

CONSTRUCTION NEWS

NCC provincial inspection tours reveal very worrying findings

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• **NCC: Aims and Objectives**

- To unify the construction Industry, to promote its well being, to strive to create a profitable environment for its constituents, and to establish a united national platform encompassing formal and informal sectors of the industry and its professions
- To contribute to the reconstruction, rehabilitation and development of Zambia and the uplifting of all its people
- To promote and advance the status and public recognition of NCC, its members and the construction industry
- To promote encourage, support or oppose any legislation or other measures affecting the industry
- To address macro issues affecting the industry
- To co-ordinate, improve and facilitate the accessibility of training
- To strive, achieve, monitor and maintain the highest possible standards in the construction industry
- To add and amend these objects from time to time as decided upon by the National Council



Rural infrastructure development under severe contractual and supervising problems

As part of its mandate to regulate and promote the Zambian construction industry, the National Council for Construction (NCC) conducts provincial project inspections and provincial training programme tours to all the 9 provinces of Zambia.

Regionalism: It is always interesting to see periphery regions accusing those from the centre of taking their jobs. For example, it is very common of the provinces to always accuse Lusaka and Copperbelt contractors of taking away their jobs. When one goes to the districts, the story is equally the same, except

that this time they accuse the provincial centre contractors of taking away their jobs. The question to be asked is, "how do contractors from far way manage to win jobs, against local contractors, who ideally should know the local terrain much better and should have very low mobilisation and demobilisation costs? Clearly, something is not right in the above situations and this is the question the NCC is now trying to answer. What was most apparent, however, in our subsequent meetings and workshops was the fact that most emerging/small-scale contractors did

not adequately understand the science/art of pricing, bidding and tendering. The above scenario would explain the high failure rate of our local and emerging contractors to win most local jobs, despite having the practical skills to undertake most of these local jobs. Most of the local and emerging contractors lack the managerial and technical skills required to effectively compete: price and tender for construction works. Accusations of centralisation, regionalism or even tribalism are therefore invalid, suffice to mention that we did however, **Turn to page two**

NCC provincial inspection tours reveal very worrying findings

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-find legitimate complaints of most district communities being sidelined in most on-going works contracts being carried out in their localities by Central Government Agencies, contrary to the approved Decentralisation Policy. For example, in one District in the Eastern province, we found a ZNS bulldozer working on a stretch of road, without any knowledge of the District Authorities. The District Authority in question had no idea of the source of funding, the project cost, scope of works and all the other relevant details. The above scenario was common in almost all the districts that we visited, prompting some district authorities to ask what roles they were expected to play in this infrastructure rehabilitation process.

Compliance levels and adherence to existing infrastructure related legislation: If there is one area where our local authorities have completely failed to deliver, it is in the area of enforcing planning and construction rules and regulations. In all fairness, the degree of failure varies from one Council to another. Local authorities such as those of Solwezi and Lusaka will definitely rank as the worst relaxed when it comes to enforcing planning and construction related legislation. For Solwezi being an upcoming City and with the massive developments currently taking place, it is already showing. A visitor to

Solwezi would be excused for thinking that the Council had embarked on a deliberate planning exercise to build the first and one biggest shanty town in Zambia. The on-goings on the infrastructure front can not definitely go on unabated in Solwezi. The Council (Solwezi) needs to be assisted and assisted now to urgently arrest the current unplanned infrastructure development taking place in its locality.

Central Government is another worse offender in breaking our various works contractual procedures, especially in the provinces and districts. In this regard, the Ministries of Education and Health are the worst offenders. By and large, we found that these two Ministries tend to engage their own building consultants and contractors without going through the Director of Buildings at the Ministry of Works and Supply Headquarters in Lusaka nor through the Provincial Building Engineers as per current Government regulations. In some cases, these two Ministries have employed their own Architects, Engineers and Surveyors, but in some cases they engage questionable "consultants" and contractors, without following laid down Government procurement procedures. It is no wonder that there are a number of "run away contractors" or unfinished structures in the districts and provinces. In one such case, we found one individual appointed to design a Government office building,

without any architectural training and the contractor appointed to subsequently execute the works was just an individual, let alone not registered with the National Council for Construction. The Provincial Building Engineer in the Ministry of Works and Supply was completely in the dark concerning this project, and yet this office was just a few meters away. Efforts to get copies of the tender documents with respect to this project proved futile in the province, thus we are now pursuing this case with the Ministry concerned in Lusaka with a view to establishing whether this is a case of professional negligence or straight forward fraud. Unfortunately, there are quite a number of such similar nature in the undertaking of public infrastructure.

