

**Cooperative Republic of Guyana**  
**Ministry of Finance**  
**Request for Proposals (RFP) – Guyana Lottery Product & Services**  
**Solution Provider**

The Government of Guyana, through the Ministry of Finance, is seeking proposals for the provision of a full-service Lottery solution, including but not limited to commercial, sales, and platform solutions.

The proposals should contain the following:

1. A General Description of the Tenderer's capabilities, financial strength, and past experience in supplying the system required.
2. The detailed business proposal with the IT Infrastructure to execute the Tenderer's business plan.
3. Financial projections for five years including the cost of providing the services and estimated revenue that will be paid to the Government of Guyana.

The complete Request for Proposals can be downloaded from the following website from Monday 16<sup>th</sup> May 2022:

<https://finance.gov.gy/bids/>  
<https://www.npta.gov.gy/procurement-opportunities/>

Tender documents will also be available at:

**Accounting Unit**  
**Ministry of Finance**  
**49 Main & Urquhart Streets**  
**Georgetown**  
**Telephone #: 227-0021/227-3992 ext. 1128**

From Monday 16<sup>th</sup> May 2022 between 8:30 am to 3:30 pm, Monday to Thursday and 8:30 am to 2:30 pm on Friday.

Inquiries are welcomed up to and including noon of **June 14<sup>th</sup>, 2022**, and must be submitted in writing to Mr. Sukrishnalall Pasha, Finance Secretary at [fs@finance.gov.gy](mailto:fs@finance.gov.gy) and copied to Ms. Jennifer Chapman, Accountant General at [jchapman@finance.gov.gy](mailto:jchapman@finance.gov.gy).

Proposals shall be deposited into the Tender Box no later than 9:00 am on **June 28<sup>th</sup>, 2022**, at the following address:

**Chairman**  
**National Procurement and Tender Administration**  
**Main and Urquhart Streets**  
**Georgetown**  
**Guyana**  
**South America**

All Proposals must be submitted as follows:

- (i) One (1) hard copy, and
- (ii) Two (2) Soft copies on separate labeled Flash Drives (in PDF Format)

***Government  
of the  
Cooperative Republic of Guyana***  
**MINISTRY OF FINANCE**



**Request for Proposals for Guyana Lottery Product & Services  
Solution Provider**

**May 2022**



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# **1. Invitation for Request for Proposal**

## **1.1 Introduction**

- 1.1.1 The Government of Guyana, through the Ministry of Finance, is seeking proposals for the provision of a full-service Lottery gaming solution, including but not limited to commercial, sales, and platform solutions.
- 1.1.2 Tenderers wishing to be considered are required to complete all sections of this document according to these instructions and submit a proposal that describes their capability to deliver, install, test, customise, commission, operate and support their solution to meet Government's anticipated service launch date and maintenance thereafter.
- 1.1.3 The technical, operational and any other support requirements as well as the terms and conditions under which the proposed lottery games will be offered by the tenderers must also be described in the proposal.
- 1.1.4 It is anticipated that a contract will be awarded to the most responsive bidder after successful contract negotiation with the Government of Guyana.

## **1.2 Business Need**

- 1.2.1 The Government of Guyana is seeking a full-service lottery gaming solutions service provider with:
  - (a) the ability to offer multiple games through various channels: retail, mobile retail, online;
  - (b) the capacity to offer: commercial services, marketing, operation of multiple sales channels, and access to a suitable platform;
  - (c) a proven track record of: (i) compliance with government fees and payments; and, (ii) growing government fees, players shares, and allowing regulators transparent access to system information;
  - (d) membership in the internationally recognized lottery and gaming body and experience operating in a similar market;
  - (e) obtain retailer terminals, supporting systems, and services that are operationally sound, incorporate the highest level of integrity and security, and minimize risk for the Lottery;
  - (f) obtain retailer terminals that will lead to high retailer and player satisfaction for quality and performance;
  - (g) obtain a System that is sufficiently flexible to meet the Lottery's evolving requirements;
  - (h) ensure that all proposed systems and services are ready to be operational by the agreed-upon schedule; and,
  - (i) maximize net lottery proceeds for the Government of Guyana. Fulfillment of these objectives is consistent with the request for proposal evaluation criteria cited in this RFP.
- 1.2.2 The Lottery gaming service provider or gaming service provider will be required to offer a full-service Lottery solution exclusively to domestic players through various channels in licensed premises, mobile sales, and online (via website or software application).

