



Supply, Customisation, Installation, Commissioning and Post Go-Live Support for an Integrated Information System

Procurement Reference Number: NSIF/RFP/2/22

Clarifications and Responses

SN	Query	Response
1	We refer to the requirement reference EDM -09 on page 173, we understand we have to perform migration activities for high volume of scanning/capture may be needed. Please confirm the total number of documents to be captured and total maximum size in MB of each document. Please note we require this information accurately to properly size our solution in terms of storage capacity required store the total number of documents on a file system	Refer to section 2.0 (General Technical Requirements) in Section V of the bidding document for the migration requirements.
2	Please confirm whether we can store the scan documents in low resolution format or is high resolution format required.	High resolution format is required.
3	We refer to requirement reference EDM -10 on page 173, we understand the maximum size of documents/records which will be attached on the system (with a maximum of 500 MB per file). Please confirm also the total number of files to be stored on the system	Refer to section 1.3 (Functional Performance Requirements of the System) in Section V of the bidding document for an indication of the current and projected number of documents.
4	We refer to requirement reference EDM -13 on page 173, the EDM should support an electronic signature system. Please confirm whether we should provide the electronic signature software or the NSIF is currently using an electronic signature system with which we have to integrate with the EDM? IF NSIF is using an electronic signature software, please provide the name of the electronic signature software	NSIF does not currently use an electronic signature system. Bidders should propose appropriate solutions.
5	We refer to requirement reference EDM -14 on page 173, we understand the EDM should allow capture of documents/records in native formats. Please confirm total number of documents to be captured according to format types?	This is the general requirement which should be supported by the system (including the ability to support new formats).
6	We refer to requirement reference EDM -15 on page 174. Please can you elaborate on these requirements "Allow the capture of documents/records even if the generating application is not present ". If the generating application is not present how can we capture the application?	This requirement refers to instances where an end-user may not have a desktop application to open a document (e.g., received by email).

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7	We refer to requirement reference EDM -16 on page 174. We understand the EDM should integrate with desktop applications and allow end-users to save documents/records straight from the native applications in which they were created. Please confirm the names of the existing desktop applications. Please confirm whether the existing desktop application supports web services such as rest and soap for integration?	This is the general requirement which should be supported by the system. There is no specific list of applications but the typical applications (e.g., Microsoft Office applications) are expected.
8	We refer to requirement reference EDM -28 on page 175. We understand the EDM should Capture incoming and outgoing emails and attachments either automatically or as selected by end-users. Please confirm the total number of email and attachments and size in MB to be captured in the EDM system	This is the general requirement which should be supported by the system.
9	We refer to requirement reference EDM -87 on page 181. We understand the EDM should Allow integration of workflows with other applications (e.g., automatic approval subject to acknowledgement of fee payment recorded in Finance module). Please can you elaborate on this feature. Do you mean the integration consists of storing the payment record/invoice raised effected in the finance module?	This is the general requirement which should be supported by the system. This requirement refers to the functionality whereby workflows can be updated based on events occurring in other modules (e.g., Finance).
10	We refer to requirement reference FIN -01 on page 219. we understand the finance system should Have multi-organisation capabilities using a single instance (i.e., maintain separate set of accounts for different sub-organisations or entities). Please confirm whether the financial statements should be generated for a single entity i.e NSIF or do we have to generate financial statements for multiple entities and perform financial consolidation statements for multiple entities. If we have to generate financial statements for multiple entities, please provide the names of the entities for which we have to generate separate financial statements and consolidation for the entities	This is the general requirement which should be supported by the system. The specific entities and corresponding financial reporting requirements will be defined during the implementation phase.
11	We refer to requirement reference FIN - 23 on page 220, we understand the finance system should Automatically calculate the depreciation of each fixed asset in line with the depreciation policy. Please confirm which depreciation policy/method will implemented by NISF e.g. Straight line etc.	This will be defined during the implementation phase.
12	We refer to requirement reference FIN - 29 on page 221, we understand the finance system should Generate a certificate of disposal upon asset disposal. Please confirm what type of certificate need to be generated. Please elaborate more?	This requirement refers to a record which demonstrate that an asset disposal has been performed.
13	We refer to requirement reference FIN - 40 on page 221, We understand the finance system should allow uploading of bank statements. Please confirm the NSIF will provide the bank statement in excel format to be manually uploaded in the cash management system	Bank statements in Excel format will be made available for upload.
14	We refer to requirement reference FIN - 49 on page 222, we understand the finance system should support compliance with all the relevant requirements of the Procurement Policy Office. Please confirm which specific requirement of the procurement policy office should be support by the finance system. Please elaborate.	This is the general requirement which should be supported by the system.
15	Please confirm whether the finance system should be integrated with the procurement policy office system. If yes, please confirm the PPO system support web services such as soap and rest.	No integration with the Procurement Policy Office's systems is required.