It is not only in the public sector where we found compliance levels to be very low. The private sector has its own share of low compliance levels. For instance, our tour to the North-Western and Copperbelt Provinces proved that the new Mine owners and other foreign investors in these two provinces are still very slow in responding to our prevailing national rules and regulations. In consideration of the fact that the NCC has in the past put up public notices and made individual site tours to the specific premises of these companies warning the general public of the provisions of the NCC, it was decided that this time around the offenders should be taken to court. Some of the companies have, how-

*"There are no victories at bargain prices".
Dwight D. Eisenhower*

NCC provincial inspection tours reveal very worrying findings

"I recently read that love is entirely a matter of chemistry.

That must be why my wife treats me like toxic waste".

David Bissonette

-ever already paid the statutory K18m fine and thus asked to regularise their construction procurement and operations. The construction companies that were found to have been carrying out construction works have equally been fined, of these offending construction companies all have already paid the K18m fines. The respective offending construction firms were further asked to regularise their construction business and severely warned that should they be found contravening the same provisions of the NCC Act in future they will not only be fined but that the NCC will also seek the courts authority to set a jail sentence as provided for under the NCC Act No. 13 of 2003.

In Lusaka, Shop owners in Central Business District and those in and around Kamwala second class trading areas were topping the NCC offender's list in not following the provisions of the NCC Act, with respect to not engaging NCC registered contractors. In all fairness, the provincial inspection exercise is not yet completed for Lusaka province. What has been equally interesting about the Lusaka provincial inspection tours is that despite protestations from a number of concerned citizens about the ugly buildings in Lusaka, almost all construction sites had "valid" planning and building permits from the relevant Lusaka City Council

Departments.

We are aware through official correspondence, however, that the Zambia Institute of Architects (ZIA) one of our affiliate member professional bodies have obtained a High Court injunction, restraining all local Authorities in the country from allowing building over 120 square metres from being designed and being supervised by unregistered Architects.

Architects on the Copperbelt, in particular those in Ndola have even gone further to form a Watchdog Committee to monitor the local authorities compliance levels. Preliminary results, however, indicate that local authorities have not totally embraced the directions of the aforementioned ZIA High Court Injunction. What was even more worrying was the revelation that some local authority members of staff in the Engineering and Planning Departments were at the same time moonlighting as construction consultants to the general public. If indeed this practice is common, then this practice has greatly compromised the partiality of the councils building inspectors to professionally execute their duties.

The above notwithstanding, it will be very naive to seriously expect local authority workers to effectively carry out their duties given their existing poor conditions of service and concomitant very low wages and salaries. Consequently, the rate of turn over for young and recent graduates that join

these local authorities is very high, that one wonders how councils manage to keep truck with continuity issues in its day-to-day administration.

What is very clear is the fact that our local authorities are in very serious financial problems, thus merely condemning them will not help matters. What is required is practical and sustainable help to our local authorities. For its share, the NCC construction School with financial support from TEVETA, will be conducting three weeks practical and theoretical Building Inspection related (refresher) courses for our local authority staff in September 2006. The aim of these courses will obviously be to build capacity among our local authority Planning and Engineering staff, some of whom were merely promoted to these positions, but without the prerequisite training.

The NCC/TEVETA run Building Inspectors courses proposes to fill this skills gap among our existing building inspectors, and for those with the prerequisite building inspection knowledge, to update them with current and prevailing skills base in this field of knowledge. To that end, the NCC/TEVETA partnership will further be seeking the additional collaboration of our local construction consultants and local authorities themselves to supplement our skills base in the syllabus preparations. Indeed the provincial inspections tours act as technical audits of the Zambian construction industry.

Tender Notices

MINISTRY OF EDUCATION

INVITATION TO TENDER

TENDER NO. MOED/SP/INFRA/W/01/06 FOR CONSTRUCTION OF ADMINISTRATION BLOCK, FOUR STAFF HOUSES, FOUR DORMITORY BLOCKS, TWO ABLUTION BLOCKS & ANCILLARY WORKS AT KAFUSHI HIGH SCHOOL IN CHIBOMBO – CENTRAL PROVINCE

The Ministry of Education has received funds from Cooperating Partners for the implementation of the Education Sector Plan. It is intended that some of these funds be used for construction of Administration Block, Four Staff Houses, Four Dormitory Blocks, Two Ablution Blocks and Ancillary works at Kafushi High School in Chibombo - Central Province for which this invitation for bids is issued.

