



Sugar Insurance Fund Board

**Open National Bidding  
for**

***Supply, Customization, Installation and  
Post Go-Live Support of an Enterprise  
Resource Planning System***

**Procurement Reference No: [62/FY/2024]**

**Project:** Implementation of an ERP system

**Purchaser:** Sugar Insurance Fund Board

**19 August 2024**

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## Section I. Invitation for Bids (IFB)

### Invitation for Bids

#### Invitation for Bids (IFB)

##### Press Notice

#### Procurement Ref. No: 62/FY/2024

The Sugar Insurance Fund Board (SIFB) hereby invites sealed bids from eligible bidders of Mauritian nationals or entities incorporated in Mauritius for Supply, Customisation, Installation and Post Go-Live Support of an Enterprise Resource Planning System at its Head Office in Port Louis.

The bidding document is available, as attachment to this Notice of Procurement, free of charge on the SIFB website: [www.sifb.mu](http://www.sifb.mu).

Bids in sealed envelope clearly marked “**Supply, Customisation, Installation and Post Go-Live Support of an Enterprise Resource Planning System - Ref: 62/FY/2024**” should be addressed to the Officer in Charge and deposited in the **Tender Box located on level 1 at the SIFB, 18 Sir Seewoosagur Ramgoolam Street, Port-Louis on or before 30 September 2024 up to 14:00 hrs hours at latest. Late bids will not be accepted. Electronic bidding shall not be permitted.**

The SIFB shall not incur any obligation in respect of this exercise and reserves the right to accept or reject any bid or annul the whole procurement exercise without incurring any liability whatsoever.

19 August 2024

## **Section II. Instructions to Bidders (ITB)**

### **Preparation of Bids**

You are requested to quote for the items by completing, signing, and returning all bidding forms such as:

- a) the bidder information form,
- b) the bid submission sheet,
- c) the bidder's declaration form,
- d) the compliance tables,
- e) the documents establishing the conformity of Goods and Related Services, as mentioned further down.

You are advised to carefully read the complete Invitation to Bid document before preparing your bid. The standard forms in this document may be retyped for completion but the Bidder is responsible for their accurate reproduction.

### **Confidentiality**

This document contains information proprietary to SIFB. Each recipient is entrusted to maintain confidentiality. The information contained in the RFP should not be reproduced in whole or in part without the express permission of SIFB.

### **Eligibility**

Participation in this bid process is open only to organizations and individuals domiciled in Mauritius on equal terms, subject to the restrictions and conditions outlined below. In the case of joint venture (JV), the joint venture form should be completed.

### **Restrictions**

Any bidder who attempts to influence the outcome of the selection process by discrediting competing applications, or by threatening any member sitting on the selection panel, SIFB or any of its staff, or transfers gifts, payments, or other benefits to SIFB, any staff member, or any member sitting on the selection panel, will be automatically disqualified from consideration.

If information provided by the bidder to support an application, especially regarding past performance and references is falsified, such application will be disqualified from consideration.

Any organization in which SIFB or any of its employees have ownership, directorship, or vested interests, shall not be allowed to propose, submit bids, or participate in any way.

From the time the Proposals are opened to the time the contract is awarded, the Bidders should not contact SIFB on any matter related to its Technical and/or Financial Proposal. Any effort by Bidders to influence SIFB in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract will lead to rejection of the Bidders' Proposal.

Organizations or individuals may be excluded from the evaluation and award of a contract if they:

- a) are bankrupt, or in the process of winding-up, or whose affairs are being administered by court, or which have entered into an arrangement with creditors, or which have suspended business activities, or which are subject to an injunction against running business by a court of law.
- b) are the subject of proceedings for a declaration of bankruptcy, or of an order for compulsory winding up or administration by court, or of an arrangement with creditors, or of any other similar proceedings.
- c) have been convicted of an offence concerning their professional conduct by a court of law or found guilty of grave professional misconduct.
- d) are the subject of proceedings for any copyright infringement; and
- e) have not fulfilled obligations relating to payments of taxes or other statutory contributions.

All bidders/ contractors are required to sign the bidder's declaration contained in the Bidding Document section.

### **Conflict of Interest**

SIFB's policy requires that Bidders provide professional, objective, and impartial advice and always hold SIFB's interest's paramount, strictly avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work.

Without limitation on the generality of the foregoing, Bidders, and any of their affiliates, shall be considered to have a conflict of interest and shall not be appointed, under any of the circumstances described below:

#### Conflicting activities

A firm that has been engaged by SIFB to provide goods, works or services other than consulting services for a project, and any of its affiliates, shall be disqualified from providing consulting services relating to those goods, works or services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, and any of its affiliates, shall be disqualified from subsequently providing goods or works or services other than consulting services resulting from or directly related to the firm's consulting services for such preparation or implementation.

#### Conflicting Assignments

A Bidder (including its Personnel) or any of its affiliates shall not be hired for any assignment that, by its nature, may conflict with another assignment of the Bidder to be executed for SIFB.

### Conflicting Relationships

A Bidder (including its Personnel) that has a business or family relationship with a member of SIFB's staff who is directly or indirectly involved in any part of (i) the preparation of the Request for Proposal for this assignment (ii) the selection process for the assignment, or (iii) supervision of the Contract, may not be awarded the contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to SIFB throughout the selection process and the execution of the Contract.

Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of SIFB or that may reasonably be perceived as having this effect. Failure to disclose said situations may lead to the disqualification of the Bidder or the termination of its Contract.

### **Contact Information**

Until the time of contract award, all communications with SIFB related to this RFP are to be directed to the contact person at the address and telephone numbers provided below. All communication must have the Subject Reference: Ref. Number Supply, Customization, Installation and Post Go-Live Support of an Enterprise Resource Planning System.

Officer in Charge  
Sugar Insurance Fund Board  
18, SSR Street Port Louis, Mauritius  
Tel: + 230 2604700  
Fax + 230 2082634  
Email : [sifb@sifbmu.org](mailto:sifb@sifbmu.org)  
Website: [www.sifb.mu](http://www.sifb.mu)

Note that the official working times are Monday to Friday from 09 00 hrs to 16 00hrs.

### **Amendment of RFP documents**

At any time prior to the deadline for submission of proposals, SIFB, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the RFP documents by amendment. All prospective bidders will be notified of the amendment in writing, and it will be applicable to them. SIFB may, at its discretion, extend the deadline, if deemed necessary, to allow bidders reasonable time to take the amendment into account.

### **Language**

The proposal and all correspondence and documents, related to the proposal and exchanged by the bidder and SIFB, must be written in the English language.

### **Validity of Bids**

The bid validity required is 180 days from the date of submission deadline.

## Sealing and Marking of Bids

Bids should be sealed in a single envelope, clearly marked with the Procurement Reference Number and the Bidder's name at the back of the envelope and addressed to the SIFB. Envelopes should be sealed in such a manner that opening and resealing cannot be achieved undetected.

Bids from Bidders are submitted in two hard copies and soft copies and separate the technical and financial documents. These should be in separate packages and/or envelopes, both of which should then be placed in a single sealed envelope.

## Submission of Bids

Quotations should be deposited in the Quotation/Tender Box located at SIFB, not later than **30 September 2024 up to 14:00 hrs hours** at latest. Late submission will be rejected. Bids received by fax or e-mail will not be considered.

When responding please ensure the following information is completed, signed and is supplied in each proposal:

Technical proposal:

- Bidder information form (Section V, Form 1)
- Joint venture partner information form (if applicable) (Section V, Form 2)
- Bid submission sheet (Section V, Form 3)
- Compliance tables
- List of goods and delivery schedule (section III, Form 1)
- Submission of brief and concise information (descriptive and technical proposal) of the solution proposed.
- Price Schedule (Section V, Form FIN-1, FIN-2, FIN-3)

Bidders are strongly advised to submit a proposal that covers all the activities specified as per the scope of this RFP, otherwise their proposals may be rejected.

## Evaluation of Bids

### a) Evaluation of Bids

SIFB reserves the right to accept or reject any and/or all submitted RFP responses, and to request additional information from all prospective bidders. SIFB specifically reserves the right to negotiate a contract with the selected bidder(s). At the discretion of SIFB, a third-party institution or consulting team may be included in contract negotiations. SIFB shall have sole determination of how well the bidder response meets the following, or any additional criteria.

SIFB maintains all rights in determining the evaluation methodology and final selection of the bidder of choice, no negotiations will be held with any party on the evaluation method used.

A two-stage procedure will be adopted by SIFB for evaluating the RFP responses, with the technical evaluation of all bids received in time, being completed prior to any Financial Bid being opened and evaluated.

b) Technical Evaluation (70% of final marks)

There will be a preliminary examination to determine eligibility (as defined below) and administrative compliance to this invitation on a pass/fail basis; detailed evaluation to determine technical responsiveness (as per mandatory requirements).

Those bidders passing this stage will have their proposals as “technically responsive” and in compliance to the need of the SIFB and will be considered as shortlisted bidders that will be required to prepare for a bidder demo. Only those bidders will have their financial proposals considered.

c) Financial Evaluation (30% of final marks)

The issuance of the RFP does not bind SIFB to accept the lowest bid. Failure to include all relevant pricing and costs may lead to disqualification.

**Documents Establishing Conformity of Goods and Related Services**

- a) To establish the conformity of the Goods and Related Services to the Bidding Documents, the Bidder shall furnish as part of its Bid the documentary evidence that the Goods conform to the technical specifications and standards specified in the Schedule of Requirements.
- b) The documentary evidence may be in the form of literature, drawings, or data, and shall consist of a detailed item by item description of the essential technical and performance characteristics of the Goods and Related Services, demonstrating substantial responsiveness of the Goods and Related services to the technical specifications, and if applicable, a statement of deviations and exceptions to the provisions of the Schedule of Requirements.
- c) Standards for workmanship, process, material, and equipment, as well as references to brand names or catalogue numbers specified by the Purchaser in the Schedule of Requirements, are intended to be descriptive only and not restrictive. The Bidder may offer other standards of quality, brand names, and/or catalogue numbers, provided that it demonstrates, to the Purchaser’s satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified in the Schedule of Requirements.
- d) In procedures for awarding public contracts including goods requiring installation work, the provision of services and/or the execution of works, the ability of bidders to provide the service or to execute the installation or the work may be evaluated regarding their skills, efficiency, experience, and reliability.



**Technical Criteria**

The Specification and Compliance tables detail the specifications of the goods required.

The goods offered must meet this specification, but no credit will be given for exceeding the specification.

**Currency of Bids**

Bids shall be priced in Mauritian Rupees.

**Bid Security**

To secure the due performance by the Bidder of the obligations undertaken by them, the Complete Bid must be accompanied by either an original Bid Bond in the sum of one hundred thousand (MUR 100,000) or an office cheque of the same amount.

The Bidder must provide the original Bid Bond from a local bank who will be jointly and severally bound with the Bidder in the form annexed. No Bid shall be considered unless it is so secured.

The security provided by the unsuccessful Bidders will not be repaid or discharged until the expiration of 180 days from the date set for submission of Bids or until such earlier time as a Bid shall have been accepted by the SIFB.

The security provided by the Bidder whose Bid is accepted shall be repaid or discharged when the Performance Bond representing 10% of the final contract price has been duly entered into and executed. If the Bidder whose Bid is accepted fails to provide an Original Performance Bond within 14 days of the acceptance of his Bid the full amount of his Bid Bond shall become payable to the SIFB as compensation for such defaults.

**Award of Contract**

The award of the contract shall be by issue of a Purchase Order/Letter of Award. The successful bidder shall on acceptance be required to enter into a contract agreement and to furnish a performance security in such form as may be prescribed by the SIFB.

**Right reserved**

The SIFB reserves the right to accept or reject any bid or to cancel the bidding process and reject all bids at any time prior to the contract award.

**Clarifications**

Any clarifications sought by any bidder in respect of the RFP shall be addressed at least two weeks before the deadline for the submission of the bids. Queries received after the specified

date will not be considered. Response to clarifications, if material will be either given at a meeting at head office or the response will be given via the website. Confirmation of any clarifications to be communicated will be communicated via the website within one week after last date for receipt of clarifications.

### **Documents Evidencing Eligibility/ Qualification Requirements**

The selected Bidder must submit a relevant copy of Trade License / Business Registration Number / Bank Name & Bank Account Number at the time of signing the Contract.

### **Catalogues/ Pamphlets**

Catalogues should be submitted along with the bids. The photocopies of the catalogues submitted should be clear and legible.

### **Payment terms**

Following award of contract, the following payment terms shall apply:

<b>Milestone</b>	<b>% Contract Value</b>
After initial signature of contract against a bank guarantee for advanced payment of equivalent value valid for 4 months beyond the delivery period. The bank guarantee can be cancelled should successfully commissioning by the user be completed before the 4 months period.  Similarly, the supplier may be required to extend the bank guarantee should there still be pending issues after the 4 months' period.	20
After delivery, installation, data migration and UAT sign off for the application software and in production environment and resolution of all pending issues.	40
After successful completion of operational acceptance after of Go-Live	30
After warranty period or on submission of bank guarantee valid up to end of warranty.	10

### **Penalty terms**

The winning bidder will be assessed a penalty fee equal to 1% of the project cost per week, up to a maximum of 10% of the project cost if they are unable to complete the project by the scheduled deadline.

**Milestones**

Milestone	Date
Request for Proposal released to Bidders (Launch of RFP date)	19 August 2024
Pre-Bid Meeting	29 August 2024 @ 10:30 hrs
Last receipt of bidder clarification requests	13 September 2024 @ 14:00 hrs
Response to clarifications or meeting discussion for any clarification requests received (if any)	To be communicated via website within one week after last date of clarification
Request for Proposal Responses due to SIFB (Hard copy and soft copy)	30 September 2024 @ 14:00 hrs
Final commissioning and Go-Live production date	Not more than 8 months after signature of contract

## **Section III. Schedule of Requirements**

### **Notes for Preparing the Schedule of Requirements**

The Schedule of Requirements shall be included in the bidding documents by the Purchaser, and shall cover, at the minimum, a description of the goods and services to be supplied and the delivery schedule.

