the documents listed in clause 13.1
Terms of Payment GCC 16.3	Payments shall be made not later than thirty days after submission of an invoice and its certification by the Purchaser.
Payment Period GCC 16.5	<p>The method and conditions of payments to be made to the Supplier under this Contract shall be as follows:</p> <p>i) On Acceptance: The Contract Price of goods received shall be paid no later than thirty (30) days of receipt of the Goods upon submission of an invoice (showing Purchaser's name; the Procurement Reference number, description of payment and total amount, signed in original, stamped or sealed with the company stamp/seal) supported by the Acceptance Certificate issued by the Purchaser.</p> <p>ii) An interest rate of <i>[insert percentage]</i> is payable to the supplier by the purchaser for each day payment is delayed until payment has been made in full.</p>
Performance Security GCC 18.1	N/A
Packing GCC 23.2	N/A
Insurance GCC 24.1	N/A
Transportation GCC 25	The Goods shall be delivered: <i>MICT-Khomas Regional Office, 56 Johann Albrecht Street, Windhoek-West.</i>
Location of Inspection and Tests GCC 26.2	The inspections and tests shall be conducted at: <i>MICT- Khomas Regional Office</i>
Liquidated Damages GCC 27.1	N/A
Warranty GCC 28.3	N/A

SCHEDULE 3: QUOTATION CHECKLIST SCHEDULE

REQUEST FOR SEALED QUOTATION FOR THE SUPPLY AND DELIVERY OF MICT-KHOMAS REGIONAL OFFICE BRAND ED PROMOTIONAL MATERIALS.

Procurement Reference No.:

Description	Attached	Not Attached
Quotation Letter		
Valid company Registration Certificate		
original valid or certified copy good Standing Tax Certificate		
original valid or certified copy good Standing Social Security Certificate		
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;		
Submit signed Bid-securing Declaration		
An undertaking on the part of the Bidder that the salaries and wages payable to its personnel in respect of this proposal are compliant to the relevant laws		
List of Goods and Price Schedule		
Specification and Compliance Sheet		
Bid Securing Declaration		
Evidences for conformity of Goods		
Samples		

Disclaimer: *The list defined above is meant to assist the Bidder in submitting the relevant documents and shall not be a ground for the bidder to justify its non-submission of major documents for its quotation to be responsive. The onus remains on the Bidder to ascertain that it has submitted all the documents that have been requested and are needed for its submission to be complete and responsive.*