The Ministry of Education now invites interested contractors for the construction of Administration Blocks, Four Staff Houses, Four Dormitory Blocks, Two Ablution Blocks and Ancillary works at Kafushi High School in Chibombo – Central Province.

Eligible bidders may obtain the tender document upon payment of a non-refundable fee of **K400,000.00** or its equivalent in any convertible currency at the prevailing exchange rate in cash or bank certified cheque. The bidding documents may be collected from the Ministry of Education Headquarters, Room GO13, Chimanga Road, P.O. Box 50093, Lusaka Zambia

The telephone/telefax number is 260-1-251318. **HOWEVER TELEFAX OFFERS SHALL NOT BE ACCEPTED.**

The bids must be accompanied by a bid security of not less than 2% of the bid sum. The bid security shall be signed and sealed by the Guarantor(s).

The bids should be deposited in the tender box located in the Boardroom on the 2nd Floor, Ministry of Education Headquarters, Chimanga Road, Lusaka, Zambia.

The closing date for receipt of bids is Friday, 4th August, 2006 at 14:00 hours local time and any bids received after the time stipulated will not be accepted. The bids shall be opened soon after closing in the Boardroom of the Ministry of Education Headquarters in the presence of bidders or their representatives who choose to attend.

S.D. Chibuye
HEAD – MEDPSU

*"I don't worry about terrorism. I was married for two years."
Sam Kinison*

Tender Notices

REPUBLIC OF ZAMBIA
LUAPULA PROVINCE TENDER COMMITTEE
INVITATION TO TENDER

**TENDER FOR THE MAINTENANCE OF MU'NGANGA – KAWAMBWA
ROAD IN
LUAPULA PROVINCE – ROAD DEVELOPMENT AGENCY**

The Road Development Agency intends to carry out maintenance of Mu'nganga–Kawambwa Road (94Km) under the 2006 Rural Development and Rehabilitation Programme Funds.

The Luapula Province Tender Committee, on behalf of the Road Development Agency now invites sealed bids from eligible bidders. The scope of work in this contract includes, but is not limited to the following:

- reshaping;
- Spot-Regravelling;

The tender is open to firms that are registered in Zambia and registered as contractors of road works with the National Council for Construction (NCC) of the Road Development Agency in **Category Grade 5 up to 1**, of which proof should be shown.

Eligible bidders may obtain the tender document upon payment of a non-refundable fee of **K200,000.00** or its equivalent in any convertible currency at the prevailing exchange rate in cash or bank certified cheque. The bidding documents may be collected from the office of the Procurement and Supplies Unit, Box 710065, Mansa.

The telephone number is 02-821761 and the telefax number is 02-821761. **HOWEVER TELEFAX OFFERS SHALL NOT BE ACCEPTED.**

The bids must be accompanied by a bid security of not less than 2% of the bid sum. The bid security shall be signed and sealed by the Guarantor(s).

The bids should be deposited in the tender box of the office of the Permanent Secretary at the Provincial Administration offices, Mansa, Luapula Province.

The closing date for the receipt of bids is **Friday, 11th August 2006 at 14:00 hours local time** and any bids received after the time stipulated will not be accepted. The bids shall be opened soon after closing in the conference room of the office of the Permanent Secretary at the Provincial Administration offices, Mansa, Luapula Province in the presence of bidders or their representatives who choose to attend. **LATE BIDS WILL NOT BE ACCEPTED.**

Howard Katongo
Head – Procurement and Supplies Unit
For / Permanent Secretary
Luapula Province.

