PRIME MINISTER’S OFFICE
INVITATION FOR BIDS
(Authorised Under Section 16(1) of the Public Procurement Act 2006)

SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF ELECTRONIC DOCUMENT MANAGEMENT SYSTEM
PMO/19-20/Q34/ONB

Bids on appropriate forms are invited from local suppliers for the Supply, Installation, Configuration and Commissioning of Electronic Document Management System at Prime Minister’s Office- National Sanctions Secretariat, Port Louis

2. Other details of the requirements and conditions are contained in the bid documents.

3. The bidding documents will be available free of charge on websites of the Public Procurement Portal on publicprocurement.govmu.org and that of this Office on pmo.govmu.org.

4. Any clarifications sought by any bidder in respect of the item to be procured shall be addressed in writing to the Secretary for Home Affairs, Prime Minister’s Office, New Government Centre, Port Louis, Attn: Manager, Procurement and Supply, Fax No. 201 3186 or 201 1481 so as to reach him at least fourteen (14) days before the deadline for the submission of the bids.

5. Bids in sealed envelope clearly marked “Supply, Installation, Configuration and Commissioning of Electronic Document Management System (PMO/19-20/Q34/ONB)” and indicating the closing date and time should be addressed to the Secretary for Home Affairs and deposited in the Tender Box at the under-mentioned address on or before Wednesday 1st April 2020 up to 13.30 hours (local time) at latest.

6. Bids will be opened in the Conference Room of the Prime Minister’s Office, on the same day at 13.45 hrs in the presence of bidders/bidders’ representatives who may choose to attend.

7. A site visit has been scheduled on Wednesday 18 March 2020 at 10.30 hrs at the National Sanctions Secretariat, Prime Minister’s Office

8. The Prime Minister’s Office reserves the right to:
   (a) accept or reject any bid; and
   (b) annul the bidding process and reject all bids at any time prior to contract award as per provision of Section 39(1) of the Public Procurement Act 2006.

Prime Minister’s Office,
4th Floor, New Government Centre,
Port Louis

26 February 2020
PRIME MINISTER’S OFFICE

BIDDING DOCUMENTS

Issued on: 26 February 2020

for

Procurement of

SUPPLY, INSTALLATION, CONFIGURATION AND COMMISSIONING OF ELECTRONIC DOCUMENT MANAGEMENT SYSTEM AT

NATIONAL SANCTIONS SECRETARIAT

Procurement Reference No: PMO/19-20/Q 34/ONB

Project: Implementation of Electronic Document Management System for National Sanctions Secretariat

Employer: Prime Minister’s Office
Notice to Bidders
Government e-Procurement System

In line with Government’s plan towards a fully-fledged digital society requiring increased use of ICT in public administration, public bodies would, by the end of July 2019, carry out public procurement electronically on the Government e-Procurement System (e-PS).

Consequently the paper based procurement process would gradually be phased out. The e-PS is live and a growing number of public bodies are already carrying out their procurement proceedings online.

In this respect, Bidders are advised to register at the earliest on the e-PS at the following address:

https://eproc.publicprocurement.govmu.org

A video for Bidders on “How to Register” can be viewed on Youtube at:

https://www.youtube.com/watch?v=MvH-PqQRS3k

All registered Bidders will automatically be alerted by email of all online Invitation for Bids issued by any public body. For any further information, contact the Help Desk of Procurement Policy Office by the following email or phone number:

Email: eprocdesk@govmu.org

Tel: +230 201 1530
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Summary Description

These Standard Bidding Documents for Procurement of non-Consultancy services apply either when a prequalification process has taken place before bidding or when a prequalification process has not taken place before bidding (provided alternative documents are selected as applicable). A brief description of these documents is given below.

SBD for Procurement of Services

Summary

PART I – BIDDING PROCEDURES

Section I: Instructions to Bidders (ITB)

This Section provides relevant information to help Bidders prepare their bids. Information is also provided on the submission, opening, and evaluation of bids and on the award of Contracts. Section I contains provisions that are to be used without modification.

Section II. Bidding Data Sheet (BDS)

This Section consists of provisions that are specific to each procurement and that supplement the information or requirements included in Section I, Instructions to Bidders.

Section III: Bidding Forms

This Section contains the forms which are to be completed by the Bidder and submitted as part of his Bid.

PART II – ACTIVITY SCHEDULE

Section IV. Activity Schedule

This Section contains the activity schedule.

Section V. Performance Specifications and Drawings

This section contains Specifications that are intended only as information for the Employer or the person drafting the bidding documents. They should not be included in the final documents.

PART III – CONDITIONS OF CONTRACT AND CONTRACT FORMS

Section VI. General Conditions of Contract (GCC)
This Section contains the general clauses to be applied in all contracts. The text of the clauses in this Section shall not be modified.

Section VII. Special Conditions of Contract

The contents of this Section supplement the General Conditions of Contract and shall be prepared by the Employer.

Section VIII: Contract Forms

This Section contains forms which, once completed, will form part of the Contract. The format of Advance Payment Guarantee, Performance Security, Letter of Acceptance and Contract.
Part I – Bidding Procedures
## Section I. Instructions to Bidders

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Instructions to Bidders

A. General

1. Scope of Bid

1.1 The Public Body referred to herein after as the Employer, as defined in the Bidding Data Sheet (BDS), invites bids for the Services, as described in the BDS. The name and identification number of the Contract is provided in the BDS.

1.2 The successful Bidder will be expected to complete the performance of the Services by the Intended Completion Date provided in the BDS and the SCC Clause 2.3.

2. Public Entities Related to Bidding Documents and to Challenge and Appeal

2.1 The public entities related to these bidding documents are the Public Body, acting as procurement entity(Employer), the Procurement Policy Office, in charge of issuing standard bidding documents and responsible for any amendment these may require, the Central Procurement Board in charge of vetting bidding documents, receiving and evaluating bids in respect of major contracts and the Independent Review Panel, set up under the Public Procurement Act 2006 (hereinafter referred to as the Act).

2.2 Unsatisfied bidders shall follow procedures prescribed in Regulations 48, 49 and 50 of the Public Procurement Regulations 2008 to challenge procurement proceedings and award of procurement contracts or to file application for review at the Independent Review Panel.

2.3 Challenges and applications for review shall be forwarded to the addresses indicated in the BDS;

3. Corrupt or Fraudulent Practices

3.1 The Government of the Republic of Mauritius requires that bidders/suppliers/contractors, participating in procurement in Mauritius, observe the highest standard of ethics during the procurement process and execution of contracts.

3.2 Bidders, suppliers and public officials shall be aware of the provisions stated in sections 51 and 52 of the Public Procurement Act which can be consulted on the website of the Procurement Policy Office (PPO): ppo.govmu.org.

3.3 The Employer will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or
obstructive practices in competing for the contract in question;

For the purposes of this Sub-Clause:
(i) “corrupt practice”\textsuperscript{1} is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

(ii) “fraudulent practice”\textsuperscript{2} is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

(iii) “collusive practice”\textsuperscript{3} is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

(iv) “coercive practice”\textsuperscript{4} is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

(v) “obstructive practice” is deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

3.4 The Public Body commits itself to take all measures necessary to prevent fraud and corruption and ensures that none of its staff, personally or through his/her close relatives or through a third party, will in connection with the bid for, or the execution of a contract, demand, take a promise for or accept, for him/herself or third person, any material or immaterial benefit which he/she is not legally entitled to. If the Public Body obtains

\textsuperscript{1} For the purpose of this Contract, “another party” refers to a public official acting in relation to the procurement process or contract execution.
\textsuperscript{2} For the purpose of this Contract, “party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.
\textsuperscript{3} For the purpose of this Contract, “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.
\textsuperscript{4} For the purpose of this Contract, “party” refers to a participant in the procurement process or contract execution.
Section I. Instructions to Bidders

information on the conduct of any of its employees which is a criminal offence under the relevant Anti-Corruption Laws of Mauritius or if there be a substantive suspicion in this regard, he will inform the relevant authority(ies) and in addition can initiate disciplinary actions. Furthermore, such bid shall be rejected.

4. Eligible Bidders

4.1 Subject to ITB 4.4, a Bidder, and all parties constituting the Bidder, may have the nationality of any country except in the case of open national bidding where the bidding documents may limit participation to citizens of Mauritius or entities incorporated in Mauritius, if so qualified in the BDS. A Bidder shall be deemed to have the nationality of a country if the Bidder is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country. This criterion shall also apply to the determination of the nationality of proposed subcontractors or service providers for any part of the Contract.

4.2 All bidders shall provide in Section III, Bidding Forms, a statement that the Bidder (including all members of a joint venture and subcontractors) is not associated, nor has been associated in the past, directly or indirectly, with the consultant or any other entity that has prepared the design, specifications, and other documents for the Project or being proposed as Project Manager for the Contract.

4.3 (a) A Bidder that is under a declaration of ineligibility by the Government of Mauritius in accordance with applicable laws at the date of the deadline for bid submission or thereafter, shall be disqualified.

(b) Bids from service providers appearing on the ineligibility lists of African Development Bank, Asian Development Bank, European Bank for Reconstruction and Development, Inter-American Development Bank Group and World Bank Group shall be rejected.

Links for checking the ineligibility lists are available on the PPO’s website: ppo.govmu.org.

4.4 A firm shall be excluded if by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, Mauritius prohibits any import of goods or contracting of works or services from a country where it is based or any payment to persons or entities in that country.
4.5 Government-owned enterprises in the Republic of Mauritius shall be eligible only if they can establish that they:

(i) are legally and financially autonomous;

(ii) operate under commercial law, and

(iii) are not a dependent agency of the Purchaser.

4.6 Bidders shall provide such evidence of their continued eligibility satisfactory to the Employer, as the Employer shall reasonably request.

5. Qualification of the Bidder

5.1 All bidders shall provide in Section III, Bidding Forms, a preliminary description of the proposed work method and schedule, including drawings and charts, as necessary.

5.2 (a) In the event that prequalification of potential bidders has been undertaken as stated in the BDS, only bids from prequalified bidders shall be considered for award of Contract, in which case the provisions of sub-clauses 5.3 to 5.6 hereafter shall not apply. These qualified bidders should submit with their bids any information updating their original prequalification applications or, alternatively, confirm in their bids that the originally submitted prequalification information remains essentially correct as of the date of bid submission. The update or confirmation should be provided in Section IV.

(b) If, after opening of bids, where prequalification has not been undertaken, it is found that any of the document listed in 5.3 and 5.4 is missing the Employer may request the submission of that document subject to the bid being substantially responsive as per clause 27. The non-submission of the document by the Bidder within the prescribed period may lead to the rejection of its bid.

5.3 If the Employer has not undertaken prequalification of potential bidders, all bidders shall include the following information and documents with their bids in Section IV, unless otherwise stated in the BDS:

(a) copies of original documents defining the constitution or legal status, place of registration, and principal place of business;

(b) written power of attorney of the signatory of the Bid or any other acceptable document to commit the Bidder and as otherwise specified in the BDS.
(c) total monetary value of Services performed for each of the last five years;

(d) experience in Services of a similar nature and size for each of the last five years, and details of Services under way or contractually committed; and names and address of clients who may be contacted for further information on those contracts;

(e) list of major items of equipment proposed to carry out the Contract;

(f) qualifications and experience of key site management and technical personnel proposed for the Contract;

(g) reports on the financial standing of the Bidder, such as profit and loss statements and auditor’s reports for the past five years;

(h) evidence of adequacy of cash-flow for this Contract (access to line(s) of credit and availability of other financial resources);

(i) authority to the Employer to seek references from the Bidder’s bankers;

(j) information regarding any litigation, current or during the last five years, in which the Bidder is involved, the parties concerned, and disputed amount; and

(k) proposals for subcontracting components of the Services amounting to more than 10 percent of the Contract Price.

5.4 Bids submitted by a joint venture of two or more firms as partners shall comply with the following requirements, unless otherwise stated in the BDS:

(a) the Bid shall include all the information listed in ITB Sub-Clause 5.3 above for each joint venture partner;

(b) the Bid shall be signed so as to be legally binding on all partners;

(c) the Bid shall include a copy of the agreement entered into by the joint venture partners defining the division of assignments to each partner and establishing that all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms; alternatively, a Letter of Intent to execute a joint venture agreement in the event of a successful bid shall be
signed by all partners and submitted with the bid, together
with a copy of the proposed agreement;

(d) one of the partners shall be nominated as being in charge,
authorized to incur liabilities, and receive instructions for
and on behalf of any and all partners of the joint venture; and

(e) the execution of the entire Contract, including payment,
shall be done exclusively with the partner in charge.

5.5 To qualify for award of the Contract, bidders shall meet the
following minimum qualifying criteria, unless otherwise
classified in the BDS:

(a) a minimum average annual financial amount of work over
the period specified in the BDS.

(b) experience as prime contractor in the provision of at least
two service contracts of a nature and complexity
equivalent to the Services over the last 5 years (to comply
with this requirement, Services contracts cited should be at
least 70 percent complete) as specified in the BDS;

(c) proposals for the timely acquisition (own, lease, hire, etc.)
of the essential equipment listed in the BDS;

(d) a Contract Manager with five years’ experience in
Services of an equivalent nature and volume, including no
less than three years as Manager; and

(e) liquid assets and/or credit facilities, net of other
contractual commitments and exclusive of any advance
payments which may be made under the Contract, of no
less than the amount specified in the BDS.

A consistent history of litigation or arbitration awards against
the Applicant or any partner of a Joint Venture may result in
disqualification.

5.6 The figures for each of the partners of a joint venture shall be
added together to determine the Bidder’s compliance with the
minimum qualifying criteria of ITB Sub-Clause 5.5(a), (b) and
(e); however, for a joint venture to qualify the partner in charge
must meet at least 40 percent of those minimum criteria for an
individual Bidder and other partners at least 25% of the criteria.
Failure to comply with this requirement will result in rejection
of the joint venture’s Bid. Subcontractors’ experience and
resources will not be taken into account in determining the
Bidder’s compliance with the qualifying criteria, unless otherwise stated in the BDS.

6. Conflict of Interest

6.1 A Bidder shall not have a conflict of interest. All Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if:

(a) they have a controlling partner in common; or

(b) they receive or have received any direct or indirect subsidy from any of them; or

(c) they have the same legal representative for purposes of this bid; or

(d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the Employer regarding this bidding process; or

(e) a Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which the party is involved. However, this does not limit the inclusion of the same subcontractor in more than one bid; or

(f) a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid.

7. Cost of Bidding

7.1 The Bidder shall bear all costs associated with the preparation and submission of his Bid, and the Employer will in no case be responsible or liable for those costs.

8. Site Visit/Pre-bid Meeting

8.1 (a) The Bidder, at the Bidder’s own responsibility and risk, is encouraged to visit and examine the Site of required Services and its surroundings and obtain all information that may be necessary for preparing the Bid and entering into a contract for the Services. The costs of visiting the Site shall be at the Bidder’s own expense.

(b) A pre-bid meeting shall be held if so indicated in the BDS to allow bidders to obtain clarifications on the bidding documents. Any information given in the course of the meeting that may have an incidence in the preparation of the bids shall be issued by the Public Body as addendum after the meeting, as
per ITB 11.2, to form part of the Bidding Documents.

**B. Bidding Documents**

9. **Content of Bidding Documents**

9.1 The set of bidding documents comprises the documents listed in the table below and addenda issued in accordance with ITB Clause 11:

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9.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in the rejection of its bid. Sections III and IV should be completed and returned with the Bid in the number of copies specified in the BDS.

10. **Clarification of Bidding Documents**

10.1 A prospective Bidder requiring any clarification of the bidding documents may notify the Employer in writing or by facsimile at the Employer’s address indicated in the invitation to bid. The Employer will respond to any request for clarification received earlier than 14 days (21 days for international bids) prior to the deadline for submission of bids and by the date indicated in the BDS. Copies of the Employer’s response will be forwarded to all purchasers of the bidding documents, including a description of the inquiry, but without identifying its source.

11. **Amendment of Bidding Documents**

11.1 Before the deadline for submission of bids, the Employer may modify the bidding documents by issuing addenda.

11.2 Any addendum thus issued shall be part of the bidding documents and shall be communicated in writing or by cable to all purchasers of the bidding documents. Prospective bidders shall acknowledge receipt of each addendum in writing to the Employer.
11.3 To give prospective bidders reasonable time in which to take an
addendum into account in preparing their bids, the Employer
shall extend, as necessary, the deadline for submission of bids,
in accordance with ITB Sub-Clause 21.2 below.

C. Preparation of Bids

12. Language of
Bid

12.1 The bid prepared by the Bidder, as well as all correspondence
and documents relating to the bid exchanged by the Bidder and
the Employer shall be written in English. Supporting documents
and printed literature furnished by the Bidder may be in another
language provided they are accompanied by an accurate
translation of the relevant passages in the language specified in
the Bidding Data Sheet, in which case, for purposes of
interpretation of the Bid, the translation shall govern.

12.2 Notwithstanding the above, documents in French submitted
with the bid may be accepted without translation.

13. Documents
Comprising
the Bid

13.1 The Bid submitted by the Bidder shall comprise the following:
(a) The Form of Bid (in the format indicated in Section III);
(b) Bid Security or Bid Securing declaration(where
applicable);
(c) Priced Activity Schedule;
(d) Qualification Information Form and Documents;
(e) Alternative offers where invited;
and any other materials required to be completed and submitted
by bidders, as specified in the BDS.

13.2 Bidders bidding for this contract together with other contracts
stated in the IFB to form a package will so indicate in the bid
together with any discounts offered for the award of more than
one contract

14. Bid Prices

14.1 The Contract shall be for the Services, as described in Appendix
A to the contract and in the Specifications, Section IV, based on
the priced Activity Schedule, Section V, submitted by the
Bidder.