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16	We refer to page 226, table key performance-related and sizing requirements, including current and estimated projections for the next 3 years. We understand the End user (internal) currently is 47 users. Please confirm the actual number of users who will use the finance system.	Actual number of employees in the Finance function is 3.
17	We refer to the table of page 149, we understand the current number of staff in Finance is 3. Please confirm the number of user who use the finance system? Should be assume only 3 finance users will the finance system ?	Actual number of employees in the Finance function is 3.
18	We refer to requirement reference FIN - 51 on page 222, We understand the finance system should Allow end-users to upload documents when initiating purchase requisitions. Please confirm whether the purchase requisition will be uploaded in the finance system or the EDMS system?	Bidders can propose any option as long as documents can be captured on the system and referenced to the related transactions.
19	We refer to requirement reference FIN - 53 on page 222, We understand the finance system should Support the supplier evaluation and selection process. Please elaborate more on this features? Do you need to perform bid evaluation and selection from suppliers?	The system should support capturing information relating to the bid evaluation and selection process.
20	Will your suppliers require access to the system their bid?	No
21	If yes, how will the supplier submit their bid?	Not applicable
22	Do you need to perform bid evaluation and selection from suppliers?	The system should support capturing information relating to the bid evaluation and selection process.
23	We refer to requirement reference FIN - 74 on page 223, We understand the finance system should Support the capture of information for supplier invoices (including scanned documents). Please confirm the scanned documents will be stored in the EDMS or the finance system?	Bidders can propose any option as long as documents can be captured on the system and referenced to the related transactions.
24	We refer to requirement reference FIN - 85 on page 224, We understand the finance system should enable interface (through upload) of payroll-related transactions. Please confirm whether the existing payroll system (Softpay) will be maintained by the NSIF or do we need to propose a payroll system in our offer?	As per the bidding document, this solution will not be maintained by NSIF. Integration with this software will be required.
25	If the the NSIF maintained the existing payroll system (Softpay), please confirm the existing payroll system support web services (soap and rest) for integration with the proposed finance system?	Manual integration (e.g., manual export/import of transactions) is acceptable. The specific integration capabilities of the Softpay solution will need to be analysed during the implementation phase.
26	We refer to requirement reference FIN - 86 on page 224, We understand the finance system should Integrate with other modules where financial-related transactions are required. Please the name of the other existing systems of NSIF which need to be integrated with the proposed finance system.	This refers to other components/modules which are being proposed by bidders, and not existing systems.
27	Please confirm the existing systems support web services (soap and rest) for integration with the proposed finance system?	Refer to bidding document for existing systems.

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28	We refer to page 231 of the RFP, we understand for Option 2: Production will be on premise at the Foundation and disaster recovery at another location (cloud service including inter-alia GOC or others). Please confirm for option 2 whether the DR can be hosted with any international cloud service provider e.g. Oracle and will be acceptable to NSIF or should we propose the DR at the GOC or should we propose the DR hosted with any local cloud service provider e.g. Mauritius Telecom	The DR can be hosted with local or international. service providers.
29	We refer to page 231 of the RFP, we understand for Option 2: Production will be on premise at the Foundation and disaster recovery at another location (cloud service including inter-alia GOC or others). Please confirm for Option 2 what you mean by "cloud service including inter-alia GOC "?	The DR can be hosted with local or international. service providers.
30	We refer to page 231 of the RFP, we understand for Option 2: Production will be on premise at the Foundation and disaster recovery at another location (cloud service including inter-alia GOC or others). Please confirm for option 2 whether the DR can be hosted with any international cloud service provider e.g. Oracle will be acceptable to NSIF or should the DR be hosted locally with a cloud service provider e.g. Mauritius Telecom?	The DR can be hosted with local or international. service providers.
31	We refer to page 231 of the RFP, we understand for Option 2: Production will be on premise at the Foundation and disaster recovery at another location (cloud service including inter-alia GOC or others). Please confirm if the solution is hosted with any cloud service provider, whether the hosting of the proposed solution on the cloud service provider should be on a 24 hours x 7 days basis or 8 hours x 5 day basis excluding public holidays and saturdays and sundays	The hosting requirements for the DR should be proposed based on the information presented in the bidding document.
32	We refer to Page 227, section 2.0 General Technical requirements. Please confirm whether we should quote for Attendance reader (card, fingerprint, or PIN)?	As per section 2.0 (General Technical Requirements) in Section V of the bidding document, one attendance reader is required.
33	If we have to quote for attendance reader, please confirm the number of units to be quoted?	As per section 2.0 (General Technical Requirements) in Section V of the bidding document, one attendance reader is required.
34	Please confirm the number of cards to be quoted for the attendance reader. We understand currently the NSIF have 47 employees. Please confirm whether we should quote only 47 cards?	Yes
35	Please confirm whether should quote for card printing on both side or only one side for the attendance reader?	Either option is acceptable.
36	Please confirm whether the card printing should be laminated on both side or only one side?	Either option is acceptable.
37	We refer to requirement reference HRM - 85 on page 191, Support the interfacing of attendance data from attendance readers. We understand the proposed attendance module should be interfaced with the attendance reader. Please confirm whether the attendance data should be interfaced with the existing payroll system (paysoft) for payroll computation?	Yes and manual integration (e.g., manual export/import of transactions) is acceptable.