1.2.3 The service provider will also be required to offer multiple number lottery-type games, including but not limited to one number, two number, three number games, jackpot type games, and other games approved by Government of Guyana.

1.2.4 All applicable systems proposed by the tenderers must be certified in accordance with the relevant applicable standards set out by Gaming Laboratories International (GLI) or BMM Test Labs (BMM).

### **1.3 Definitions**

#### **1.3.1 Company**

The term 'Company' shall refer to a body corporate that is incorporated under the Companies Act Cap 89:01 or as stated in the relevant laws governing the company in the country of origin.

#### **1.3.2 Tenderer**

The term 'Tenderer' shall refer to a company submitting a tender against this Request for Proposal. 'Tenderer' is used interchangeably with the term 'Bidder' in this document.

#### **1.3.3 Successful Tenderer**

The term 'Successful Tenderer' shall refer to a Tenderer whose proposal has been accepted by the Government. The term 'Successful Tenderer' shall also include any Tenderer whose bid is accepted after another Tenderer has previously refused or has been unable to execute the Contract under the terms of Section 2.4.

#### **1.3.4 Lottery Gaming solution**

The solution that provides commercial, marketing, sales operations, and platform solution.

#### **1.3.5 Most responsive**

The most responsive bid is the proposal with the highest overall score.

1.3.6 Contract – an agreement evidenced in writing.

#### **1.3.7 RFP**

In this document the term 'RFP' refers to 'Request for Proposal'.

#### **1.3.8 AML/CFT**

The term 'AML/CFT' refers to the 'Anti-money laundering and terrorist financing'.

#### **1.3.9 Service provider**

Is any business entity or legal person submitting a proposal in response to this RFP, including that entity's parent corporation, if any.

## **1.4 Request for Proposal**

- 1.4.1 This Request for Proposal (RFP) describes details of the technical and operational requirements and terms and conditions under which the Lottery solution operates.
- 1.4.2 This RFP is not a contract or an offer to contract and does not obligate the Government of Guyana to make an award to a Bidder, negotiate with any Bidder, or pay any costs or damages incurred by Bidders participating in this RFP. Unless and until a written contract is signed by the Government of Guyana and a Successful Tenderer, the Government of Guyana shall have no obligations.

## **1.5 Corrections and Amendments**

- 1.5.1 Where details may have to be clarified following the examination of tenders and during contract negotiation. In this context, the Government of Guyana reserves the right to issue corrections and amendments to the Request for Proposal.

## **2. General Terms and Conditions**

### **2.1 Applicable Laws**

- 2.1.1. The Successful Tenderer will be required to enter into a contract with the Government of Guyana. The provisions of the Request for Proposal and subsequent contracts shall in all cases be interpreted in accordance with the laws of the Cooperative Republic of Guyana.

### **2.2 Type of Contract**

- 2.2.1 The terms, conditions and warranties of a firm fixed price contract will be derived after negotiations between the successful tenderer and the Government of Guyana. The following clauses are examples of some standard clauses that the Government of Guyana requires in its contracts but does not constitute an exhaustive list:

1. General Definitions
2. Designation of Lottery Licence
3. Types of Games
4. Deployment of Lottery Terminals
5. Fee to be paid to Government of Guyana
6. Term of licence
7. Intellectual Property
8. Site Visits
9. Termination
10. Title to property
11. Audit and Accounting Requirements
12. Confidentiality and Non-Disclosure
13. Ownership of Materials/ Software
14. Performance Bond

15. Corporate Social Responsibility and Good Cause Program
16. Force Majeure
17. Dispute Resolution
18. Source of Wealth
19. Source of Funding
20. Security/hacking/confidentiality
21. Compliance with financial practices
22. Warranty

### **2.3 Submission of Offers**

2.3.1 By submitting a proposal, the Tenderer agrees to perform according to all terms and conditions of this Request for Proposal except as may be otherwise indicated. The following requirements must be met, at a minimum, in the submission of bids. Details on the format and content of the documents to be submitted are given in Section 4.