14.2 The Bidder shall fill in rates and prices for all items of the
Services described in Section IV-the Scope of Service and
Performance Specifications and listed in Section V the Activity
Schedule, Items for which no rate or price is entered by the
Bidder will not be paid for by the Employer when executed and shall be deemed covered by the other rates and prices in the Activity Schedule.

14.3 All duties, taxes, and other levies payable by the Service Provider under the Contract, or for any other cause, as of the date 28 days prior to the deadline for submission of bids, shall be included in the total Bid price submitted by the Bidder.

14.4 If provided for in the BDS, the rates and prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract in accordance with and the provisions of Clause 6.6 of the General Conditions of Contract and/or Special Conditions of Contract. The Bidder shall submit with the Bid all the information required under the Special Conditions of Contract and of the General Conditions of Contract.

14.5 For the purpose of determining the remuneration due for additional Services, a breakdown of the lump-sum price shall be provided by the Bidder in the form of Appendices D and E to the Contract.

15. Currencies of Bid and Payment

15.1 The lump sum price shall be quoted by the Bidder separately in the following currencies:

(a) for those inputs to the Services which the Bidder expects to provide from within the Republic of Mauritius, the prices shall be quoted in Mauritian Rupees; and

(b) for those inputs to the Services which the Bidder expects to provide from outside the Republic of Mauritius, the prices shall be quoted in up to any three hard currencies.

15.2 Bidders shall indicate details of their expected foreign currency requirements in the Bid.

15.3 Bidders may be required by the Employer to justify their foreign currency requirements and to substantiate that the amounts included in the Lump Sum are reasonable and responsive to ITB Sub-Clause 15.1.

16. Bid Validity

16.1 Bids shall remain valid for the period specified in the BDS.

16.2 In exceptional circumstances, the Employer may request that the bidders extend the period of validity for a specified additional period. The request and the bidders’ responses shall be made in writing or by facsimile. A Bidder may refuse the request without forfeiting the Bid Security. A Bidder agreeing to the request will not be required or permitted to otherwise modify the Bid, but will
be required to extend the validity of Bid Security/Bid Securing Declaration for the period of the extension, and in compliance with ITB Clause 17 in all respects.

16.3 In the case of contracts in which the Contract Price is fixed (not subject to price adjustment), if the period of bid validity is extended by more than 60 days, the amounts payable in local and foreign currency to the Bidder selected for award, shall be increased by applying to both the local and the foreign currency component of the payments, respectively, the factors specified in the request for extension, for the period of delay beyond 60 days after the expiry of the initial bid validity, up to the notification of award. Bid evaluation will be based on the Bid prices without taking the above correction into consideration.

17. Bid Security

17.1 The Bidder shall furnish, as part of the Bid, a Bid Security or a Bid-Securing Declaration, if required, as specified in the BDS.

17.2 The Bid-Securing Declaration shall be in the form of a signed subscription in the Bid Submission Form.

17.3 The Bid Security shall be in the amount specified in the BDS and denominated in Mauritian Rupees or a freely convertible currency, and shall:

(a) be issued by a reputable overseas bank located in any eligible country or any commercial bank operating in Mauritius selected by the Bidder

(b) be substantially in accordance with the form of Bid Security included in Section III, Bidding Forms;

(c) be payable promptly upon written demand by the Employer in case the conditions listed in ITB Sub-Clause 17.5 are invoked;

(d) be submitted in its original form; copies will not be accepted;

(e) remain valid for a period of 30 days beyond the validity period of the bids, as extended, if applicable, in accordance with ITB Sub-Clause 16.2;

17.4 If a Bid Security is required in accordance with ITB Sub-Clause 17.1, any bid not accompanied by a substantially responsive Bid Security in accordance with ITB Sub-Clause 17.1, shall be rejected by the Employer as non-responsive.

17.5 The Bid Security of unsuccessful Bidders shall be returned as
promptly as possible upon the successful Bidder’s furnishing of the Performance Security pursuant to ITB Clause 35.

17.6 The Bid Security shall be forfeited or the Bid Securing Declaration executed:

(a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form, except as provided in ITB Sub-Clause 16.2; or

(b) if a bidder refuses to accept a correction of an error appearing on the face of the Bid; or

(c) if the successful Bidder fails to:

   (i) sign the Contract in accordance with ITB Clause 34; or

   (ii) furnish a Performance Security in accordance with ITB Clause 35.

17.7 The Bid Security or Bid-Securing Declaration of a JV must be in the name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid Security or Bid-Securing Declaration shall be in the names of all future partners as named in the letter of intent to constitute the JV.

17.8 If a bid security is not required in the BDS, and

(a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Letter of Bid Form, except as provided in ITB 16.2, or

(b) if a bidder refuses to accept a correction of an error appearing on the face of the Bid; or

(c) if the successful Bidder fails to:

   (i) sign the Contract in accordance with ITB Clause 34; or

   (ii) furnish a Performance Security in accordance with ITB Clause 35.

The Bidder may be disqualified to be awarded a public contract in the Republic of Mauritius for a period of time to be determined by the PPO.

18. Alternative Proposals by Bidders

18.1 Unless otherwise indicated in the BDS, alternative bids shall not be considered.
18.2 When alternative times for completion are explicitly invited, a statement to that effect will be included in the BDS, as will the method of evaluating different times for completion.

18.3 Except as provided under ITB Sub-Clause 18.4 below, bidders wishing to offer technical alternatives to the requirements of the bidding documents must first submit a Bid that complies with the requirements of the bidding documents, including the scope, basic technical data, graphical documents and specifications. In addition to submitting the basic Bid, the Bidder shall provide all information necessary for a complete evaluation of the alternative by the Employer, including calculations, technical specifications, breakdown of prices, proposed work methods and other relevant details. Only the technical alternatives, if any, of the lowest evaluated Bidder conforming to the basic technical requirements shall be considered by the Employer. Alternatives to the specified performance levels shall not be accepted.

18.4 When bidders are permitted in the BDS to submit alternative technical solutions for specified parts of the Services, such parts shall be described in the Specifications (or Terms of Reference) and Drawings, Section V. In such case, the method for evaluating such alternatives will be as indicated in the BDS.

19. Format and Signing of Bid

19.1 The Bidder shall prepare one original of the documents comprising the Bid as described in ITB Clause 11 of these Instructions to Bidders, bound with the volume containing the Form of Bid, and clearly marked “ORIGINAL.” In addition, the Bidder shall submit copies of the Bid, in the number specified in the BDS, and clearly marked as “COPIES.” In the event of discrepancy between them, the original shall prevail.

19.2 The original and all copies of the Bid shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder, pursuant to Sub-Clauses 5.3(a) or 5.4(b), as the case may be. All pages of the Bid where entries or amendments have been made shall be initialed by the person or persons signing the Bid.

19.3 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.
D. Submission of Bids

20. Sealing and Marking of Bids

20.1 The Bidder shall seal the original and all copies of the Bid in two inner envelopes and one outer envelope, duly marking the inner envelopes as “ORIGINAL” and “COPIES”.

20.2 The inner and outer envelopes shall

(a) be addressed to the Employer at the address provided in the BDS;

(b) bear the name and identification number of the Contract as defined in the BDS and Special Conditions of Contract; and

(c) provide a warning not to open before the specified time and date for Bid opening as defined in the BDS.

20.3 In addition to the identification required in ITB Sub-Clause 20.2, the inner envelopes shall indicate the name and address of the Bidder to enable the Bid to be returned unopened in case it is declared late, pursuant to ITB Clause 22.

20.4 If the outer envelope is not sealed and marked as above, the Employer will assume no responsibility for the misplacement or premature opening of the Bid.

21. Deadline for Submission of Bids

21.1 Bids shall be delivered to the Employer at the address specified above no later than the time and date specified in the BDS.

21.2 The Employer may extend the deadline for submission of bids by issuing an amendment in accordance with ITB Clause 11, in which case all rights and obligations of the Employer and the bidders previously subject to the original deadline will then be subject to the new deadline.

22. Late Bids

22.1 Any Bid received by the Employer after the deadline prescribed in ITB Clause 21 will be returned unopened to the Bidder.

23. Modification and Withdrawal of Bids

23.1 Bidders may modify or withdraw their bids by giving notice in writing before the deadline prescribed in ITB Clause 21.

23.2 Each Bidder’s modification or withdrawal notice shall be prepared, sealed, marked, and delivered in accordance with ITB Clauses 19 and 20, with the outer and inner envelopes additionally marked “MODIFICATION” or “WITHDRAWAL,” as appropriate.

23.3 No Bid may be modified after the deadline for submission of
Section I. Instructions to Bidders

Bids.

23.4 Withdrawal of a Bid between the deadline for submission of bids and the expiration of the period of Bid validity specified in the BDS or as extended pursuant to ITB Sub-Clause 16.2 may result in the forfeiture of the Bid Security or execution of the Bid Securing Declaration pursuant to ITB Clause 17.

23.5 Bidders may only offer discounts to, or otherwise modify the prices of their bids by submitting Bid modifications in accordance with this clause, or included in the original Bid submission.

E. Bid Opening and Evaluation

24. Bid Opening

24.1 The Employer will open the bids, including modifications made pursuant to ITB Clause 23, in the presence of the bidders’ representatives who choose to attend at the time and in the place specified in the BDS.

24.2 Envelopes marked “WITHDRAWAL” shall be opened and read out first. Bids for which an acceptable notice of withdrawal has been submitted pursuant to ITB Clause 23 shall not be opened.

24.3 The bidders’ names, the Bid prices, the total amount of each Bid and of any alternative Bid (if alternatives have been requested or permitted), any discounts, Bid modifications and withdrawals, the presence or absence of Bid Security/subscription to Bid Securing Declaration, and such other details as the Employer may consider appropriate, will be announced by the Employer at the opening. No bid shall be rejected at bid opening except for the late bids pursuant to ITB Clause 22; Bids, and modifications, sent pursuant to ITB Clause 23 that are not opened and read out at bid opening will not be considered for further evaluation regardless of the circumstances. Late and withdrawn bids will be returned unopened to the bidders.

24.4 The Employer will prepare minutes of the Bid opening, including the information disclosed to those present in accordance with ITB Sub-Clause 24.3.

25. Process to Be Confidential

25.1 Information relating to the examination, clarification, evaluation, and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any other persons not officially concerned with such process. Any effort by a Bidder to influence the Employer’s processing of
bids or award decisions may result in the rejection of his Bid.

25.2 If, after notification of award, a bidder wishes to ascertain the grounds on which its bid was not selected, it should address its request to the Employer, who will provide written explanation. Any request for explanation from one bidder should relate only to its own bid; information about the bid of competitors will not be addressed.

26. Clarification of Bids

26.1 To assist in the examination, evaluation, and comparison of bids, the Employer may, at the Employer’s discretion, ask any Bidder for clarification of the Bidder’s Bid, including breakdowns of the prices in the Activity Schedule, and other information that the Employer may require. The request for clarification and the response shall be in writing via e-mail or facsimile, but no change in the price or substance of the Bid shall be sought, offered, or permitted except as required to confirm the correction of arithmetic errors discovered by the Employer in the evaluation of the bids in accordance with ITB Clause 28.

26.2 Subject to ITB Sub-Clause 26.1, no Bidder shall contact the Employer on any matter relating to its bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.

26.3 Any effort by the Bidder to influence the Employer in the Employer’s bid evaluation or contract award decisions may result in the rejection of the Bidder’s bid.

27. Examination of Bids and Determination of Responsiveness

27.1 Prior to the detailed evaluation of bids, the Employer will determine whether each Bid (a) meets the eligibility criteria defined in ITB Clause 4; (b) has been properly signed; (c) is accompanied by the required securities; and (d) is substantially responsive to the requirements of the bidding documents.

27.2 A substantially responsive Bid is one which conforms to all the terms, conditions, and specifications of the bidding documents, without material deviation or reservation. A material deviation or reservation is one (a) which affects in any substantial way the scope, quality, or performance of the Services; (b) which limits in any substantial way, inconsistent with the bidding documents, the Employer’s rights or the Bidder’s obligations under the Contract; or (c) whose rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.

27.3 If a Bid is not substantially responsive, it will be rejected by the
Employer, and may not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or reservation.

28. Correction of Errors  

28.1 Bids determined to be substantially responsive will be checked by the Employer for any arithmetic errors. Arithmetical errors will be rectified by the Employer on the following basis: if there is a discrepancy between unit prices and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; if there is a discrepancy between the amounts in figures and in words, the amount in words will prevail.

28.2 The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the Bid Security shall be forfeited or the Bid Securing Declaration exercised and in accordance with ITB Sub-Clause 17.6(b).

29. Currency for Bid Evaluation  

29.1 The Employer will convert the amounts in various currencies in which the Bid Price, corrected pursuant to ITB Clause 28, is payable (excluding Provisional Sums but including Daywork where priced competitively) in Mauritian Rupees at the selling rates on the closing date, established for similar transactions by the Bank of Mauritius.

30. Evaluation and Comparison of Bids  

30.1 The Employer will evaluate and compare only the bids determined to be substantially responsive in accordance with ITB Clause 27.

30.2 In evaluating the bids, the Employer will determine for each Bid the evaluated Bid price by adjusting the Bid price as follows:

(a) making any correction for errors pursuant to ITB Clause 28;

(b) excluding provisional sums and the provision, if any, for contingencies in the Activity Schedule, Section IV, but including Day work, when requested in the Specifications (or Terms of Reference) Section V;

(c) making an appropriate adjustment for any other acceptable variations, deviations, or alternative offers submitted in accordance with ITB Clause 18; and
(d) making appropriate adjustments to reflect discounts or other price modifications offered in accordance with ITB Sub-Clause 23.5.

30.3 The Employer reserves the right to accept or reject any variation, deviation, or alternative offer. Variations, deviations, and alternative offers and other factors, which are in excess of the requirements of the bidding documents or otherwise result in unsolicited benefits for the Employer will not be taken into account in Bid evaluation.

30.4 The estimated effect of any price adjustment conditions under Sub-Clause 6.6 of the General Conditions of Contract, during the period of implementation of the Contract, will not be taken into account in Bid evaluation.

31. Preference for Domestic Bidders

31.1 Margin of Preference shall not be applicable.
F. Award of Contract

32. Award Criteria

32.1 Subject to ITB Clause 33, the Employer will award the Contract to the Bidder whose Bid has been determined to be substantially responsive to the bidding documents and who has offered the lowest evaluated Bid price, provided that such Bidder has been determined to be (a) eligible in accordance with the provisions of ITB Clause 4, and (b) qualified in accordance with the provisions of ITB Clause 5.

32.2 If, pursuant to ITB Sub-Clause 13.2 this contract is being let on a “slice and package” basis, the lowest evaluated Bid Price will be determined when evaluating this contract in conjunction with other contracts to be awarded concurrently. Taking into account any discounts offered by the bidders for the award of more than one contract.

33. Employer’s Right to Accept any Bid and to Reject any or all Bids

33.1 Notwithstanding ITB Clause 32, the Employer reserves the right to accept or reject any Bid, and to cancel the bidding process and reject all bids, at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders.

34. Notification of Award and Signing of Agreement

34.1 Prior to the expiration of the period of bid validity, the Employer shall, for contract amount above the prescribed threshold, notify the selected bidder of the proposed award and accordingly notify unsuccessful bidders. Subject to challenge and Appeal the Employer shall notify the selected Bidder, in writing, by a Letter of Acceptance for award of contract. It will state the sum that the Employer will pay to the Service Provider in consideration of the execution of the services by the Service Provider as prescribed by the Contract (hereinafter and in the Contract called the “Contract Price”). Within seven days from the issue of Letter of Acceptance the Employer shall publish on the Public Procurement Portal (publicprocurement.govmu.org) and the Employer’s website, the results of the Bidding process.

34.2 The issue of the Letter of Acceptance will constitute the formation of the Contract.

34.3 The Contract, in the form provided in the bidding documents, will incorporate all agreements between the Employer and the successful Bidder. It will be signed by the Employer and sent to the successful Bidder along with the Letter of Acceptance. Within 21 days of receipt of the Contract, the successful bidder shall sign the Contract and return it to the Employer, together
Section I. Instructions to Bidders

35. Performance Security

35.1 Within 21 days after receipt of the Letter of Acceptance, the successful Bidder shall deliver to the Employer a Performance Security in the amount and in the form of a Bank Guarantee stipulated in the BDS, denominated in the type and proportions of currencies in the Letter of Acceptance and in accordance with the General Conditions of Contract.

35.2 If the Performance Security is provided by the successful Bidder in the form of a Bank Guarantee, it shall be issued either at the Bidder’s option, by a commercial bank located in the Republic of Mauritius or a foreign bank through a correspondent commercial bank located in the Republic of Mauritius.

35.3 Failure of the successful Bidder to comply with the requirements of ITB Sub-Clause 35.1 shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid Security.

36. Advance Payment and Security

36.1 The Employer will provide an Advance Payment on the Contract Price as stipulated in the Conditions of Contract, subject to the amount stated in the BDS.

37. Adjudicator

37.1 The Employer proposes the person named in the BDS to be appointed as Adjudicator under the Contract, at an hourly fee specified in the BDS, plus reimbursable expenses. If the Bidder disagrees with this proposal, the Bidder should so state in the Bid. If, in the Letter of Acceptance, the Employer has not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed by the Appointing Authority designated in the Special Conditions of Contract at the request of either party.