The objectives of the Schedule of Requirements are to provide sufficient information to enable bidders to prepare their bids efficiently and accurately, in particular, the Price Schedule, for which a form is provided in Section V. In addition, the Schedule of Requirements, together with the Price Schedule, should serve as a basis in the event of quantity variations at the time of award of contract.

The date or period for delivery should be carefully specified, taking into account the date prescribed herein from which the Purchaser's delivery obligations start (notice of award or contract signature).

## 1. List of Goods and Delivery Schedule

Bidders shall insert their best delivery schedule for each item of goods and related service when filling in the Price Schedule.

Line Item N°	Description of Goods	Quantity	Physical unit	Final Destination (Project Site)	Earliest Delivery Date (in weeks after award of contract)	Latest Delivery Date (in weeks after award of contract)
1	Supply, Customization, Installation and Post Go-Live Support of an ERP System	1	1	SIFB		Eight (8) Months from the date of signature of contract

## Section IV. Terms of Reference

### A. BACKGROUND

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#### 1.1 The Purchaser

The Sugar Insurance Fund Board (SIFB) was established in Mauritius in 1974 through the Sugar Insurance Fund Act [No. 4 of 1974].

Its objective is to financially protect the sugar industry against losses caused by natural disasters or fire. The SIFB specifically provide insurance for:

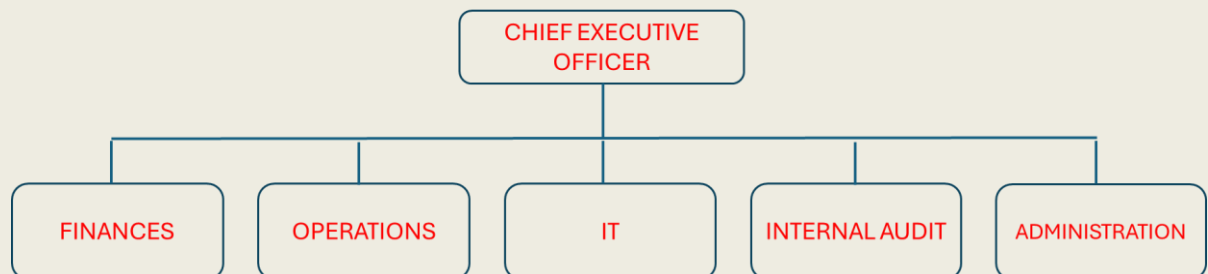
- Sugarcane planters,
- Metayers (sharecroppers),
- Millers.

The insured perils (events that trigger a payout) are:

- Cyclones,
- Droughts,
- Excessive rainfall,
- Fire outbreaks in cane fields.

By offering this insurance, the SIFB helps to ensure the stability and sustainability of the sugar industry in Mauritius.

Below is a summary of the departments of the SIFB and the corresponding key functions/activities:



No.	Department	Function	Number of staffs
1.	Finances	The Finance department at SIFB manages most financial activities, the main ones being accounts payable and receivable, fixed assets, and general ledger. They also manage the investment activities and staff related financial activities such as Payroll, motor vehicle loans, personal loans, and payment of medical claims.	8
2.	Operations	<p>The Operations department consists of several sub departments:</p> <p>The Inspectorate department is responsible for the yearly registration of sugar cane planters and conducts regular inspections of sugarcane fields cultivated by insured planters.</p> <p>The Claims department calculates premiums and compensations for sugar production losses, based on the Insurable Sugar per Hectare (ISH) calculated with registration data and millers' returns.</p> <p>The Special Unit department deals with land conversion requests and other land-related tasks. Their core function is land conversion processing, with fees based on land size. Additionally, the department responds to requests for information on land occupancy, tax rebates, and registration.</p> <p>The Survey department is responsible for maintaining an accurate record of all land under sugar cane cultivation. The department also conducts surveys to verify the extent of cane reported during inspections and measures land damaged by fires.</p>	52
3.	IT	<p>The IT Unit of the SIFB is divided into two sub departments:</p> <p>The Software Engineering department is dedicated to keeping software applications used at SIFB up-to-date, functional, and</p>	7

## Section IV. Terms of Reference

No.	Department	Function	Number of staffs
		<p>running smoothly after their initial deployment. Based on user feedback or evolving business needs, the team may implement new features or functionalities within the existing software framework.</p> <p>The Systems and Network department is responsible for maintaining the IT infrastructure: this involves keeping servers, networks, computers, and other hardware running smoothly. It ensures timely updates, addresses malfunctions, and performs regular maintenance to optimize performance.</p>	
4.	Internal audit	The role of the Internal Audit department is to identify weaknesses within the organization's processes and control the environment internally so that they can be fixed rapidly to prevent harm to the organization or its stakeholders.	2



No.	Department	Function	Number of staffs
5.	Administration	<p>The Administration department consists of several sub departments:</p> <p>The HR department manages the employee journey from recruitment to retirement, including managing employee information, attendance, training, leave management, overtime, medical schemes, etc.</p> <p>The Registry department handles all document filing and record-keeping for SIFB, including scanning and archiving documents.</p> <p>The Admin department covers a variety of tasks, including greeting visitors at reception, keeping the office environment clean and organized, and providing driving support when needed.</p> <p>The Procurement department source, acquire, and manage the goods and services needed to keep the business running.</p> <p>The Maintenance department ensures the smooth operation of the facility by maintaining various equipment and assets.</p>	21

## 1.2 Business Objectives of the Purchaser

This Enterprise Resource Planning (ERP) implementation project is a key component of a comprehensive program to modernize SIFB's IT infrastructure.

By implementing a robust ERP system, SIFB aims to streamline operations, improve data management, and enhance overall business efficiency and performance. This comprehensive software solution will integrate and manage critical business processes across several key departments, including Finance, Human Resources, Procurement, and Maintenance.

The new ERP system is expected to bring significant benefits to SIFB. By centralizing data and automating workflows, the system will improve efficiency, reduce errors, and provide valuable insights for better decision-making. For example, the Finance department will benefit from improved financial reporting and budgeting capabilities, while HR can streamline employee onboarding, payroll, and performance management. Procurement will gain a centralized platform for managing supplier relationships and purchases, and the Maintenance department can optimize work order management and asset tracking.

The implementation of the ERP system demonstrates SIFB's commitment to continuous improvement and innovation. With this new technology in place, SIFB will be well-positioned to achieve greater operational efficiency, enhance collaboration across departments, and ultimately, achieve its strategic goals.

During the course of this project, the successful bidder will be expected to collaborate closely with BDO IT Consulting. As SIFB's trusted partner for this IT revamp initiative, BDO IT Consulting will provide guidance and expertise throughout all project phases. This collaborative approach ensures smooth execution and successful integration of the new system within SIFB's existing IT infrastructure.

## 1.3 Current Environment

The existing information systems and IT tools/utilities are described below. Hosting is performed in-house (except for Microsoft Office 365 and Laserfiche which are on cloud), and the server room is located within the Head Office. There is a secondary site located at MCIA at Reduit. Currently, there is a NAS replication between the two sites, and a server replication will be implemented soon.

No.	Information system/tool	Purpose
1.	Navision	Financials and accounting
2.	Insurance System (Customized Application developed on Uniface)	Operations and Insurance
3.	Payroll & HR System (Customized Application developed on Uniface)	Payroll

No.	Information system/tool	Purpose
4.	Laserfiche	Document Management System
5.	i-Face	Biometric Attendance System
6.	Microsoft Office 365	Excel is used as a repository by various departments and/or for report-building. Word is used for Correspondences and internal/external documentation. Outlook is used as emailing system for internal and external communications.

## B. BUSINESS FUNCTION AND PERFORMANCE REQUIREMENTS

### 2.1 Business Requirements to Be Met by the System

- 2.1.1 The SIFB is issuing this Invitation for Bids to Bidders to implement an ERP to integrate and manage critical business processes. This section presents the detailed functional and technical requirements expected from the information system.
- 2.1.2 The following sections summarize the main components for this RFP:
- 2.1.3 **Requirements gathering:** The Bidder must analyze the end-user requirements. The functional and non-functional requirements described in this document should be used as a basis for this analysis and complemented through discussions with end-users. The bidder will be required to write the SRS (Software Requirement and Specifications) document with the users. The purpose of this document presentation is to define and outline the functionalities, features, and behaviors of the ERP application.
- 2.1.4 **Customization:** Based on the outcome of the requirements gathering exercise, the ERP shall be customized documented by the Bidder. Using the SRS, the information system should be aligned to the requirements.
- 2.1.5 **Testing:** The Bidder is expected to execute different types of testing and quality assurance activities, with support from the SIFB where applicable. Refer to sub-section D (Section V) (Testing and Quality Assurance Requirements).
- 2.1.6 **Training:** Instructor-led training must be delivered close to the go-live date and should be performed using a version of the information system, which incorporates all or most of the core requirements. The training content should be designed according to the needs of the different groups of end-users (e.g., system administration and security administration for end-users of the IT

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department, functional use for end-users of specific departments). Training will be conducted at the SIFB offices unless otherwise agreed.

- 2.1.7 **System and user manuals:** The Bidder must define and/or customize manuals to supplement the training process. The manuals should be detailed (e.g., step-by-step instructions) and cover all relevant processes including both functional and technical aspects (e.g., system administration).
- 2.1.8 **Data cleansing/enrichment and migration:** The SIFB currently holds data/information in its current IT systems and Microsoft Excel spreadsheets. The Bidder is expected to propose an adapted and efficient data migration strategy, including data cleansing/enrichment as part of the proposed approach and the support expected from the SIFB. The Bidder must provide full support to the SIFB during this phase.
- 2.1.9 **Commissioning/Go-live:** The Bidder must propose a well-defined approach for the go-live cutover, including the readiness assessment, independent audit clearance (refer to sub-section D) and establishment of contingency plans where required.
- 2.1.10 **Warranty:** The implemented information systems should be under warranty for the periods specified in the SCC. The relevant terms and conditions must be included in the proposal submission.
- 2.1.11 **Post-warranty maintenance and support:** The Bidder must cover services for maintenance and support on the proposed information system and other components. Service levels (e.g., prioritization of incidents or change requests, resolution times according to priority) must be specified. The Bidder must include in its proposal a sample Maintenance and Support contract agreement for the proposed solution.
- 2.1.12 **Software licensing:** The Bidder should clearly indicate the licensing model for the proposed information system if applicable.
- 2.1.13 **Implementation methodology:** The SIFB prefers a mix of waterfall and agile project management approaches to combine the strengths of both approaches to address the challenges of this project.

## 2.2 Functional Performance Requirements of the System

2.2.1 The following provides key performance-related and sizing requirements:

- **Expected number of users requiring Full User License: 30.**  
This license will grant full access to the ERP platform, allowing users to perform various tasks like creating transactions, managing inventory, generating reports, etc.
- **Expected number of end users requiring Portal Access: 65.**  
We expect custom portals for specific purposes, designed to provide limited functionalities without requiring a full user license to be available

on the ERP platform. For instance, employees might be able to submit leave requests, medical claims, view pay slips, etc.

- 2.2.2 The Bidder will have to install and/or configure all relevant software (e.g., operating system, database management system, security software) for the successful deployment of the proposed information system. Refer to sub-section C (Section V) (Technical Specifications) for additional details.
- 2.2.3 The Bidder should also quote for support and maintenance of all software and should ensure that the latest version of software is installed and is patched with the latest fixes (wherever applicable).
- 2.2.5 Any other items necessary for the proper functioning of the proposed system must be quoted for by the Bidders, inclusive of installation and commissioning, and should be accompanied with detailed justifications supported with documentary evidence wherever applicable.

## **2.3 Functional and Non-Functional Specifications and Requirements**

This section defines the functional and non-functional requirements of the target information system. The Bidder must specify whether the proposed solution satisfies each requirement by listing responses and comments for each requirement as specified below:

- Comply: Supported.
- Not Comply: Not supported.
- Partially Comply: Part of the requirement is supported but remaining part cannot be incorporated.

The Bidder must provide detailed comments for instances where requirements are partially addressed and provide the SIFB with a detailed understanding for evaluation purposes (e.g., which part of a requirement can be supported and which part cannot be supported).

The priority of each requirement is indicated through the following:

- Critical (i.e., high priority)
- Essential (i.e., moderate priority)
- Desirable (i.e., low priority)

The priority will be used during the evaluation process whereby critical requirements will be allocated a high weightage, essential requirements will be allocated a medium weightage and desirable requirements will be given a low weightage. In the event a Bidder has an alternative way to meet a requirement described in this document, the Bidder should elaborate the approach for meeting the requirement.

Given the nature of the SIFB which operates in a dynamic environment and is subject to directives from the Government of Mauritius, some of the requirements specified below may

change according to emerging needs.

## 1. General System Requirements

This section presents the general functional and non-functional attributes of the desired information system. These general requirements relate to the overall solution characteristics and operational requirements. They include the following:

- Inter-operability principles and attributes required from the end-user perspective to enable both efficiency and productivity.
- User interface i.e., the combination of menus, screen design, keyboard commands, command language and online help, which creates the way an end- user interacts with the system.
- Security attributes aiming at protecting data maintained by the system from unauthorised access and corruption amongst others. All security requirements must meet all relevant legal requirements prevailing in Mauritius.
- System performance/ reliability requirements.