#### ***2.3.2 Administrative Proposal***

2.3.2.1 This part of the proposal shall consist of a general description of the Tenderer's capabilities, financial strength, and past experience in supplying the system and/or services required. The Tenderer shall provide a record of performance with respect to works and services of similar magnitude. The Tenderer shall also include in this section of their response, a statement indicating acceptance of the General Terms and Conditions of the Request for Proposal as stated in Section 2 of this document. An original hard copy and two (2) copies (in flash drive PDF format of the original) are required.

#### ***2.3.3 Technical Proposal***

2.3.3.1 A technical proposal shall be provided in accordance with the RFP. An original hard copy and two (2) copies (in flash drive PDF format of the original) are required.

#### ***2.3.4 Cost Proposal***

2.3.4.1 A cost proposal shall be provided in accordance with the RFP. An original hard copy and two (2) copies (in flash drive PDF format of the original) are required.

2.3.4.2 The cost proposal shall inform the Government of Guyana with all detailed costs for goods and services and any other costs required to implement the system under the scenario.

2.3.4.3 Tenderers are advised that the Cost Proposals submitted in accordance with this subsection will NOT be opened and reviewed, until such time as the Evaluation Committee has completed its review and analysis of the Proposals submitted under Sections 2.3.2 and 2.3.3 above.

2.3.4.4 The cost information should be presented as per Appendix 2 and with explanatory notes.

### **2.3.5 *Anti-money Laundering and Countering the Financing of Terrorism Proposal***

- 2.3.5.1 A proposal prepared by the Tenderer which detailing that the Tenderer has identified the money laundering and terrorist financing risks posed by the services and products being offered. The proposal being prepared shall include a plan to mitigate the identified risks.
- 2.3.5.2 Additionally, the Tenderer shall propose an effective anti-money laundering and countering the financing of terrorism program proportionate to the scale of its operations. The proposed program must include all relevant information requested in Section 4.4 of this document.

### **2.4 Conditions of Tender**

- 2.4.1 All documents included in the Proposal or documents submitted regarding any other interest herein, that is to say, any literature, pamphlets, instruction manuals, etc. shall be in English. The Tenderer shall submit one (1) original and two (2) copies of their Bid and all relevant documents which shall be signed and stamped with the Tenderer's official stamp and shall not contain alterations and/or erasures unless such alterations and/or erasures are initialed by the official signatory to the entire Bid. Such Bids shall be dated and signed by the Company Secretary or persons authorized by the company so to do by way of a Power of Attorney.
- 2.4.2 Bids shall be expressed in Guyana Dollars.
- 2.4.3 The Successful Tenderer will be required to enter into a Contract with the Government of Guyana and may be required to furnish a Performance Bond with guarantees from a recognized and well-established Bank or Insurance Company approved by the Government of Guyana, to be jointly and severally bound with the Tenderer in a sum equal to ten percent (10%) of the total fixed Contract Price. The Performance Bond may be required to remain valid and in full effect until the Contract is fulfilled and completed in accordance with the terms and conditions of the Contract.
- 2.4.4 The Performance Bond shall be enforceable by the Government of Guyana if the Successful Tenderer fails to discharge any of its obligations under the Contract. Should the Successful Tenderer fail or refuse to execute the contract and to furnish a Performance Bond within thirty (30) days after written notification of the award of the Contract by the Government of Guyana, the Tenderer will be considered to have abandoned the Bid. The Contract when executed, shall be deemed to include the entire agreement between the parties hereto, and the Successful Tenderer shall not claim any modification thereof resulting from any representation or promise made at any time by any officer, agent, or employee of the Government of Guyana or any other person.
- 2.4.5 The Bid price shall include any applicable local withholding taxes or any other taxes and shipping costs. Price submissions relating to the supply of materials or equipment shall be on a Freight on board (F.O.B.) basis.



- 2.4.6 Delivery and completion dates will be incorporated into the Contract with the Successful Tenderer. All Bids shall therefore include a time schedule which shall clearly state commencement and completion dates for the manufacture, shipping, installation, customization, testing, operationalization, and commencement of the system. All dates should be referenced from the date of signing of the Contract.
- 2.4.7 The Government of Guyana shall not be under any obligation to enter into any discussions or correspondence for the purpose of seeking clarification to the proposals of a Tenderer.
- 2.4.8 Tenderers may be required to make a presentation of their proposals to the persons responsible for the evaluation of the bids received in connection with this Request for Proposal.
- 2.4.9 The Contract Price and associated local costs will be paid in Guyana Dollars.
- 2.4.10 Any cost associated with the presentation of proposal will be borne by the Tenderer.