38. Debriefing

38.1 The Employer shall promptly attend to all requests for debriefing for the contract, made in writing, and within 30 days from the date of the publication of award or date the unsuccessful bidders are informed about the award, whichever is the case, by following regulation 9 of the Public Procurement Regulation 2008 as amended.
| ITB 1.1 | The Employer is **Prime Minister’s Office (Defence & Home Affairs Division) –National Sanctions Secretariat**

The name and identification number of the Procurement is **Supply, Installation, Configuration and Commissioning of Electronic Document Management System**

**Procurement Reference No:** PMO/19-20/Q34/ONB |

| ITB 2.3 | (a) Challenges shall be addressed to:

   - The Secretary for Home Affairs
   - Attn: Manager Procurement and Supply
   - Prime Minister’s Office
   - 5th Floor, New Government Centre,
   - Port Louis
   - Tel: 20123 53
   - Fax: 2013186
   - Email:dramoo@govmu.org

(b) Application for Review shall be addressed to:

   - The Chairman
   - Independent Review Panel,
   - 9th Floor, Wing B
   - Emmanuel Anquetil Building
   - Pope Hennessy Street
   - Port Louis
   - Tel : 2013921
   - Mail :irp@govmu.org |

| ITB 4.1 | Bidding is **limited to citizens of Mauritius or entities incorporated in Mauritius.** |

| ITB 5.2 | Pre-qualifications **have not** been carried out. |

| ITB 5.3 | The Qualification Information and Bidding forms to be submitted are as follows:

1. **Experience**

   1 reference sites where the bidder has supplied installed and configured the proposed DMS Solution on a server in a LAN environment within the last 5 years

   1 site supported by testimonials from customers as evidence of satisfactory performance. In case of non-submission of testimonials, reference sites will not be considered. |
## II Qualification

(a) **4 IT related technical staff** out of which **at least 2** should be degree holders in an IT related field (Same number of IT related staff should be available during implementation stage).

(b) **At least 2** should **have at least 2 years of experience** in designing, developing and implementing the proposed solution. (CVs should be submitted. In case of non-submission of CVs, staff may not be considered.)

(c) Total person-year IT related technical experience of the above 4 staff is 20 years – the degree holders should have **at least 4 years IT related technical experience each**.

(d) Total of resource to be deployed **at least 2** on full time basis during User Acceptance Test (UAT)

## III Licences and Documentation

Bidders must provide full documentation/manual (hard copy) and original copies for each and every software proposed and any additional licenses which make the solution viable.-**Refer to Section 4.6**

## IV Detailed Work Plan

Bidder should submit detailed work plan –**Refer Section 7.1**

- the methods to carry out overall management and coordination responsibilities if awarded the contract,
- the human and other resources the Bidder proposes to use
- **detailed implementation schedule in Gantt chart format**, showing the estimated duration, sequence, and interrelationship of all key activities needed to complete the contract showing the components of the system installed and commissioned

### ITB 5.3(b)

(a) No written evidence is required.

(c) In the case of Bids submitted by an existing or intended JV an undertaking signed by all parties (i) stating that all parties shall be jointly and severally liable, if so required in accordance with ITB 5.4, and (ii) nominating a Representative who shall have the authority to conduct all business for and on behalf of any and all the parties of the JV during the bidding process and, in the event the JV is awarded the Contract, during contract execution.

### ITB 5.4

The information needed for Bids submitted by joint ventures is as follows: ITB 5.3

### ITB 5.5

The qualification criteria in Sub-Clause 5.5 are modified as follows: ITB 5.3
### Section II. Bidding Data Sheet

| ITB 5.5(a) | The minimum required annual volume of Services for the successful Bidder in any of the last five years shall be one (1) the annual contract amount payable to the selected bidder. |
| ITB 5.5(b) | The experience required to be demonstrated by the Bidder should include as a minimum that he has executed during the last 5 years is at least one. |
| ITB 5.5(c) | The essential equipment to be made available for the Contract by the successful Bidder shall be: **NOT APPLICABLE** |
| ITB 5.5(e) | The minimum amount of liquid assets and/or credit facilities net of other contractual commitments of the successful Bidder shall be **Rs 400,000**.  
*The Bidder should submit documentary evidence mentioning the name of this project and its reference. Non-submission of supporting document may lead to rejection of the bid. Documentary evidence may comprise of a combination of the following:*  
(i) *Bank Certificate*  
(ii) *Certificate from Auditors*  
(iii) *Certificate from a Professional Registered Accountant* |
| ITB 5.6 | Subcontractors’ experience will be taken into account. |
| ITB 8(b) | A pre-bid meeting shall be held at National Sanctions Secretariat on **Wednesday 18 March 2020 at 10.30 hours**.  
Please liaise with Mr. V. Kallooa on **201 1264** in order to have access to the premises. |

### B. Bidding Data

| ITB 9.2 and 19.1 | The number of copies of the Bid to be completed and returned shall be: **One** |
| ITB 10.1 | Request for Clarification should reach the Employer **not later than 14 days** prior to the deadline for submission of bids |

### C. Preparation of Bids

| ITB 13.1 | The additional materials required to be completed and submitted are: **None** |
| ITB 14.1 | Local inputs shall be quoted in **Mauritian Rupees** |
| ITB 14.4 | The Contract **is not** subject to price adjustment in accordance with Sub-Clause 6.6 of the Conditions of Contract. |
Section II. Bidding Data Sheet

ITB 16.1 The period of Bid validity shall be **90 days** after the deadline for Bid submission specified in the BDS.

ITB 17.1 The Bidder shall subscribe to a **Bid Securing Declaration** by signing the Bid Submission Form containing the provision with regard thereto.

ITB 17.3 **Not Applicable**

ITB 18.1 Alternative bids are **not** permitted.

ITB 18.2 Alternative times for completion are **not** permitted.

If alternative times for completion are permitted, the evaluation method will be as follows: **Not Applicable**

ITB 18.4 Alternative technical solutions shall be permitted for the following parts of the Services:

*Any other software item and/or alternative configurations necessary for the proper functioning and completeness of the system must be quoted for by the bidders. Bidders will have to explain how these variations would still fully comply with the overall specifications requested hereafter.*

Bidders should quote for any additional licenses pertaining to their bids which form part of a viable solution.

It is expected that the proposed system will consist of 3 tiers (web, application and database) and that 3 VMs will be required for production at the GOC. **However, bidders are free to propose a different system architecture (e.g. application & database virtual servers only) to make the solution fully operational and efficient.**

The solution proposed should abide with the GOC security policy and any other systems security policies with which it will be interfacing.

**D. Submission of Bids**

ITB 20.2 The Employer’s address for the purpose of Bid submission is

**The Secretary for Home Affairs**

Prime Minister’s Office,

4th Floor, New Government Centre,

Port Louis,

Mauritius.

For identification of the bid the envelopes should indicate:

Contract: **Supply, Installation, Configuration & Commissioning of Electronic Document Management System**

Bid/Contract Number: **PMO/19-20/Q34/ONB**
<table>
<thead>
<tr>
<th>ITB 21.1</th>
<th>The deadline for submission of bids shall be:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date: 01 April 2020</td>
<td>Time: 13.30 hours (local time) at latest</td>
</tr>
</tbody>
</table>

**E. Bid Opening and Evaluation**

<table>
<thead>
<tr>
<th>ITB 24.1</th>
<th>Bids will be opened at <strong>13.45 hours on Wednesday 01 April 2020</strong> at the following address:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prime Minister’s Office,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>7th Floor, Conference Room No 725</strong></td>
<td></td>
</tr>
<tr>
<td><strong>New Government Centre,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Port Louis,</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Mauritius</strong></td>
<td></td>
</tr>
</tbody>
</table>

| ITB 30 | During the evaluation stage, the **shortlisted bidders** may be called upon to give a demonstration of the proposed solution at their own costs at the **National Sanctions Secretariat**, which may be within **TWO (2) weeks** after the closing date of the procurement exercise. – **Refer to Section 7.7** |

**F. Award of Contract**

<table>
<thead>
<tr>
<th>ITB 35.1</th>
<th>No performance Security is required.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITB 36.1</td>
<td>The Advance Payment shall be <strong>20 % of the Contract Price</strong> against a Bank Guarantee from a renowned Local Commercial Bank.</td>
</tr>
<tr>
<td>ITB 37.1</td>
<td>There will be no Adjudicator under this Contract.</td>
</tr>
</tbody>
</table>
## Section III. Bidding Forms

### Table of Forms

<table>
<thead>
<tr>
<th>Form Type</th>
<th>Page</th>
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</thead>
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<tr>
<td>Bid Submission Form</td>
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<tr>
<td>Qualification Information</td>
<td>35</td>
</tr>
<tr>
<td>Form of Bid Security (Bank Guarantee)</td>
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</tr>
</tbody>
</table>
**Bid Submission Form**

*The Bidder must prepare the Service Provider’s Bid on stationery with its letterhead clearly showing the Bidder’s complete name and address.*

*Note: All italicized text is for use in preparing these forms and shall be deleted from the final document.*

Date: _______________
Bidder’s Reference No.: _______________
Procurement Reference No:______________

To:

We, the undersigned, declare that:

(a) We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders (ITB) Clause 11;

(b) We offer to execute the [name and identification number of Contract] in accordance with the Conditions of Contract, Scope of Service and Performance Specifications, and Activity Schedule accompanying this Bid.

(c) The total price of our Bid, after discounts offered in item (d) below is:

<table>
<thead>
<tr>
<th>Currency</th>
<th>Amount payable in currency</th>
<th>Inputs for which foreign currency is required</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(ii)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(d) The discounts offered and the methodology for their application are: ______________;

(e) Our bid shall be valid for a period of _______ [insert validity period as specified in ITB 16.1.] days from the date fixed for the bid submission deadline in accordance with the Bidding Documents, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

(f) If our bid is accepted, we commit to obtain a Performance Security in accordance with the Bidding Document;

(g) We, including any subcontractors or suppliers for any part of the contract, do not have any conflict of interest in accordance with ITB 6;

(h) We are not participating, as a Bidder in more than one bid in this bidding process.

(i) Our firm, its affiliates or subsidiaries, including any Subcontractors or Suppliers for any part of the contract, has not been declared ineligible under the laws of Mauritius;
(j) We are not a government owned entity / We are a government owned entity but meet the requirements of ITB 4.5. 

(k) We understand that this bid, together with your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;

(l) We have taken steps to ensure that no person acting for us or on our behalf will engage in any type of fraud and corruption as per the principles described hereunder, during the bidding process and contract execution:

i. We shall not, directly or through any other person or firm, offer, promise or give to any of the Public Body’s employees involved in the bidding process or the execution of the contract or to any third person any material or immaterial benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

ii. We shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

iii. We shall not use falsified documents, erroneous data or deliberately not disclose requested facts to obtain a benefit in a procurement proceeding.

We understand that transgression of the above is a serious offence and appropriate actions will be taken against such bidders.

(m) We hereby confirm that we have read and understood the content of the Bid Securing Declaration attached herewith and subscribe fully to the terms and conditions contained therein, if required. We understand that non-compliance to the conditions mentioned may lead to disqualification.

(n) Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

<table>
<thead>
<tr>
<th>Name and address of agent</th>
<th>Amount and Currency</th>
<th>Purpose of Commission or gratuity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(if none, state “none”)

(o) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive; and

Use one of the two options as appropriate.
Section III Bidding Forms

(p) If awarded the contract, the person named below shall act as Contractor’s Representative: ________________________________________________________

Name: ____________________________________________________________

In the capacity of: _________________________________________________

Signed: __________________________________________________________

Duly authorized to sign the Bid for and on behalf of: _________________________

Date: _____________________________________________________________

Seal of Company: _________________________________________________
Bid Securing Declaration

By subscribing to the undertaking in respect of paragraph (m) of the Bid Submission Form:

I/We* accept that I/we* may be disqualified from bidding for any contract with any Public Body for the period of time that may be determined by the Procurement Policy Office under section 35 of the Public Procurement Act, if I am/we are* in breach of any obligation under the bid conditions, because I/we*:

(a) have modified or withdrawn my/our* Bid after the deadline for submission of bids during the period of bid validity specified by the Bidder in the Bid Submission Form; or

(b) have refused to accept a correction of an error appearing on the face of the Bid; or

(c) having been notified of the acceptance of our Bid by the (insert name of public body) during the period of bid validity, (i) have failed or refused to execute the Contract, if required, or (ii) have failed or refused to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We* understand this Bid Securing Declaration shall cease to be valid (a) in case I/we am/are the successful bidder, upon our receipt of copies of the contract signed by you and the Performance Security issued to you by me/us; or (b) if I am/we are* not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our* Bid.

In case of a Joint Venture, all the partners of the Joint Venture shall be jointly and severally liable.
Qualification Information

1. Individual Bidders or Individual Members of Joint Ventures

1.1 Constitution or legal status of Bidder: [attach copy]
   - Place of registration: [insert]
   - Principal place of business: [insert]
   - Power of attorney or other acceptable document of signatory of Bid: [attach]

1.2 Total annual volume of Services performed in five years, in the internationally traded currency specified in the BDS: [insert]

1.3 Services performed as prime Service Provider on the provision of Services of a similar nature and volume over the last five years. The values should be indicated in the same currency used for Item 1.2 above. Also list details of work under way or committed, including expected completion date.

<table>
<thead>
<tr>
<th>Project name and country</th>
<th>Name of employer and contact person</th>
<th>Type of Services provided and year of completion</th>
<th>Value of contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.4 Major items of Service Provider's Equipment proposed for carrying out the Services. List all information requested below. Refer also to ITB Sub-Clause 5.5(c).

<table>
<thead>
<tr>
<th>Item of equipment</th>
<th>Description, make, and age (years)</th>
<th>Condition (new, good, poor) and number available</th>
<th>Owned, leased (from whom?), or to be purchased (from whom?)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.5 Qualifications and experience of key personnel proposed for administration and execution of the Contract. Attach biographical data. Refer also to ITB Sub-Clause 5.5(e) and GCC Clause 4.1.
1.6 Proposed subcontracts and firms involved. Refer to GCC Clause 4.1.

<table>
<thead>
<tr>
<th>Sections of the Services</th>
<th>Value of subcontract</th>
<th>Subcontractor (name and address)</th>
<th>Experience in providing similar Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.7 Financial reports for the last three years: balance sheets, profit and loss statements, auditors’ reports, etc. List below and attach copies.

1.8 Evidence of access to financial resources to meet the qualification requirements: cash in hand, lines of credit, etc. List below and attach copies of support documents. We certify/confirm that we comply with eligibility requirements as per ITB Clause 4.

1.9 Name, address, and telephone and facsimile numbers of banks that may provide references if contacted by the Employer.

1.10 Information regarding any litigation, current or within the last five years, in which the Bidder is or has been involved.

<table>
<thead>
<tr>
<th>Other party(ies)</th>
<th>Cause of dispute</th>
<th>Details of litigation award</th>
<th>Amount involved</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(b)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.11 Statement of compliance with the requirements of ITB Sub-
Clause 4.2.

1.12 Proposed Program (service work method and schedule). Descriptions, drawings, and charts, as necessary, to comply with the requirements of the bidding documents.

2. Joint Ventures

2.1 The information listed in 1.1 - 1.11 above shall be provided for each partner of the joint venture.

2.2 The information in 1.12 above shall be provided for the joint venture.

2.3 Attach the power of attorney or other acceptable document of the signatory (ies) of the Bid authorizing signature of the Bid on behalf of the joint venture.

2.4 Attach the Agreement among all partners of the joint venture (and which is legally binding on all partners), which shows that

(a) all partners shall be jointly and severally liable for the execution of the Contract in accordance with the Contract terms;

(b) one of the partners will be nominated as being in charge, authorized to incur liabilities, and receive instructions for and on behalf of any and all partners of the joint venture; and

(c) the execution of the entire Contract, including payment, shall be done exclusively with the partner in charge.

3. Additional Requirements

3.1 Bidders should provide any additional information required in the BDS and to fulfill the requirements of ITB Sub-Clause 5.1, if applicable.
Form of Bid Security (Bank Guarantee)-NOT APPLICABLE

Bank’s Name and Address of issuing Branch or Office

Beneficiary: Name and Address of Public Body

Date: 

BID GUARANTEE No.: 

We have been informed that name of the Bidder (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of name of contract under Invitation for Bids No. IFB number ("the IFB").

Furthermore, we understand that, according to your conditions, bids must be supported by a bid security.

At the request of the Bidder, we name of Bank hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of amount in figures (amount in words) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

(a) has modified or withdrawn its Bid after the deadline for submission of its bid during the period of bid validity specified by the Bidder in the Form of Bid; or
(b) has refused to accept a correction of an error appearing on the face of the Bid; or
(c) having been notified of the acceptance of its Bid by the Public Body during the period of bid validity, (i) has failed or refused to sign the contract Form, if required, or (ii) has failed or refused to furnish the performance security, in accordance with the Instructions to Bidders.

This guarantee shall expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) thirty days after the expiration of the Bidder's Bid.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before Public Body to insert date. This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758. (Applicable to overseas bidders only).

