

CLARIFICATION TO BIDDERS: DOCUMENT MANAGEMENT SYSTEM – TENDER SC/RP/GBN-02/2026

#	DESCRIPTION	REQUEST FOR CLARIFICATION	RESPONSE
1.	02-A1	Bidding process and eligibility Which address and telephone number are correct for clarifications?	Physical Address are : No.8 Simeon , Shixungileni Street, Windhoek, Namibia Telephone number: +264 (0) 837070610
2.		Could the Board confirm the correct physical address and telephone number, and that procurements@gbn.com.na is the correct channel for written questions?	Email address is correct
3.	Criterion 2.1, 3.1 to 3.5 and ToR 6.1	Could the Board confirm whether reference projects of a joint-venture partner or named sub consultant are counted toward, and whether key personnel and team members may be employed by a joint-venture partner or sub-consultant?	Only reference projects completed by a joint-venture partner will be considered. Projects completed by subcontractors or consultants will not be considered unless those parties are included under a formal joint-venture agreement.
4.	02-A3 and BDS 4.2	Power of Attorney for a joint venture. Should the Power of Attorney be issued by each JV partner in favour of a single representative, by the lead partner only, or by the JV itself?	Each joint-venture partner must issue a Power of Attorney appointing an authorised representative. The joint venture must also issue a collective Power of Attorney appointing a single authorised representative to sign on its behalf.
5.	02-A4 Criteria 3.1 and 3.2	Timing of NQA verification letters. Criteria 3.1 and 3.2 require NQA equivalency for foreign qualifications. Would proof of a submitted NQA application be accepted at submission, with the letter to follow before contract award?	No. All required documents, including the NQA verification letter, must be submitted by the closing date to be considered during the evaluation.
#	DESCRIPTION	REQUEST FOR CLARIFICATION	RESPONSE

7.	ToR 14.6	The evaluation methodology lists no presentation phase, and technical evaluation moves directly to financial evaluation. However, Phase 7 defines the Total Technical Score as "the average of Technical and Presentation evaluations", and ToR 14.6 reserves the right to request demonstrations. Could the Board confirm whether a scored presentation will take place, and if so its criteria, timing and format?	The reference to a presentation stage was included in error. No presentation or demonstration is required for this bid; bidders should therefore disregard this requirement.
8.	02-B2	Which standard forms and price schedule apply?	The bidder should create their own financial proposal in line with the instructions in the Bidding data sheet.
9.	BDS 3.6	refers to "the prescribed Price Schedule" with pricing for Year 1 to Year 5 per deliverable. Could the Board confirm where this schedule is provided, or share it as an editable template, and confirm which consulting-services forms in Sections 3 and 4 remain mandatory?	The bidder should provide a schedule of pricing covering the five (5) years of the contract. We refer you the Terms of Reference, the duration of the contract and the requirements for a financial proposal.
10.	02-C1	C. Contract term, pricing and commercial terms 02-C1 What is the contract and pricing period?	The contract period is five (5) years and bidders should provide pricing for the five (5) of the contract.
11.	Clause 3.3(b)	Please confirm the contract term, pricing period, and how the deployment and support periods relate to each other.	The contract term is five (5) years, Bidders are expected to indicate the solution deployment plan and cost it accordingly for the five (5) year's period.
12.	Page 7 of 10 02-C2	Page 7 of 10 02-C2 Should prices be shown inclusive or exclusive of VAT?	The prices should take into consideration all applicable taxes
13.	BDS 3.6, BDS 3.7 and ToR 13.2	BDS 3.6 requires prices exclusive of VAT; ToR 13.2 requires prices inclusive of applicable taxes; and BDS 3.7 requires local Consultants to price inclusive of all taxes. Could the Board confirm the basis, and which rule applies to a JV between a Namibian and a non-Namibian firm?	Bids will be evaluated on a VAT-exclusive basis. Bidders who are legally required to charge VAT may include it in their pricing; however, VAT will be excluded when bids are compared and evaluated.
#	DESCRIPTION	REQUEST FOR CLARIFICATION	RESPONSE

