



Clarifications on “Consultancy Services for the Digital Transformation and Project Management & Quality Review Services During System Implementation Phase at National Social Inclusion Foundation.”

Procurement Reference Number: NSIF/OAB/2/20

- 1. In respect to signed testimonials for reference sites, we request you to consider self-certification, work orders and client contact details signed by authorized signatory**

As mentioned in the bidding document, the bidder must substantiate the requested reference sites by attaching the corresponding testimonial signed by customer as evidence of satisfactory performance. In case of non-submission of testimonial, reference site may not be considered. Non-availability of information pertaining to the Consultancy firm’s experience, references and related testimonial will impact on allocation of marks during bid evaluation.

- 2. Please clarify if consultant will be required to assess NSIF overall organization structure or only specific functions. If only specific functions, kindly advise on the key functions in scope**

*So as to formulate a comprehensive e-Business plan for the digital transformation of NSIF, the consultant should carry out thorough assessment of **ALL** NSIF’s existing organisational functions, operating structures, services, business processes and key activities (AS-IS).*

Bidders are invited to consult the website of NSIF (<https://www.nsif.mu/>) and publicly available documents on the website such as monitoring report, annual reports, strategic plan, among others to know more about NSIF and its services.

- 3. Please clarify which business functions and services are in scope for this assignment**

*The consultant should identify all business processes, operations, transactions and services that have to be digitally transformed after conducting a thorough assessment of **ALL** NSIF’s existing organisational functions, operating structures, services, business processes and key activities (AS-IS).*

Bidders are invited to consult the website of NSIF (<https://www.nsif.mu/>) and publicly available documents on the website such as monitoring report, annual reports, strategic plan, among others to know more about NSIF and its services.

- 4. Please advise if bidder can propose other payment terms for Phase III**

The terms of payment shall be as per the conditions of the bidding document.

5. We request flexibility on field time and home time due to COVID

Closing date for bid submission has been extended till 14th October 2020.

For smooth implementation of the project, please refer to requirements mentioned at sub-section 5.4 “KEY EXPERT QUALIFICATIONS AND COMPETENCE FOR ASSIGNMENT”.

6. What are the different departments within NSIF and what is the number of staff in each department?

The organizational chart is annexed. We have an administrative section, finance section, Programme Section, Research and Development section and a Fortified Learning Environment Unit section. Additional staff are still being recruited. We have actually 33 staff members. However, please note that the list provided is not exhaustive as more information would be made available when the consultant would carry out thorough assessment of ALL NSIF’s existing organisational functions, operating structures, services, business processes and key activities (AS-IS).

Bidders are invited to consult the website of NSIF (<https://www.nsif.mu/>) and publicly available documents on the website such as monitoring report, annual reports, strategic plan, among others to know more about NSIF and its services.

7. What are the different ministries of government bodies that interact with the NSIF?

NSIF operates under the aegis of the Ministry of Social Integration, Social Security and National Solidarity and also have the intervene with various other Ministries and Government department. More information would be made available when the consultant would carry out thorough assessment of the AS-IS situation.

Bidders are invited to consult the website of NSIF (<https://www.nsif.mu/>) and publicly available documents on the website such as monitoring report, annual reports, strategic plan, among others to know more about NSIF and its services.

8. Can you please share with us the number of processes that will be involved in the assignment?

The consultant should identify and propose all business processes, operations, transactions and services that have to be digitally transformed after conducting a thorough assessment of ALL NSIF’s existing organisational functions, operating structures, services, business processes and key activities (AS-IS).

Bidders are invited to consult the website of NSIF (<https://www.nsif.mu/>) and publicly available documents on the website such as monitoring report, annual reports, strategic plan, among others to know more about NSIF and its services.

9. In the RFP document, the criteria for eligibility are defined (refer to ITC Clause 1.8.1). However, it is mentioned that Consultants must be registered with the Construction Industry Development Board (CIDB). Please Clarify.

Registration with CIDB which pertains to the construction sector is not applicable for this project.

10. Please indicate the format of the Technical Proposal to be submitted - whether FTP or STP

Full Technical Proposal

11. Please specify the expected date and address for contract negotiations.

At least 7-8 weeks as from closing date of tender in case there is a need for contract negotiations.

12. Please specify expected date for commencement of consulting services.

At least 8 weeks as from closing date of tender.

13. Bidder is a professional services firm, which does not operate in the construction sector. Can you confirm if it is applicable for us and still need to be CIDB registered?

Registration with CIDB which pertains to the construction sector is not applicable for this project.

14. To build a comprehensive technical and commercial bid with detailed project execution plan and commercial approvals we request a 14 days extension to the bid submission from the current 21st September 2020. Request you to kindly provide us sufficient time to prepare our response to the proposal, post finalization of Pre-Bid Response (at least 2 weeks post publication of pre-bid response)

NSIF has already extended the closing date of tender to 14th October 2020. Clarifications received after 14 days before closing date of tender would not be entertained.

15. ICT Infrastructure - Please share the details of existing IT Infrastructure landscape and architecture

- **Number of applications**
- **No of servers**
- **Storage**
- **Network devices**

Currently, there is no application systems or ICT Infrastructure in place at NSIF except Personal Computers and access to the Internet.

16. Please share the details of existing DC and DR setup in terms of location, number of racks. Are these on- premise DC or hosted.

There is currently no DC or DR facility for NSIF.

17. Please inform whether NISF is using any cloud solution currently

No cloud solution is currently being used.

18. Please provide the details of current ICT infrastructure support, maintenance and operations. Whether the existing infrastructure is managed by NSIF internal team or by some external vendor

Please refer to answers of Q15, Q16 and Q17. Moreover, there is no internal ICT personnel at NSIF.

19. **Considering the COVID situation and as we plan to have a combined team of Mauritius and India technical team for the project. Kindly advise if the project can start remotely with a set of team members at the location.**

For smooth implementation of the consultancy exercise, please refer to requirements mentioned at sub-section 5.4 "KEY EXPERT QUALIFICATIONS AND COMPETENCE FOR ASSIGNMENT".

20. **Section 4.2 of the Data sheet: (b) This authorization shall consist of written confirmation and shall be attached to the bid. Does any document need to be produced if the company director himself will be the signatory of all documents?**

A document certifying that the Company Director is authorized to sign the document on behalf of the Company is required.

21. **Section 1.81 The Client shall not consider a proposal from a Consultant which do not satisfy the registration requirements as spelt out in this clause. Does the registration requirements specified apply to this call for proposal?**

Registration with CIDB which pertains to the construction sector is not applicable for this project.

22. **Is it a requirement under this call for proposal to have a bank guarantee?**

Refer to section "5.7 TERMS OF PAYMENT" for requirements as regards to bank guarantee.

23. **The Client shall not consider a proposal from a Consultant which do not satisfy the registration requirements as spelt out in this clause.**

Registration with CIDB which pertains to the construction sector is not applicable for this project.

24. **We note that all three Team Members should have the same qualification, i.e. 'University Degree in Information Technology related field'. Kindly advise if this is correct or specify appropriate and acceptable qualifications for each of the team members.**

Given the expert skills, competencies and professional experience required for the assignment, the three key members requested in the bidding document should have a University Degree in Information Technology related field. However, as also mentioned in the bidding document, the three key team members may be supported by such number of support staff as may be required by the Consultant. There is no specific qualifications or assessment criteria for any additional staff as only the three key team members would be assessed.