Bank’s seal and authorized signature(s)
Part II – Activity Schedule
Section IV. Activity Schedule
# List of Items and Price Schedule Form

<table>
<thead>
<tr>
<th>Items</th>
<th>Quantity</th>
<th>Unit Price (Rs) (Including VAT)</th>
<th>Total Cost (Rs) (Including VAT)</th>
<th>Total Maintenance or Renewal Charges (if any) including VAT, labour, parts &amp; transport for first 5 years inclusive of warranty, which should cover at least the same requirements as per conditions in Maintenance Contract available at the CIB Download Centre <a href="http://cib.govmu.org">http://cib.govmu.org</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Application Software</strong></td>
<td></td>
<td></td>
<td></td>
<td>Year 1</td>
</tr>
<tr>
<td>Document Management Software incl. installation &amp; configuration</td>
<td>1</td>
<td></td>
<td></td>
<td>Warranty</td>
</tr>
<tr>
<td>License for 13 users (if applicable)</td>
<td>Lot</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td>Lot</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Customisation (if any)</td>
<td>Lot</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>RDBMS (optional)</strong></td>
<td></td>
<td></td>
<td></td>
<td>Warranty</td>
</tr>
<tr>
<td>RDBMS Licenses and documentation</td>
<td>Lot</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Installation and configuration of RDBMS</td>
<td>Lot</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training</td>
<td>Lot</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>INSTALLATION AT GOC ENVIRONMENT</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Configuration, tuning and hardening of Operating System</td>
<td>On all Virtual servers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support and maintenance on Operating system</td>
<td>On all Virtual servers</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Antivirus Software

<table>
<thead>
<tr>
<th>Description</th>
<th>Department Details</th>
<th>Free Maintenance &amp; Upgrade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antivirus software licenses</td>
<td>For all virtual servers &amp; as per Section 4.3</td>
<td></td>
</tr>
<tr>
<td>Installation and configuration of Antivirus Software on the virtual machines</td>
<td>For all virtual servers &amp; as per Section 4.3</td>
<td></td>
</tr>
</tbody>
</table>

### BACKUP CLIENT FOR SERVER

<table>
<thead>
<tr>
<th>Description</th>
<th>Department Details</th>
<th>Free Maintenance &amp; Upgrade</th>
</tr>
</thead>
<tbody>
<tr>
<td>NetBackup client licenses</td>
<td>As per section 4.3</td>
<td></td>
</tr>
<tr>
<td>Installation of NetBackup client on servers</td>
<td>As per section 4.3</td>
<td></td>
</tr>
</tbody>
</table>

### OTHERS – Please specify

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>

| TOTAL                                                                 |                                                                 |

### RATE FOR APPLICATION MODIFICATIONS, ENHANCEMENTS AND/OR DEVELOPMENT Charges including VAT (Rs) (To be used during periods of warranty and maintenance contract)

<table>
<thead>
<tr>
<th>Description</th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate per Person- day</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rate per Person Month (Person-month= 22 Person days)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support outside office hours (Per hour or part thereof)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Delivery Period: __________________________

Note:

1. For the Financial Evaluation, the overall cost of the proposal will be the sum of the cost of equipment, software, installation & commissioning, and the maintenance charges for the first five years (inclusive of warranty) and any other cost involved.

2. The bidder must quote for five years maintenance (inclusive of warranty) even though it is at the discretion of the purchaser to subscribe to the maintenance agreement.

3. Signature: __________________________ Name: __________________________
   Position: __________________________ Date: __________________________

   Authorised for and on behalf of: __________________________
   Company: __________________________

   [DD/MM/YY]
Section V. Scope of Service and Performance Specification
TECHNICAL SPECIFICATIONS

1.0 Scope

The National Sanctions Secretariat has been set up as per the law (Act 8 of 2019) - The United Nations (Financial, Prohibitions, Arms Embargo and Travel ban) Sanctions Act 2019. Its role is to assist the National Sanctions Committee in the proper discharge of its functions and exercise as per the law enacted.

The National Sanctions Secretariat (NSSEC) hereinafter referred as the client is envisaging to implement an electronic Document Management System (eDMS) at its office at the PMO, New Government Centre, Port Louis. The aim is to fully computerize its Registry System by providing a framework for storing, organising and retrieving digital files and scanned paper documents so as to enable the department to effectively manage its documents and streamline the flow of data across its different stakeholders.

The department generates/receives on a daily basis various types of correspondences (mail, email, fax etc.) and prompt action needs to be taken. The volume of documents continues to grow by the day.

The eDMS will be used to store highly confidential and sensitive information and therefore the security aspects of the system are of utmost importance. Therefore, it should include security features to ensure that documents in the systems are accurate, complete and of sufficient quality to meet the legal and evidence requirement in the event the documents need to be produced in a court of law. The eDMS should also act as a repository of digitally signed documents and emails.

The successful Bidder is expected to consult with key stakeholders and ensure that their technical solution would be properly customised to facilitate new efficiencies and enhanced features made possible by technology.

The project consists of the installation, configuration and commissioning of an electronic Document Management System.

Local Area Network (LAN), Computer equipment, peripherals and servers will already be available and should not be quoted for.

Bidders are invited to quote for the procurement of the necessary software, installation & commissioning.
1.1 Project objectives and outcomes

The objectives of the project are to:

- Manage effectively existing and future anticipated documents;
- Streamline the flow of data among key users at the department;
- Maintain a centralized repository with adequate inbuilt redundancy to ensure resilience of key data;
- Restrict access to authorized persons by implementing appropriate controls;

The outcomes of the project are as follows:

- All the documents requiring electronic storage are stored within the eDMS;
- The documents stored in the eDMS are safe, secure and easily retrievable;
- The eDMS solution is scalable to enable future growth.
- Current business processes and data flow diagrams are all captured in the eDMS work flow solution.

2.0 Items to be quoted by Bidders

Bidders are invited to quote for the supply, delivery, installation and commissioning of the necessary software and shall comprise:

1) Document Management System,
2) RDBMS,
3) Operating system and Anti-Virus;
4) User Training;
   and
5) Any other item that will make the solution workable

Note: Physical servers for hosting the DMS solution will NOT be required and should not be quoted. Virtual servers will be used and will be hosted at the Government Online Centre:¹ (GOC).

Any other software item and/or alternative configurations necessary for the proper functioning and completeness of the system must be quoted for by the bidders. Bidders will have to explain how these variations would still fully comply with the overall specifications requested hereafter.

¹: The GOC is the key infrastructure to enable E-Government. It is the backbone carrier for the Government Web Portal as well as all government services provided online. The GOC hosts all IT infrastructures such as servers and networking to ensure 24*7 online government services to citizens, businesses and government.
3.0 Users at the National Sanctions Secretariat

Officers at the NSSEC have several roles & responsibilities such as:

- Liaising with a Technical Working Committee and a Legal Team;
- Liaising with the National Sanctions Committee;
- Liaising with IT Unit of the PMO for publications in website;
- Liaising with Government Information Services (GIS) for publications in newspapers;

The eDMS will need to be used by the officers to perform their daily Registry operations as well as facilitate the business processes at the NSSEC.

This will involve the uploading of digital documents, filing in the appropriate Folder/Cabinet on the proposed eDMS and submission for necessary approval and action by higher level officers as and when required.

There will initially be 13 users for the eDMS.

The categories of users who will be using the DMS are:

- The Secretary to Cabinet (Sec to Cab)
- Permanent Secretary (PS)
- Deputy Permanent Secretary (DPS)
- Assistant Permanent Secretary (APS)
- Technical Officers
- Office Management Assistants (OMA)
- Management Support Officers (MSO)
- Other users at the National Sanctions Secretariat
- Members of the National Sanctions Committee

Users should have access to the following features inter-alia:

- Upload documents
- Search for documents based on access rights;
- Share documents with one or more users;
- Channel documents to relevant officers;
- Input remarks/comments

The system should be scalable to allow addition of new users as and when this is required.
3.1 Existing IT Equipment & Connectivity

The NSSEC will already be having its Personal Computers (PCs) and Local Area Network (LAN). The LAN allows the PCs to get access to the GINS\(^2\) network and systems being hosted at the GOC.

The PCs all have Windows 10 as Operating System (OS) and the proposed eDMS should be compatible with the existing OS.

\(^2\): GINS - The Government Intranet System (GINS) provides the necessary infrastructure through which public sector institutions communicate and collaborate. The GINS provides a common and highly secure platform for information sharing among government agencies through the GOC\(^1\).
3.2 Initial Scanning of Documents

The DMS will be used to store scanned documents and other digital files. The initial scanning exercise will be performed by the officers at the NSSEC and will involve scanning, indexing and capturing in the DMS.

3.1.1 Estimate of volume of Document to be loaded on the DMS

It is estimated that there would be at least 5 documents of 20 pages which will be uploaded on the DMS daily.
4.0 Technical Section Organisation

The technical specifications of the solution comprising the requisite hardware and software to support the Document Management System for the NSSEC and its operations are provided in the following sections:

Section 4.1 - Scope
Section 4.2 - Current Processes & proposed process flows/work flows
Section 4.2.1 – Proposed workflow for Publications
Section 4.2.2 - Other requirements to facilitate the Business Process at the NSSEC
Section 4.3 – Required Virtual Machines
Section 4.4 – System Software
Section 4.5 – Application Software
Section 4.5.1 - Customisation
Section 4.5.2 – IT Security Notes
Section 4.6 – License and Documentation
Section 4.7 - System performance and reliability
Section 4.8 - Pre-User Acceptance Testing (Pre-UAT)
Section 4.9 User Acceptance Testing (UAT)
Section 4.10 Operational Acceptance testing
Section 5 – The Proposed Architecture
Section 6 - Making the Document Management System fully operational
Section 7 – Project Requirements
Section 8 – Trainings
Section 9 – Other Requirements
Section 10 – Reference Sites
Section 11 – Technical Tables

4.1 Scope

The purpose of this bidding exercise is to implement a Document Management System (DMS).

The successful Bidder will first have to analyze how all correspondences (mails, fax, emails, etc.) and paper based processes are dealt with at the NSSEC. The successful Bidder is expected to consult with key stakeholders and ensure that their technical solution would be properly customized to facilitate new efficiencies and enhanced features made possible by technology. The aim is to move towards a paperless office.
The Successful Bidder would need to document the existing procedures as well as propose any required work transformations (including workflows). Once this document has been reviewed and approved by the key users at the NSSEC, the successful Bidder would be called upon to implement the DMS.

All software licenses should cater for at least 13 users.

4.2 Current Processes & proposed process flows/work flows

The current processes can be mapped and described along the following themes:

- Incoming correspondence
- Outgoing correspondence
- File Management
- Action on files
It is expected that the new eDMS will integrate with existing business processes as well as provide new efficiencies. The following diagrams depict the proposed process flows.

(1.) NSSEC Registry receives: mails, letters, fax.
- to scan and upload documents on EDMS;
- to register and classify all incomings on the EDMS;
- to maintain record of movements of files;
- to ensure that all hard copy of documents are placed in appropriate file; (This is done using existing manual process)
  - Despatch letters; (This is done using existing manual process)
  - Retrieval of information.

(2.) Circulation of documents to appropriate schedule officers for action:
(i) Administrative officers [Management Support Officer (MSO) and Office Management Assistant and (OMA)’s];
(ii) Technical officers

Administrative Officers
1. Minute for consideration;
2. Comments;
3. Requests;
4. Memos;
5. To convene meetings;
6. Send Notes of meetings for vetting, approval and circulation.

Technical Officers
- e.g. Dissemination/Publication
  1. keep and maintain list of designated parties;
  2. keep and maintain list of funds or other assets frozen pursuant to a freezing order under the act;
  3. Draft application for freezing order;
  4. Notifying the Designated Party that he has been listed as a Designated Party/Listed party;
  5. Notifying the Designated Party that he has been delisted from the list of Designated Party/Listed party.

Send documents to higher level officers for consideration/ to take decisions:
- Secretary to Cabinet (Sec to Cab)
- Permanent Secretary (PS)
- Deputy Permanent Secretary (DPS)
- Assistant Permanent Secretary (APS)
The above diagram shows the possible flow of documents/information between the different categories of users. However, the system should be flexible to allow different configurations to be possible as and when it is required.

4.2.1 Proposed workflow for Publications

- NSSEC officer to write minute to APS/DPS/PS/ Sec to Cab for approval or information purposes;
- NSSEC officer to prepare draft letter to GIS/Government Printing;
- Draft letter to be sent to APS/DPS/PS for vetting;
- Amended version to be forwarded to NSSEC officer (The proposed DMS should provide a feature for keeping track of changes made – A version control feature should be provided);
- NSSEC officer to finalise letter to be sent to GIS/ Government printing;
- NSSEC officer to submit letter and other relevant attachment (e.g. Public notices approved by the National Sanctions Committee NSC), both in hard and soft copies for publication by GIS and Government printing;
- Publication done by GIS;
- As regards Government Printing, a draft will be created by the latter and will be submitted back to NSSEC officer for verification;
- NSSEC to strike off (indicating approval) through email/fax;
- Publication will be done by Government Printing.

**Note:** GIS & Government Printing will **not** be users of the eDMS system. The NSSEC officer will transmit the required information to them via email or Soft copies / Hard copies.

### 4.2.2 Other requirements to facilitate the Business Process at the NSSEC

The proposed eDMS should provide seamless integration with existing email software to allow users to easily transmit documents to external stakeholders as and when required. However, there should be proper audit trail of which document has been transmitted and the recipient details.

The eDMS should allow sending of Minutes as well as provide a facility for cancelling them. A read receipt/notification should be provided once the Minute has been read by its recipient.

The eDMS should provide version control for allowing tracking of document updates.

The workflows being provided should be flexible so that the following can be done whenever required by the users:

- Send backward or forward  (e.g. When a document needs to be reviewed again by the sender)
- Skip certain users in the workflow and forward to higher level officers when required (e.g. When an approver is absent and document needs to be approved by the next higher-level officer).

**Note:** Detailed user requirements will need to be elaborated during the implementation phase by the Bidder who should also review the existing process flow at the National Sanctions Secretariat and propose a solution as per industry best practices and international standards.
4.3 Required Virtual Machines

A secured g-cloud based on Intel Operating Systems is available at the Government Online Centre (GOC), the data center of the Government, to provide for Infrastructure as a Service (IaaS) for different applications within e-Government.

Thus, virtual machines will be provisioned to host the proposed software as per the proposed system configuration depicted below:

<table>
<thead>
<tr>
<th>Environment</th>
<th>VM</th>
<th>Processor (virtual CPUs)</th>
<th>RAM</th>
<th>Hard Disk Capacity</th>
<th>Operating System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Production</td>
<td>Web Server</td>
<td>4 vCPU</td>
<td>Up to 16 GB</td>
<td>100 GB</td>
<td>Microsoft Windows Server 2016</td>
</tr>
<tr>
<td></td>
<td>Application Server</td>
<td>4 vCPU</td>
<td>Up to 16 GB</td>
<td>100 GB</td>
<td>R2/Linux Operating System</td>
</tr>
<tr>
<td></td>
<td>Database Server</td>
<td>4 vCPU</td>
<td>Up to 16 GB</td>
<td>100 GB</td>
<td></td>
</tr>
<tr>
<td>Test</td>
<td>Web Server</td>
<td>2 vCPU</td>
<td>4 GB</td>
<td>50 GB</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Application Server</td>
<td>2 vCPU</td>
<td>4 GB</td>
<td>50 GB</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Database Server</td>
<td>2 vCPU</td>
<td>4 GB</td>
<td>50 GB</td>
<td></td>
</tr>
</tbody>
</table>

The proposed Operating System will be pre-installed on the VMs by the GOC. Note that both a Test and a Production environment will be available. OS licenses will be catered for by the GOC and bidders need not quote for these licenses.

The successful bidder will be expected to deploy their proposed solutions on the above VMs.

- Pre-installed Operating System (Microsoft Windows Server 2016 R2, Linux Operating System, Ubuntu, or Cent OS) will be made available by the GOC as required by the Bidder.
- Although no installation of OS on the VM is required, OS tuning and hardening will be required to make the system run efficiently and securely.
- Bidders should quote for the installation and configuration of all the services on the servers (e.g. Web Service/IIS/Database software etc.) and any related activities to make system workable.
- The above OS licenses are being catered by GOC and bidders need not quote for these licenses.
- However, bidders need to quote for the following licenses:
RDBMS licenses and associated tools, if required

- Sophos Antivirus software (latest version) for the Virtual Machines in case of Microsoft Windows Server 2016 R2
- Appropriate antivirus software for the Linux operating system in case the latter is proposed
- Web service licenses/IIS, if required
- Any other related licenses
- It is the responsibility of the bidder to quote for any additional licenses pertaining to their bids, which form part of a workable solution.
- A test environment has also been provisioned for UAT as shown above.
- The test environment at GOC will be decommissioned 3 months after completion of UAT.
- It is to be noted that Solaris and SPARC-based OS are not supported on the VMs.
- The backup solution available at GOC is Veritas NetBackup 8.0. The Supplier should quote for capacity based license depending on the capacity of data that will need to be backed up for the Virtual Machines and the Databases.
- The bidder should provide a solution compatible with the existing Veritas NetBackup 8.0 software for database backup and recovery. The Supplier should quote for and provide client license required to backup Virtual Machines and the Database.
- Communications between the site and the GOC will be available under the Government Intranet System (GINS) and should not be quoted for.
- Bidder should also quote for support and maintenance of the operating system in case Linux Operating system is proposed.
- The bidder should perform necessary configuration on compression and memory tuning in the web server.

Bidders should quote for any additional licenses pertaining to their bids which form part of a viable solution.

It is expected that the proposed system will consist of 3 tiers (web, application and database) and that 3 VMs will be required for production at the GOC. However, bidders are free to propose a different system architecture (e.g. application & database virtual servers only) to make the solution fully operational and efficient.

The solution proposed should abide with the GOC security policy and any other systems security policies with which it will be interfacing.

4.4 System Software

The system software includes the operating systems which will be required on the different virtual machines for the DMS solution and bidders will be expected to perform the configuration, tuning and hardening.
4.5 Application Software

The System should be web-based and accessible using a standard web browser and should not require client-side software installation. Ideally, the system should not rely on plug-ins to provide its functionality.

The DMS should enable the creation, capture, organization, storage, retrieval and manipulation of documents in an electronic format. The system should also enable the users to perform ad-hoc reporting on data captured. The capability of the DMS shall vary from simple uploading of files to reporting on forms captured.

The DMS application software should allow the capture, integration and storage of all existing and new records and files in a central database and users should be able to access and search an entire library of files by keywords.

DMS should also enable the following:

- Restricting access to certain documents,
- Monitoring who is viewing documents and when,
- Tracking edits which are made to documents,
- Retrieving previous versions of edited documents, and
- Controlling and regulating when out-of-date documents can be archived.

The eDMS must be built around a digital platform providing the following non-exhaustible features:

- Documents can be accessed and shared by several persons at a time.
- Documents move electronically at the click of a button reducing considerably the movement time.
- Actions/decisions/comments/minutes are taken on line and can be seen by numerous users at a time.
- Documents flows are automatically tracked in the system and there is no need for a physical file ladder for tracking of movement flows.