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
GEN-01	Data input	Allow the definition of validation checks and range checks on specific fields.	Critical	
GEN-02	Data input	Allow input only once in the system, no matter what the source.	Critical	
GEN-03	Data search and view	Provide basic search, sort, and filter facilities to the end-user when information is presented in the form of a data grid to facilitate viewing of data on screen.	Critical	
GEN-04	System operations	Support upload of documents in different formats which are commonly used (E.g., Microsoft Word, Microsoft Excel, Adobe Acrobat, Text files, etc.).	Critical	
GEN-05	System operations	Maintain standard and customisable templates (e.g., for application form, certificate, correspondences)	Critical	
GEN-06	System operations	Support dashboarding features to provide a bird's eye view of data in different modules.	Critical	
GEN-07	Archiving	Allow selective archiving of old data based on user-	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
		defined parameters.		
GEN-08	Archiving	Support the generation of archived data in a usable format.	Critical	
GEN-09	Archiving	Allow authorised end-users (with specific access rights) to restore archived data.	Critical	
GEN-10	Archiving	Secure handling, retrieval and/or restoration of archived data by password mechanisms.	Critical	
GEN-11	Database queries	Support easy-to-learn-and-use, flexible and comprehensive ad-hoc database query tool which provides multiple user-definable parameters for data retrieval.	Critical	
GEN-12	Database queries	Use data fields which have user friendly and intuitive naming (to facilitate identification of fields by end-users for report design purposes).	Critical	
GEN-13	Database queries	Be supported by relevant documentation (e.g., data dictionary, technical manuals).	Critical	
GEN-14	Integrity of stored data	Have adequate safeguards that ensure protection and preservation of the integrity of the data stored in its database.	Critical	
GEN-15	Integration	Synchronise with external systems at pre-defined intervals to capture updated or supplementary information.	Essential	
GEN-16	Integration	Support the addition of interface with other organisations.	Critical	
GEN-17	User interface	Be consistent (in terms of user interface) and simple to learn/use across all modules.	Critical	



Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
GEN-18	User interface	Allow for user friendly data entry capabilities enabling a minimum of keystrokes for data capture.	Critical	
GEN-19	User interface	Provide easy and consistent access to context sensitive help facility.	Critical	
GEN-20	User interface	Support use of drop-down input lists for all pre-defined choices or wherever possible.	Critical	
GEN-21	Security	Support user identification (through a username) and authentication (through a password) to log in.	Critical	
GEN-22	Security	Support different accessibility levels.	Critical	
GEN-23	Security	Allow single sign-on through Windows Active directory	Desirable	
GEN-24	Security	Allow customisation of the initial logon screen according to different end-user categories.	Critical	
GEN-25	Security	Support the definition and customisation of user profiles (e.g., mapped to existing roles within the SIFB).	Critical	
GEN-26	Security	Support access rights (e.g., read/view, modify, delete, execute) at a granular level (e.g., screen, data field and/or functionality level)	Critical	
GEN-27	Security	Provide auditing/logging capabilities both on the application and database level, for traceability purposes.	Critical	
GEN-28	Security	Support audit trails which cannot be modified (except by end-users with specific access rights) and which covers the following information at a minimum: <ul style="list-style-type: none"> <li>Username</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>• Type of change</li> <li>• Date of change</li> <li>• Time of change</li> <li>• Previous value</li> <li>• New value</li> </ul>		
GEN-29	Security	Have easy to use access management and database security tools.	Critical	
GEN-30	Security	Allow generation of a log of all changes made to the source code or key system components. Log details should include at a minimum the date on which the change was performed, change reference and the author etc.	Essential	
GEN-31	Security	Support authentication security such as password restrictions, including configurable parameters (e.g., minimum password length, password complexity, account lockout).	Critical	
GEN-32	Performance and reliability	Have a quick and reasonable response time to end-user actions.	Critical	
GEN-33	Performance and reliability	Support high reliability through appropriate fault tolerance, data integrity and automated recovery capabilities to minimise unscheduled system downtime.	Critical	
GEN-34	Performance and reliability	Conform to current industry standard benchmarks to ensure maximum uptime (e.g., 100% availability during business hours).	Critical	
GEN-35	Performance and reliability	Support automation of any maintenance functions and require minimal periodic scheduled downtime.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
GEN-36	Performance and reliability	The system shall be deployed in a High Availability (HA) configuration at the SIFB. The appropriate load balancing should be configured to ensure that the setup is highly resilient and reliable, thereby minimizing downtime and optimizing system performance	Critical	
GEN-37	Reporting	Provide personalised dashboards to end-users, showing user specific tasks (e.g., pending tasks in workflows awaiting approval).	Critical	
GEN-38	Reporting	Support extraction of reports according to user defined parameters and in all commonly used formats such as Microsoft Excel, Microsoft Word, and Adobe Acrobat amongst others.	Critical	
GEN-39	Reporting	Allow the generation of dynamic views according to user defined parameters and export to all commonly used formats such as Microsoft Excel, Microsoft Word, and Adobe Acrobat amongst others.	Critical	
GEN-40	Reporting	Provide a report generator which allows end-users to specify reports required and select data fields required, prior to report generation.	Critical	
GEN-41	Reporting	Allow (through the report generator) the end-user to specify graphical representations of the data required.	Critical	
GEN-42	Reporting	Allow generation of user-friendly reports for ease of reading and interpretation. E.g., reading across many data columns should be aided by a tabular format, column sizes in Microsoft Excel should be automatically sized during extraction to fit exported data.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
GEN-43	Reporting	Allow the length/number of periods which are reported upon, to be user adjusted/specified to suit different user requirements.	Critical	
GEN-44	Reporting	Present the following information on all generated reports in the header or footer: <ul style="list-style-type: none"> <li>• Title of the report (on all pages)</li> <li>• Date and timestamp (on all pages)</li> <li>• Username who generated the report (on all pages)</li> <li>• Parameters or selection criteria used for extraction (on first page)</li> <li>• Page number (on all pages)</li> </ul>	Critical	
GEN-45	Reporting	Support the viewing of reports on screen. The report generator shall provide scrolling options when outputting to screen.	Critical	
GEN-46	Reporting	Allow direct printing of reports generated and customisation of printing parameters by end-users.	Critical	
GEN-47	Reporting	Allow grouping of data into categories/sub-categories and compute totals/sub-totals where required and applicable.	Critical	
GEN-48	Access through mobile devices	Support access through mobile devices such as smartphones and tablets. This mobile access should provide a user-friendly interface optimized for smaller screens and touch interactions.  If the bidder's proposed ERP solution has limitations on functionalities accessible through mobile devices, they must clearly outline these limitations in their bid.	Essential	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		This should include a detailed list of which functionalities are unavailable on mobile and the rationale behind the restrictions.		
GEN-49	Others	Support remote access to the different applications using secure connections.	Critical	
GEN-50	Configurability	Support customisation through configurations/parameters, instead of hard coding parameters in source code.	Critical	

## 2. Finance

### 2.1. General Accounting Requirements

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
GAR-01	General	Align with all the requirements of the International Public Sector Accounting Standards (IPSAS).	Critical	
GAR-02	Chart of account	Support parent-child hierarchy in the chart of account.	Critical	
GAR-03	Ledgers and account codes	Allow creation, modification, and deactivation of account codes through defined workflows with electronic approvals.	Critical	
GAR-04	Ledgers and account codes	Prevent posting of transactions to deactivated account accounts.	Critical	
GAR-05	Accounting periods	Support the use of the accounting books of the previous year in parallel with the current year, until the previous year is closed by authorised end-users.	Critical	
GAR-06	Accounting periods	Restrict the opening and closure of financial years to end-users with specific access rights.	Critical	
GAR-07	Accounting periods	Restrict the creation, modification, and closure of accounting periods to end-users with specific access rights.	Critical	
GAR-08	Accounting periods	Support the use of more than one active accounting period at a time.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
GAR-09	Accounting periods	Restrict the posting of transactions to closed financial years or closed accounting periods, to only end-users with specific access rights.	Critical	
GAR-10	Accounting periods	Cater for automatic roll over of closing balances to opening balances upon closure of an accounting period or financial year.	Critical	
GAR-11	Reporting periods	Allow the length and number of periods to be adjusted to suit different requirements.	Critical	
GAR-12	Reporting periods	Allow multitude of reporting periods to be opened at any time indicating the opening balance, transactions for the period and the closing balance when drilling down on specific codes.	Critical	
GAR-13	Reporting periods	Allow configuration of the end of reporting periods.	Critical	
GAR-14	Reconciliation	Allow end-users to reconcile General Ledger balances with amounts for payroll, fee collection, payments effected, asset depreciation, stock value, etc.	Critical	
GAR-15	Reconciliation	Allow the generation of exception report(s) for all unreconciled items.	Critical	
GAR-16	Journal entries	<p>Allow the following to be recorded for each journal entry:</p> <ul style="list-style-type: none"> <li>• General Ledger account codes impacted (selected from drop down menu)</li> <li>• Amount</li> <li>• Journal type (accounts payable, accounts receivable, general ledger, fixed assets, etc.)</li> <li>• Expense type code (from drop down menu)</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>Description of transaction</li> </ul>		
GAR-17	Journal entries	<p>Generate and assign a unique and sequential journal reference number for each journal entry.</p> <p>Note: The journal reference number shall differentiate between standard journal entries and non-standard journal entries.</p>	Critical	
GAR-18	Journal entries	Allow the creation and posting of standard journal entries such as reversal journals, recurring journals, template journals, accrual journals etc.	Critical	
GAR-19	Journal entries	Restrict access to create and post journal entries to end-users with specific access rights.	Critical	
GAR-20	Journal entries	Allow the electronic approval of journal entries and by end-users with specific access rights.	Critical	
GAR-21	Journal entries	Enforce segregation of duties for the creation and approval of journal entries (i.e., different users have to input and approve journal entries).	Critical	
GAR-22	Journal entries	Allow end-users to approve more than one journal entry at one time.	Desirable	
GAR-23	Journal entries	Automatically update the relevant ledger accounts once a journal entry is approved.	Critical	
GAR-24	Journal entries	<p>Allow the generation of reports of journals created and posted with the following minimum details:</p> <ul style="list-style-type: none"> <li>Date (period)</li> <li>Debit and credit entries</li> <li>End-user who raised the journal entry</li> </ul>	Critical	



Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>• End-user who approved the journal entry</li> <li>• Nature of transaction</li> <li>• Type of journal (standard/non-standard to be driven by the codification of journals)</li> <li>• Reporting period</li> <li>• Amount</li> </ul>		
GAR-25	Interfaces	Allow for automatic reconciliation of figures pulled from all modules.	Desirable	
GAR-26	Interface	Interface with the fixed assets register on a real time basis.	Critical	
GAR-27	Interface	Automatically reconcile closing balances of fixed assets, accumulated depreciation, capital work-in-progress etc. as per the fixed assets register with balances as per the General Ledger at the end of each month.	Critical	
GAR-28	Reporting	<p>Allow end-users to generate the following reports for any user defined period:</p> <ul style="list-style-type: none"> <li>• Fixed assets register showing closing balances of fixed assets, accumulated depreciation, capital work-in-progress etc.</li> </ul> <p>Closing balances as per General Ledger</p>	Critical	
GAR-29	Interface	Interface with all the relevant modules.	Critical	
GAR-30	Multi-currency	Support multi-currency functionalities including input and reporting.	Critical	
GAR-31	Multi-currency	Cater for revaluation of currencies based on defined exchange rates.	Critical	
GAR-32	Multi-currency	Automatically convert the following into the reporting	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
		<p>currency, based on the revised exchange rates input into the system:</p> <ul style="list-style-type: none"> <li>• Foreign exchange transactions (income statement items) at the rate applicable at the date of the transaction</li> <li>• Foreign exchange assets/liabilities balances (balance sheet items) at the rate applicable at the reporting date</li> </ul> <p>The system shall automatically calculate and book the resulting foreign exchange gains/losses.</p>		
GAR-33	Multi-currency	Generate report of changes to exchange rates for any user defined period.	Critical	
GAR-34	Reporting	Allow end-users to extract the General Ledger and trial balance for any user defined period in commonly used formats (e.g., Microsoft Excel, Adobe Acrobat).	Critical	
GAR-35	Reporting	Allow end-users to extract management accounts and financial statements in line with IPSAS for user defined periods. Financial Statements shall include schedules on end of year creditors and debtors, schedules of sick leaves, vacation leaves, passage benefits, depreciation, fixed assets, refundable deposits, payroll, etc.	Critical	
GAR-36	Reporting	Allow the definition and customisation of workflows for the review and approval of financial statements.	Desirable	
GAR-37	Reporting	Keep track of all comments captured by the reviewers and approvers during the approval workflow.	Desirable	
GAR-38	Reporting	Allow generation and customisation of statutory reports such as Tax Deduction at Source, Income Tax, etc.	Critical	
GAR-39	Reporting	Generate transaction listings by account, date, voucher	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
		number, end-user, etc.		
GAR-40	Reporting	Provide standard accounting reports such as exception reports, adjustment reports, transaction journal and account listings.	Critical	
GAR-41	Reporting	Support the following comparison in reports: <ul style="list-style-type: none"> <li>• Current month: Actual figures v/s budget figures v/s actual figures for prior year</li> <li>• Year to date: Actual figures v/s budget figures v/s actual figures for prior year</li> </ul> Current year: Budget figures v/s actual figures for prior year	Desirable	
GAR-42	Reporting	Allow end-users to generate reports of expenses and revenues for at least the previous 7 years.	Critical	