## **2.5 Period of Validity**

- 2.5.1. The Tender proposal shall be valid for a minimum of one hundred and eighty (180) days.
- 2.5.2. The Tenderer shall state explicitly any applicable minimum period of the [equipment and software] which forms the Solution, including terms and conditions of the warranty. The Government of Guyana considers warranties to commence on the date of commissioning of the services, [equipment and or software].
- 2.5.3 Each new extension/enhancement to an installed hardware or software component of the system shall have its own period of warranty commencing on the date of its commissioning.

## **2.6 Rejection of Bids**

- 2.6.1 The Government of Guyana reserves the right to accept or reject any Tender and annul the tendering process and reject all tenders at any time prior to the signing of the Contract without incurring any liability to the affected Tenderer(s), and without assigning any reason whatsoever.

## 2.7 Questions

- 2.7.1 The Tenderer shall be entirely responsible for informing himself regarding the scope and requirements of the system being sought. Any questions concerning this Request for Proposal should be directed to:

Mr. Sukrishnalall Pasha  
Finance Secretary  
Ministry of Finance  
Email: fs@finance.gov.gy

and

Ms. Jennifer Chapman  
Accountant General  
Ministry of Finance  
Email: jchapman@finance.gov.gy

## 3 Instructions to Tenderers

### 3.1 Submission Date

- 3.1.1 Proposals must be delivered to the Chairman, National Procurement and Tender Administration Board at the address given in Section 3.2 no later than 9:00 am on June 28th, 2022. Proposals received after this deadline will remain unopened and returned at the Tenderer's expense.

### 3.2 Packaging and Addressing

- 3.2.1 Proposals must be submitted in duplicate in two (2) sealed packages, one containing the Administrative and Technical Proposal and the other containing the Cost Proposal. The packages should be clearly marked '**Guyana Lottery - Administrative and Technical proposal**' and '**Guyana Lottery- cost proposal**', each of which should be sealed and bound with adhesive tape. Both proposals should then be placed in a single package with the following wording on the outside of the package:  
**TENDER FOR Guyana Lottery Product & Services Solution Provider** and addressed to:

Chairman  
National Procurement and Tender Administration  
Main and Urquhart Streets  
Georgetown  
Guyana  
South America

- 3.2.2 If the outer envelope is not sealed and marked as instructed above, the National Procurement and Tender Administration (NPTAB) will assume no responsibility for the

misplacement or premature opening of the Tender. A premature opening of the Tender may result in the Tender being rejected by the NPTAB.

### **3.3 Confidentiality**

3.3.1 Information provided by Tenderers in response to this RFP will be used for the sole purpose of making a decision regarding finding a solution for the business need outlined herein and will be kept confidential.

3.3.2 This RFP and such intellectual property rights as may exist in the information contained in the RFP shall remain the property of the Government of Guyana.

3.3.3 Similarly, the information contained in this RFP and any additional information provided by the Company for this purpose shall be used for the sole purpose of assisting Tenderers in formulating a proposal RFP and shall be kept confidential.

### **3.4 Changes to Proposals**

3.4.1 Once a proposal has been submitted, no subsequent changes may be made or will be entertained by the Government of Guyana.

### **3.5 Tender Preparation Costs**

3.5.1 All costs for the preparation and submission of the Tender will be exclusively for the account of the Tenderer. The Government of Guyana shall not be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

### **3.6 Additional Charges for the Tenderer**

3.6.1 The Tenderer will be liable for all costs incurred in supplying any other information requested by the Government of Guyana, following the submission of the tender. This includes any airfare, accommodation costs and any other costs that may be incurred as a result of requested software demonstrations in Guyana or overseas.

### **3.7 Selection Procedure**

3.7.1 A Tender Evaluation Committee will evaluate the proposals submitted in accordance with the criteria set out in its procedures.

### **3.8 General Selection Criteria**

3.8.1 Selection of a solution will be on the basis of qualitative and quantitative assessments of proposals supported by the demonstrations and any additional information provided by vendors.