*“Two secrets to keep
your marriage brimming*

- 1. Whenever you're
wrong, admit it,*
- 2. Whenever you're
right, shut up”.*

Nash

Tender Notice

For more tender notices please refer to the NCC website

ZAMBIA NATIONAL TENDER BOARD

ZAMBIA NATIONAL TENDER BOARD

INVITATION FOR BIDS

TB/W/009/06: TENDER FOR CONSTRUCTION OF MATERNITY, THEATRE AND X –RAY BLOCKS FOR CHADIZA DISTRICT HOSPITAL, EASTERN PROVINCE (LOT 1), MUMBWA DISTRICT HOSPITAL, CENTRAL PROVINCE (LOT 2) AND SAMFYA DISTRICT HOSPITAL, LUAPULA (LOT 3)

The Ministry of Health has received funds from the Ministry of Finance & National Planning for the construction of Maternity, Theatre, and X-Ray Blocks for the above mentioned district hospitals in Eastern, Central and Luapula Provinces and intends to apply the proceeds to eligible payments under the contract for which this invitation for bids is issued.

The Zambia National Tender Board, on behalf of the Ministry of Health, now invites sealed bids from eligible and qualified building contractors registered with the National Council for Construction to undertake the following works:

LOT 1

Construction of Maternity, Theatre and X-Ray Block for the proposed Chadiza District Hospital, Eastern Province

LOT 2

Construction of Maternity, Theatre and X-Ray Block for at Mumbwa District Hospital, Central Province

LOT 3

Construction of Maternity, Theatre and X-Ray Block for the proposed Samfya District Hospital, Luapula Province

Applicants may bid for single lots or all the three (3) lots, but no bidder will be awarded more than one (1) lot because of the geographical spread of the works, Bidders must quote for all items quantities specified in each lot.

Eligible bidders may obtain the bidding document upon payment of a non-refundable fee of **K1,000,000.00** or its equivalent in any convertible currency at the prevailing exchange rate in cash or bank certified cheque. The bidding documents may be obtained from the Zambia National Tender Board, Room 21, 1st floor, Red Cross House, Los Angeles Boulevard, Longacres, P.O. Box 31009, Lusaka, Zambia.

The telephone numbers are 260-1-250632/250642/250687 and the telefax number is 260-1-250633. **HOWEVER TELEFAX OFFERS SHALL NOT BE ACCEPTED.**

The bids must be accompanied by a bid security of not less than 2% of the tender sum and should be deposited in the tender box on the 2nd floor of the Zambia National Tender Board offices at Red Cross House, Los Angeles Boulevard, P.O. Box 31009, Lusaka, Zambia. The bids should be sealed and clearly marked “**TB/W/009/06 – Tender for Construction of Maternity, Theatre and X –ray Blocks for Chadiza District hospital, Eastern Province (Lot 1), Mumbwa District Hospital, Central Province (Lot 2) and Samfya District Hospital, Luapula (Lot 3)**”.

The closing date for the receipt of bids is **Friday, 21 July 2006 at 14:00 hours** local time. Bids will be opened in the Conference Room of the Zambia National Tender Board offices, on the 2nd floor, Red Cross House, in the presence of bidders or their representatives who choose to attend. **LATE BIDS WILL NOT BE ACCEPTED.**

M. Akolwa

Acting Director General

ZAMBIA NATIONAL TENDER BOARD

“Never tell people how to do things. Tell them what to do and they will surprise you with their ingenuity”. Gen. George S. Patton

Tender notices

ZAMBIA NATIONAL TENDER BOARD

INVITATION FOR BIDS

TB/CE/011/06: TENDER FOR THE PERIODIC MAINTENANCE OF MAIN AND DISTRICT ROADS IN THE PROVINCES (LUAPULA AND CENTRAL PROVINCE – Packages 3 and 7 respectively) - ROAD DEVELOPMENT AGENCY

The Government of the Republic of Zambia intends to carry out periodic maintenance works on various roads in the country using funds from the European Union as support to the ongoing Road Sector investment Programme (ROADSIP II). The Road Development Agency now intends to apply part of the funds to cover eligible payments under the contract for Periodic Maintenance of Main and District Roads in all the Provinces using 'Output and Performance Based Road Contracts'.

The tender was first invited on 3 February 2006 in the national press for all provinces. However there were no responsive bids for Luapula and Central Province (Packages 3 and 7). The tender is now being re-invited for Luapula and Central Province.

The Zambia National Tender Board, on behalf of the Road Development Agency now invites sealed bids from qualified road construction companies. This invitation for Bids is open to foreign and local contractors registered with the National Council for Construction in **Category R, Grade 3 and above**. Local contractors are encouraged to enter into partnership or association with foreign contractors to enhance their capacity.

The primary objective of the works and service sought by these contracts is to improve the roads in the first six (6) months of all weather accessibility and provide maintenance in the subsequent three and half years in order to ensure all-year accessibility.