Detailed technical specifications of the DMS are at Section 11, Table A – Document Management Software.
4.5.1 Customisation
The Bidder should have already developed, thoroughly tested and implemented successfully the proposed software on at least one site. The software should work without any significant customisation except for some essential modifications to make the system fully compatible with existing operational procedures. The cost of such customisation should form part of the price schedule form.

4.5.2 IT Security Notes

A. Provide a secure solution that will allow protection of data against unauthorised access. The solution proposed should also maintain the confidentiality, availability and integrity of data within the system.

B. Provide an IT Risk Assessment document for the solution proposed. An initial draft of the document should be submitted for review to the user representatives prior to the testing stage of the project.

The IT Risk Assessment document should include amongst others the following:

1. A description of the solution and its architecture, detailing any links to existing IT Systems.

2. A structured escalation process workflow (call tree) that lists persons, roles and/or organisations to be contacted as a part of a notification/activation procedure to detect and assess damage, and to activate recovery procedures. Roles and responsibilities of all the various stakeholders involved in the call tree should be clearly defined.

3. Listing of all critical components of the solution implemented (e.g. server, application software, network equipment, telecommunications line, database etc.) which may cause the non-availability of the solution.

4. List the relevant threats for each of the critical components identified above and their potential impact.

5. For each of the identified threats, the following should be elaborated:
   i. The allowable outage time taking into consideration any existing agreements (e.g. Warranty and/or Maintenance Contracts)
   ii. Recovery procedures that need to be followed if the threat identified occurs and any remedial measures
Note: Elements 3, 4 and 5 of the IT Risk Assessment document can be presented in a table as per the model below:

<table>
<thead>
<tr>
<th>#</th>
<th>Critical Components</th>
<th>Threats</th>
<th>Potential Impact</th>
<th>Recovery Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Application Server</td>
<td>Cyclone</td>
<td>Water flooded the server room causing a server failure</td>
<td>▪ Supplier to troubleshoot and identify which server part(s) have been damaged</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>▪ Initiate actions to replace damaged part(s)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>▪ Replacement server to be installed and configured</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>▪ Restoration of data on replacement server</td>
</tr>
<tr>
<td></td>
<td>Hardware Failure</td>
<td></td>
<td></td>
<td>▪ Supplier to bring new server</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>▪ Restoration exercise need to be carried out</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>▪ Testing of new server</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>▪ Bring application up for users to start working</td>
</tr>
<tr>
<td>2.</td>
<td>...</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>... [add as necessary]</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The proposed system will have to comply with security standards. The software must allow multi-level security to ensure that each user is restricted to the portion of the system to which he/she has been granted access.

An audit trail of all users and their activities should be maintained and a supervisor will have sole access to this activity log file.

4.6 License and Documentation

Bidders will have to quote for licenses for any software proposed.

Bidders must provide full documentation/manual (hard copy) and original copies for each and every software proposed.

Any cost associated with the licensing policy should be included in the Price Schedule.
4.7 System performance and reliability

System performance is a key consideration. The system must provide reasonably fast response to user-initiated transactions.

- Proposed solutions should be scalable with increasing numbers of data records.
- System should support concurrent users and be scalable with increasing workload.
- Functional components must include appropriate features with regards to fault tolerance, data integrity, automated recovery capabilities and other necessary reliability features to minimise any downtime.
- Systems must have a high availability rate
- Systems maintenance functions must be automated and schedulable at user defined times as far as possible.

4.8 Pre-User Acceptance Testing (Pre-UAT)

Prior to User Acceptance Testing (UAT), the successful bidder should provide Pre-UAT training to all the users who have been selected by the NSSEC for carrying out the UAT exercise. The Pre-UAT training should ensure that the users are trained on the following:

- How to proceed with the testing of their respective modules/screens/functionalities.
- How to log/report issues found during UAT.

User acceptance tests (UATs) including performance testing & training will be done on the testing instance.

4.9 User Acceptance Testing (UAT)

The Purchaser will designate participants in the UAT. Participants may include officers of the Purchaser as other members. Requirements pertaining to UAT are described at Section 11 – Table D – User Acceptance Testing (UAT).

4.10 Operational Acceptance testing

Operational Acceptance Testing refers to tests to be carried out to ascertain whether the system in the Production environment, or a specified subsystem, is able to meet the requirements stated in the technical specifications.

The supplier shall ensure that operational acceptance of the system is achieved within 1 month after commissioning of the system.

Operational acceptance includes the following, inter alia:

- Attain functional requirements specified in the Technical Requirements and Agreed and Finalized Project Plan
• Resolution of Priorities for Bugs to be fixed within Operation Acceptance phase (After Notification to supplier)

• **Priority 1 (P1-Critical):**
  A defect that completely hampers or blocks testing of the product/ feature is a critical defect. An example would be in case of User Interface (UI) testing where after going through a wizard, the UI just hangs at one pane or doesn’t go further to trigger the function. Or in some other cases, when the feature developed itself is missing from the build.
  To be fixed within 6 hours

• **Priority 2 (P2-Major):**
  A major defect occurs when the functionality is functioning grossly away from the expectations or not doing what it should be doing.
  To be fixed within 2 days

• **Priority 3 (P3-Moderate):**
  A moderate defect occurs when the product or application doesn’t meet certain criteria or still exhibits some unnatural behavior, however the functionality as a whole is not impacted.
  To be fixed within 4 days

• **Priority 4 (P4-Minor):**
  A minor bug occurs when there is almost no impact to the functionality but is still a valid defect that should be corrected.
  To be fixed within 2 weeks

  • Search results displayed in less than 5 seconds
  • Navigation from one screen to the other should be seamless – sub-second response required
  • Backup/Restore functions have been simulated and documented
The Proposed Architecture

Note: Figure 5 is for illustrative purposes only and bidders are recommended to perform a site visit as per section 9.4.

Figure 5 shows the proposed architecture of the system and includes the existing equipment at the NSSEC.

Appropriate virtual machines would need to be created and configured by the successful bidder to allow best performance for the Document Management System.

Documentation on the system being proposed must be included in the proposal.
6.0 Making the Document Management System fully operational

It will be the responsibility of the selected bidder to make the whole system fully operational, in collaboration with the NSSEC, Central Information Systems Division and other suppliers/service providers (if applicable).

6.1 Data Cabling

Data Cabling will NOT be required as all PCs are connected to existing LAN.

7. Project Requirements

7.1 Work Plan/Preliminary Project Plan

Bidders should submit detailed work plan describing, among other things:

- the methods to carry out overall management and coordination responsibilities if awarded the contract,
- the human and other resources the Bidder proposes to use
- detailed implementation schedule in Gantt chart format, showing the estimated duration, sequence, and interrelationship of all key activities needed to complete the contract showing the components of the system installed and commissioned

7.2 Steering Committee

A Steering Committee will be set up to guide and oversee the project.

7.3 Implementation Team

The Bidders should describe using appropriate diagrams the role and responsibilities of the different teams who will be working on the project. This document should specify the role allocation for each team and include the role allocation of each key team member in the project.

Furthermore, the role and responsibilities of each partner/organisation in the association during the implementation should be clearly spelt out. Profile of team members should be included in the proposal.
7.4 **Collaboration with other suppliers**

The bidder should proactively collaborate with other suppliers to make the system fully operational.

7.5 **System Documentation**

System documentation provided by the successful Bidders should include:

- Commissioning and Acceptance Test Plans
- Performance and Reliability Tests Reports
- Training Manuals
- Other Related Configurations/Documentation to make system fully operational

7.6 **Test reports**

Test reports should be produced during commissioning.

7.7 **Demonstration of Proposed Solution during evaluation stage**

1. During the evaluation stage, the shortlisted bidders may be called upon to give a demonstration of the proposed solution at their own costs at the National Sanctions Secretariat, which may be within TWO (2) weeks after the closing date of the procurement exercise. The evaluation team reserves the right to call bidders starting from the lowest bid that is technically responsive until a successful demonstration has been obtained. The purpose of the demonstration is to describe the major contents and highlights of the technical proposal submitted. During the demonstration, the evaluating team together with future users of the system will be present.

2. The demonstration should be a prototype of the system and not a PowerPoint or video presentation. Moreover, the Bidders will have to make use of the items proposed in the bid for the purpose of the demonstration.

3. The overall system will have to be presented and supported by appropriate demonstration of the proposed solution. The demonstration would include:

   1. Scanning of correspondence and uploading to the DMS
   2. Search capabilities
   3. Ad-hoc reporting
   4. Demonstration of a sample Workflow (e.g. Document upload, Sending for approval, Approval, etc.)

In case bidders fail to successfully and satisfactorily demonstrate the requested features (as per Section 4 of the technical document) of the solution, their bid will not be retained.

8. **Trainings**
Bidders will have to dispense training so that there is appropriate and adequate technology transfer that would make end-users fully conversant with the proposed system. Training should encompass: System administration as well as use of the Application Software.

All training will be held at the Purchaser’s site.

8.1 Training Components

Bidders will have to dispense training so that there is appropriate and adequate technology transfer that would make end-users fully conversant with the proposed system. Training should encompass application, system administration as well as equipment use if applicable.

The training for the users should include inter-alia:

- Operation and Standard use of the system
- System administration tasks
- Troubleshooting procedures
- Any other items as required by the specific system proposed

8.2 Training for System Administrator on Application Software

Training on application software for system administrators should consist of the following:

- Installation and configuration of the software/solution
- Administration of the software/solution
- Database Administration tasks
- Tuning
- Troubleshooting

8.3 Training for users on Application Software

Training of the application software developed should be dispensed to users at the National Sanctions Secretariat. The objective of the training is to give the users a comprehensive practical know-how for effective operation of the application software. Comprehensive training material will have to be provided to the staff being trained. The Purchaser reserves the right to reproduce the training materials for subsequent in-house training of other staff.

Bidders are expected to amend their usual training proposed to match the above requirements.
8.4 Training Delivery

Participants must at the end of the course be able to train other users in standard use of the system. All necessary documentation for the system must be available at the start of the course. Reference/Training materials will have to be provided to the staff being trained.

Training should be timed with the availability of equipment to allow staff to put their newly acquired skills in practice.

The following information is to be provided:

- cost of training;
- details of courses to be provided;
- number of training sessions;
- duration of each training session;
- relative experience of trainer;

Comprehensive training material (both in hard copies and soft copies-word format or other editable format) will have to be provided to the staff being trained. The customer reserves the right to reproduce the training materials for subsequent in-house training of other staff.

9.0 Other Requirements

9.1 Software and Licenses

Bidders must provide adequate number of licenses for each software proposed (as appropriate) and must explain clearly its licensing policy.

The Bidders should propose the most appropriate licensing policy which is most cost effective to the client.

Bidders should include any cost associated with the licensing policy in the Price Schedule Forms.

Appropriate charges should be quoted for the maintenance and support of software proposed in the Price Schedule forms.
9.2 Software Implementation Methodology

The National Sanctions Secretariat will enter into a software development agreement with the successful bidder. The general terms and conditions of the contract will be similar to those of the sample software agreement downloadable at the CIB Download Centre at http://cib.govmu.org/downloads. However, the software contract will be finalised following negotiations between the user and the successful bidder.

Bidders are required to explain the Software Implementation Methodology to be employed. This includes an outline of all the standards pertaining to customisation, testing and implementation. Working sessions will also be carried out with the users following award of the contract to clearly define any customisation that might have to be carried out. Following this activity, bidders will be expected to submit a comprehensive Software Requirements Specifications/Design Description document and an Operating Procedures manual, which will be validated by the user prior to any customisation work.

9.3 Testing and Test data

The successful bidder should ensure a smooth implementation of the proposed system. They should provide the set of test data to be used to test all the functionalities of the system. The set of test data must include all possible scenarios so as to test the system fully. For each identified scenario, the expected results should be clearly defined.

It is expected that, prior to the start of UAT, the successful bidder would have carried out full-fledged testing (unit testing, integration and system testing) to ensure all bugs have been resolved. Test plans with test data used and test results should be submitted.

Before the UAT, the successful bidder will have to ensure that the National Sanctions Secretariat has captured the existing application data to the new system. This will enable users to test the performance of the system with real data. The successful bidder will have to ensure that all captured data are migrated from test environment to the production environment before the latter becomes operational.
9.4 Support Services

The response time of the Bidders for any problem and the maximum down time should be as per the Support and Maintenance Contract which is available at the CIB Download Centre at http://cib.govmu.org

The Bidders shall provide preventive and remedial maintenance to keep the proposed system in good operating conditions.

The Bidders will provide details of its maintenance and support strategy and the working arrangements with partners (if any) to support the solution.
9.5 Site visit

It is highly recommended to assess the requirements for the NSSEC by performing a site visit on Wednesday 18 March 2020 at 10.30 at National Sanctions Secretariat, PMO.

The officer concerned below may be contacted for this purpose as follows:

Mr. V. Kallooa

Tel: 201 1264
10.0 Reference Sites

Complete column 'Compliance of Specification Offered' with the specification of the supplies offered. Also state “comply” or “not comply” and give details of any non-compliance to the specification required. Attach detailed technical literature if required. Authorise the specification offered in the signature block below.

Special Note:

1. References to brand names are intended to be descriptive only and not restrictive. Except for specific items mentioned in paragraph 3 below, the Bidder may offer other brand names, provided that it demonstrates, to the Purchaser’s satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified.

2. Any reference to any brand names by the Purchaser shall not constitute the base case.

3. In the interest of effective integration, cost-effective technical support, and reduced re-training and staffing costs, Bidders are required to offer the specified brand names and models for the following limited number of items:
   (i) Standard Software;
   (ii) Anti Spyware software;
   (iii) Antivirus software;

4. Relevant ISO certificates for the manufacture/assembly will have to be submitted. In case of absence of relevant certificates at time of commissioning, payment will not be effected.
Experience of Bidder & support staff. (Bidders should mandatorily submit all information on customer reference sites & staff profiles as per Tables for Reference sites & Profiles of Technical Support Staff.Incomplete or non submission may entail rejection of proposal).

<table>
<thead>
<tr>
<th>Reference Sites</th>
<th>Required</th>
<th>Compliance of Specification Offered</th>
<th>Details of non-compliance if applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of reference sites where the bidder has supplied, installed and configured the <strong>proposed DMS solution</strong> on a server in a LAN environment within the last 5 years.</td>
<td>1 site together with testimonials from customers as evidence of satisfactory performance. In case of non-submission of testimonials, reference sites may not be considered. The Purchaser reserves the right to query the referenced customer and any misinformation from the Bidder may lead to debarment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support Staff Qualifications &amp; Experience</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of IT related technical staff (Same number of IT related staff should be available during implementation stage) (CVs should be submitted. In case of non-submission of CVs, staff may not be considered)</td>
<td>4 - Out of which: A. At least 2 should be degree holders in an IT related field. B. At least 2 should have at least 2 years of experience in designing, developing and implementing the proposed solution.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total person-year IT related technical experience of the above 4 staff</td>
<td>20 years – the degree holders should have at least 4 years IT related technical experience each</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of resources to be deployed on full time basis during User Acceptance Test (UAT)</td>
<td>Yes, at least 2 Please specify number of resources to be deployed during UAT.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 11.0 Technical Tables

### 11.1 Application Software & other requirements

<table>
<thead>
<tr>
<th>A. Document Management Software</th>
<th>Compliance of Specification Offered</th>
<th>Details of non-compliance if applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technical Specification Required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DMS Software Name</td>
<td>Yes and Specify</td>
<td></td>
</tr>
<tr>
<td>Version</td>
<td>Yes and Specify</td>
<td></td>
</tr>
<tr>
<td>Web enabled software (support Firefox, Google Chrome, Internet Explorer and Safari)</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>HTTPS enabled</td>
<td>Yes, whole site</td>
<td></td>
</tr>
<tr>
<td>Proposed solution should be listed in the Gartner Magic Quadrant for content services platform (latest Report)</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>User Dashboard</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Multi-user system</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>DMS software should cater for all requirements of the National Sanctions Secretariat as detailed in Section 4</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Capture</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Data Capture of scanned paper documents</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Data Capture of electronic files in a wide variety of file formats e.g.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- .doc, - .xls, - .ppt, - .pdf - .jpg and .gif audio and video formats</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scanning of items directly from the Document Management System (DMS)</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Bulk Scanning possibility</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Indexing of captured information for easy and secure retrieval</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Allow user to input metadata for the uploaded documents. The documents should be appropriately tagged with the metadata information</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Unlimited number of attributes (meta-data) for a repository item</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>If an item has mandatory attributes, the system should identify them and require input</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Provide for the seamless uploading and processing of both incoming and outgoing email communication</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
## A. Document Management Software