### **3.9 Assessment of Bids**

- 3.9.1 The following paragraphs outline some of the other factors that will guide the Tender Evaluation Committee in its selection.
- 3.9.2 The proposed product and services offering, and its application software will be evaluated in conjunction with the hardware and operating system environment recommended for it.
- 3.9.3 The solution will be evaluated for its applicability to the existing local technical and business environment. In particular, it must provide communications/telecoms support suitable to the existing local public networks.

## **4. Tender Content and Format**

(a) The following paragraphs contain instructions on the content and format of the bids to be submitted. Failure to follow these instructions both in terms of the content (information requested) and the sequence and format requested may result in the bid being rejected.

(b) Information provided in the requested format will facilitate the location of requested information in each bid and therefore facilitate the evaluation of the bids.

(c) Information not specifically requested in this RFP but considered relevant by the Tenderer should be included in the bid immediately following the information requested herein.

### **4.1 Administrative Proposal**

4.1.1 **Terms and Conditions.** The Tenderer is required to provide a statement responding explicitly to each item in Appendix 1.

4.1.2 **Other Suppliers.** If any product or service is to be supplied, the company profile should be provided for each supplier.

4.1.2.1 Service provider agreement and copies of all relevant licenses to provide the service to which the entity is contracted.

4.1.2.2 The corporate information for each supplier shall consist of the company profile, which ought to indicate the years of experience supplying the service(s), jurisdictions which they are service providers, technical standards which the service provider prescribes to and copies of licenses held by the service provider relevant to the service which is being provided.

4.1.3 **Reference Sites.** Quote at least three (3) company references that may be contacted. They should have had the proposed system in operation for at least five years. The company's address, telephone number, and the name of a person of each reference who may be contacted to discuss the system should be provided.

## **4.2 Technical Proposal**

4.2.1 This aspect of the Tenderer's proposal will outline the proposed system's ability to meet specifications to deliver a complete and wholesome solution to realise the Government Lottery's objectives as articulated above and its ability to scale to future endeavors. The Tenderer's Technical Proposal shall therefore consist of two (2) main parts:

- The detailed Technical/Functional features and functionalities.
- Detailed System/Equipment Descriptions.

4.2.2 Tenderers are also requested to provide the following descriptive information on the systems proposed:

- Functional Overviews of the Overall System outlining, where applicable, the extent of and methods used to achieve system integration. This should also include a matrix that cross references the distinct functions referenced in this RFP to the appropriate module(s) in the proposed system. This matrix will assist the Evaluation Committee in assimilating the material presented.
- Detailed descriptions of the separate functional modules. This should include descriptions of information flows and samples of reports produced.
- Information on the various hardware platforms on which the system may be deployed
- A description of each type of multiple number lottery type games that the Company proposes to offer.
- Configuration block diagrams, down to the component level of the proposed System, must be submitted with the Proposal. Each hardware and software item must be identified by manufacturer, product name and model number as applicable. For software, version numbers must be provided, or such will be assumed to be the latest release at the time of conversion. Any deviations from the suppliers' standard hardware and software products must be disclosed and an explanation provided. (Installation of any such deviations would require prior approval of the Government.)
- Documented approach to quality assurance, maintaining a required standard and upgrading the integrated systems to keep up with new technologies and improved technical standards.

## **4.3 Cost Proposals**

4.3.1 All Proposals shall include unit prices of individual components of software and hardware and unit prices with respect to labour and any other costs borne prior to the commissioning of the system.

4.3.2 The Tenderer shall be required to provide a schedule of the total one-off and recurring costs associated with the proposed system. Separate cost totals should be provided for each component of the solution assuming the solution is modular. The Tenderer's proposal should be submitted in accordance with Appendix 2 with accompanying notes.