14.	02-C3	02-C3 Which figure is used in the financial score? Could the Board confirm which total constitutes F in the financial score formula: the three-year total, the five-year total, and whether inclusive or exclusive of VAT?	The financial score will be calculated using the total price for the full five-year contract period, representing the estimated value of the entire contract.
15.	02-C4	02-C4 How does intellectual property apply to licensed platforms?	The Bidders should comply with all applicable intellectual laws relating to any material and solution intended to use for this bid.
16.	02-C5	Please confirm that IP ownership applies to bespoke deliverables, configuration and Board data, while pre-existing commercial or bidder platform software remains licensed to the Board. 02-C5 What does the "infrastructure requirements" price line cover?	The IP ownership will remain with the Board. Bidders are expected make proposal on the infrastructure requirements in line with the Terms of Reference and provide costing accordingly, as part of its Financial Proposal the specified requirements
17.	No reference	Is the bidder expected to provide hosting (for example a cloud or managed data-centre service), or to specify hardware for the Board to host on its own premises, or either at the bidder's proposal?	The bidder should make a recommendation for hosting the solution in accordance with the relevant laws of Namibia. While the solution should be hosted in Africa, cloud hosting of the solution is permitted.
18.	02-C6	This is closely linked to question E1 on data residency. 02-C6 Licensing basis. To price licences and subscriptions consistently, could the Board indicate the number of internal Board users by role, the expected number of licensees and applicants using the public portal, and annual application volumes?	The number of internal users by role should be determined in terms of the intended efficacy of the proposed solution. Bidders should take guidance from the terms of Reference, as to what is expected of the required solution. The expected number of licensees, the use of the public portal and annual volumes of application cannot be pre-determined.
#	DESCRIPTION	REQUEST FOR CLARIFICATION	RESPONSE

19.	02-C7 – C8 and ToR 8.2	02-C7 Contract form, SLA and securities. Please confirm the contract form, payment milestones, support and subscription payment frequency, performance security, and whether SLA credits or penalties will be specified by the Board or proposed by bidders. 02-C8 Full-time onsite resource. ToR 8.2 requires a full-time onsite resource for the thirty-six month support period. Could the Board confirm the location (the Board's offices in Windhoek), working hours, the expected skill profile, whether the resource must be a Namibian citizen or resident, and whether the Board will provide workspace and equipment?	There is a standard contract provided with the bidding document and any other detail which may be necessary to conclude this contract will be discussed with the successful bidder. The Board will indeed provide work-space for the resource and there is no specific requirement that such resource should be Namibian or Not, however, the required equipment should be provided by the service provider. Physical Address are : No.8 Simeon , Shixungileni Street, Windhoek, Namibia
20.	02-C9	How are fees collected and reconciled today, and what must the system do?	The provisions for collection of the fees are provided for in the applicable legislation, and such should be paid by electronic transfer into the prescribed bank account of the Board.
21.	02-C10	Please describe the current process for invoicing, payment, receipting and reconciliation, including volumes, channels and the finance system to be integrated. How should arrears, penalties, refunds and write-offs be handled?	Bidders are required making a proposal of the most effective and efficient manner of administering these processes. The prescription on this beyond what the law prescribes will effectively be limiting innovation and creativity of bidders.
22.	02-D1 and ToR 6.1	Should the system manage debtor accounts, arrears, penalties, reminders, refunds and write-offs, and should non-payment restrict renewals or other licence actions? D. Evaluation and experience requirements 02-D1 What experience thresholds are intended in ToR 6.1?	We advise bidders to read applicable legislation and submit proposals according to the prescribed Terms of Reference. The experience requirements are provided under in the Terms of Reference and are expected to be responded to as such.

#	DESCRIPTION	REQUEST FOR CLARIFICATION	RESPONSE
23.	ToR 6.1	Please confirm the intended experience thresholds in ToR 6.1, whether they apply to the firm, JV or personnel, and whether they are pass/fail or scored	Refer to the evaluation criteria for the applicable experience requirements and thresholds. The experience of the firm and the experience of key personnel will be assessed separately and allocated different scores.
24.	Page 8 of 10 02-D2	Page 8 of 10 02-D2 Reference letters and electronic signatures.	The Bidding Document is quite clear on the requirements in this regard and reference letters should be appropriately signed. Both versions are acceptable electronic or manually signed.
26.	02-D3 and Criterion 3.3	02-D3 Minimum Project Manager experience. Criterion 3.3 awards 0 points below five years but states no minimum. Could the Board confirm whether five years is a minimum requirement or only a scoring threshold?	Minimum experience requirement: Five years of project management experience is the minimum threshold for earning points. Candidates with less than five years of experience will receive zero points.
27.	02-D4, ToR 6.2 and criterion 3.5.	02-D4 Team composition. ToR 6.2 and criterion 3.5 list the required roles (Project Manager, Business Analysts, Solution Architect, Development Team Lead, QA Manager, Change Management Specialist, Training Specialist, Support Manager). Could the Board confirm the complete list, whether one person may hold more than one role, and whether the onsite resource must be among the named CVs?	Key personnel requirements: Refer to the Terms of Reference for the complete list of required key personnel. A suitably qualified and experienced individual may be proposed for more than one role, provided that the person meets the requirements for each role.
#	DESCRIPTION	REQUEST FOR CLARIFICATION	RESPONSE
28.	02-E1 and Clause 11.1	E. Scope and technical matters that affect pricing 02-E1 Does clause 11.1 require a named records product?	There is no specified records product.