## 2.2. Cash and Bank Management

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
CBM-01	Data capture	Allow the recording and maintenance of standing data of bank accounts (e.g., current, overdraft, savings, deposits). For each bank account, the following shall be recorded: <ul style="list-style-type: none"> <li>• Bank name</li> <li>• Branch address</li> <li>• Account name</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>• Account number</li> <li>• Swift code</li> <li>• IBAN reference</li> <li>• Intermediary and corresponding bank account</li> <li>• Maturity of deposits</li> <li>• Bank signatories</li> <li>• Type of account (current, savings, fixed deposits)</li> <li>• Applicable rate</li> <li>• Description of any interest rates applicable</li> <li>• Description of any specific terms applicable (such as collateral obligations which is flagged)</li> </ul> <p>Description of any bank charges applicable</p>		
CBM-02	Master data	Allow the use and management of more than one bank account.	Critical	
CBM-03	Master data	Restrict the access to update master data of bank accounts to end-users with specific access rights.	Critical	
CBM-04	Master data	Provide a report of master data of bank accounts. The end-users shall be allowed to select specific bank(s) while retrieving the report of master data.	Critical	
CBM-05	Master data	<p>Allow the end-user to retrieve a report of all changes made to the master data of bank accounts over any user specified period. For each change, the following shall be provided:</p> <ul style="list-style-type: none"> <li>• Date of change</li> <li>• Previous data</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>New data</li> </ul> Identification of end-user who performed change		
CBM-06	Compatibility with banking system	Be compatible and interface with the banking systems for the following purposes: <ul style="list-style-type: none"> <li>Internet banking facilities</li> </ul> Automatic downloading and upload of bank statements	Critical	
CBM-07	Bank reconciliation	Allow end-users to perform bank reconciliations.	Critical	
CBM-08	Bank reconciliation	Allow end-users to select more than one code for splitting and allocation of a single bank transaction to several accounts.	Critical	
CBM-09	Bank reconciliation	Allow the upload of cashbook total balance with the total cash movement balance from the bank statement, even if individual transactions have not yet been posted to relevant accounts. Temporary clearing account shall be created to record unallocated bank transactions, to be cleared at a later time.	Critical	
CBM-10	Bank reconciliation	Provide lists of uncleared bank transactions for any user specified period with the following minimum details: <ul style="list-style-type: none"> <li>Bank</li> <li>Transaction detail</li> <li>Amount</li> <li>Date</li> </ul>	Critical	
CBM-11	Bank reconciliation	Capture all bank statements uploaded.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
CBM-12	Bank reconciliation	Automatically generate bank reconciliation report at the end of the reconciliation process which are attached to the corresponding bank statements.	Critical	
CBM-13	Bank reconciliation	Support the definition and customisation of workflows for the review and approval of bank reconciliations.	Essential	
CBM-14	Banking limits	Highlight the limits available with each bank account, and indicate balance and available limit.	Critical	
CBM-15	Banking limits	Alert end-users when limit is reached.	Critical	
CBM-16	Banking reports	Allow the identification of the highest bank balance reached on a bank account during a financial year including date, amount and details of transaction.	Critical	
CBM-17	Fixed deposits	Allow end-users to monitor fixed deposits details through the following information: <ul style="list-style-type: none"> <li>• Deposit amount</li> <li>• Currency</li> <li>• Maturity</li> <li>• Interest rates</li> <li>• Other terms</li> </ul>	Critical	
CBM-18	Fixed deposits	Provide alerts when fixed deposits are reaching their maturity dates.	Critical	
CBM-19	Fixed deposits	Allow the generation of reports of all fixed deposits reaching maturity date or matured fixed deposits with the following minimum details: <ul style="list-style-type: none"> <li>• Deposit amount</li> <li>• Currency</li> <li>• Maturity date</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>Interest rates</li> </ul>		
CBM-20	Cash management	Allow end-users to perform standard cash management functions.	Critical	
CBM-21	Cash management	Allow end-users perform standard petty cash management functions.	Critical	
CBM-22	Cash management	Allow generation of weekly cash reports showing weekly closing and opening bank balances and total of movements in funds. The weekly cash report shall provide an updated bank balance, even if individual bank transactions have not been posted to relevant accounts.	Critical	
CBM-23	Cash management	Provide reports showing the sources and uses of funds recorded in the cash book with the following minimum details: Categorisation of funds movement by TB code, such as investment, expenses, dividend, tax, etc.	Critical	
CBM-24	Cash management	Allow definition of petty cash maximum limit and minimum replenishment limits by end-users with specific access rights.	Critical	
CBM-25	Cash management	Alert end-users when the petty cash replenishment level is reached.	Critical	
CBM-26	Cash management	Generate reports of expenses paid by petty cash from the 'Petty Cash Account' over any user specified period.	Critical	
CBM-27	Cash management	Allow end-users to view all transactions effected since the last replenishment and cross verify the payment evidences before granting petty cash replenishment.	Critical	
CBM-28	Cash management	Allow end-users with specific access rights to perform inter-bank transfers to replenish the petty cash account.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
CBM-29	Cash management	Allow end-users to request for petty cash.	Critical	
CBM-30	Cash management	Allow the automatic closing of petty cash requests when corresponding payments are confirmed in the system (along with upload of relevant documentation/evidence).	Critical	
CBM-31	Cash management	Produce cash flow statement based on expected receipts of funds and payments earmarked in multicurrency.	Critical	

### 2.3. Budget Management

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
BUD-01	Budget preparation and forecast	Provide a standard template to capture the budget of each department.	Critical	
BUD-02	Budget preparation and forecast	Provide pre-defined budget classifications for end-users to populate. Classifications will be defined by SIFB during implementation.	Critical	
BUD-03	Budget preparation and forecast	Support quarterly and yearly budget refresh cycles.	Critical	
BUD-04	Budget preparation and forecast	Allow the preparation and approval of budgets per department.	Critical	



Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
BUD-05	Budget preparation and forecast	Allow end-users (within Finance Department) to consolidate all department-level budgets into one consolidated budget.	Critical	
BUD-06	Budget preparation and forecast	Support the definition and customisation of review and approval workflows, for the finalisation of the consolidated budget.	Critical	
BUD-07	Budget preparation and forecast	Allow generation of budget reports in pre-designed formats.	Critical	
BUD-08	Budget preparation and forecast	Allow uploading of document to support approvals (e.g., offline approvals obtained from the Board).	Critical	
BUD-09	Budget preparation and forecast	Allow end-users with specific access rights to amend the budgets.	Critical	
BUD-10	Budget preparation and forecast	Allow end-users to print the budgets and associated details (including review comments and approval trails).	Critical	
BUD-11	Budget monitoring	Allow end-users with specific access rights to view the budget allocated to their departments and per category.	Critical	
BUD-12	Budget monitoring	Alert end-users when actual expenses are nearing budget. The thresholds for the notifications shall be configurable.	Critical	
BUD-13	Budget monitoring	Allow generation of actual v/s budget variance reports as per user specified parameters, with the following minimum details: <ul style="list-style-type: none"> <li>Actuals;</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>Budgeted amounts (original and re-actualised)</li> </ul> Notes: <ul style="list-style-type: none"> <li>Report shall be exported to Microsoft Excel and underlying explanation for variances provided.</li> </ul> Report shall be split by month and cumulative.		
BUD-14	Budgetary control	Provide consolidated forecasts based on actual figures and historical data (budget v/s actual).	Critical	
BUD-15	Budget re-actualising	Allow end-users with specific access rights to re-actualise the budget figures.	Critical	
BUD-16	Re-actualising Budget	Allow retrieval of re-actualised budgeted figures. This shall include the following: <ul style="list-style-type: none"> <li>Date of change</li> <li>Previous budgeted figure</li> <li>Amended budgeted figure</li> <li>Identification of end-user who performed the change</li> </ul>	Critical	
BUD-17	Budget roll-over	Allow end-users to process budget roll overs, through review and approval workflows.	Critical	
BUD-18	Budget management	Allow end-users to process budget freezes, through review and approval workflows.	Critical	
BUD-19	Reporting	Provide reports showing expenses per budget source.	Critical	
BUD-20	Reporting	Provide budget variance reports.	Critical	

#### 2.4. Billings and Accounts Receivable

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
BAR-01	Master Data	Create and maintain customer profiles, including contact information, billing addresses.	Critical	
BAR -02	Data capture	Generate invoices or free-text entries. To be able also to set up recurring invoices for rental billing.	Critical	
BAR -03	Data capture	Process payments through various methods like cash, check, or electronic transfers.	Critical	
BAR -04	Data capture	Generate receipts for each customer.	Critical	
BAR -05	Data capture	Allow to print the customer receipts.	Critical	
BAR -06	Data capture	Allocate received payments to specific invoices and track outstanding balances.	Critical	
BAR -07	Data capture	Issue credit notes or discounts and process customer refunds efficiently.	Critical	
BAR -08	Data capture	Generate detailed customer account statements to provide customers with comprehensive statements summarizing their transactions and account balance.	Critical	

## 2.5. Accounts Payable

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
PAP-01	Data capture	Maintain the following minimum information for supplier invoices: <ul style="list-style-type: none"> <li>• Invoice number</li> <li>• Invoice date</li> <li>• Purchase order (PO) number (if invoice is recorded as a PO Invoice)</li> <li>• Supplier number from drop down menu</li> <li>• Supplier Business Registration number</li> <li>• Value-Added-Tax number</li> <li>• Supplier name</li> <li>• Quantity of item and unit price</li> <li>• Invoice amount</li> <li>• Due date for payment from drop-down calendar</li> </ul>	Critical	
PAP-02	Data capture	Allow end-users to attach an invoice received from supplier, when capturing a new invoice.	Critical	
PAP-03	Data capture	Automatically link and match the corresponding purchase order to the invoice, in the case of a PO invoice.	Critical	
PAP-04	Data capture	Enforce categorisation of invoices as PO or Non-PO invoice at the time of capture.	Critical	
PAP-05	Data capture	Reject capture of an invoice if the invoice number already exists for the same supplier.	Critical	
PAP-06	Data capture	Restrict access to process a supplier invoice to end-users with specific access rights.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
PAP-07	Data capture	Restrict changes to a purchase order once an invoice has been processed against it.	Critical	
PAP-08	Data capture	Generate alerts if the 3-way match fails (i.e., quantity/value of items ordered in the purchase order differs from quantity/value received and from quantity /value captured as per invoice).	Critical	
PAP-09	Data capture	Restrict the processing of an invoice where the amount/quantity does not match the corresponding purchase order, to end-users with specific access rights.	Critical	
PAP-10	Data capture	Allow generation of exception reports of all invoices with amount/quantity not matching with the amount/quantity in the corresponding purchase order.	Essential	
PAP-11	Data capture	Allow end-users to review and approve the automated 3-way matching performed.	Critical	
PAP-12	Data capture	Allow processing of invoices for partial receipts (i.e., part of the purchase order has been received).	Critical	
PAP-13	Data capture	Allow end-users to link partial payment invoices to the corresponding goods receipt note(s).	Critical	
PAP-14	Data capture	Allow end-users processing an invoice, to view the corresponding approvals and comments relating to the purchase request, purchase order, contractual payment terms etc.	Critical	
PAP-15	Data capture	Allow end-users to process Non-PO invoices such as utility bills.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
PAP-16	Workflow	Support the definition and customisation of workflows for review and approval of invoices.	Critical	
PAP-17	Workflow	Define separate processing and approval workflows for PO and Non-PO invoices respectively.	Critical	
PAP-18	Payment voucher	Allow generation of payment vouchers in the invoice processing workflow, after all invoice verification steps have been marked as complete.	Critical	
PAP-19	Payment voucher	Allow grouping of invoices for payment processing and linking them to one payment voucher.	Critical	
PAP-20	Payment voucher	Allow end-users to create payment vouchers for part payment of supplier invoices.	Critical	
PAP-21	Payment voucher	Allow payments to be made by cheque and by bank instruction.	Critical	
PAP-22	Payment voucher	Support definition and customisation of workflows for the review and approval of payment vouchers, taking into account monetary thresholds.	Critical	
PAP-23	Payment voucher	Allow end-users to upload scanned copies of signed cheques or banking instructions against a payment voucher.	Critical	
PAP-24	Payment voucher	Allow printing of supplier invoices and payment vouchers.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
PAP-25	Payment by cheque	Allow automatic generation and printing of cheques once payment vouchers have been approved.	Critical	
PAP-26	Payment by cheque	Support electronic signature capabilities for all cheques printed in the system.	Essential	
PAP-27	Payment by cheque	Assign unique sequential numbers to each cheque.	Critical	
PAP-28	Payment by cheque	Allow end-users to schedule the update of Accounts Payable ledger and cashbook once cheques are generated i.e., Updates should not be performed automatically in order to cater for the time delay between processing a payment and getting the required approval(s).	Critical	
PAP-29	Payment by cheque	Allow reversal of cheque payments (e.g., if cheques are not approved, are cancelled, or returned) and automatically book corresponding accounting records in the cashbook and the Accounts Payable ledger.	Critical	
PAP-30	Payment by cheque	Provide list of payments by cheque but not yet approved and posted to the cashbook and the Accounts Payable ledger, for any user specified period.	Critical	
PAP-31	Payment by cheque	Provide list of reversed/cancelled cheques for a user specified period. The following shall be included: <ul style="list-style-type: none"> <li>• Date of cancellation</li> <li>• Cheque reference</li> <li>• Amount</li> <li>• Identification of end-user who processed the transaction</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
PAP-32	Payment via bank instruction	Allow automatic generation of the bank instruction once a payment voucher has been approved (in case the payment method is via Bank Instruction)	Critical	
PAP-33	Payment via bank instruction	Assign a sequential number to the bank instruction letter and link the instruction to the payment voucher.	Critical	
PAP-34	Payment via bank instruction	Allow end-users to schedule the update of Accounts Payable ledger and cashbook once bank instructions are generated i.e., Updates should not be performed automatically in order to cater for the time delay between processing a payment and getting the required approval(s).	Critical	
PAP-35	Payment via bank instruction	Restrict access to modify bank instruction letter templates to end-users with specific access rights.	Critical	
PAP-36	Payment via bank instruction	Allow reversal of bank instructions and automatically book corresponding accounting records in the cashbook and the Accounts Payable ledger.	Critical	
PAP-37	Payment via bank instruction	Provide list of payments by bank instructions but not yet approved and posted to the cashbook and Accounts Payable ledger for any user specified period.	Critical	
PAP-38	Payment via bank instruction	Provide list of reversed/cancelled bank instructions for a user specified period. The following shall be included: <ul style="list-style-type: none"> <li>• Date of cancellation</li> <li>• Bank instruction letter reference</li> <li>• Amount</li> </ul>	Critical	



Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>• Identification of end-user who processed the transaction</li> </ul>		
PAP-39	Debit notes	Restrict access to raise debit notes to end-users with specific access rights.	Critical	
PAP-40	Debit notes	<p>Allow end-users to capture the following minimum details for debit notes:</p> <ul style="list-style-type: none"> <li>• Corresponding invoice number</li> <li>• Name of vendor</li> <li>• Amount</li> <li>• Underlying reason</li> </ul>	Critical	
PAP-41	Debit notes	Allow generation of list of debit notes raised for any user specified period, with the accompanying explanations captured in the system at the time the debit notes were raised.	Critical	
PAP-42	Debit notes	Prevent printing of debit notes as final unless they are fully approved within the system. Draft debit notes should systematically carry a watermark (to indicate they are draft).	Critical	
PAP-43	Creditors ageing	<p>Allow the generation of creditors ageing reports covering any user specified period. Ageing buckets shall be configurable such as:</p> <ul style="list-style-type: none"> <li>• Due within 1 month</li> <li>• Due within 1 – 3 months</li> <li>• Due within 3 – 6 months</li> <li>• Due within 6 – 12 months</li> <li>• Due in more than 12 months</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		End-users shall be able to drill down to view details of the invoices (organised by date) which make up the total balances as per the creditors ageing report.		
PAP-44	Interface	Allow the uploading of scanned copies of signed cheques and banking instructions.	Critical	
PAP-45	Interface	Allow end-users to link despatch record reference to the payment record once the cheque/banking instruction has been despatched.	Desirable	
PAP-46	Reporting	Allow generation of reports of unmatched purchase orders and invoices for any user specified period.	Essential	
PAP-47	Reporting	Provide report of Non-PO invoices generated for any user specified period.	Essential	
PAP-48	Reporting	Provide reports of potentially duplicate invoices for any period specified by the user. The user shall be allowed to extract the report based on identical amounts, identical invoice number, identical PO number, etc.	Critical	
PAP-49	Reporting	Allow generation of a history of all payments made, with corresponding invoice numbers, for a user specified period.	Critical	
PAP-50	Reporting	Allow generation of payment reports with at minimum the following details: <ul style="list-style-type: none"> <li>• Mode of payment (Cheque, bank instruction letter)</li> <li>• Amount</li> <li>• Details of supplier</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>• Invoice number</li> </ul>		
PAP-51	Reporting	<p>Allow generation of reports using the following criteria:</p> <ul style="list-style-type: none"> <li>• Per supplier</li> <li>• Per item code/expense code</li> <li>• Per payment mode (cheque, bank instruction letter)</li> <li>• Per amount range (e.g., purchases below Rs 200,000 and above Rs 100,000)</li> </ul> <p>End-users shall be able to drill down to view details of invoices which make up the total payment amount.</p>	Critical	

## 2.6. Fixed Asset Management

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
FAM-01	Data capture	<p>Allow capture of the following details for each fixed asset:</p> <ul style="list-style-type: none"> <li>• System generated unique code for each fixed asset item</li> <li>• Name</li> <li>• Description</li> <li>• Category code (e.g., pre-defined list from drop down menu)</li> <li>• On input of the category, automatic system update of depreciation code</li> <li>• Anticipated life (in line with depreciation policy)</li> <li>• Supplier code (from drop down menu)</li> <li>• Purchase date</li> <li>• Cost</li> <li>• Net book value</li> <li>• Insured amount</li> <li>• History of movement in asset value (e.g., disposal, revaluation, repairs)</li> <li>• Anticipated residual value</li> <li>• Code of department who owns the asset</li> <li>• Lease details of the asset (where applicable)</li> <li>• Insurance details of the asset (where applicable)</li> <li>• Make and model</li> <li>• Location</li> <li>• Life span</li> <li>• Custodian</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
FAM-02	Data capture	Automatically allocate a unique identifier to each asset created as per a pre-defined convention.	Critical	
FAM-03	Data capture	Automatically define the relevant criteria (e.g., applicable accounting policies) in line with the selected category code.	Critical	
FAM-04	Access rights	Restrict access of end-users to modify master data relating according to pre-defined access rights.	Critical	
FAM-05	Reporting	<p>Provide a report of changes effected to master data during a user specified period. For each change, the following should be included:</p> <ul style="list-style-type: none"> <li>• Date of change</li> <li>• Previous value</li> <li>• New value</li> </ul> <p>Identification of end-user who performed the change</p>	Critical	
FAM-06	Accounting policies	Allow application of SIFB's accounting policies for each category of fixed assets.	Critical	
FAM-07	Accounting policies	Automatically calculate the depreciation of each fixed asset item in line with the depreciation code specified in the master data, in line with the applicable accounting policies.	Critical	
FAM-08	Accounting policies	Automatically update the fixed asset register and relevant General Ledger accounts once depreciation is calculated.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
FAM-09	Accounting policies	Provide a report of all assets for which depreciation has not been booked.	Critical	
FAM-10	Asset movement	Allow end-users to process an asset movement from one custodian to another, or from one location to another.	Critical	
FAM-11	Asset disposal	Generate a unique number for each request of disposal, transfer or scrapping of fixed assets.	Critical	
FAM-12	Asset disposal	Allow end-users to process an asset disposal.	Critical	
FAM-13	Asset disposal	Allow end-users to process part disposal of assets.	Critical	
FAM-14	Asset disposal	Automatically calculate profit/loss on disposal of fixed assets and update relevant General Ledger accounts.	Critical	
FAM-15	Asset disposal	Force end-users to include comments (to support disposal) when processing an asset disposal.	Critical	
FAM-16	Asset disposal	Allow generation of reports of additions and disposals/scrapping over any user specified period.	Critical	
FAM-17	Asset re-instatement	Allow the re-instatement of assets by end-users with specific access rights.	Critical	
FAM-18	Asset count	Allow end-users to perform asset counts on a defined frequency.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
FAM-19	Asset count	Generate asset count sheets.	Critical	
FAM-20	Asset count	Allow end-user to upload asset count sheets and automatically highlight discrepancies between actual count results and system records.	Critical	
FAM-21	Asset count	Restrict access to correct discrepancies in asset counts to end-users with specific access rights.	Critical	
FAM-22	Asset count	Allow generation of asset count discrepancy and adjustment reports.	Critical	
FAM-23	Capital allowance	Automatically calculate the capital allowance based on tax rules specified by the SIFB.	Critical	
FAM-24	Capital allowance	Restrict access to update the tax rules to end-users with specific access rights.	Critical	
FAM-25	Capital allowance	Provide a report of changes effected to tax rules during a user specified period. For each change, the following should be included: <ul style="list-style-type: none"> <li>• Date of change</li> <li>• Previous value</li> <li>• New value</li> <li>• Identification of end-user who performed the change</li> </ul>	Critical	
FAM-26	Capital allowance	Provide a report of capital allowance per asset category over user defined period.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
FAM-27	Interface	Automatically update the fixed asset register and relevant General Ledger accounts when relevant transactions (e.g., acquisition, depreciation, disposal) are performed on a fixed asset.	Critical	
FAM-28	Reconciliation	Allow the generation of reconciliation report with the figures from the General Ledger and the fixed asset register per asset category and with the following minimum details: <ul style="list-style-type: none"> <li>• Costs</li> <li>• Accumulated depreciation</li> <li>• Net book value</li> </ul>	Critical	
FAM-29	Reconciliation	Allow end-users to drill down on each asset category where differences are noted between the fixed asset register and the General Ledger.	Critical	
FAM-30	Master record	Provide a report highlighting the following details for each incomplete record in the fixed asset register: <ul style="list-style-type: none"> <li>• Description of fixed asset item</li> <li>• Purchase date of fixed asset</li> <li>• Anticipated residual value of fixed asset (mandatory)</li> <li>• Lifespan</li> <li>• Location</li> </ul>	Critical	
FAM-31	Reporting	Allow definition of Fixed Asset Schedule in line with applicable IFRS and IPSAS requirements, which should contain at minimum the following: <p>Costs brought forward:</p> <ul style="list-style-type: none"> <li>• Additions</li> </ul>	Critical	



Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>Disposals/transfers/scrapping</li> <li>Costs carried forward</li> </ul> Depreciation: <ul style="list-style-type: none"> <li>Accumulated depreciation brought forward</li> <li>Depreciation charge</li> <li>Adjustments for disposals/transfers/scrapping</li> <li>Accumulated depreciation brought forward</li> </ul> Net Book Value: <ul style="list-style-type: none"> <li>Net book value brought forward</li> <li>Net book value carried forward</li> </ul>		
FAM-32	Reporting	Provide fixed asset balances as follows: <ul style="list-style-type: none"> <li>Per category of assets</li> <li>Per individual asset item</li> </ul>	Critical	
FAM-33	Reporting	Provide a report of all negative net book values.	Critical	
FAM-34	Multi-department support	Support asset movement across departments and organisations.	Critical	
FAM-35	Workflow	Support customisable workflows for the review and approval of different processes such as creation of new fixed assets, asset movement and disposal amongst others.	Critical	

## 2.7. Loan Management

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
LOA-01	Loan Application	Capture employee loan application details (employee name, loan type, amount, term, interest rate).	Critical	
LOA-02	Loan Application	Integrate with existing employee data for pre-populated information (name, department, contact details).	Critical	
LOA-03	Loan Application	Automate eligibility checks based on pre-defined criteria (salary, employment status, existing loans).	Critical	
LOA-04	Loan Application	Generate loan agreements with electronic signature capabilities.	Critical	
LOA-05	Loan Processing and Tracking	Manage loan approval workflows with electronic approvals.	Critical	
LOA-06	Loan Processing and Tracking	Calculate loan repayments based on chosen terms and interest rates.	Critical	
LOA-07	Loan Processing and Tracking	Generate automated amortization schedules for each loan.	Critical	
LOA-08	Loan Processing and Tracking	Track loan status (pending, approved, rejected, active, closed).	Critical	
LOA-09	Loan Disbursement and Repayment	Facilitate secure loan disbursement methods (bank transfer, cheque).	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
LOA-10	Loan Disbursement and Repayment	Integrate with payroll systems for automated loan deductions from employee salaries.	Critical	
LOA-11	Loan Disbursement and Repayment	Track and record loan repayments, including principal and interest.	Critical	
LOA-12	Loan Disbursement and Repayment	Generate automated receipts and account statements for employees.	Critical	
LOA-13	Reporting and Analysis	Generate reports on total loan portfolio, outstanding balances, and delinquency rates.	Critical	
LOA-15	Reporting and Analysis	Analyse loan performance trends and identify potential risks.	Critical	
LOA-16	Reporting and Analysis	Allow for customizable reports and dashboards for informed decision-making.	Critical	
LOA-17	Employee access	Self-service mobile portal for employees to submit loan applications, view loan details and track repayments.	Desirable	

### 3. Human Resources

#### 3.1. Human Resources Management

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
HRM-01	Job position database	Maintain a posts database containing the following information at a minimum: <ul style="list-style-type: none"> <li>• System generated unique code for each post (alphanumerical code)</li> <li>• Post name (mandatory)</li> <li>• Department (mandatory)</li> <li>• Level</li> <li>• Scheme-of-Service</li> <li>• Salary Scale</li> <li>• Status (occupied or vacant)</li> <li>• Funded/Not funded</li> <li>• Comments</li> </ul>	Critical	
HRM-02	Job position database	Allow the creation and maintenance of Scheme-of-Service (similar to job roles and responsibilities). Each Scheme-of-Service should be assigned a system generated unique code.	Critical	
HRM-03	Job position database	Allow the association of one job position to one or more Scheme-of-Service.	Critical	
HRM-04	Vacancy	Allow end-users to create post vacancies.	Critical	
HRM-05	Vacancy	Assign minimum criteria that need to be met by applicants. Criteria include the following at a minimum:	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>• Qualification level</li> <li>• Years of experience</li> <li>• Professional qualification and/or certification (e.g., ACCA)</li> </ul>		
HRM-06	Vacancy	Support a workflow for the review and approval of a vacancy.	Critical	
HRM-07	Vacancy	Allow end-users to capture details such as the deadlines for application and medium of applications.	Critical	
HRM-08	Selection	Maintain a selection criteria and remarks form (consisting of qualitative and quantitative criteria) which is used to grade candidates.	Critical	
HRM-09	Candidate database	Maintain a candidate database containing the following information at a minimum: <ul style="list-style-type: none"> <li>• System generated unique code for each candidate (alphanumerical code)</li> <li>• Name (mandatory)</li> <li>• National Identity Card number (mandatory)</li> <li>• Date of birth</li> <li>• Address (mandatory)</li> <li>• Contact details (email address and telephone number)</li> <li>• Academic qualifications</li> <li>• Professional qualifications</li> <li>• Experience</li> <li>• References details</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
HRM-10	Interface	Allow candidates to submit applications (including uploading of relevant documents such as resumes) through SIFB's website.	Essential	
HRM-11	Recruitment	Automatically categorise applications based on pre-defined parameters. E.g., if a post requires a minimum of three years of experience, the system shall automatically flag the application as not meeting the minimum requirements (based on data input by the candidate on SIFB's website).	Desirable	
HRM-12	Recruitment	Support a workflow for the review and approval of a candidate selection.	High	
HRM-13	Recruitment	Allow end-users to generate and print interview invitation letters for shortlisted candidates.	Desirable	
HRM-14	Recruitment	Allow end-users to indicate candidates who have succeeded the interview phase.	Critical	
HRM-15	Recruitment	Allow end-users to upload all relevant documents (e.g., correspondences received from applicants such as acceptance letters, medical reports etc.).	Critical	
HRM-16	Recruitment	Support the generation of multiple employment contracts for a selected candidate: <ul style="list-style-type: none"> <li>• Probational contract (first 6 months)</li> <li>• Probational contract (extended for subsequent 6 months)</li> <li>• Permanent employment contract (after 12 months)</li> </ul>	Critical	
HRM-17	Recruitment	Allow end-users to capture employee evaluation details. Employees on probational contracts are evaluated every 6	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		months.		
HRM-18	Employee database	<p>Maintain an employee database containing the following information at a minimum:</p> <ul style="list-style-type: none"> <li>• System generated unique code for each employee (alphanumerical code)</li> <li>• Name (mandatory)</li> <li>• National Identity Card number (mandatory)</li> <li>• Date of birth</li> <li>• Address (mandatory)</li> <li>• Contact details (email address and telephone numbers)</li> <li>• Department</li> <li>• Joining date</li> <li>• Leaving date</li> <li>• Working time</li> <li>• Employee confirmed in his/her post</li> <li>• Mode of employment</li> <li>• Qualification details</li> <li>• Working experience</li> <li>• Category (mandatory)</li> <li>• Employee type (probational (6 months), probational (12 months), permanent)</li> <li>• Post occupied</li> <li>• Basic salary of employee (mandatory)</li> <li>• Benefits (e.g., travel allowance rate)</li> <li>• Overtime rate</li> <li>• Tax Account Number (TAN) number</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>Deductions (e.g., statutory deductions, catastrophe insurance)</li> <li>Banking details</li> </ul>		
HRM-19	Employee database	Restrict access to view, create, amend, or delete employee data to end-users with specific access rights.	Critical	
HRM-20	Employee database	Provide a report of all posts occupied by an employee for a user defined period.	Critical	
HRM-21	Performance management	Allow end-users to capture performance assessment details (including uploading of relevant supporting documentation) for employees, for a user defined period.	Critical	
HRM-22	Performance management	Allow end-users with specific access rights to view the performance assessment history of each employee, for a user defined period.	Critical	
HRM-23	Performance management	Maintain the history of promotions of each employee and allow viewing/extraction.	Critical	
HRM-24	Training	Develop comprehensive training plans aligned with organizational goals and individual development plans,	Critical	
HRM-25	Training	Maintain a catalogue of training courses, including descriptions, objectives, target audience, and prerequisites,	Critical	
HRM-26	Training	Schedule training sessions, assigning staff attending the training and recording attendance.	Critical	
HRM-27	Training	Collecting feedback from participants to assess training effectiveness and analysing the return on investment (ROI) of training programs.	Critical	
HRM-28	Health &	Ability to record incidents and accidents, generating	Critical	



Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
	Safety Management	reports on their frequency		
HRM-29	Dispute Management	Record and manage employee complaints,	Critical	
HRM-30	Dispute Management	Record disciplinary actions, and various termination types (interdiction, suspension, resignation, retirement).	Critical	
HRM-31	Medical claims	Allow end-users to submit medical claims.	Critical	
HRM-32	Medical claims	Approve medical claims submitted by employees and send to Finance for payment.	Critical	
HRM-33	Reporting	Generate the following financial reports as per required formats: <ul style="list-style-type: none"> <li>• Pay As You Earn (PAYE)</li> <li>• National Pensions Fund (NPF)</li> <li>• Levy</li> <li>• National Solidarity Fund (NSF)</li> <li>• SICOM Pension</li> </ul>	Critical	
HRM-34	Reporting	Generate the following HR reports as per required formats: <ul style="list-style-type: none"> <li>• Recruitment reports (CVs received, interview results, etc.)</li> <li>• Staff movement reports (individual or group transfers)</li> <li>• Staff turnover reports</li> <li>• Absenteeism reports</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>• Injury reports</li> <li>• Daily staff attendance reports (lateness, early departures)</li> <li>• Monitoring reports (probation periods, contract expiry, gratuity)</li> </ul>		
HRM-35	Interfaces	Upload data to MRA system through MNS system.	Critical	

### 3.2. Leaves Management

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
LM-01	Leaves management	Support the definition of the following types of leaves at a minimum as per the public sector policies: <ul style="list-style-type: none"> <li>• Time-off /leave against overtime approved for SIFB Officers</li> <li>• Local leave</li> <li>• Sick leave</li> <li>• Vacation</li> <li>• Study</li> <li>• Full day</li> <li>• Half day leave</li> <li>• Maternity leave</li> <li>• Paternity leave</li> <li>• Leave without pay</li> </ul>	Critical	
LM-02	Leaves management	Allow application for leaves through a self-service portal.	Critical	
LM-03	Leaves management	Notify the end-user in case there is no leave balance or insufficient leave balance at the time of leave application.	Critical	
LM-04	Leaves management	Allow end-users to apply for time-off leaves.	Critical	
LM-05	Leaves management	Allow end-users (with specific access rights) to create a leave application/entry in the system. E.g., in case an employee has taken an urgent leave or a sick leave.	Critical	
LM-06	Leaves management	Allow end-users to mark days on which they shall not be working in the SIFB offices (e.g., to conduct inspections).	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
LM-07	Leaves management	Allow end-users to upload documents while applying for leaves. E.g., documentation such as medical certificates or educational documents.	Critical	
LM-08	Leaves management	Automatically calculate overtime based on employee overtime eligibility as per the PRB and based on the number of hours during which work outside of normal working time (i.e., outside of 09:00 a.m. to 16:00 p.m. from Monday to Friday).	Critical	
LM-09	Leaves management	Support customisable workflows for the approval of overtime hours by relevant head of departments and HR Officer.	Critical	
LM-10	Leaves management	Automatically calculate the time off to be allocated to an employee based on the amount of overtime.	Critical	
LM-11	Leaves management	Support workflows which are dependent on the type of leave application. Examples: <ul style="list-style-type: none"> <li>• Leave applications for all staff below head of department level is approved by the relevant head of department</li> <li>• Leave applications for head of department are approved by the OIC/CEO</li> </ul>	Critical	
LM-12	Leaves management	Provide email alerts to relevant end-users (e.g., to the approver when a new leave application is submitted by a requestor, to the requestor when a leave application has been approved or rejected).	Critical	
LM-13	Leaves management	Allow the cancellation of leaves already approved by authorised end-users.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
LM-14	Leaves management	Allow the definition of rules governing the carry forward of leaves.	Critical	
LM-15	Leaves management	Provide a report of all leaves (per officer) over any period of time specified by the end-user.	Critical	
LM-16	Leaves management	Provide the leaves balance per employee.	Critical	
LM-17	Leaves management	Allow the capture of the type of sickness in case of sick leave.	Critical	
LM-18	Leaves management	Prevent an end- user to apply for leaves more than available in his/her leave balance.	Critical	
LM-19	Interface	Support interfacing of leaves' details in the Attendance system	Critical	

### 3.3. Allowances and Deductions

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
ALD-01	Allowances and Deductions	Allow end-users to submit claims.	Critical	
ALD-02	Allowances and Deductions	Allow the processing of different types of claims such as: <ul style="list-style-type: none"> <li>• Mileage claims</li> <li>• Travelling claims</li> <li>• Gratuity and Passage Benefit Claims</li> <li>• Allowance Claims.</li> </ul>	Critical	
ALD-03	Allowances and Deductions	Support customisable workflows for the approval of claims. All claims are currently approved by Head of Departments and directed to HR.	Critical	
ALD-04	Allowances and Deductions	Restrict access to input and modify parameters relevant to all payments, deductions and working calendar to authorised users.	Critical	
ALD-05	Allowances and Deductions	Support the calculation of employees benefits in compliance with parameters mandated by the PRB (e.g., pensions, compensations).	Critical	
ALD-06	Allowances and Deductions	Allow the transfer of passage benefits for employees transferring from other public institutions.	Critical	
ALD-07	Allowances and Deductions	Allow the calculation of employee deductions in compliance with parameters mandated by the PRB and other applicable regulations.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
ALD-08	Allowances and Deductions	Allow the update of claims, benefits/deduction parameters (e.g., tax deduction percentage) further to updates in laws and regulations.	Critical	
ALD-09	Allowances and Deductions	Support calculation of allowance in line with PRB and SIFB regulations.	Critical	
ALD-10	Allowances and Deductions	Automatically calculate allowances based on variables defined by the SIFB. E.g., a staff may receive an allowance per tasks completed or a member may receive allocation based on the number of committees and sub committees attended.	Critical	
ALD-11	Allowances and Deductions	Capture the attendance of each board member on the different committees and automatically calculate the eligible allowances.	Critical	
ALD-12	Allowances and Deductions	Provide a report of the following (at a minimum) over a user specified period of time: <ul style="list-style-type: none"> <li>• Opening balance of passage benefits</li> <li>• Passage benefits taken</li> <li>• Closing balance of passage benefits</li> </ul>	Critical	
ALD-13	Allowances and Deductions	Automatically compute the Pay As You Earn (PAYE) tax deductions and national solidarity deductions as per the prevailing tax rules and regulations.		
ALD-14	Allowances and Deductions	Automatically update the relevant employee details once all claims, benefits, allowances and deductions are approved.		
ALD-15	Allowances and	Provide a report of allowances (e.g., overtime paid, uniform, photocopy), employee benefits and employee		

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
	Deductions	deductions over a period specified by the end-user.		
ALD-16	Allowances and Deductions	Provide reports detailing all claims processed during a user defined period per claim type.		



#### 4. Payroll

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
PAY-01	Payroll run	Support the calculation of the payroll taking into consideration all relevant parameters such as claims, overtime and deductions. The system shall be aligned to all the prevailing requirements such as per the recommendations from the Pay Research Bureau (PRB).	Critical	
PAY-02	Payroll run	Allow end-users (with specific access rights) to review and approve the payroll.	Critical	
PAY-03	Payroll run	Allow end-users to prepare bank instructions as per the payroll run.	Critical	
PAY-04	Payroll run	Allow for deductions for loans taken by the employees, such as Motor vehicle loans or personal loans.	Critical	
PAY-05	Payslips	Automatically generate payslips following the pay run.	Critical	
PAY-06	Payslips	Allow communication of payslips by email to SIFB employees.	Critical	
PAY-07	Payslips	Allow the printing of payslips.	Critical	
PAY-08	Payslips	Allow end-users (employees) to view their pay history.	Critical	
PAY-09	Payslips	Allow end-users (employees) to print their respective payslips.	Critical	
PAY-10	Statement of emoluments	Generate statement of emoluments for each employee.	Critical	
PAY-11	Statement of	Allow communication of the statement of emoluments by	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
	emoluments	email to SIFB employees.		
PAY-12	Statement of emoluments	Allow end-users to print their statement of emoluments.	Critical	
PAY-13	Remuneration for Board members	Allow the payment of fees for Board members (including the payslips and statement of emoluments).	Critical	

## 5. Workflow

This section describes the requirements pertaining to workflow features which need to be supported across all modules.

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
WKF-01	Workflow definition and customisation	Allow the definition and customisation of workflows (e.g., rules-based) which can be used to model organisational process flows, including different levels of reviews and/or approval levels. Different end-users or groups of end-users can be assigned for the different levels of reviews and/or approvals. There shall not be a limit on the number of steps in a workflow.	Critical	
WKF-02	Workflow definition and customisation	Support a graphical user interface for creation and modification of workflows.	Essential	
WKF-03	Workflow definition and customisation	Allow authorisation and approvals of workflow tasks.	Critical	
WKF-04	Workflow definition and customisation	Support the viewing of workflow queues (e.g., tasks assigned to specific end-users) and progress/status of tasks through a workflow.	Essential	
WKF-05	Workflow definition and customisation	Support manual routing of tasks (e.g., overriding a workflow if an assigned end-user is not available).	Critical	
WKF-06	Workflow definition and customisation	Support automatic assignment of subsequent tasks/steps (configured in the workflow) to designated end-user or group of end-users, once the prior tasks/steps are completed.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
WFK-07	Audit trail	Maintain the following minimum information for all workflow tasks/steps: <ul style="list-style-type: none"> <li>• User who initiated the task/step</li> <li>• Timestamp of assignment of task/step</li> <li>• User who executed the task/step</li> <li>• Timestamp of completion of task/step</li> <li>• Status</li> </ul>	Critical	
WFK-08	Task assignment	Allow any end-user within a group of end-users (to which a workflow task/step) to execute the assigned task/step. Once ownership of the task/step has been assigned, the other end-users within the same group shall be provided notification (e.g., through a status on the screen or email notification).	Critical	
WFK-09	Task assignment	Allow an end-user within a group of end-users (to which a workflow task/step has been assigned) to assign the task/step to another end-user within the same group.	Critical	
WFK-10	Approval	Allow end-users who act as approvers, to approve or reject a task/step, including capture of relevant comments to support approval/rejection.	Critical	
WFK-11	Approval	Allow end-users who act as approvers, to delegate approval to an alternate end-user/approver.	Critical	
WFK-12	Progress view	Allow end-users with specific access rights (e.g., administrator) to view the status of all workflow tasks across all modules.	Critical	

## 6. Procurement

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
PRC-01	Purchase requests	Allow end-users to create and manage purchase requests from departments.	Critical	
PRC-02	Purchase requests	Provide reports detailing all purchase requests approved and converted into purchase orders.	Critical	
PRC-03	Purchase requests	Verify the availability of budget and alert end-users when raising purchase requests.	Critical	
PRC-04	Purchase requests	Provide end-users the possibility to initiate additional budget request in case of insufficient budget.	Critical	
PRC-05	Purchase requests	Allow the uploading of documents for a purchase request.	Critical	
PRC-06	Purchase requests	Support workflows for the review and approval of purchase requests.	Critical	
PRC-07	Acknowledgment of delivery	Allow end-users who initiated purchase requests, to acknowledge delivery from suppliers so that payment can be made by Finance.	Critical	
PRC-08	Purchase requisition	Maintain purchase requisitions with the following minimum details: <ul style="list-style-type: none"> <li>• Date of creation of purchase requisition (system generated)</li> <li>• User account creating purchase requisition (system generated)</li> <li>• System generated unique purchase requisition number (alphanumeric with format to be defined by SIFB)</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>• Selection of supplier through a drop-down menu. Supplier information shall be automatically pulled from the supplier database upon selection of the supplier code or name/initial</li> <li>• Selection of product through a drop-down menu. Product information shall be automatically pulled from the product database upon selection of the product code or description</li> <li>• Quantity of product (including batching if delivery is expected in batches)</li> <li>• Total purchase requisition amount which shall be system generated (with and without Value-Added-Tax)</li> <li>• Value-Added-Tax amount which shall be system generated</li> <li>• Purchase requisition status (pending approval, approved, cancelled).</li> </ul>		
PRC-09	Indirect procurement - Purchase requisition	Allow end-users to view purchase requisitions which are not approved, so that follow-ups can be performed.	Critical	
PRC-10	Indirect procurement - Purchase requisition	<p>Automatically route purchase requisitions using workflows to the relevant end-users for approval. There are multiple levels of review and approval for a purchase requisition. E.g.,</p> <ul style="list-style-type: none"> <li>• Purchase requisition is raised by Human Resources Officer</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>The requisition is recommended by the HR Manager.</li> <li>The requisition is approved by either the Chief Finance Officer or the Chief Executive Officer.</li> </ul>		
PRC-11	Indirect procurement - Purchase order	Create a purchase order after the approval of a purchase requisition.	Critical	
PRC-12	Indirect procurement - Purchase order	<p>Maintain purchase orders with the following minimum details:</p> <ul style="list-style-type: none"> <li>Date of creation of purchase order (system generated)</li> <li>System generated unique purchase order number (alphanumeric with format to be defined by SIFB)</li> <li>Supplier information (based on purchase requisition)</li> <li>Product information (based on purchase requisition)</li> <li>Quantity of product (based on purchase requisition)</li> <li>Total purchase order amount which is based on the purchase requisition (with or without Value-Added-Tax)</li> <li>Value-Added-Tax amount (based on purchase requisition)</li> <li>Purchase order status (pending approval, approved levels, cancelled)</li> <li>Delivery plan (for example one purchase order may require the ordered goods to be delivered in multiple batches and/or at different points in time)</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>Purpose of the purchase</li> </ul>		
PRC-13	Indirect procurement - Purchase order	<p>Allow the definition and customisation of review and approval workflows for purchase orders.</p> <p>Note: The contractual terms and payment quantum should be approved for each PO as applicable.</p>	Critical	
PRC-14	Indirect procurement - Purchase order	Allow printing of purchase orders once they are approved.	Critical	
PRC-15	Indirect procurement - Purchase order	Allow the sending of a purchase order to the selected supplier by email, upon finalisation.	Critical	
PRC-16	Indirect procurement - Purchase order	Allow end-users to define specific SIFB employees who need to be copied in each email sent to suppliers.	Critical	
PRC-17	Indirect procurement - Purchase order	Prevent amendments to a purchase order once it has been finalised.	Critical	
PRC-18	Indirect procurement - Purchase order	Restrict access to cancel a purchase order to end-users with specific access rights.	Critical	
PRC-19	Indirect Procurement - Receipting	Allow end-users to perform matching of the goods received and the purchase order, and approve the receipt of goods.	Critical	



Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
PRC-20	Indirect Procurement - Receipting	Allow the flagging of discrepancies identified during the matching process.	Critical	
PRC-21	Indirect Procurement - Receipting	Support the definition and customisation of workflows to approve all discrepancies (identified during the matching process).	Critical	
PRC-22	Indirect Procurement - Receipting	Allow the generation of Goods Received Notes.	Critical	
PRC-23	Indirect Procurement - Receipting	Automatically update the relevant inventory details, once the receipting has been approved	Critical	
PRC-24	Interface	Prompt end-users for the update of the Fixed Asset Register when a Goods Received Note is generated for a fixed asset item.	Critical	
PRC-25	Indirect Procurement - Receipting	Allow the upload of delivery notes and invoices received from suppliers.	Critical	
PRC-26	Indirect Procurement - Receipting	Allow end-users (in Finance Department) to identify payments due once a Goods Received Note is approved and the corresponding supplier invoice has been received.	Critical	
PRC-27	Indirect Procurement - Receipting	Allow the processing of partial goods receipts.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
PRC-28	Indirect Procurement - Receipting	Allow the processing of blanket purchase orders.	Critical	
PRC-29	Indirect Procurement - Receipting	Cater for discount after delivery by allowing override of the purchase order amount by end-users (with specific access rights), to match with the invoice amount at the time of payment. Purchase order shall then be rerouted through the appropriate approval workflow.	Critical	
PRC-30	Supplier creation and maintenance	<p>Maintain a centralised supplier database which consists of the following information at minimum:</p> <ul style="list-style-type: none"> <li>• System generated unique code for each supplier</li> <li>• Supplier name (mandatory)</li> <li>• Address (mandatory)</li> <li>• Contact (e.g., name of sales representatives)</li> <li>• Business Registration Number (mandatory for local suppliers)</li> <li>• Email address</li> <li>• Telephone number(s)</li> <li>• Fax number (s)</li> <li>• Supplier classification (type of products/services offered)</li> <li>• List of products/services provided by supplier</li> <li>• Supplier status (active, inactive, blacklisted)</li> <li>• Terms of payment (number of days payment is due after date of invoice) (mandatory for each type of product/service)</li> <li>• Supplier bank details (mandatory)</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>• Supplier rating</li> <li>• Internet banking details</li> <li>• Value-Added-Tax number (if VAT registered)</li> <li>• Indicator of compliance/non-compliance to checklists/criteria used by SIFB at the time of evaluation of a supplier. The checklists should not be hard-coded. The end-user shall be able to amend the checklists.</li> </ul>		
PRC-31	Supplier creation and maintenance	Allow recording and reporting of supplier performance in line with leading practices.	Critical	
PRC-32	Supplier creation and maintenance	Allow end-users to link complaints received to supplier records.	Critical	
PRC-33	Supplier creation and maintenance	Allow generation of reports about historical performance of suppliers.	Critical	
PRC-34	Supplier creation and maintenance	Allow generation of reports of complaints per supplier.	Critical	
PRC-35	Supplier creation and maintenance	Provide analysis reports for suppliers (e.g., spend analysis).	Essential	
PRC-36	Supplier creation and maintenance	Link all correspondences (e.g., request for quotes, invoices) sent to suppliers to the corresponding master records.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
PRC-37	Supplier creation and maintenance	Allow the definition of mandatory fields and documents when creating and amending a supplier record.	Critical	
PRC-38	Supplier creation and maintenance	Allow end-users to define multiple supplier payment schedules.	Critical	
PRC-39	Product creation and maintenance	<p>Maintain a centralised product database which consists of the following attributes at minimum:</p> <ul style="list-style-type: none"> <li>• System generated unique code for each product</li> <li>• Product name (mandatory)</li> <li>• Product category</li> <li>• Validity period (date from and date to, for which a particular price of product is valid) (mandatory)</li> <li>• Unit price (with and without Value-Added-Tax)</li> <li>• Metric (Kilograms, Litres, Unites)</li> <li>• Currency</li> </ul>	Critical	
PRC-40	Product creation and maintenance	Prevent creation of duplicate products based on pre-defined criteria (e.g., duplicate product names).	Critical	
PRC-41	Product creation and maintenance	Prevent deletion of products from the master database. Products shall be deactivated instead.	Critical	
PRC-42	Product creation and maintenance	<p>Generate report of all changes effected to product data for a user specified period. For each change, the following shall be included at a minimum:</p> <ul style="list-style-type: none"> <li>• Date and time of change</li> <li>• Old value</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>• New value</li> <li>• Identification of end-user who performed the change</li> </ul>		
PRC-44	Product creation and maintenance	Allow end-users to create services provided by suppliers.	Critical	
PRC-45	Supplier creation and maintenance	Allow linkage of one supplier to multiple products.	Critical	
PRC-46	Reporting	Allow generation of reports with purchase price history per supplier.	Critical	
PRC-47	Reporting	Allow generation of list of expenses over a user-specified period.	Critical	
PRC-48	Reporting	Allow generation of list of expenses per item code.	Critical	
PRC-49	Reporting	Allow generation of list of expenses per supplier.	Critical	
PRC-56	Workflow	Support workflows for the review and approval of purchase orders.	Critical	

## 7. Stock Management

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
STR-01	Stock items database	<p>Allow end-users to create stock items with the following information at a minimum:</p> <ul style="list-style-type: none"> <li>• System generated unique code for each item (alphanumerical code)</li> <li>• Category</li> <li>• Item details</li> <li>• Minimum acceptable stock level (reorder level)</li> </ul>	Critical	
STR-02	Stock items database	Restrict access to add/modify stock item data to end-users with defined access rights.	Critical	
STR-03	Re-order level	Prompt end-users when re-order level of stock items is reached.	Critical	
STR-04	Stock item request	Allow end-users to submit requests for stock items through an online pre-defined form.	Critical	
STR-05	Stock item request	Support workflows for the approval of stock item request by the head of department of the end-user submitting the request, and the authorising officer before the request is processed.	Critical	
STR-06	Stock item request	<p>Allow the definition of the approval workflows with the following main steps for the approval of a stock item request:</p> <ul style="list-style-type: none"> <li>• A system generated email shall be sent to the approver requesting approval</li> <li>• Approver shall "accept" or "reject" request</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<ul style="list-style-type: none"> <li>A notification email shall be sent to the relevant users (requestor, storekeeper) notifying him/her of the approval status</li> </ul> <p>Status of request shall be amended automatically by the system.</p>		
STR-07	Stock issue	Allow the storekeeper to issue stock items and capture details of the end-user to whom the stock item has been issued.	Critical	
STR-08	Stock issue	Automatically update stock levels upon a stock issue.	Critical	
STR-09	Stock issue	Alert user if at time of stock issue, stock reorder has been reached.	Critical	
STR-10	Stock receipt	Automatically update stock levels upon receipt of stock items.	Critical	
STR-11	Stock returns	Allow end-users to process stock returns and automatically update stock levels accordingly.	Critical	
STR-12	Stock count	Generate stock count sheets to allow end-users to perform stock counts.	Critical	
STR-13	Stock count	Allow end-users to upload stock count sheets and highlight discrepancies in physical and system stock counts.	Critical	
STR-14	Stock count	Allow end-users with specific access rights to adjust stock counts.	Critical	
STR-15	Multi-organisation	Allow multi-organisation stock maintenance processes.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
STR-16	Document Management	Allow the uploading and storage of relevant hard copy documents. Refer to the Document Management section.	Critical	



## 8. Maintenance Operations

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
MAN-01	Asset Management	Create and maintain a central repository of information about all physical assets (buildings, equipment, machinery, vehicles, etc.). Track asset details like location, specifications, warranty information, and maintenance history.	Critical	
MAN-02	Asset Management	Track asset details like location, specifications, warranty information, and maintenance history.	Critical	
MAN-03	Asset Management	Print barcode to track asset movement electronically	Desirable	
MAN-04	Work Order Management	Generate work orders for preventive, corrective, and emergency maintenance tasks.	Critical	
MAN-05	Work Order Management	Assign work orders to specific technicians or teams with relevant skills.	Critical	
MAN-06	Work Order Management	Track the progress of work orders, including completion status and associated costs.	Critical	
MAN-07	Preventive Maintenance Scheduling	Create and schedule preventive maintenance tasks based on manufacturer recommendations or asset usage data.	Critical	
MAN-08	Preventive Maintenance Scheduling	Set up automated reminders and notifications for upcoming maintenance.	Critical	
MAN-09	Preventive Maintenance	Set up automated IT license and software maintenance contract renewal reminders.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
	Scheduling			
MAN-10	Inventory Management:	Maintain an inventory of spare parts, tools, and other materials needed for maintenance tasks.	Critical	
MAN-11	Insured Assets	Generate a list of assets for insurance cover.	Critical	
MAN-12	Reporting and Analytics	Generate reports on maintenance costs, equipment performance, technician productivity, and other key metrics.	Critical	
MAN-13	Reporting and Analytics	Analyze data to identify trends, potential problems, and areas for improvement.	Critical	

## 9. Parking Management

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
PAM-01	Master Data	Manage data for parking slots such as location, Slot Identification (Zone, Row, Slot number, ...).	Critical	
PAM-02	Data capture	Manage the rental agreements: rental contracts between SIFB and each customer with the terms of the agreement such as rental fees, duration,	Critical	
PAM-03	Data capture	Manage visitor parking efficiently with dedicated booking options and access control measures.	Critical	
PAM-04	Data capture	Gain real-time insights into parking space usage, allowing for data-driven decisions on optimization.	Critical	
PAM-05	Reporting	Generate comprehensive reports on parking usage, revenue, and other relevant metrics for informed decision-making.	Critical	
PAM-07	Payments	Send reminders to client whose rental fees are overdue.	Critical	

## C. TECHNICAL SPECIFICATIONS

### 3.1 General Infrastructure Requirements

3.1.1 Bidders shall not quote for hardware and infrastructure as the system is envisaged to be hosted at the SIFB. Nevertheless, bidders should quote for any software, other than those provided by SIFB, including licenses hardware and networking that are mandatory for the running of the proposed system.

3.1.2 The proposed system would be hosted on the existing servers and hardware infrastructure available at the SIFB. The successful bidder will have to provide the required specifications for server infrastructures as well as assistance in the deployment of the system over the SIFB infrastructure.

The complete system will have to cater for production and test environments and would be hosted on virtual machines (VM) based on Intel Operating Systems to be provided by SIFB as per the table below:

SERVER LOCATION	MAXIMUM NUMBER OF VIRTUAL MACHINES	USAGE
SIFB Server Room	Maximum 3 (1 VM for each instance)	Production Environment: (Web Server, Application Server, and DB Server)
	Maximum 3 (1 VM for each instance)	Test Environment: (Web Server, Application Server, and DB Server)

3.1.3 Servers should be sized so that they can support different environments of the information systems (e.g., test and production). Bidders should recommend the different environments that should be maintained according to the proposed information systems.

3.1.4 The supplier will have to install and configure the Operating System (Intel Based platform such as Windows Server 2019/2022, Linux based OS) made available by the SIFB as required by the Bidder.

3.1.5 The above OS licenses are being catered by SIFB and bidders need not quote for these licenses, however the bidder should quote for

- application of latest patches and fixes, OS tuning and hardening by the successful bidder to make the system run efficiently and securely.
- support and maintenance of the operating system in case Linux Operating system is proposed.
- additional licenses pertaining to their bids which form part of a viable solution.

3.1.6 The Bidder should propose high-availability solutions for production.

- 3.1.7 The Successful Bidder will be responsible for management of the VMs as well as testing of the cluster-enabled setup with assistance of SIFB.
- 3.1.8 The Successful Bidder will have to provide appropriate startup scripts to SIFB that guarantee a smooth and controlled startup of the application, services, and database whenever needed.
- 3.1.9 The solution proposed should abide with the SIFB security policy and any other systems security policies with which it will be interfacing.
- 3.1.10 Bidder will be required to leverage on the existing SMTP service, SSL Certificate, Domain Name, Load Balancing facilities provided by the SIFB.