#### **4.4 Anti-Money Laundering and Countering the Financing of Terrorism Proposal**

- 4.4.1 All proposals under this section must be prepared with the Tenderer keeping in mind the obligations of reporting entities under the Anti-money Laundering and Countering the Financing of Terrorism Act Cap 10:11 and its Regulations.
- 4.4.2 The Tenderer shall submit a risk assessment report to identify all money laundering and terrorist financing risks associated with the provision of the Tenderer's proposed operations in Guyana. The proposal must include a risk-based plan for managing and mitigating the risks identified. That is to say, that the proposed plan shall set forth a greater allocation of effort or resources for managing and mitigating higher risk aspects of the overall operations. The risk assessment report shall include but ought not be limited to an assessment of the following elements:
- Structural risks
  - People risks
  - Service risks
  - Security risks
  - Technology risks
  - Operating risks
- 4.4.3 On the Gaming Authority's website ([www.gaming.gov.gy](http://www.gaming.gov.gy)) there is published on January 31<sup>st</sup> 2022, under the forms/downloads tab with a complete guide for conducting risk assessments using the risk-based approach. In this instance the risk assessment should be conducted by a firm internationally recognized and certified to conduct anti-money laundering and terrorist financing risk assessments.
- 4.4.4 The Tender shall include in the proposal a comprehensive AML/CFT program, with representative documentation in the form of a manual setting out the proposed internal policy and procedures for mitigating the money laundering risks and terrorist financing risks identified in the risk assessment. The manual shall include procedures for the Tenderer fulfilling obligations contained in sections 15, 16, 18, 19 of the Anti-money Laundering and Countering the Financing of Terrorism Act Cap 10:11 and the Anti-money Laundering and Terrorist Financing Regulations No 4 of 2010.
- 4.4.5 The proposed Anti-money Laundering and Terrorist Financing internal policy and internal procedures manual described in this section shall include an ongoing plan to continuously identify and mitigate, existing risks and new risks. The manuals must include a policy for continuously making members of the organisation aware of the internal policies and the procedures relevant to their function within the organisation.
- 4.4.6 Each Tenderer shall provide the following information with respect to its legal structure and business operations. For the purposes of this section 4.6 of this RFP, an 'Owner' is an individual or legal entity with ten percent (10%) or more equity in the Tenderer entity.
- 4.4.7 The Tenderer shall provide the following information in the AMLCFT proposal:

- The full company name and the street and mailing address of its principal place of business.
- The name, title, address, telephone number, and email address of the Tenderer's primary point of contract for this RFP.
- The Tenderer's founding and history; ownership structure; the names of Principals/Owners; and the number of years in business providing the products and services being offered by the Tenderer for this RFP.
- Legal Structure and key participants, including the names of all corporate officers and directors, and the names of all shareholders having ten percent (10%) or more equity in the corporation.
- Any parent company or subsidiary of the Tenderer.

4.4.8 The Tenderer shall complete the Form GGA 2 Form "Business Entity Application form" and the Owners of the Tenderer shall complete the Form GGA 3 "personal history disclosure" form. Both forms are available on ([www.gaming.gov.gy](http://www.gaming.gov.gy)), under the forms/downloads tab, under the heading 'Agency/Licensee'.



## Evaluation Procedure

The evaluation process will consist of the following steps:

The evaluation committee will check the proposal to ensure compliance with instructions in the Request for Proposal.

### Compliance

	Main Criterion	Yes/No
A1	Administrative and Technical Proposal and Financial Proposal in separate envelopes	
A2	The envelopes were properly marked	
A3	An original hard copy and two copies of the Administrative and Technical Proposal (in flash drive PDF format of the original) submitted	
A4	An original hard copy and two copies of the Cost Proposal (in flash drive PDF format of the original) submitted	
A5	All documents submitted in English	
A6	Proposals completed, signed and dated.	
A7	The currency of the bid is in accordance with the Request for Proposal	

If the tenderer failed to comply with the requirements above the proposal will be rejected.

	Main Criterion	Yes/No
B1	Confirmation that the bidder was not a party to a contract that was unilaterally terminated because of failing to execute its obligation.	
B2	The bidder is not in any pending litigation with government or regulatory authority or any party regarding the principal activities of the company.	
B3	The bidder is not in liquidation or in the process of reorganization.	
B4	There is no liability in existence case against the bidder or its parent company with any party regarding the principal activities of the company.	

If the tenderer is currently in litigation with the government or any regulatory authority the proposal will be rejected.

	Main Criterion	Yes/No
C1	Articles of Incorporation	
C2	Good Standing Certificate	
C3	Audited Financial Statements for the past three years	
C4	Tax compliance	
C5	NIS compliance for local companies	
C6	Bid Security as specified in the Request for Proposal (G\$10,000,000)	
C7	Three references	
C8	Anti-money laundering and countering the financing of terrorism proposal.	

If the tenderer failed to comply with the requirements above the proposal will be rejected.

