

CLARIFICATION TO BIDDERS: CENTRAL ELECTRONIC MONITORING SYSTEM – TENDER SC/RP/GBN-01/2026

#	DESCRIPTION	REQUEST FOR CLARIFICATION	RESPONSE
1.	Commercial model and payment responsibility. The RFP requires bidders to provide an annual price and total bid price over the contract period, while the Terms of Reference also provide for licence holders to pay installation, connection and monitoring fees. Please clarify:	1.1 Which costs are expected to be paid directly by the Gambling Board, and which are expected to be paid by licence holders? 1.2 Will the successful CEMS provider be permitted or required to invoice and collect installation, connection and/or monitoring fees directly from licence holders? 1.3 Will monitoring and connection tariffs be prescribed by the Board, proposed by the bidder, or agreed following award? 1.4 Where fees are payable by licence holders, who bears the risk of non-payment?	1.1 Section 90(4) the Gaming and Entertainment Control Act requires licensees to pay for monitoring fees, and this will include installation, connection and monitoring fees. If there are any cost incidental costs to be borne by the Board, such is not part of this bid. 1.2 No. All fees will be paid directly to the Board by licensees as directed by the provisions of section 90(4) of the Act. 1.3 We prefer reference to be made to monitoring fees but not tariffs, as this could mean something different. However, monitoring fees are prescribed by the Minister in the Regulations. 1.4 As mentioned above the fees should be paid by licence holders directly to the Board and non-payment of such fees will be a contravention of the Act by such licensees and the licensees bear the ultimate responsibility for the required payment and the Board will be responsible for collection of all monitoring fees.

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2.	Current gambling industry population and sizing information. For purposes of architecture, infrastructure sizing, implementation planning and commercial modelling, please provide the current number of:	- Licensed gambling venues, by licence category; - Gambling machines/devices, by category; - Casino and Bingo gaming machines; - Betting operators and outlets; - Online gambling operators/platforms, if applicable; and	While such information is hereto attached, bidders should take note of the requirements of clause 3.6 of the RFP which provides guidance on the compilation of the Financial Proposal. In addition, bidders should be cautioned that there is no Bookmaker, Totalizator, Bingo, online gambling or online betting currently licensed by the Board and the projections provided for these categories of licences are market assumptions made by the Board for the purposes of this bid.
		- Any other gambling activities or devices expected to connect to the CEMS. - Please also provide any available growth assumptions to be used for the 10-year contract period.	Only Casinos, Gambling Houses, Bars and Shebeens are currently licensed. However, the Board will soon be licensing Bookmakers and Totalizators which must also be connected to the CEMS. However, the Board will be considering applications for additional licenses in the near future which may increase the total number of licences according to various categories, including Bookmakers and Totalizators.

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3.	Scope required at initial implementation. The RFP includes requirements relating to land-based gaming machine monitoring as well as online gambling monitoring, player registration and location verification, anti-money laundering, responsible gambling, fraud analytics, cross-border financial flows, licensing and regulatory reporting.	Please confirm whether all these functions are required to be fully operational at initial CEMS commissioning, or whether the Board envisages a phased implementation by gambling sector and/or functional module.	As it will be for the first time a Central Electronic Monitoring System is introduced in Namibia, certainly the Board envisages a phased implementation of the system which will incidentally include functional modules. Year 1: Configuration and set-up of the system according to requirements of the Board. This phase will include linking casinos to the CEMS. Year 2: Installation of Gambling Houses, Shebeens, Bookmakers and Totalisators. Year 3 - 10: Final configuration of all gambling machines and devices. Assessing and monitoring the effectiveness of the CEMS.
4.	Applicable CEMS technical standards. The Terms of Reference refer to technical standards that are to be published or prescribed.	Please provide the current technical standards and certification requirements against which bidders should design, price and propose the CEMS.	Recently the Gambling Board of Namibia resolved to use the South African Technical Standards, SABS 1718 Parts 1 to 9 which will follow the certification processes of the South African National Regulator for Compulsory Standards (NRCS). Accordingly, the standards can be procured from the South African Bureau of Standards in terms of their internal control procedures.

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4.	Applicable CEMS technical standards Cont.....	Please also confirm how any new or amended standards introduced after contract award will be treated where they require material changes to the approved system, interfaces, hardware or software.	The Board is always in consultation with the Namibia Standards Institution, and they have well established processes of review of technical standards which are open and transparent. In instances of changes to standards which are unavoidable in this industry, such processes will be undertaken, and all affected operators will be allowed to make inputs, including the phasing in processes which we cannot pre-empt at this stage.
5.	G2S requirement and legacy gaming machines. The RFP specifies GSA G2S for gambling machines directly connected to the CEMS and SAS for casinos and Bingo operations.	Please confirm whether protocol-conversion gateways, interface devices or other approved intermediary solutions may be used to connect existing gambling machines that do not natively support G2S, provided that the interface presented to the CEMS complies with the prescribed technical standards.	The required protocols are prescribed in the RFP, and it will not be appropriate for the Board to venture into discussions, negotiations or pre-consideration of alternative protocols, protocol-conversions and interfaces. The Board has determined the technical standards and compliance with such should be adequate to address technical questions raised by the Bidders in this respect.
		Please also clarify how existing machines that support neither G2S nor the prescribed interface are expected to be accommodated.	Responding to this question at this stage may invite the Board to consider alternatives to the requirements outlined in the RFP, and this in our opinion inappropriate. The requirement is simply that the proposed CEMS solution should be capable of connecting all gambling activities and gambling machines in the country and standards have been provided.