<table>
<thead>
<tr>
<th>Technical Specification Required</th>
<th>Compliance of Specification Offered</th>
<th>Details of non-compliance if applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Taxonomy</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Structure and categorise data e.g. based on sensitivity level of documents, etc … (Taxonomy to be discussed and finalised with users and documented after award of contract)</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Linking</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide the capability to link and unlink any item to any other item in the repository. The links must support one-to-one, one-to-many, and many-to-many relationships.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Searches to return all linked documents</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Database</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Database to be integrated in DMS</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Database configuration</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Database Hardening</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Install all the latest patches for the database.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Install only required services as per user requirements.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Remove all unnecessary accounts for login to the database.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>All default passwords should be changed upon installation and null passwords should not be used for any account.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Password to be of a minimum of 8 alphanumeric characters and should not contain the user name or user ID. Password should be able to accept special characters such as ! @ # $ % ? as may be applicable for the specific database being used.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Enable logs to record all logins/logout from the database.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>All access to the database should be secured and encrypted.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Upload/Download</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possibility for bulk uploading to/downloading from the DMS</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Prior to files upload in the system, all files (e.g. documents, images) should be scanned for malware.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Search of captured information</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performs full text search on documents</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Technical Specification Required</td>
<td>Compliance of Specification Offered</td>
<td>Details of non-compliance if applicable</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------------------------</td>
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<td>-----------------------------------------</td>
</tr>
<tr>
<td>Multi-criteria search engine</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Search and retrieve data according to a given criteria through support of a wide variety of search techniques e.g.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Single word - search for a single word</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Sentences - search for a whole sentence or parts of a sentence</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Boolean - use AND, OR, NOT operators to narrow searches</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Fuzzy - search for variations of words, spelling changes/errrors</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Proximity - search for words that are close to each other in the document</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Quorum – create a basket of words and let the software find some words out of this basket</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Progressive – Start a new search that searches in the results of previous Search</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Hit highlighting shows search results on the original document</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Provide easy to use navigation e.g.:</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>- Document navigation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Hit navigation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Page navigation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fuzzy search, to compensate for spelling errors</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Support partial search (e.g. search designated document type, directories, etc ...)</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Provide a user interface which will allow user to search documents on metadata and tagged information</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Support preview of items within DMS</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Running of default programs associated with repository items from DMS</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Zoom in/out of documents</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Security</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide different level of access to upload, read, modify, delete and search documents</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Provide a detailed and auditable record of file access and transactional activity</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Provide facility to make documents inalterable</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Support for use of Digital Signatures</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Collaboration</strong></td>
<td></td>
<td></td>
</tr>
<tr>
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<td>---------------------------------</td>
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<td>----------------------------------------</td>
</tr>
<tr>
<td>Allow multiple users to share and work on same document or lock document when user is updating document</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Versioning for repository items</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to maintain a history of changes for a repository item</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Provide facility to retrieve a particular version</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Provide facility to rollback to a particular version</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Provide for check-in and check-out facility</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Facility to view differences between 2 repository items</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Archiving/backup</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Archiving/backup facility bundled with querying of archives/backups feature</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Allows to search, find and retrieve documents that are in archives/backups</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Export/download data to media such as CDs and DVDs (including search capabilities) for offline viewing</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Capability to take snap shots of the system at defined points and restore the system to a selected snap shot</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Support Email notification and alerts (e.g. prior to purging, etc)</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Reporting Facility</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reporting tools that allows users to create, save and re-run reports</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Standard pre-defined reports (to be discussed and finalised with users after award of contract)</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Creation of Ad-hoc reports</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Storage location</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support input of physical storage location of repository items</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Easy to Use interface - suitable for a non-technical person</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>MS Outlook users can save email items and their associated attachment into the repository</td>
<td>Yes</td>
<td></td>
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</tbody>
</table>
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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>System must be built on an open and industry standard architecture. Must provide a comprehensive API (Application Program Interface) or SDK (Software Development Kit) to allow interfacing and integration with existing systems</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>In-built support for file encryption in storage</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Workflow support – must allow the automation of a range of processes (for e.g delegation etc).</td>
<td>Yes, Provide details</td>
<td></td>
</tr>
<tr>
<td>Notification of workflow tasks can be sent to any SMTP compliant email system</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Reviewers can add comments and notes for the subsequent recipients as required</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Encryption of repository – support encryption of content stored on the file system</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>DMS should provide plug-in for advanced authentication such as crypto tokens, x.509 certificates.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Repository should support encrypted documents and digitally signed documents</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Architecture should allow multiple data stores</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Provide capability for manage the retention and disposition of records according to defined regulatory requirements</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>The DMS should be compatible with (/ support) Digital Signature Certificates issued by licensed Certification Authorities in Mauritius.</td>
<td>Yes</td>
<td></td>
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</tbody>
</table>

**Documentations**

<table>
<thead>
<tr>
<th>Documentations</th>
<th>Compliance of Specification Offered</th>
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</tr>
</thead>
<tbody>
<tr>
<td>System Documentations</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Hard copy user help manuals</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Online help facility</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Context sensitive online help</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Online tutorials</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Others facilities/features provided by the software – Please specify</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Build prototype/customise and validate with users through presentations and work sessions</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Demonstration of solution proposed during evaluation as per Section 7.7</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

**Customisation**

<table>
<thead>
<tr>
<th>Customisation</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Proposed software should have already been developed, tested and successfully implemented for at least 1 site</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>DMS should work without any significant customization except for some essential modifications to make system fully compatible with operational procedures. Cost of customization should form part of the Price Schedule Form.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Access Control</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Only authorised users should be able to access the system via an authentication mechanism.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>All access to the application should be based on a role based model.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>All access roles defined should be implemented via a centralized access control matrix module with ability to restrict access at the level of menu/function.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>User ID to be of a minimum of 7 characters. Upon creation of a User ID, the system must accept both alphabetical and numeric characters.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>User accounts that have been inactive for a predefined number of days should be disabled. The predefined number of days should be a parameter available only to the system administrator.</td>
<td>Specify</td>
<td></td>
</tr>
<tr>
<td>Unnecessary user accounts (e.g. test or guest accounts) must be disabled.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>All default passwords should be changed upon installation and null passwords should not be used for any account.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>The application should not allow a user to have more than one active session.</td>
<td>Specify</td>
<td></td>
</tr>
<tr>
<td>Upon login, the user should be presented with date and time of last login and logout, along with contact information of the system administrator.</td>
<td>Specify</td>
<td></td>
</tr>
<tr>
<td>A predefined number of successive authentication failures should result in a user’s account being locked; they should not be able to login until their account is unlocked and the password reset. An account unlocking mechanism will be reviewed by the user representatives and other stakeholders prior to implementation. The predefined number of authentication failures should be a parameter available only to the system administrator.</td>
<td>Specify</td>
<td></td>
</tr>
</tbody>
</table>
## A. Document Management Software

<table>
<thead>
<tr>
<th>Technical Specification Required</th>
<th>Compliance of Specification Offered</th>
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</thead>
<tbody>
<tr>
<td>Password to be of a minimum of 8 alphanumeric characters and should not contain the user name or user ID. Password should be able to accept special characters such as ! @ # $ % ?</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Passwords must be encrypted prior to storage and saved in an encrypted format.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Initial password provided to any user and on any password reset request should be an auto generated one-time password.</td>
<td>Specify</td>
<td></td>
</tr>
<tr>
<td>Passwords should be configured to expire after a predefined number of days with prior notifications to the user. The predefined number of days should be a parameter available only to the system administrator. A password resetting mechanism will be reviewed by the user representatives and other stakeholders prior to implementation.</td>
<td>Specify</td>
<td></td>
</tr>
<tr>
<td>Availability of an interface for users to change their password (after authentication). Users should be prompted to enter the current password. The system should not allow users to retain their current password as their new password.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>After authenticating with an initial or a one-time password the user should be automatically forced to change the password.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>User access to application will be locked after an agreed idle time and user will be required to re-authenticate to access the system.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>All user access to the system should be encrypted via TLS. The certificate will be provided by the GOC</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

### Audit Trails and Logs

<table>
<thead>
<tr>
<th>Specification</th>
<th>Compliance of Specification Offered</th>
<th>Details of non-compliance if applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>An audit trail module should be available and accessible to authorised users only.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Auditing of all user logins to the system.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Auditing of all unsuccessful login attempts.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Auditing of all user action/operations within the system so as to capture and preserve all information associated with the creation, update and deletion of data within the system.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Auditing of all changes done on a user profile and access rights.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
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<td>Details of non-compliance if applicable</td>
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<tr>
<td>----------------------------------</td>
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<td>----------------------------------------</td>
</tr>
<tr>
<td>Authorized users should be able to search audit trail information via a user-friendly search facility and by filtering fields such as User ID, Transaction Date and Time, Operation Type, Activity amongst others. Authorized users should be able to print the resulting view.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Audit trail data must be stored in a secured manner and must not be editable by any user</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Archiving of audit trails data and logs to be available in the system.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Error Handling</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>An appropriate error handling scheme should be devised. For all errors encountered in the application, the user should be directed to an appropriate error message/page that does not disclose technical details like error codes, hosting platform details, software version details, or database records information.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Appropriate logs should be generated for all application errors that allow identification and source of the error. These logs should be accessible to authorised users only.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>All application failures and exceptions should be handled in a secure way.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Web Application Controls</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All user inputs should be validated at the client side level with appropriate error messages</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>All user inputs should be validated at server side level with appropriate error messages so as to prevent Web attacks (e.g. buffer overflow)</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>All user inputs should be validated and processed which includes filtering of meta characters so as to detect and block potential SQL Injection and Cross-Site Scripting (XSS) attacks</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Implementation of measures deemed applicable from the OWASP Guide to Building Secure Web Applications &amp; Web Services</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>High Availability</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>System should support configuration for High Availability if this is required in the future</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating Systems Hardening</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Install all the latest patches and updates for the OS.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Install only required services and applications as per user requirements.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Close all unnecessary network ports.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Remove all guest and unnecessary account for login to the OS.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Enable logs to record all logins/logout from the OS.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>User ID to be of a minimum of 7 alphanumeric characters.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>User accounts that have been inactive for more than 60 days should be disabled.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Shared user IDs should not be issued to multiple users when it is technically feasible to provide individual IDs.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Five successive failures should result in a user’s account being locked; they should not be able to login until their account is unlocked and the password reset.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Password to be of a minimum of 8 alphanumeric characters and should not contain the user name or user ID.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Password should be able to accept special characters such as ! @ # $ % ?</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Passwords should be configured to expire after a maximum of 60 days and a new password created.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Initial password provided to any user and on any password reset request, should be a one-time password (user is forced to change the password on first log in).</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>Web Server Software Hardening</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Install all latest patches and updates for the specific version of Web server that will be used.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Ensure that all the IT Security settings of the Web server software have been properly configured.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Remove all guest accounts and unnecessary account on the Web server.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Enable logs to record all access to the Web Server.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Facility to archive Web server access logs.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>All default passwords should be changed upon installation and null passwords should not be used for any account.</td>
<td>Yes</td>
<td></td>
</tr>
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<tbody>
<tr>
<td>Password to be of a minimum of 8 alphanumeric characters and should not contain the user name or user ID. Password should be able to accept special characters such as ! @ # $ % ?</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Disable unused services.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Unbind or remove unnecessary protocols.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>For errors encountered, the user should be presented with an appropriate error message that does not disclose technical details like software version details.</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

### Other IT Security Controls

- The system to abide with the GOC security policy and any other systems security policies with which it will be interfacing: Yes
- Elaborate an IT Risk Assessment document for the system: Yes, as per Section 4.5.2 (B)
## B. PROJECT REQUIREMENTS

<table>
<thead>
<tr>
<th>Technical Specification Required</th>
<th>Compliance of Specification Offered</th>
<th>Details of non-compliance if applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project Requirements</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bidders should submit detailed work plan as per Section 7.1</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Bidders should describe using appropriate diagrams the role and responsibilities of the different teams who will be working on the project as per Section 7.3</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Bidder should proactively collaborate with other suppliers to make the system fully operational</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>As per Section 5.0, appropriate virtual machines would need to be created and configured by the successful bidder to allow best performance and redundancy for the Document Management System.</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
| System documentation should be provided by the successful Bidders as per Section 7.5:  
  - Commissioning and Acceptance Test Plans  
  - Performance and Reliability Tests Reports  
  - Training Manuals  
  - Other Related Configurations/documentation to make system fully operational | Yes |                                         |
<table>
<thead>
<tr>
<th>C. Training &amp; Documentation</th>
<th>Technical Specification Required</th>
<th>Compliance of Specification Offered</th>
<th>Details of non-compliance if applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>Training should include both hands on and classroom sessions with appropriate training guide and documentation.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Administration of the created Virtual Machines and related systems</td>
<td>As per Section 8 ‘Trainings’</td>
<td></td>
<td></td>
</tr>
<tr>
<td>System Administration Tasks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of training session</td>
<td>Specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duration of each training session</td>
<td>Specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Backup and Restore functions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of training session</td>
<td>Specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duration of each training session</td>
<td>Specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operation and Standard use of the system</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of training session</td>
<td>Specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duration of each training session</td>
<td>Specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Troubleshooting procedures</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of training session</td>
<td>Specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duration of each training session</td>
<td>Specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Trainings required</td>
<td>Number of training session</td>
<td>Specify</td>
<td></td>
</tr>
<tr>
<td>Duration of each training session</td>
<td>Specify</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Documentation on Quality Control</td>
<td>Bidder should provide adequate information on the procedures to be adopted to ensure quality control in the scanning, indexing, uploading and data capture exercise by the users.</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
### D. User Acceptance Testing (UAT)

<table>
<thead>
<tr>
<th>Technical Specifications Required</th>
<th>Compliance of Specification offered</th>
<th>Details of non-compliance if applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Evidence of Testing prior to UAT Bidder should commit to submit Unit Test Plans, System Test Plans as well as Unit Test Results and System Test Results as evidence of full-fledged testing carried out prior to UAT.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>2 <strong>UAT Test Scripts</strong> Bidder should commit to submit UAT test scripts to ensure that the UAT scenarios cater for all the requirements expressed by the users.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>3 <strong>Role-Based Testing</strong> UAT should also cover role-based testing.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>4 <strong>Scenario-Based Testing</strong> Assist users to test complete end-to-end usage flows (scenarios) in the system.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>5 <strong>Documentation</strong> Bidder should commit to provide users with appropriate user documentations such as Training Manuals, UAT Scenarios, Test Scripts and a comprehensive User Manual before conducting UAT.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td><strong>6</strong> UAT Rounds</td>
<td><strong>Technical Specifications Required</strong></td>
<td><strong>Compliance of Specification offered</strong></td>
</tr>
<tr>
<td>------------------</td>
<td>-------------------------------------</td>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>The UAT exercise should consist of different rounds of testing with the following precisions:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) Round 1 should consist of executing all the test scenarios and identify list of issues if any by the users.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) Bidder should commit to ensure that issues identified in Round 1 are fully addressed to the satisfaction of the users prior to starting the next round (Round 2).</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>c) Bidder should also commit to producing evidence that non-regression testing has been performed prior to starting next round.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) Subsequent rounds are conducted until no further issues are identified.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Each round should consist of Role-Based Testing as well as Scenario-Based Testing.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<p>| <strong>7</strong> Tracking of Bugs and Comments | | Yes | |
| Bidder should commit to collate details of all bugs, issues and comments submitted by users during each test session and a consolidated list should be submitted periodically to the users for proper tracking of issues. | | | |</p>
<table>
<thead>
<tr>
<th><strong>D. User Acceptance Testing (UAT)</strong></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Technical Specifications Required</strong></td>
<td><strong>Compliance of Specification offered</strong></td>
<td><strong>Details of non-compliance if applicable</strong></td>
</tr>
<tr>
<td><strong>Production (Live) Environment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) The UAT exercise (when including beta testing) starting at least from Round 2 should be carried out on the Production environment prior to its acceptance.</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>b) Bidder should commit to ensure that the level of separation between live, test, and development environments (on the same Server) that is necessary to prevent operational problems is identified and appropriate controls are implemented (e.g. Users should clearly see in the Main Page which environment they have logged in while carrying out tests).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) Bidder should commit to ensure that the test and live environment have the same patches and updates to ensure a smooth UAT exercise and prevent post Go-Live issues due to difference in environments.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Acceptance or Commissioning of the Application Software</strong></td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>The following will have to be addressed to the satisfaction of the users prior to acceptance of the system:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) All requirements of the users (including IT Security requirements) have been catered for in the Application Software.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b) All identified scenarios are fully and comprehensively tested during each round of UAT.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c) All bugs identified during UAT have been dealt with.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d) Trainings on System Administration and Application Software have been delivered.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e) All documentations are provided.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Technical Specification Required</strong></td>
<td><strong>Compliance of Specification Offered</strong></td>
<td><strong>Details of non-compliance if applicable</strong></td>
</tr>
<tr>
<td>------------------------------------</td>
<td>----------------------------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>Install and commission the proposed software.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>All software proposed should come with valid licenses and certificate of authenticity (where applicable).</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>All software licenses proposed should be able to cater for previous versions of the software at no additional cost. Bidder has to submit relevant evidence to this effect.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Adequate licenses should be provided for software proposed with appropriate information about its licensing policy.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Any cost associated with the licensing policy should be included in the Price Schedule Form.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Bidders should provide the latest version of all software proposed at the time of delivery without any change in cost.</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Relevant technical brochure (Original documentation) for all items proposed to be submitted.</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

**WARRANTY and Maintenance Agreement**

The Maintenance Services should cover the services requested in Maintenance Contract which is available at the CIB Download Centre at [http://cib.govmu.org](http://cib.govmu.org). Bidders are to comply with all these requirements unless specifically waived by the Purchaser.

During the warranty period the services provided by the Bidder should cover at least all the requirements mentioned in the Maintenance Contract.
Bidder undertakes to maintain the software for a period of up to five years (inclusive of warranty) should the purchaser wish to enter into a maintenance contract as per conditions of Specimen Maintenance Contract at the CIB Download Centre http://cib.govmu.org

The maintenance charges quoted in the Price Schedule should include labour & transport for first 5 years (inclusive of warranty) For the financial Evaluation, the overall cost of the proposal will be the sum of the cost of software, installation & commissioning and the maintenance charges for the first five years (inclusive of warranty) and any other cost involved.