Once the proposal complies the requirements stated above, the evaluator will evaluate the Administrative and Technical proposal, if not the proposals will be disqualified. In this case, both proposals will be returned to the disqualified tenderer at their request and expense.



**Administrative and Technical Proposal (60 points)**

	Main Criterion	Maximum Points
C1	Background information and Experience	15
C2	IT Infrastructure	35
C3	Business Plan	30
C4	Operating Plan	20

If the Administrative and Technical proposal meets the requirements and obtains **65 marks**, the Price Proposal will be evaluated, if not, the proposal will be disqualified. The price proposal of the disqualified tenderer will not be opened and will be returned to the tenderer.

**Price Proposal (40 points)**

The tenderer with the highest amount to be paid to the Government of Guyana will be selected.



## ***Appendix 1: Administrative and Technical Proposal***

This proposal should provide background information of the bidder and its parent company. In the case of a Consortium or Joint Venture, or any multi-member company, information should be submitted for each member.

### **A. Company Background**

***1.1 Full name of the company:***

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***1.2 Place of Incorporation:***

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***1.3 Date of Incorporation:***

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***1.4 Head office address:***

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***1.5 Describe the principal activities of the company:***

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***1.6 List the names of the Directors of the company;***

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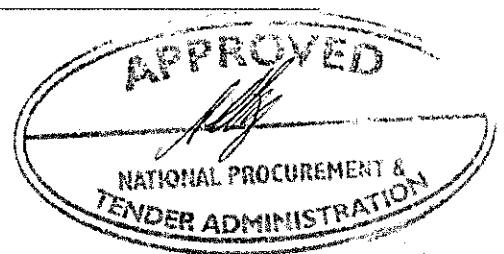
***1.7 Percentage ownership of company owned by the parent company (if necessary);***

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***1.8 List the names of Directors of the parent company;***





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**1.9 Brief company history:**

1.9.1 Number of years the company has been providing the proposed products and commercial offerings:

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1.9.2 Number of clients:

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1.9.3 Average daily number of transactions;

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1.9.4 Description of core business product and service lines;

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1.9.5 Number of employees by function (development, technical support, customer service, sales & marketing):

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**1.10 Competitive Advantage of the company:**

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**1.11 Any awards or industry recognition the company received:**

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**1.12 Brief description of the contract(s) that was/were unilaterally terminated because of the failure of the company to execute its obligations:**

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**1.13 Description of any pending litigation with government or regulatory authority or any party regarding the principal activities of the company:**

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**1.14 Confirmation that the bidder is not in liquidation or in the process of reorganization:**

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**1.15 Confirmation that there is no liability in existence case against the bidder or its parent company:**

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**1.16 Description of the service and country(ies) the company is/are operating.**

<i>Country</i>	<i>Contract duration</i>	<i>Service type and bidder's role</i>

\_\_\_\_\_  
Name of Authorized Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Company Stamp/Seal



**1.17 The bidder must provide the following:**

- Articles of Incorporation
- Good Standing Certificate
- Audited Financial Statements for the past three years
- Tax compliance
- NIS compliance for local companies
- Bid Security of G\$10,000,000 (ten million Guyana dollars)
- Three references
- Anti-money laundering and countering the financing of terrorism proposal.

Note: Failure of the Tenderer to submit the above information would result in automatic disqualification.

1. The bidder's philosophy and ideas that underpin the plan, including but not limited to:
  - a. The bidder's vision for the future of lottery business in Guyana.
  - b. Mission statement and goals of the company.

2. A description of the local market that would demonstrate the bidder's understanding of relevant trends that would support the technical and price proposal.
3. A detailed operation plan with the following information:
  - The organization chart showing the core functions and roles and qualifications of key directors and officers.
  - Internal and external security system.
  - The measures the bidder will implement to: (i) manage customer expectation or changes due to external factors, (ii) ensure continuous operational improvement in its business model; (iii) monitor and ensure continued customer satisfaction; and (iv) address issues/queries by customers.
  - The system that will be established to provide information to the regulators to monitor the operation of the gaming operator.
4. A detailed business plan describing the strategies that will be employed to grow the business over 5 years. The business plan should capture the following:
  - Key strategies on customer segmentation and engagement, channel engagement and stakeholder engagement.
  - Details of each category game along with key challenges and opportunities, target customer/brand positioning, pay-out, and other details of each.
  - Key initiatives and milestones
  - Initiatives the bidder will undertake to grow each category of game.
  - Technology and resources requirements.
  - A risk matrix identifying the likelihood of the occurrence of each risk, the severity of the risk, and the measures to mitigate each risk.
  - SWOT analysis of the system.