29.	Clause 11.1	Clause 11.1 requires the system to be developed on an enterprise document and records management solution. Does this require a specific commercial product, does the Board have an existing standard, or would a purpose-built solution meeting all stated document, records, file-plan and retention requirements be acceptable?	The Board did not prescribe any specific commercial product. Any proposed solution should comply with all applicable filing and record keeping requirements in Namibia.
30.	02-E2	02-E2 Licence categories, fees, levies and penalties. Could the Board provide the current licence categories and the fee, levy and penalty structures for each, and any rules about how they change over the contract period?	The requested information is provided in the applicable legislation.
31.	02-E3	02-E3 Approval structure. For each licensing process (new applications, renewals, amendments, transfers, cancellations, temporary permits) and for compliance, enforcement and appeals, who reviews and approves at each stage, and are there escalation or service-level rules the system must enforce?	The proposal should take care of the legislative prescripts and general applicable governance processes. The design and the layout of user should follow the proposed solution and cannot be matter of prescription to bidders.
32.	02-E4	02-E4 User roles. Could the Board list the user roles across the system, including Board staff, inspectors, licence holders and public-portal applicants, and what each should see and do?	The proposal should take care of the legislative prescripts and general applicable governance processes. The design and the layout of user should follow the proposed solution and cannot be matter of prescription to bidders.
33.	02-E5	02-E5 External integrations. For payment gateways, email, SMS, national identity verification and existing systems, could the Board name the specific services or providers?	An indication of who would be categories of service providers is provided in the applicable legislation. Bidder are expected to be research this information and present it as part of their bids. The Board cannot make prescriptions in this regard.
#	DESCRIPTION	REQUEST FOR CLARIFICATION	RESPONSE
34.	No reference.	For payments, should the system process payments directly or record payments made elsewhere?	This is matter related to technical proposal and the Board cannot make a prescription in this respect.

35.	02-E6 and Clause 4.4.2	02-E6 Level of electronic signature. For approvals (clause 4.4.2), is a legally advanced or certificate-based electronic signature required, or is a recorded and audited in-system approval sufficient?	This is matter relates to the technical proposal, and the Board cannot make a prescription in this respect.
36.	Page 9 of 10 02-E7	Page 9 of 10 02-E7 Data migration. What existing records (licensees, machines, documents, historical data) must be migrated, in what systems or formats do they exist today, and roughly what volumes are involved?	This is matter relates to the technical proposal, and the Board cannot make a prescription in this respect.
37.	02-E8	02-E8 File plan and reports. Could the Board share its approved file plan, any records-management standard it applies, and examples of the application, compliance, financial and statistical reports it produces or needs today?	This is matter related to technical proposal and the Board cannot make a prescription in this respect. Some of the required information will be more relevant for deliberation with the successful bidder. Providing prescription to bidder at this stage will limit creativity and innovation of bidders.
38.	02-E9	02-E9 Service levels. Could the Board confirm its availability target and response and resolution times by severity, as ToR 8.3 anticipates, so that all bidders price on the same basis?	We cannot find relevance of this to pricing and otherwise any bidders may make proposals in this regard. The rest of the query was responded to above.
39.	02-E10	02-E10 What are the monthly volumes by licensing process? Please provide monthly or annual volumes for licensing processes, inspections, complaints, investigations and appeals, including any seasonal peaks.	The Terms of Reference requires a system which has the capabilities prescribed and licensing volumes are undeterminable because the choice of application for the licence is not in the control of the Board and so are the peaks.
40.	02-E11	02-E11 What document volumes and backlog are involved?	Bidders are expected to propose the solution as prescribed in the bidding document and Terms of Reference.
#	DESCRIPTION	REQUEST FOR CLARIFICATION	RESPONSE
41.	02-E12	Please provide current document volumes, the size of any paper or electronic backlog, whether back-scanning is in scope, and expected	Bidders are expected to propose the solution as prescribed in the bidding document and Terms of

		storage growth. 02-E12 How should the licensing system link to the CEMS for levies and billing?	Reference. This is a matter which relates to the expected technical proposal and the Board cannot make a prescription in this respect.
43.	BDS 1.4	F. Documents and access requested Several of these are inputs the Board has undertaken to provide in BDS 1.4. • The prescribed Price Schedule, as an editable template. • The approved file plan and any records-management standard the Board applies. • A list of licence categories with fee, levy and penalty structures. • Approximate monthly volumes by licensing process, current document volumes and the size of any backlog. • A description of how fees are invoiced, collected and reconciled today, and the finance system used.	This is matter relates to the technical proposal, and the Board cannot make a prescription in this respect.
44.		Relevant regulatory frameworks, project documentation, and ICT or cybersecurity guidelines. • Examples of current reports and forms, and a description of existing systems and data holdings. • If possible, a short visit to the Board and a conversation with the licensing, records and ICT teams.	This is matter relates to the technical proposal, and the Board cannot make a prescription in this respect. Bidders are expected to conduct research on this and demonstrate this understanding, experience and capabilities of their proposed solution/s.
45.		02-A2 Whose experience and personnel count in the technical evaluation?	the experience of the bidder (singular) or JV partners combined (plural) in the event of a JV will be considered.