SN	Query	Response
38	Please note if we have to interface the attendance data to the existing payroll system, the existing payroll system should support web services such as (rest and Soap) or else the attendance data will have to be uploaded manually in the existing payroll	Manual integration (e.g., manual export/import of transactions) is acceptable. The specific integration capabilities of the Softpay solution will need to be analysed during the implementation phase.
39	We refer to Page 227, section 2.0 General Technical requirements. Please confirm whether we should quote for Multi-function printer and scanner?	Yes
40	If we have to quote for the printer scanner, please confirm the number of printer and scanner to be quoted?	One unit
41	If we have to quote for the printer scanner, please share detailed specification for the multi-function printer and scanner?	Bidders should propose based on the requirements and volumes specified in the bidding document.
42	We refer to Page 227, section 2.0 General Technical requirements. Please confirm whether we should quote for firewall?	Yes
43	Please confirm whether the bidder propose any network equipment like switch of firewall?	Firewall should be proposed and be sized according to information presented in the bidding document, and the solution(s) proposed.
44	We refer to page 231, Section 2.1 Hardware Requirements and Specifications. We understand for Option 1: Production will be at the Government Online Center (GOC) and disaster recovery on premise at the Foundation. Please confirm the production environments proposed for applications and databases installed at the Government online Center should be deployed on 2 nodes /2 VM's with high availability (active - passive) for applications and databases between the 2 nodes/2 VM's or the production environments application should be deployed on a single node on the GOC with high availability (active - passive) with the on premise DR at the Foundation.	Bidders should propose based on the information presented in the bidding document and the proposed solution(s).
45	Please confirm for option 1: production environments deployed at the GOC, will the backup be done by the GOC or do we have to perform the backup?	NSIF will perform the backups.
46	Please note GOC uses Veritas Backup technology to backup the solutions deployed at the GOC. Please confirm for Option 1 whether our offer should include the veritas backup license to backup our proposed solutions on the GOC or the NSIF or GOC will provide the backup licenses?	Bidders should propose the licenses.
47	If we have to quote for the veritas backup license for Option 1, please confirm the minimum backup size in TB to quoted?	NSIF cannot define the backup size at this stage.
48	Please confirm for option 1 whether we should propose backup for on premise DR or is the backup required only for production?	Backup is required for production.
49	We refer to page 231, Section 2.1 Hardware Requirements and Specifications. We understand for Option 2: Production will on premise at the Foundation and disaster recovery at another location (cloud service including inter-alia GOC or others). Please confirm the production environment on premise at the Foundation in Option 2 the proposed applications and databases will be deployed on 2 nodes /2 VM's with high availability (active - passive) for applications and databases between the 2 nodes/2 VM's or the production environment applications should be deployed on a single node with high availability (active - passive) with the on Cloud DR	Bidders should propose based on the information presented in the bidding document and the proposed solution(s).