Support service in the absence of a maintenance contract

The Bidder should undertake to provide support over at least 5 years following the purchase of the software. Bidders should also provide maintenance services for the software at least on an intervention basis for the 6th and 7th year of operation

Maintenance of antivirus software after the warranty period should the purchaser wish to enter into a maintenance contract

Software upgrade, virus definition upgrade should be delivered to the purchaser by the Bidder

---

**Specification and Compliance Sheet Authorised By:**

Signature: ___________________________ Name: ___________________________

Position: ___________________________ Date: ___________________________ (DD/MM/YY)

Authorised for and on behalf of:

Company: ___________________________
## Tables for reference sites & profiles of Technical Support Staff

### 1. Reference sites for DMS installation and configuration

<table>
<thead>
<tr>
<th>Customer site – Company Name, Address, Fax</th>
<th>Customer – Contact person, telephone no.</th>
<th>Document Management software name</th>
<th>RDBMS and Operating System</th>
<th>Architecture (Host based, client server, thin client)</th>
<th>No. of users</th>
<th>Date of implementation</th>
<th>Testimonial Submitted (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Month</td>
<td>Year</td>
</tr>
</tbody>
</table>

### 2. Technical Support Staff profiles

<table>
<thead>
<tr>
<th>Person</th>
<th>Qualifications</th>
<th>Experience</th>
<th>Date of appointment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Designation</td>
<td>Date</td>
<td>Institution</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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</tbody>
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Part III – Conditions of Contract and Contract Forms
# Section VI. General Conditions of Contract

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Section VI. General Conditions of Contract

A. General Provisions

1.1 Definitions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:

(a) The Adjudicator is the person appointed jointly by the Employer and the Contractor to resolve disputes in the first instance, as provided for in Sub-Clause 8.2 hereunder.

(b) “Activity Schedule” is the priced and completed list of items of Services to be performed by the Service Provider forming part of his Bid;

(c) “Completion Date” means the date of completion of the Services by the Service Provider as certified by the Employer

(d) “Contract” means the Contract signed by the Parties, to which these General Conditions of Contract (GCC) are attached, together with all the documents listed in Clause 1 of such signed Contract;

(e) “Contract Price” means the price to be paid for the performance of the Services, in accordance with Clause 6.2;

(f) “Dayworks” means varied work inputs subject to payment on a time basis for the Service Provider’s employees and equipment, in addition to payments for associated materials and administration.

(g) “Employer” means the party who employs the Service Provider

(h) “Foreign Currency” means any currency other than the currency of the country of the Employer;

(i) “GCC” means these General Conditions of Contract;

(j) “Government” means the Government of the Republic of Mauritius;

(k) “Local Currency” means Mauritian Rupees;

(l) “Member,” in case the Service Provider consist of a joint venture of more than one entity, means any of these entities;
“Members” means all these entities, and “Member in Charge” means the entity specified in the SCC to act on their behalf in exercising all the Service Provider’s rights and obligations towards the Employer under this Contract;

(m) “Party” means the Employer or the Service Provider, as the case may be, and “Parties” means both of them;

(n) “Personnel” means persons hired by the Service Provider or by any Subcontractor as employees and assigned to the performance of the Services or any part thereof;

(o) “Service Provider” is a person or corporate body whose Bid to provide the Services has been accepted by the Employer;

(p) “Service Provider’s Bid” means the completed bidding document submitted by the Service Provider to the Employer

(q) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented;

(r) “Specifications” means the specifications of the service included in the bidding document submitted by the Service Provider to the Employer

(s) “Services” means the work to be performed by the Service Provider pursuant to this Contract, as described in Appendix A; and in the Specifications and Schedule of Activities included in the Service Provider’s Bid.

(t) “Subcontractor” means any entity to which the Service Provider subcontracts any part of the Services in accordance with the provisions of Sub-Clauses 3.5 and 4.

1.2 Applicable Law

The Contract shall be interpreted in accordance with the laws of Mauritius.

1.3 Language

This Contract has been executed in English, which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.

1.4 Notices

Any notice, request, or consent made pursuant to this Contract shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by registered mail, or facsimile to such Party at the address specified in the SCC.

1.5 Location

The Services shall be performed at such locations as are specified in Appendix A, in the specifications and, where the location of a particular task is not so specified, at such locations, whether in
Republic of Mauritius or elsewhere, as the Employer may approve.

1.6 Authorized Representatives

Any action required or permitted to be taken, and any document required or permitted to be executed, under this Contract by the Employer or the Service Provider may be taken or executed by the officials specified in the SCC.

1.7 Inspection and Audit by the Public Body

The Service Provider shall permit the Employer to inspect its accounts and records relating to the performance of the Services and to have them audited by auditors appointed by the Employer, if so required by the Latter.

1.8 Taxes and Duties

The Service Provider, Subcontractors, and their Personnel shall pay such taxes, duties, fees, and other impositions as may be levied under the Applicable Law, the amount of which is deemed to have been included in the Contract Price.

2. Commencement, Completion, Modification, and Termination of Contract

2.1 Effectiveness of Contract

This Contract shall come into effect on the date the Contract is signed by both parties or such other later date as may be stated in the SCC.

2.2 Commencement of Services

2.2.1 Program

Before commencement of the Services, the Service Provider shall submit to the Employer for approval a Program showing the general methods, arrangements, order and timing for all activities. The Services shall be carried out in accordance with the approved Program as updated.

2.2.2 Starting Date

The Service Provider shall start carrying out the Services thirty (30) days after the date the Contract becomes effective, or at such other date as may be specified in the SCC.

2.3 Intended Completion Date

Unless terminated earlier pursuant to Sub-Clause 2.6, the Service Provider shall complete the activities by the Intended Completion Date, as is specified in the SCC. If the Service Provider does not complete the activities by the Intended Completion Date, it shall be liable to pay liquidated damage as per Sub-Clause 3.10. In this case, the Completion Date will be the date of completion of all activities.

2.4 Modification

Modification of the terms and conditions of this Contract, including any modification of the scope of the Services or of the Contract
Price, may only be made by written agreement between the Parties.

2.5 Force Majeure

2.5.1 Definition
For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

2.5.2 No Breach of Contract
The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

2.5.3 Extension of Time
Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

2.6 Termination

2.6.1 By the Employer
The Employer may terminate this Contract, by not less than thirty (30) days’ written notice of termination to the Service Provider, to be given after the occurrence of any of the events specified in paragraphs (a) through (d) of this Sub-Clause 2.6.1:

(a) if the Service Provider does not remedy a failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as the Employer may have subsequently approved in writing;

(b) if the Service Provider become insolvent or bankrupt;

(c) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days; or

(d) if the Service Provider, in the judgment of the Employer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purposes of this Sub-Clause:
(i) “corrupt practice”\(^6\) is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;

(ii) “fraudulent practice”\(^7\) is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

(iii) “collusive practice”\(^8\) is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;

(iv) “coercive practice”\(^9\) is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

(v) “obstructive practice” is

(aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

(e) In case the liquidated damage reaches the maximum as per sub-clause 3.10.1.

(f) Notwithstanding the above the Employer may terminate the contract for its convenience after giving a prior notice of 30 days.

2.6.2 By the

The Service Provider may terminate this Contract, by not less than

\(^6\) For the purpose of this Contract, “another party” refers to a public official acting in relation to the procurement process or contract execution. In this context, “public official” includes World Bank staff and employees of other organizations taking or reviewing procurement decisions.

\(^7\) For the purpose of this Contract, “party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

\(^8\) For the purpose of this Contract, “parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

\(^9\) For the purpose of this Contract, “party” refers to a participant in the procurement process or contract execution.
Service Provider thirty (30) days’ written notice to the Employer, such notice to be given after the occurrence of any of the events specified in paragraphs (a) and (b) of this Sub-Clause 2.6.2:

(a) if the Employer fails to pay any monies due to the Service Provider pursuant to this Contract and not subject to dispute pursuant to Clause 7 within forty-five (45) days after receiving written notice from the Service Provider that such payment is overdue; or

(b) if, as the result of Force Majeure, the Service Provider is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

2.6.3 Payment upon Termination

Upon termination of this Contract pursuant to Sub-Clauses 2.6.1 or 2.6.2, the Employer shall make the following payments to the Service Provider:

(a) remuneration pursuant to Clause 6 for Services satisfactorily performed prior to the effective date of termination;

(b) except in the case of termination pursuant to paragraphs (a), (b), (d) of Sub-Clause 2.6.1, reimbursement of any reasonable cost incident to the prompt and orderly termination of the Contract, including the cost of the return travel of the Personnel.

3. Obligations of the Service Provider

3.1 General

The Service Provider shall perform the Services in accordance with the Specifications and the Activity Schedule, and carry out its obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management practices, and employ appropriate advanced technology and safe methods. The Service Provider shall always act, in respect of any matter relating to this Contract or to the Services, as faithful adviser to the Employer, and shall at all times support and safeguard the Employer’s legitimate interests in any dealings with Subcontractors or third parties.

3.2 Conflict of Interests

3.2.1 Service Provider Not to Benefit

The remuneration of the Service Provider pursuant to Clause 6 shall constitute the Service Provider’s sole remuneration in connection with this Contract or the Services, and the Service Provider shall not accept for their own benefit any trade
from Commissions and Discounts.

commission, discount, or similar payment in connection with activities pursuant to this Contract or to the Services or in the discharge of their obligations under the Contract, and the Service Provider shall use their best efforts to ensure that the Personnel, any Subcontractors, and agents of either of them similarly shall not receive any such additional remuneration.

3.2.2 Service Provider and Affiliates Not to be Otherwise Interested in Project

The Service Provider agree that, during the term of this Contract and after its termination, the Service Provider and its affiliates, as well as any Subcontractor and any of its affiliates, shall be disqualified from providing goods, works, or Services (other than the Services and any continuation thereof) for any project resulting from or closely related to the Services.

3.2.3 Prohibition of Conflicting Activities

Neither the Service Provider nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

(a) during the term of this Contract, any business or professional activities in the Republic of Mauritius which would conflict with the activities assigned to them under this Contract;

(b) during the term of this Contract, neither the Service Provider nor their Subcontractors shall hire public employees in active duty or on any type of leave, to perform any activity under this Contract;

(c) after the termination of this Contract, such other activities as may be specified in the SCC.

3.2.4 Integrity Clause

The service provider shall take to ensure that no person acting for it or on its behalf will engage in any type of fraud and corruption during the contract execution.

Transgression of the above is a serious offence and appropriate actions will be taken against such service provider.

3.3 Confidentiality

The Service Provider, its Subcontractors, and the Personnel of either of them shall not, either during the term or within two (2) years after the expiration of this Contract, disclose any proprietary or confidential information relating to the Project, the Services, this Contract, or the Employer’s business or operations without the prior written consent of the Employer.

3.4 Assignment

The Service Provider shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except
with the prior written consent of the Employer.

3.5 Indemnification

The Service Provider shall indemnify, hold and save harmless, and defend, at its own expense, the Employer, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Service Provider, or the Service Provider's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of Employer’s liability and Workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this clause do not lapse upon termination of this Contract.

3.6 Insurance to be Taken Out by the Service Provider

(a) The Service Provider shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.

(b) The Service Provider shall provide and thereafter maintain all appropriate Employer’s Liability and Workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.

(c) The Service Provider shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, or other equipment owned or leased by the Service Provider or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

(d) Except for the Employer’s Liability and Workmen's compensation insurance, the insurance policies under this clause shall:

(i) Name the Employer as additional insured;

(ii) Include a waiver of subrogation of the Service Provider's rights to the insurance carrier against the Employer;

(iii) Provide that the Employer shall receive thirty (30) days written notice from the insurers prior to any cancellation or
change of coverage.

3.7 Service Provider’s Actions Requiring Employer’s Prior Approval

The Service Provider shall obtain the Employer’s prior approval in writing before taking any of the following actions:

(a) entering into a subcontract for the performance of any part of the Services,

(b) appointing such members of the Personnel not listed by name in Appendix C (“Key Personnel and Subcontractors”),

(c) changing the Program of activities; and

(d) any other action that may be specified in the SCC.

3.8 Reporting Obligations

The Service Provider shall submit to the Employer the reports and documents specified in Appendix B in the form, in the numbers, and within the periods set forth in the said Appendix.

3.9 Documents Prepared by the Service Provider to Be the Property of the Employer

All plans, drawings, specifications, designs, reports, and other documents and software submitted by the Service Provider in accordance with Sub-Clause 3.8 shall become and remain the property of the Employer, and the Service Provider shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Employer, together with a detailed inventory thereof. The Service Provider may retain a copy of such documents and software. Restrictions about the future use of these documents, if any, shall be specified in the SCC.

3.10 Liquidated Damages

3.10.1 Payments of Liquidated Damages

The Service Provider shall pay liquidated damages to the Employer at the rate per day stated in the SCC for each day that the Completion Date is later than the Intended Completion Date. The total amount of liquidated damages shall not exceed the amount defined in the SCC. The Employer may deduct liquidated damages from payments due to the Service Provider. Payment of liquidated damages shall not affect the Service Provider’s liabilities.

3.10.2 Correction for Over-payment

If the Intended Completion Date is extended after liquidated damages have been paid, the Employer shall correct any overpayment of liquidated damages by the Service Provider by adjusting the next payment certificate. The Service Provider shall be paid interest on the overpayment, calculated from the date of payment to the date of repayment, at the rates specified in Sub-
Clause 6.5.

3.10.3 Lack of performance penalty

If the Service Provider has not corrected a Defect within the time specified in the Employer’s notice, a penalty for Lack of performance will be paid by the Service Provider. The amount to be paid will be calculated as a percentage of the cost of having the Defect corrected, assessed as described in Sub-Clause 7.2 and specified in the SCC.

3.11 Performance Security

The Service Provider shall provide the Performance Security to the Employer no later than the date specified in the Letter of acceptance. The Performance Security shall be issued in an amount and form and by a bank acceptable to the Employer, and denominated in the types and proportions of the currencies in which the Contract Price is payable. The Performance Security shall be valid until a date 28 days from the Completion Date of the Contract.

4. Service Provider’s Personnel

4.1 Description of Personnel

The titles, agreed job descriptions, minimum qualifications, and estimated periods of engagement in the carrying out of the Services of the Service Provider’s Key Personnel are described in Appendix C. The Key Personnel and Subcontractors listed by title as well as by name in Appendix C are hereby approved by the Employer.

4.2 Removal and/or Replacement of Personnel

(a) Except as the Employer may otherwise agree, no changes shall be made in the Key Personnel. If, for any reason beyond the reasonable control of the Service Provider, it becomes necessary to replace any of the Key Personnel, the Service Provider shall provide as a replacement a person of equivalent or better qualifications.

(b) If the Employer finds that any of the Personnel have:

(i) committed serious misconduct or have been charged with having committed a criminal action, or

(ii) have reasonable cause to be dissatisfied with the performance of any of the Personnel,

then the Service Provider shall, at the Employer’s written request specifying the grounds thereof, provide as a replacement a person with qualifications and experience acceptable to the Employer.

(c) The Service Provider shall have no claim for additional costs arising out of or incidental to any removal and/or replacement
5. Obligations of the Employer

5.1 Assistance and Exemptions
The Employer shall use its best efforts to ensure that the Government shall provide the Service Provider such assistance and exemptions as specified in the SCC.

5.2 Change in the Applicable Law
If, after the date of this Contract, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of the Services rendered by the Service Provider, then the remuneration and reimbursable expenses otherwise payable to the Service Provider under this Contract shall be increased or decreased accordingly by agreement between the Parties, and corresponding adjustments shall be made to the amounts referred to in Sub-Clauses 6.2 (a) or (b), as the case may be.

5.3 Services and Facilities
The Employer shall make available to the Service Provider the Services and Facilities listed under Appendix F.

6. Payments to the Service Provider

6.1 Lump-Sum Remuneration
The Service Provider’s remuneration shall not exceed the Contract Price and shall be a fixed lump-sum including all Subcontractors’ costs, and all other costs incurred by the Service Provider in carrying out the Services described in Appendix A. Except as provided in Sub-Clause 5.2, the Contract Price may only be increased above the amounts stated in Sub-Clause 6.2 if the Parties have agreed to additional payments in accordance with Sub-Clauses 2.4 and 6.3.

6.2 Contract Price
(a) The price payable in local currency is set forth in the SCC.
(b) The price payable in foreign currency is set forth in the SCC.

6.3 Payment for Additional Services, and Performance Incentive Compensation
6.3.1 For the purpose of determining the remuneration due for additional Services as may be agreed under Sub-Clause 2.4, a breakdown of the lump-sum price is provided in Appendices D and E.

6.4 Terms and Conditions of Payment
6.4 Payments will be made to the Service Provider according to the payment schedule stated in the SCC. Unless otherwise stated in the SCC, the advance payment (Advance for Mobilization, Materials and Supplies) shall be made against the provision by the Service Provider of a bank guarantee from a bank operating in Mauritius for the same amount, and shall be valid for the period stated in the SCC. Any other payment shall be made after the
conditions **listed in the SCC** for such payment have been met, and the Service Provider have submitted an invoice to the Employer specifying the amount due.

**6.5 Interest on Delayed Payments**

6.5 If the Employer has delayed payments beyond fifteen (15) days after the due date stated in the SCC, interest shall be paid to the Service Provider for each day of delay at the rate stated in the SCC.

**6.6 Price Adjustment**

6.6.1 Prices shall be adjusted for fluctuations in the cost of inputs only if **provided for in the SCC**. If so provided, the amounts certified in each payment certificate, after deducting for Advance Payment, shall be adjusted by applying the respective price adjustment factor to the payment amounts due in each currency. A separate formula of the type indicated below applies to each Contract currency:

\[ P_c = A_c + B_c \frac{Lmc}{Loc} + C_c \frac{Imc}{Ioc} \]

Where:

- \( P_c \) is the adjustment factor for the portion of the Contract Price payable in a specific currency “c”.
- \( A_c \), \( B_c \) and \( C_c \) are coefficients specified in the SCC, representing: \( A_c \) the nonadjustable portion; \( B_c \) the adjustable portion relative to labor costs and \( C_c \) the adjustable portion for other inputs, of the Contract Price payable in that specific currency “c”; and
- \( Lmc \) is the index prevailing at the first day of the month of the corresponding invoice date and \( Loc \) is the index prevailing 28 days before Bid opening for labor; both in the specific currency “c”.
- \( Imc \) is the index prevailing at the first day of the month of the corresponding invoice date and \( Ioc \) is the index prevailing 28 days before Bid opening for other inputs payable; both in the specific currency “c”.