The scope of works for these 'Output and Performance Based Road Contracts' include but is not limited to the following:

Light rehabilitation works which may include gravelling and drainage works;

Maintenance works including grading, possible re-gravelling, reshaping, bridges and embankment maintenance and vegetation control; and

Other works consisting activities needed to ensure all-weather accessibility of the roads.

The roads have been grouped in two (2) packages as follows:

Package	Road Name	Road Number	Total Km
3	LUAPULA PROVINCE		
	Road D076 off D19 near Kawambwa-Mumbwe-Inc D36 and D77 at Mununga	D076	58.37
	Road D088 off Roads M3 and D96 near Mwewa	D088	95.27
Total			153
7	CENTRAL PROVINCE		
	Kabwe Town Boundary – to old Mkushi	D200	115.46
	Old Mkushi D207 to T002	D207	103.111
Total			216

A Pre-Bid meeting will be held on 7 July 2006 in the Conference Room at Roads Development Agency Head Office, Government/Fairley Road, P.O. Box 50003, Lusaka 10 Hours. All interested Bidders should attend.

Eligible bidders may obtain the tender document upon payment of a non-refundable fee of **K1,000,000.00 per package** or its equivalent in any convertible currency at the prevailing exchange rate in cash or bank certified cheque. The bidding documents may be obtained from the Zambia National Tender Board, Room 21, 1st floor, Red Cross House, Plot 2837, Los Angeles Boulevard, Longacres, P.O. Box 31009, Lusaka,

The telephone numbers are 260-1-250632/250642/250687 and the telefax number is 260-1-250633. **HOWEVER TELEFAX OFFERS SHALL NOT BE ACCEPTED.**

The bids must be accompanied by a bid security of not less than 2% of the bid sum, must be deposited in the tender box on the 2nd floor of the Zambia National Tender Board offices at Red Cross House, Los Angeles Boulevard, Lusaka, **on or before Friday 21st July 2006 at 14:00 hours local time.**

The Bids shall be opened immediately thereafter in the Conference Room of the Zambia National Tender Board on the 2nd floor, Red Cross House, in the presence of bidders or their representatives who choose to attend. **LATE BIDS WILL NOT BE ACCEPTED.**

M. Akolwa

“Failing doesn’t make you a failure. Giving up, accepting your failure, refusing to try again, does. Richard Exley

Finalization of the draft Fifth National Development Plan (FNDP) and National Vision 2030

The Zambia Government has finally prepared the draft Fifth National Development Plan (FNDP) and the National Vision 2030 documents. The Government is now calling upon stakeholders to participate in the finalisation of the these two very important national documents by way of commenting on the programmes contained in the two draft documents.

Stakeholders are therefore called upon to contribute to this is very important national event. To that end, a national stakeholders forum (by written invitation) has been called for. The Forum will be held at the Mulungushi International Centre from the 24-27th July 2006. Stakeholders interested in the infrastructure chapter can call upon at the NCC secretariat and make their written submissions for onward submissions to the relevant authorities.

The NCC Website is now doing test runs. Please visit and look out for more construction business opportunities (tender notices), Newsletters both old issues and latest issues, including latest construction news on the NCC: website:<http://ww.ncc.co.zm>.

Now you don't have to wait for your NCC hardcopy newsletter to find out the latest tender notices, news and notices just click on to the NCC website!

Please send in your comments and suggestions on how best to improve your website to the IT specialist on ncc@ncc.org.zm

*"No matter what size the bottle, the cream always comes to the top". Charles Wilson
(President, GE)*

NCC BOARD OF DIRECTORS

- | | |
|---------------------------------------|--|
| 1. Dr. Francis M. Ndilila | Chairman |
| 2. Lt. Col. Bizwayo N. Nkunika | P. S.-Ministry of Works and Supply |
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EMPLOYMENT OPPORTUNITY

Public Relations Officer

NATIONAL COUNCIL FOR CONSTRUCTION

The National Council for Construction (NCC) is a newly reconstituted statutory body, affiliating and representing all trade organisations and professional bodies within the Zambian Construction Industry. The NCC was established as an advisory body promoting the local construction industry. The NCC turned into a statutory body following the enactment of the NCC Act No. 13 of 2003 in September 2003. The Act empowers the NCC to build capacity of Zambian Contractors, regulate, monitor, and control the activities in the Zambian Construction Industry.