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50	Please confirm for option 2: production environments on premise at the Foundation will be backup only or should we propose backup the DR on cloud also?	Backup should be for production only.
51	We refer to page 227, Section 2.0 General Technical Specifications. We understand we should propose Microsoft 365 Business Standard licenses. Please confirm the number of user licenses to be quoted for Microsoft 365 Business Standard?	Refer to section 1.3 (Functional Performance Requirements of the System) in Section V of the bidding document for the current number of end-users.
52	We refer to page 227, Section 2.0 General Technical Specifications. We understand we should propose Microsoft 365 Business Standard licenses. Please confirm the the number of tenants to be created on sharepoint?	40 users but should be able to scale up anytime.
53	Please can you confirm what will be the post warranty period for hardware?	4 years (after warranty period of 3 years)
54	Please can you confirm what will be the post warranty period for software?	6 years (after warranty period of 1 year)
55	Please can you confirm what will be warranty period for hardware?	Refer to GCC 29.4 in the Special Conditions of Contract section in the bidding document.
56	Please can you confirm what will be the warranty period for software?	Refer to GCC 29.4 in the Special Conditions of Contract section in the bidding document.
57	We refer to page 7 , Item No 6. of Invitation for Bids. "The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and that ...". Please confirm, based on clarifications obtained during the pre-bid meeting, we understand open source application licenses and open source development technology stack can be proposed for all software i.e. off the shelf and fully customised software ?	These components can be customized using open-source technology, as long as the requirements are met including maintenance and support.
58	Please confirm if the portal and core engine can be fully customised using open source technology stack or is the NSIF require the portal and core engine to be an off the shelf solution?	These components can be customized using open-source technology, as long as the requirements are met including maintenance and support.
59	We refer to page 26, Section 17, Securing the Bid. " 17.1 The BDS for this Clause specifies whether bids must be secured, and if so, whether by a Bid-Securing Declaration or by a Bid Security. If a Bid Security is required or optional, the BDS also specifies the amount." Please confirm if our bid need to be secured with a bid security. If the bid is to be secured, please confirm the bid security amount excluding VAT?	A Bid Securing Declaration is required. Refer to Section c (Preparation of Bids) in the Bid Data Sheet.
60	We refer to requirement reference PCE - 53 on page 202, We understand the Portal core engine should be integrated email/SMS gateways for system-generated emails or SMS. Please confirm it will be the responsibility of the NSIF to provide SMS gateway from telco companies and the bidder responsibility will be the integration of the SMS gateway with the Portal?	NSIF will procure the gateway separately and the bidders will need to ensure integration.

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61	Please note given the tender is closing on 19 December 2022, and the NSIF will have to respond all the bidders queries for bidders and also we rely on responses of NISF to order the hardware from suppliers and please note all the hardware suppliers are ON HOLIDAY from 20 December 2022 and will resume on the 09 Jan 2023 and also hardware parts are unavailable currently and hardware supplier will require enough time to look for the hardware parts. Please grant us extension 4 weeks else if the closing date 19 dec 2022 is maintained by NSIF, please respond to all the queries by 09 Dec 2022. If the NSIF submit the queries after the 12 December 2022 and the closing date 19 December 2022 is maintained, we will submit our bid but it will be incomplete with suppliers hardware quotation for which we do not receive the quotes.	The closing date for the submission of proposals has been extended to the 17th of January 2023 at 14 30hrs.
62	FIN-13 Accounting periods - Support automatic roll-over of closing balances to opening balances upon closure of an accounting period or financial year Please explain/clarify	Closing Balance (Balance c/d) Opening Balance (Balance b/d)
63	FIN-14 Journal Entries - Allow the capture of standard or non-standard journal entries (e.g., account code, amount, journal type, description) What is Non-Standard Journal?	Consider Standard Journal Entries
64	FIN-23 Fixed Asset Management - Automatically assign relevant criteria (e.g., applicable accounting policies) in line with the selected category of fixed asset What is the accounting policies?	Straight Line Method
65	FIN-24 Fixed Asset Management - Allow the definition and application of accounting policies for each category of fixed asset What is the accounting policy for each category of asset?	Straight Line Method, varies for each category of asset
66	We understand the Servers should Support running on Windows Server 2022 (for server side), Please confirm whether if we proposed Oracle Ubuntu Linux or Oracle Linux , whether it will be acceptable to NSIF.	Windows Server 2019 Underlying VMs can be Linux.
67	Deadline for Delivery of equipment is "8 weeks". NSIF will need to be flexible with the delivery due to delay in freight following the post Covid Pandemic.	At the time of bidding, bidders will have to specify the delivery time. However, delivery time will be taken as an evaluation criteria during the evaluation exercise.
68	It is mentioned that software should be covered by a valid license. What if open-source solution is provided?	Open-source licenses are acceptable