If a price adjustment factor is applied to payments made in a currency other than the currency of the source of the index for a particular indexed input, a correction factor \( Zo/Zn \) will be applied to the respective component factor of \( Pn \) for the formula of the relevant currency. \( Zo \) is the number of units of currency of the country of the index, equivalent to one unit of the currency payment on the date of the base index, and \( Zn \) is the corresponding number of such currency units on the date of the current index.
6.6.2 If the value of the index is changed after it has been used in a calculation, the calculation shall be corrected and an adjustment made in the next payment certificate. The index value shall be deemed to take account of all changes in cost due to fluctuations in costs.

6.7 **Dayworks**

6.7.1 If applicable, the Daywork rates in the Service Provider’s Bid shall be used for small additional amounts of Services only when the Employer has given written instructions in advance for additional services to be paid in that way.

6.7.2 All work to be paid for as Dayworks shall be recorded by the Service Provider on forms approved by the Employer. Each completed form shall be verified and signed by the Employer representative as indicated in Sub-Clause 1.6 within two days of the Services being performed.

6.7.3 The Service Provider shall be paid for Dayworks subject to obtaining signed Dayworks forms as indicated in Sub-Clause 6.7.2

6.8 **Labour Clause**

6.8.1(a) The remuneration and other conditions of work of the employees of the Service Provider shall not be less favourable than those established for work of the same character in the trade concerned-

(i) by collective agreement applying to a substantial proportion of the employees and employers in the trade concerned;

(ii) by arbitration awards; or

(iii) by Remuneration Orders.

(b) Where remuneration and conditions of work are not regulated in a manner referred to at (a) above, the rates of the remuneration and other conditions of work shall be not less favourable than the general level observed in the trade in which the contractor is engaged by employers whose general circumstances are similar.

6.8.2 No Service Provider shall be entitled to any payment in respect of work performed in the execution of the contract unless he has, together with his claim for payment filed a certificate:

(a) showing the rates of remuneration and hours of work of the various categories of employees employed in the execution of the contracts;

(b) stating whether any remuneration payable in respect of work done is due;

(c) containing such other information as the Chief
Executive Officer of the Public Body administering the contract may require to satisfy himself that the provisions under this clause have been complied with.

6.8.3 Where the Chief Executive Officer of the Public Body administering the contract is satisfied that remuneration is still due to an employee employed under this contract at the time the claim for payment is filed under subsection 1, he may, unless the remuneration is sooner paid by the Service Provider, arrange for the payment of the remuneration out of the money payable under this contract.

6.8.4 Every Service Provider shall display a copy of this clause of the contract at the place at which the work required by the contract is performed.

7. Quality Control

7.1 Identifying Defects

The principle and modalities of Inspection of the Services by the Employer shall be as indicated in the SCC. The Employer shall check the Service Provider’s performance and notify him of any Defects that are found. Such checking shall not affect the Service Provider’s responsibilities. The Employer may instruct the Service Provider to search for a Defect and to uncover and test any service that the Employer considers may have a Defect. Defect Liability Period is as defined in the SCC.

7.2 Correction of Defects, and lack of Performance Penalty

(a) The Employer shall give notice to the Service Provider of any Defects before the end of the Contract. The Defects liability period shall be extended for as long as Defects remain to be corrected.

(b) Every time notice of a Defect is given, the Service Provider shall correct the notified Defect within the length of time specified by the Employer’s notice.

(c) If the Service Provider has not corrected a Defect within the time specified in the Employer’s notice, the Employer will assess the cost of having the Defect corrected, the Service Provider will pay this amount, and a Penalty for Lack of Performance calculated as described in Sub-Clause 3.10.3
8. Settlement of Disputes

8.1 Amicable Settlement
The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

8.2 Dispute Settlement
8.2.1 If any dispute arises between the Employer and the Service Provider in connection with, or arising out of, the Contract or the provision of the Services, whether during carrying out the Services or after their completion, the matter shall be referred to the Adjudicator within 14 days of the notification of disagreement of one party to the other.

8.2.2 The Adjudicator shall give a decision in writing within 28 days of receipt of a notification of a dispute.

8.2.3 The Adjudicator shall be paid by the hour at the rate specified in the BDS and SCC, together with reimbursable expenses of the types specified in the SCC, and the cost shall be divided equally between the Employer and the Service Provider, whatever decision is reached by the Adjudicator. Either party may refer a decision of the Adjudicator to an Arbitrator within 28 days of the Adjudicator’s written decision. If neither party refers the dispute to arbitration within the above 28 days, the Adjudicator’s decision will be final and binding.

8.2.4 The arbitration shall be conducted in accordance with the arbitration procedure published by the institution named and in the place shown in the SCC.

8.2.5 Should the Adjudicator resign or die, or should the Employer and the Service Provider agree that the Adjudicator is not functioning in accordance with the provisions of the Contract, a new Adjudicator will be jointly appointed by the Employer and the Service Provider. In case of disagreement between the Employer and the Service Provider, within 30 days, the Adjudicator shall be designated by the Appointing Authority designated in the SCC at the request of either party, within 14 days of receipt of such request.
Section VII. Special Conditions of Contract

Clauses in brackets are optional; all notes should be deleted in final text.

<table>
<thead>
<tr>
<th>Number of GC Clause</th>
<th>Amendments of, and Supplements to, Clauses in the General Conditions of Contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1(a)</td>
<td>The Adjudicator is <strong>Not Applicable</strong></td>
</tr>
<tr>
<td>1.1(d)</td>
<td>The contract name is <strong>Supply, Installation, Configuration and Commissioning of Electronic Document Management System</strong></td>
</tr>
<tr>
<td>1.1(g)</td>
<td>The Employer is <strong>Prime Minister’s Office (Defence &amp; Home Affairs)-National Sanctions Secretariat, 4th Floor, New Government Centre, Port Louis</strong></td>
</tr>
<tr>
<td>1.1(l)</td>
<td>The Member in Charge is <strong>[name of Member Leader of the Joint Venture]</strong></td>
</tr>
<tr>
<td>1.1(o)</td>
<td>The Service Provider is……</td>
</tr>
</tbody>
</table>
| 1.4                 | The addresses are: **Employer:** The Secretary for Home Affairs  
|                     | Prime Minister’ Office  
|                     | 7th Floor, New Government Centre  
|                     | Port Louis  
|                     | **Service Provider:**  
|                     | **Attention:**  
|                     | **Facsimile:**  
| 2.1                 | The date on which this Contract shall come into effect shall be as **from date of letter of acceptance.**  
| 2.2.2               | The Intended Starting Date for the commencement of Service shall be as **from date of letter of acceptance.**  
| 2.3                 | The Intended Completion Date is **three (3) months from the commencement date of the service**   |
### 3.2.3
Activities prohibited after termination of this Contract are:

### 3.7(d)
The other actions are

### 3.9
Restrictions on the use of documents prepared by the Service Provider shall remain the **property of the Employer and shall deliver all such documents and software to the Employer after successful testing and commissioning of the system.**

### 3.10.1
The liquidated damages shall be **1%** of contract value per week.

The maximum amount of liquidated damages for the whole contract is **10 %** of the Contract Price. The liquidated damages shall be applicable on a pro-rata basis.

### 3.10.3
The percentage ...... to be used for the calculation of Lack of performance Penalty/(ies) is **Not Applicable**

The Defects Liability Period is: **365 days**

### 3.11
No Performance Security is required.

### 5.1
The assistance and exemptions provided to the Service Provider are: **Not applicable.**

### 6.2(a)
The amount in local currency is **Mauritian Rupees.**

### 6.2(b)
The amount in foreign currency or currencies is **Nil**

### 6.4
Payments shall be made according to the following schedule:

The structure of payments (on submission of an invoice) shall be as follows:

- 20% of contract value after signature of contract against a Bank Guarantee for Advance Payment of equivalent value valid for 2 months beyond the delivery period specified above (Delivery and Documents). The bank guarantee can be cancelled should successful commissioning by the user be completed before the 2 months’ period. Similarly, the Bidder may be required to extend the bank guarantee should there still be pending issues after the 2 months’ period.
- 30% of contract value after acceptance of application software and completion of user training.
- 40% of the contract value after successful completion of Operational Acceptance Testing (see Section 4.10).
- 10% of contract value one year after start of warranty period. This amount may be released against a Bank Guarantee for Advance Payment of equivalent value valid for one year as from start of warranty period.
### Section VII. Special Conditions of Contract

<table>
<thead>
<tr>
<th><strong>6.5</strong></th>
<th>Warranty will start as from the last date of successful commissioning and settlement of any pending issue.</th>
</tr>
</thead>
</table>
| **6.5** | Payment shall be made within **45 days** of receipt of the invoice and the relevant documents specified in Sub-Clause 6.4, and within **60 days** in the case of the final payment.  
The interest rate will be the legal rate. |
| **6.6.1** | *Price adjustment is not to be applied* in accordance with Sub-Clause 6.6. |
| **7.1** | The principle and modalities of inspection of the Services by the Employer are as follows: *Refer to Section 4.8-6.0*  
The successful bidder should ensure a smooth implementation of the proposed system. They should provide the set of test data to be used to test all the functionalities of the system. The set of test data must include all possible scenarios so as to test the system fully. For each identified scenario, the expected results should be clearly defined.  
It is expected that, prior to the start of UAT, the successful bidder would have carried out full-fledged testing (unit testing, integration and system testing) to ensure all bugs have been resolved. Test plans with test data used and test results should be submitted.  
Before the UAT, the successful bidder will have to ensure that the National Sanctions Secretariat has captured the existing application data to the new system. This will enable users to test the performance of the system with real data. **The successful bidder will have to ensure that all captured data are migrated from test environment to the production environment before the latter becomes operational.** |
| **Training** | **Training** shall have to be dispensed as per **Section 8.** |
| **- Warranty period for e-DMS shall be of a minimum duration of 1 year, from the date of the Operational Acceptance of the System.**  
**- Warranty shall include labour and transport. It shall cover at least same requirements as per Maintenance Contract, which is available at http://cib.govmu.org.**  
**- During the warranty period, the company should undertake to attend to problems reported within 3 hours of notification of problem/defect.**  
In case the company staff cannot resolve the problem within 24 hours |
after their arrival, the company should lend the department, free of charge, equivalent equipment with the relevant software.
- During the warranty period, the Bidder should provide virus definition and antivirus software upgrade free of charge.
- Relevant charges should be included in the cost of the proposal.

| 8.2.1  | Not Applicable |
| 8.2.2  | Not Applicable |
| 8.2.3  | The Adjudicator is [insert name]. who will be paid a rate of [insert amount and currency] per hour of work. The following reimbursable expenses are recognized: [list expenses]. - Not Applicable. |
| 8.2.5  | The designated Appointing Authority for a new Adjudicator is: Not Applicable |
Section VIII. Contract Forms

Table of Forms

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Bank Guarantee for Advance Payment

To: __________

Gentlemen:

In accordance with the provisions of the Conditions of Contract, Sub-Clause 6.4 (“Terms and Conditions of Payment”) of the above-mentioned Contract, __________ (hereinafter called “the Service Provider”) shall deposit with ________ a Bank Guarantee to guarantee his proper and faithful performance under the said Clause of the Contract in an amount of __________

We, the ____________________, as instructed by the Service Provider, agree unconditionally and irrevocably to guarantee as primary obligator and not as Surety merely, the payment to ________________ on his first demand without whatsoever right of objection on our part and without his first claim to the Service Provider, in the amount not exceeding __________

We further agree that no change or addition to or other modification of the terms of the Contract or of Services to be performed there under or of any of the Contract documents which may be made between ________________ and the Service Provider, shall in any way release us from any liability under this Guarantee, and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall remain valid and in full effect from the date of the advance payment under the Contract until ________________ receives full repayment of the same amount from the Service Provider.

Yours truly,

Signature and seal: __________________________________________

Name of Bank: __________________________________________
Address: __________________________________________
Date: ________________
Performance Security –NOT APPLICABLE

Bank’s Name and Address of Issuing Branch or Office

Beneficiary: Name and Address of Public Body

Date...

PERFORMANCE GUARANTEE No.:  

We have been informed that name of the Contractor (hereinafter called "the Contractor") has entered into Contract No. reference number of the Contract dated with you, for the execution of name of Contract and brief description of services (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a performance security is required.

At the request of the Contractor, we name of Bank hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of amount in figures (amount in words) such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of its obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire not later than twenty-eight days from the date of issuance of the Certificate of Completion/Acceptance Certificate, calculated based on a copy of such Certificate which shall be provided to us, or on the day of , whichever occurs first. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758. (Applicable to overseas contractor only).

Seal of bank and

Signature(s)
Letter of Acceptance

[date]

To: [name and address of the Service provider]

This is to notify you that your Bid dated [date] for execution of the [name of the Contract and identification number, as given in the Special Conditions of Contract] for the Contract Price of the equivalent of [amount in numbers and words] [name of currency], as corrected and modified in accordance with the Instructions to Bidders is hereby accepted by our Agency.

Note: Insert one of the 3 options for the second paragraph. The first option should be used if the Bidder has not objected the name proposed for Adjudicator. The second option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was accepted by the Employer. And the third option if the Bidder has objected the proposed Adjudicator and proposed a name for a substitute, who was not accepted by the Employer.

We confirm that [insert name proposed by Employer in the Bidding Data],

or

We accept that [name proposed by bidder] be appointed as the Adjudicator

or

We do not accept that [name proposed by bidder] be appointed as Adjudicator, and by sending a copy of this letter of acceptance to [insert the name of the Appointing Authority], we are hereby requesting [name], the Appointing Authority, to appoint the Adjudicator in accordance with Clause 37.1 of the Instructions to Bidders

You are hereby instructed to proceed with the execution of the said contract for the provision of Services in accordance with the Contract documents.

Please return the attached Contract dully signed

Authorized Signature: __________________________________________________________
Name and Title of Signatory: ______________________________________________________
Name of Agency: _________________________________________________________________

Attachment: Contract
Form of Contract

LUMP-SUM REMUNERATION

This CONTRACT (hereinafter called the “Contract”) is made the \{day\} day of the month of \{month\}, \{year\}, between, on the one hand, \{name of Employer\} (hereinafter called the “Employer”) and, on the other hand, \{name of Service Provider\} (hereinafter called the “Service Provider”).

[Note: In the text below text in brackets is optional; all notes should be deleted in final text. If the Service Provider consist of more than one entity, the above should be partially amended to read as follows: “…(hereinafter called the “Employer”) and, on the other hand, a joint venture consisting of the following entities, each of which will be jointly and severally liable to the Employer for all the Service Provider’s obligations under this Contract, namely, \{name of Service Provider\} and \{name of Service Provider\} (hereinafter called the “Service Provider”).]

WHEREAS

(a) the Employer has requested the Service Provider to provide certain Services as defined in the General Conditions of Contract attached to this Contract (hereinafter called the “Services”);

(b) the Service Provider, having represented to the Employer that they have the required professional skills, and personnel and technical resources, have agreed to provide the Services on the terms and conditions set forth in this Contract at a contract price of…………………;

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, and the priority of the documents shall be as follows:

   (a) the Letter of Acceptance;

   (b) the Service Provider’s Bid

   (c) the Special Conditions of Contract;

   (d) the General Conditions of Contract;

   (e) the Scope of Service and Performance Specifications;

   (f) the Priced Activity Schedule; and

   (g) The following Appendices: [Note: If any of these Appendices are not used, the words “Not Used” should be inserted below next to the title of the Appendix and on the sheet attached hereto carrying the title of that Appendix.]

      Appendix A: Description of the Services
Section VIII. Contract Forms

Appendix B: Schedule of Payments
Appendix C: Key Personnel and Subcontractors
Appendix D: Breakdown of Contract Price in Foreign Currency
Appendix E: Breakdown of Contract Price in Local Currency
Appendix F: Services and Facilities Provided by the Employer

2. The mutual rights and obligations of the Employer and the Service Provider shall be as set forth in the Contract, in particular:

   (a) the Service Provider shall carry out the Services in accordance with the provisions of the Contract; and

   (b) the Employer shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

For and on behalf of [name of Employer]

[Authorized Representative]

For and on behalf of [name of Service Provider]

[Authorized Representative]

[Note: If the Service Provider consists of more than one entity, all these entities should appear as signatories, e.g., in the following manner:]

For and on behalf of each of the Members of the Service Provider

[name of member]

[Authorized Representative]

[name of member]

[Authorized Representative]
BID SCHEDULE CHECKLIST

PROCUREMENT REFERENCE NO: **PMO/19-20/Q34/ONB**

<table>
<thead>
<tr>
<th>Description</th>
<th>Attached (please tick if submitted and cross if not)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bid Submission Form</td>
<td></td>
</tr>
<tr>
<td>Bid Securing Declaration</td>
<td></td>
</tr>
<tr>
<td>Qualification Information</td>
<td></td>
</tr>
<tr>
<td>List of Items and Price Schedule Form</td>
<td></td>
</tr>
<tr>
<td>Compliance Sheet T30-T49</td>
<td></td>
</tr>
<tr>
<td>Documents mentioned in the Bid Data Sheet</td>
<td></td>
</tr>
<tr>
<td>Any other document mentioned in the Technical Specifications</td>
<td></td>
</tr>
<tr>
<td>Catalogues, Brochures or leaflets</td>
<td></td>
</tr>
</tbody>
</table>

Name of Bidder (s)........................................................................................................

Contact Person: .........................Phone No.: .........................

Signature of authorized signatory: ...............................................................  

Company Seal:  .................................................................

**Disclaimer:** The list defined above is meant to assist the Bidder in submitting the relevant documents and shall not be a ground for the bidder to justify its non-submission of major documents for its bid to be responsive. The onus remains on the Bidder to ascertain that it has submitted all the documents that have been requested and are needed for its submission to be complete and responsive.