## **B. Technical Proposal**

The bidder should submit a detailed administrative and technical proposal with the following information:

1. A detailed description of the proposed IT Infrastructure that will be used to execute the company's business plan, including information regarding the following:
  - Overview of the proposed solution.
    - The name and specifications of your Software Solution.
    - User interface and system navigation features.
    - System capacity for customization.
    - The types of standardized reports that can be generated by the system.
    - Whether the system allows for remote monitoring.
    - The process for developing custom reports upon request.
    - Description of the built-in help desk features and gaming support services
    - Data accessibility
    - Payment acceptance, processing, issuance and virtual claim prize process
    - Demonstrability of proposed program.

- The overall implementation process and timetable for the development and implementation of all the necessary systems to launch and operate the lottery.
- The quality assurance processes that will be employed.
- The project planning and project management tools that will be employed.
- The project review cycle.
- The arrangement to keep the employer with up-to-date information on the progress of the project.
- The resource requirements for developing and implanting the system, e.g., the number of persons who will be involved in implementation and cost.
- The strategy that will be used to manage and control costs and risks.
- System Requirements
  - Minimum system requirements (end-user and administrator)
  - Recommended system requirements (end-user and administrator)
  - Additional software required to use the system (end-user and administrator)
- Business Continuity
  - The business continuity mechanism (including redundancies) that will be set up to ensure minimum disruption in services.
  - The redundant infrastructure at separate locations to facilitate rapid recovery from a catastrophic failure at the central site.
- Security
  - The systems that will be put in place to ensure that at no time information stored or being used, can be compromised by unauthorised access.
  - The physical security methodology that will be employed to ensure the integrity of the Solution and its components
  - The access controls to avoid malicious or any other attempt to compromise the environment.
  - The system control protocols that will be employed to disallow access by unauthorised personnel, including a log and report of all failed login/access attempts.
- Scalability & Reliability
  - Measures to scale up the system.
  - A summary of the actions to be taken to ensure the reliability and robustness of your system.
  - The benefits or advantages of the proposed system when compared to other platforms.
- Customer Service & Technical Support
  - The technical and customer support services.
- Reporting
  - The range of printed and on-line reports that can be generated by the system.
- Interfacing Capability
  - The business intelligence, risk, or other analysis software tools be used with your solution.
  - The business intelligence, risk, or other analysis software tools that are interfaced to your solution
- Custom Solution Development Capabilities
  - Whether customized modifications can be made to your solution.
  - The items which are optional and/or can be added at a later date.

2. With respect to the proposed IT system, the bidder must provide the following:
- Proof that the proposed software and hardware have been or will be inspected for safety by a reputable testing agent to comply with local laws and regulations.
- OR
- A commitment that certification of the system will be provided ahead of contract signing for new devices that were not inspected or certified.
  - Examples of where the proposed system was used in other countries.
  - International certificates where available as proof that the proposed system can provide long and reliable service.

## Appendix 2: Cost Proposal

The bidder should submit a detailed price proposal with the following information:

1. A project profit and loss account with the details contained in the table below:

Items	2023	2024	2025	2026	2027
Revenue					
Sales by game					
Expenses					
Prizes by game					
Direct cost (including printing)					
Commissions (by recipient)					
Security					
Marketing and promotions					
Telecommunication					
Depreciation/amortization					
Operator's fees					
Management fees					
Management salaries and other fees					
Subcontractor's fees					
Profit before tax					
Tax deduction					
Profit after tax					
Memo:					
Expected market penetration and volumes					
Revenue to paid over to government (\$ million)					
Revenue to paid over to government as % of profit (%)					
Revenue to paid over to government as % of revenue (%)					

2. Assumptions used for generating each forecast in the table above.
3. Innovative strategies to grow the business over the five year period ending 2027.

\_\_\_\_\_  
Name of Authorized Representative

\_\_\_\_\_  
Date

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Signature of Authorized Representative

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Company Stamp/Seal