The National Council for Construction is an equal opportunity employer. The Council now invites dynamic and motivated Zambians to apply for the following position.

PUBLIC RELATIONS OFFICER

Position Summary

The Public Relations Officer will be responsible for implementing and monitoring effective public relations strategies for the National Council for Construction.

MAIN DUTIES

- To propose and implement a communication policy and strategy.
- Design and implement awareness campaigns.
- Design and produce publicity materials.
- Produce high quality NCC newsletters, magazines and other publications.

Qualifications

- Degree in any of the Construction fields i.e. Architecture, Construction Based Engineering, Surveying
- A minimum of 5 years experience in the above fields.
- Experience in organizing and conducting presentations and press briefings.
- Must be computer literate and have knowledge of designing graphical layout of documents.
- Must have good knowledge of and possess proven ability to create a healthy relationship with the media
- Additional qualification or experience in Journalism or Mass Communications will be an added advantage.

Other Attributes

- Must possess excellent oral and written communication skills.

Application letters complete with curriculum vitae with traceable references and copies of certificates should reach the undersigned not later than 28th July 2006.

The Executive Director
National Council for Construction
P.O. Box 39548
LUSAKA

“Nearly all men can stand adversity, but if you want to test a man’s character, give him power”. Abraham Lincoln

Tender Notices

ZAMBIA NATIONAL TENDER BOARD MINISTRY OF EDUCATION INVITATION TO TENDER

TENDER NO. MOED/SP/INFRA/W/01/06 FOR CONSTRUCTION OF ADMINISTRATION BLOCK, FOUR STAFF HOUSES, FOUR DORMITORY BLOCKS, TWO ABLUTION BLOCKS 7 ANCILLARY WORKS AT KAFUSHI HIGH SCHOOL IN CHIBOMBO – CENTRAL PROVINCE

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S.D. Chibuye
HEAD – MEDPSU

*“People are changed, not
by coercion or
intimidation, but by
example”. John
Maxwell*

National Council for Construction

Plot 1609/1625, Off Sheki Road Light
Industrial area,
P. O. Box 3954
Lusaka, Zambia

Phone: 260-01-243115
Fax: 260-01-243115
Email: ncc@ncc.org.zm

We are now on E-mail, send
us your mail to
ncc@ncc.org.zm

*Helping to
develop Zambia*



NATIONAL COUNCIL FOR CONSTRUCTION

WARNING TO THE GENERAL PUBLIC

The National Council for Construction (NCC) wishes to inform the General Public that only contractors registered, and consultants (Architects, Surveyors and Engineers) affiliated with the NCC should be engaged for any construction works. This is in accordance with the NCC Act No.13 of 2003, which prohibits the award of contracts to unregistered contractors and unaffiliated consultants.

Please note that it is a serious offence for the client to engage a construction firm that is not registered or affiliated with the NCC; and, for a construction firm to undertake construction works if it is not registered or affiliated with the NCC.

All parties wishing to engage contractors are therefore advised to ensure that:

- The contractors are registered with the NCC.
- Correct and transparent procurement procedures are followed.

Only contractors with the relevant capacity are engaged to carry out the required works.

The public is cautioned that it is an offence to engage foreign construction firms to carry out construction work in Zambia without the approval of the NCC.

The public and institutions are further warned that it is illegal for them to register contractors engaged in construction activities as this is the mandate of the NCC.

All interested parties and potential clients of the construction industry may obtain the list of all registered contractors and affiliated consultants from the NCC. Contractors are classified according to their capacity and specialization, and are therefore only allowed to carry out the works in the categories and grades registered in.

Note that the NCC Registration Scheme is intended to protect the interests of the public in that it offers a range of appropriate skills and capacity to ensure value for money.

The NCC Act also provides for appropriate action in form of a fine or imprisonment or both, for any defaulting Contractor and/ or client. Similarly, Consultants (Architects, Surveyors and Engineers) are regulated by their respective Acts. Therefore, the public is further advised to submit all complaints against contractors to the NCC in writing, at the address below, in order to facilitate the necessary action.

**The Executive Director
National Council for Construction
P. O. Box 39548
Lusaka, Zambia.**

Tel: +260 -1- 240386/247185/244004
Fax: +260 -1- 243115
E-mail: ncc@ncc.org.zm