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6.	Testing and certification requirements. Please clarify the testing and certification process applicable to the CEMS, including:	6.1 The test laboratories currently authorised or recognised by the Board. 6.2 Whether certification applies to the complete CEMS, individual hardware/interface devices, communication protocols, or all of these. 6.3 Who is responsible for laboratory testing and certification costs; 6.4 Whether changes and software upgrades during the contract period require recertification; and 6.5 Whether certification must be completed before commencement of the 30-working-day system testing period.	6.1 The Board will accept test reports from internationally accredited Test Laboratories as prescribed in the Act. As the Board adopted the South African Technical Standards and certification by the (South African) National Regulator for Compulsory Standards (NCRS), it is expected of Bidders to independently make enquiries of the Test Laboratories accredited for certification by (NCRS). 6.2 Certification elements are as prescribed in the base technical standards as mentioned above and the outcome of test reports which will be submitted to the NCRS. 6.3 Each solution developer or manufacturer will bear the costs of testing and certification. 6.4 All regulatory components of the CEMS as prescribed in the technical standards shall be accordingly tested it therefore follows that all future system hardware and software upgrades, conversions and modifications. As prescribed in the standards should be tested and certified. 6.5 The CEMS presented as part of the required proposal must have been tested by an international accredited Test Laboratory. Yes, certification must have been completed before commencement of the testing period.

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7.	Testing and national rollout timetable. The Terms of Reference provide for a 30-working-day testing period followed by a three-month full rollout to all licence holders and related parties.	Please confirm whether the Board will permit the rollout to be phased by licence category, operator, geographic region or technology type. Please also clarify how implementation delays caused by matters outside the CEMS provider's reasonable control — including operator readiness, telecommunications, machine compatibility, manufacturer cooperation and certification — will be treated against the prescribed implementation timetable.	Yes. After the award of the bid, the Board will engage with the successful bidder, and all contractual arrangements will be resolved at that stage. The Board is of the view that much focus at this stage should be on the proposal for the required Central Electronic Monitoring System.
8.	Hosting, data centres and data residency. Please clarify the Board's requirements regarding hosting and data-centre infrastructure, specifically:	8.1 Whether the primary and backup data centres must be physically located within Namibia. 8.2 Whether public, private or hybrid cloud infrastructure is acceptable. 8.3 Whether there are specific data-residency requirements. 8.4 The required geographical separation between primary and disaster-recovery environments; and 8.5 Whether the bidder is expected to provide all associated infrastructure as part of its commercial proposal.	8.1 The primary and backup data centres must be physically located in Africa. 8.2 Yes, a public, private, hybrid or cloud infrastructure are acceptable. 8.3 No. There are no specific data-residency requirements, however all data centres intended to be used by the bidders should be in Africa or cloud. 8.4 Yes. There should be a geographical separation of a reasonable distance which conforms to international data-recovery standards. 8.5 The Bidder is expected to provide all associated infrastructure as part of its technical and financial proposal.

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9.	Namibian participation and Margin of Preference. The RFP provides for a Margin of Preference based on Namibian ownership and utilisation of Namibian key personnel. Please:	9.1 Confirm whether participation by a Namibian company, joint-venture partner or subcontractor is mandatory, or whether it relates solely to the Margin of Preference. 9.2 Provide or identify the specific Code of Good Practice and preference percentages/formula that will be applied. 9.3 Clarify how Namibian subcontractors and Namibian key personnel contribute towards the preference entitlement; and 9.4 Confirm whether the technical experience and reference requirements may be satisfied by the lead bidder and/or collectively by members of a joint venture	9.1 Participation by a Namibian company, joint-venture partner or subcontractor is not mandatory. It is relevant only where a bidder wishes to claim the applicable Margin of Preference. 9.2 Bidders should refer to the evaluation criteria for the Margin of Preference, which set out the applicable methodology and scoring. The Namibian Code of Good Practice on preferences is publicly available and may be consulted by bidders for further guidance. 9.3 Preference will be assessed in relation to the bidder, whether bidding individually or as part of a joint venture. The use of Namibian subcontractors or proposed Namibian personnel does not, by itself, create an entitlement to preference as there are not legally bound to the submission. 9.4 Technical experience and reference requirements may be satisfied by one joint-venture partner or through the combined experience of all joint-venture partners, provided that the bidder demonstrates that the relevant experience is available to support delivery of the proposed CEMS solution.

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10.	Commercial adjustments during the 10-year contract term. Given the proposed 10-year initial contract period, please clarify whether the contract will provide mechanisms for periodic adjustment of fees to account for matters such as:	• Inflation/CPI; • Material exchange-rate movements; • Changes in taxation; • Regulatory or technical-standard changes; • New gambling licence categories or material increases in scope; • Technology and infrastructure refresh requirements; and • Significant changes in the number of connected venues, machines or platforms.	Bidders are expected to take all relevant market factors, including inflation, market fluctuations and technological developments, into account when preparing their financial proposals. The Terms of Reference require a scalable solution capable of responding to these developments over the contract period. Given the duration of the contract, justifiable contract adjustments may be permitted where such adjustments are reasonable, properly motivated and aligned with the terms and conditions of the final contract. As mentioned above, the issuance of licences remains a legislative mandate of the Board and, under the current circumstances, the Board may issue Bookmaker and Totalizator licences during the contract period.
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11.	Is a Bid-Securing Declaration required?	The Data Sheet says bid security is not required, but the administrative pass/fail checklist asks for a signed Bid Securing Declaration, including specific treatment of joint ventures. Will the Board issue a correction identifying precisely what must be submitted? Given the proposed 10-year initial contract period, please clarify whether the contract will provide mechanisms for periodic adjustment of fees to account for matters such as:	A bid securing declaration is required; there is a difference between bid securing declaration and bid security.