### 3.2 RDBMS

- 3.2.2 The Bidder needs to ensure that the proposed RDBMS is compatible with the existing backup facilities available at the time of implementation at the SIFB for database replication, backup and recovery.
- 3.2.2 The Bidder must ensure that the proposed RDBMS and associated tools are compatible with the proposed infrastructure of the SIFB, provided the system will be hosted on the proposed virtual machines. The Bidder should also provide support for the RDBMS and associated tools.
- 3.2.3 The successful bidder must:
  - create the appropriate database structure, including tablespace, indexes, database objects, etc. on the proposed virtual machines.
  - install, configure the product, and provide support services including creation of users.
  - provide evidence of successfully porting the RDBMS on the OS of the server should also be included in the proposal.
  - perform any additional database tasks that may be required for the proper functioning of the system.

### 3.3 Software Specifications

- 3.3.1 SIFB will be responsible for daily backups of the VMs.

The Bidder will be required to configure backup of Database and associated files.

**The backup configuration shall be conducted together with the collaboration of SIFB.**
- 3.3.2 Standard supporting software (e.g., operating systems, database management systems and patch management amongst others) are expected to be included in both the production and disaster recovery servers.
- 3.3.3 The Bidder will have to configure all relevant software (e.g., operating system, database management system, security software) for the successful deployment of the proposed information system.

### 3.4 IT Security Notes

- 3.4.1 The Bidder shall provide a secure solution that will allow protection of data against unauthorized access. The solution proposed should also maintain the confidentiality, integrity, and availability of data within the system.
- 3.4.2 The Bidder shall provide an IT Contingency Plan (ITCP) based on international best practices for the system. An initial draft of the ITCP should be submitted for review to the User representatives at the Testing stage of the project. The ITCP should include amongst others:
- 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.
    - iii. The areas of responsibilities between all the different stakeholders should be clearly demarcated.

### 3.5 Training

- 3.5.1 The following types of training must be performed by the Bidder, and delivered before UAT to key users, and close to the Go-Live to all users using a version of the information system which incorporates all or most of the core requirements (i.e., high priority):
- **Functional:** These trainings will be designed according to the needs of different segments of end-users (e.g., by function).
  - **Technical:** Technical staff of the IT Department must be trained for the administration of all components of the proposed information system.

3.5.2 Trainings will be conducted within the SIFB's premises and participant materials must be submitted by the Bidder. Adequate number of training sessions must be accommodated to ensure proper assimilation by end-users from different departments.

3.5.3 The Bidder must customize and submit technical and user manuals to supplement the training process. The manuals must be detailed (i.e., step-by-step instructions with visual guides) and cover all relevant processes including functional and technical aspects (e.g., system administration).

### **3.6 Project Management**

3.6.1 The Bidder shall provide:

- An Inception report two weeks after start of project.
- Monthly status reports including risks and mitigation plans.
- Weekly progress reports.

## D. TESTING AND QUALITY ASSURANCE REQUIREMENTS

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### 4.1 Pre-commissioning Tests

The SIFB (with the assistance of the Purchaser) must perform the following tests on the System and its Subsystems before Installation will be deemed to have occurred and the Purchaser will issue the Installation Certificate(s).

4.1.1 **Unit testing:** The Supplier must perform unit testing to ensure that the individual (or relevant group) of functionalities/features is working as per the specifications in this document and/or as agreed with the Purchaser during the design phase of the project.

4.1.2 **Integration testing:** The Supplier must conduct integration testing following completion of successful unit testing. Integration testing must demonstrate successful operation of all components as a group to meet the requirements set out in this document. The approach for integration testing will be jointly determined with the SIFB and test cases will be validated by the SIFB prior to testing activities. The tests and their outcomes must be documented and shared with the SIFB.

4.1.3 **Load and stress testing:** The load and stress testing must be performed prior to issuance of the Installation Certificate. The stress and load testing requirements will be jointly determined with the SIFB. The Supplier will conduct the tests based on the agreed test procedures as proposed by the Supplier and approved by the SIFB. The tests and their outcomes must be documented and shared with the Purchaser.

4.1.4 All issues and defects arising from the abovementioned tests will need to be remediated by the Supplier within timelines which will be agreed with the SIFB.

### 4.2 Operational Acceptance Tests

SIFB (with the assistance of the Supplier) will perform the following tests on the System and its Subsystems following Installation to determine whether the System and the Subsystems meet all the requirements mandated for Operational Acceptance.

4.2.1 **User Acceptance testing:** The Supplier must assist the SIFB in the development and documentation of the user acceptance test cases and acceptance criteria, which will be used by the Purchaser for testing activities. The Supplier will also assist the SIFB in providing the set of test data to be used to test all the functionalities of the system. The Purchaser will review, propose amendments where applicable and sign off the test cases and criteria. Documentation will at a minimum include the following:

- Explanation of the purpose of each test being performed



- Mapping of each test to the respective requirements set out in the specifications in this document (requirements traceability)
- Definition of the acceptance criteria for each test
- Details on the performance of each test (e.g., actions performed and results)
- Mapping to other test, if applicable (e.g., if a re-test was performed following additional development)
- Sign-off of individual who performed the test

4.2.2 The Supplier will assist the SIFB during the user acceptance testing and the testing will be performed before the go live. The Supplier will provide a report to the SIFB once all tests have been successfully completed. The tests will be considered as having been successfully completed only upon explicit and written sign-off from the SIFB. The user acceptance tests will be performed on an environment which has actual real-life data, so that meaningful analysis can be performed as part of testing activities.

4.2.3 The supplier shall ensure that operational acceptance of the system is achieved within 1 month after commissioning and Go-Live of the system. Operational Acceptance 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.

User Acceptance Testing (UAT)				
	Technical Specifications Required		Compliance of Specification offered	Details of non-compliance if applicable
1	<b>Evidence of Testing prior to UAT</b> 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.	Yes		
2	<b>UAT Test Scripts</b> Bidder should commit to submit UAT test scripts to ensure that the UAT scenarios cater for all the requirements expressed by the users.	Yes		
3	<b>Role-Based Testing</b> UAT should also cover role-based testing.	Yes		
4	<b>Scenario-Based Testing</b> Assist users to test complete end-to-end usage flows (scenarios) in the system.	Yes		

<b>User Acceptance Testing (UAT)</b>				
	<b>Technical Specifications Required</b>		<b>Compliance of Specification offered</b>	<b>Details of non-compliance if applicable</b>
5	<b>Documentation</b> 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.	Yes		
6	<b>UAT Rounds</b> The UAT exercise should consist of different rounds of testing as follows: a) Round 1 should consist of executing all the test scenarios and identify list of issues if any by the users.  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).  c) Bidder should also commit to producing evidence that non-regression testing has been performed prior to starting next round.  d) Subsequent rounds are conducted until no further issues are identified.  Each round should consist of Role-Based Testing as well as Scenario-Based Testing.	Yes		
7	<b>Tracking of Bugs and Comments</b> 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.	Yes		

<b>User Acceptance Testing (UAT)</b>				
	<b>Technical Specifications Required</b>		<b>Compliance of Specification offered</b>	<b>Details of non-compliance if applicable</b>
8	<b>Production (Live) Environment</b> a) The UAT exercise starting at least from Round 2 should be carried out on the Production environment prior to its acceptance.  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).  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.	Yes		

<b>User Acceptance Testing (UAT)</b>				
	<b>Technical Specifications Required</b>		<b>Compliance of Specification offered</b>	<b>Details of non-compliance if applicable</b>
9	<b>Acceptance or Commissioning of the Application Software</b>  The following will have to be addressed to the satisfaction of the users prior to acceptance of the system: a) All requirements of the users (including IT Security requirements) have been catered for in the Application Software. b) All identified scenarios are fully and comprehensively tested during each round of UAT. c) All bugs identified during UAT have been dealt with. d) Trainings on System Administration and Application Software have been delivered. e) All documentation is provided, including SRS (Software Requirement Specifications), design, development, test and deployment documentation, and user manuals amongst others. f) UAT sign-off (functional and non-functional) and commissioning. g) Go-Live. h) Operational acceptance sign-off.	Yes		

## **E. IMPLEMENTATION SCHEDULE**

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### **5.1 Implementation Plan**

5.1.1 The Bidder must submit an Implementation Schedule as per the model below:

Line Item No.	Subsystem / Item	Delivery (Bidder to specify in the Preliminary Project Plan)	Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)
0	Effective Date	Yes	--	--
1	Project Plan	Yes	--	W2
2	Requirements gathering	Yes	--	W6
3	Development and customization of information system	Yes	--	W20
4	Completion of training	Yes	--	W22
5	Completion of user acceptance tests	Yes	--	W23
6	Completion of data migration	Yes	--	W24
7	Completion of independent audit (before go-live)	Yes	--	W24
8	Go-live of integrated information system	Yes	--	W25
9	Completion of operational acceptance tests	Yes	--	W29

5.1.2 The schedule may be modified based on the project implementation methodology, however project duration should not delay.

### **5.2 Preliminary Project Plan**

5.2.1 The Bidder must prepare a Preliminary Project Plan describing, among other things, the methods and human and material resources that the Bidder proposes to employ in the design, management, coordination, and execution of all its responsibilities, if awarded the Contract, as well as the estimated duration and completion date for each major activity. The Preliminary Project Plan should also state the Bidder's assessment of the major

responsibilities of the Purchaser and any other involved third parties in System supply and installation, as well as the Bidder's proposed means for coordinating activities by each of the involved parties to avoid delays or interference.

- 5.2.2 In addition to the topics and points of emphasis, the Preliminary Project Plan must address steps which will be taken if there are deviations from plan and status reporting protocol.

## F. TECHNICAL RESPONSIVENESS CHECKLIST

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Note to Bidders: The following Checklist is provided to help the Bidder organize and consistently present its Technical Bid. For each of the following Technical Requirements, the Bidder must describe how its Technical Bid responds to each Requirement. In addition, the Bidder must provide cross references to the relevant supporting information, if any, included in the bid. The cross reference should identify the relevant document(s), page number(s), and paragraph(s). The Technical Responsiveness Checklist does not supersede the rest of the Technical Requirements (or any other part of the Bidding Documents). If a requirement is not mentioned in the Checklist, that does not relieve the Bidder from the responsibility of including supporting evidence of compliance with that other requirement in its Technical Bid. One- or two-word responses (e.g. “Yes,” “No,” “Will comply,” etc.) are normally not sufficient to confirm technical responsiveness with Technical Requirements.

Tech. Require. No. 1	Technical Requirement: <b><i>Functional Performance Requirements of the System (sub-section B 2.2 in Section IV above)</i></b>	<b><i>Mandatory</i></b>
Bidder’s technical reasons supporting compliance:		
Bidder’s cross references to supporting information in Technical Bid:		

Tech. Require. No. 2	Technical Requirement: <b><i>Functional and Non-Functional Specifications and Requirements (sub-section B 2.4 in Section IV above)</i></b>	<b><i>Mandatory</i></b>
Bidder’s technical reasons supporting compliance:		
Bidder’s cross references to supporting information in Technical Bid:		

Tech. Require. No. 3	Technical Requirement: <b><i>General Technical Requirements (sub-section C 2.0 in Section IV above)</i></b>	<b><i>Mandatory</i></b>
Bidder’s technical reasons supporting compliance:		
Bidder’s cross references to supporting information in Technical Bid:		

Tech. Require. No. 4	Technical Requirement: <b><i>Software Specifications (sub-section C 3.1 in Section IV above)</i></b>	<b><i>Mandatory</i></b>
Bidder’s technical reasons supporting compliance:		
Bidder’s cross references to supporting information in Technical Bid:		

Tech. Require. No. 5	Technical Requirement: <b><i>Testing and Quality Assurance Requirements (sub-section D in Section IV above)</i></b>	<b><i>Mandatory</i></b>
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

Tech. Require. No. 6	Technical Requirement: <b><i>Implementation Schedule (sub-section E in Section IV above)</i></b>	<b><i>Mandatory</i></b>
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		



## F. OTHER REQUIREMENTS

Note to Bidders: For each of the following Requirements, the Bidder must describe how its Bid responds to each Requirement. In addition, the Bidder must provide cross references to the relevant supporting information, if any, included in the bid. The cross reference should identify the relevant document(s), page number(s), and paragraph(s).

OTHER REQUIREMENTS			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
Updated and latest working version of complete source code (excluding source codes for commercial off-the-shelf software packages)) and all dependencies (software components, utilities, tools, etc.) for the proposed system to be provided to the client prior to acceptance of the system.	Yes		
The client reserves the rights to re-use and/or modify the source codes.			
Bidders must provide adequate number of valid licenses and certificate of authenticity (where applicable) for each software proposed (as appropriate) and must clearly explain its licensing policy. Bidders should include any cost associated with the licensing policy in the Price Schedule.	Yes		
Bidders should provide the latest version of all software proposed at the time of delivery without any change in cost.	Yes		
Relevant technical brochure (Original documentation) for all items proposed to be submitted.	Yes		

## **Section V. Response Templates**

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### Form 1. Bidder Information Template

Bidders are required to fill in the Bidder Information Response Template and to provide attachments in this respect where required.

1. Bidder's Legal Name <i>[insert Bidder's legal name]</i>
2. In case of JV, legal name of each party: <i>[insert legal name of each party in JV]</i>
3. Bidder's Registration Number: <i>[insert Registration Number]</i>
4. Bidder's Year of Registration: <i>[insert Bidder's year of registration]</i>
5. Bidder's Legal Address: <i>[insert Bidder's legal address]</i>
6. Bidder's Authorized Representative Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
7. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 1, above. <input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement

## Form 2. Joint Venture Partner Template

Bidders are required to fill in the Joint Venture Response Template and to upload attachments in this respect where required.

*[The Bidder shall fill in this Form in accordance with the instructions indicated below].*

Date: *[insert date (as day, month, and year) of Bid Submission]*

Procurement No.: *[insert reference number of bidding process]*

1. Bidder's Legal Name: <i>[insert Bidder's legal name]</i>
2. JV's Party legal name: <i>[insert JV's Party legal name]</i>
3. JV's Party Year of Registration: <i>[insert JV's Part year of registration]</i>
4. JV's Party Legal Address: <i>[insert JV's Party legal address]</i>
5. JV's Party Authorized Representative Name: <i>[insert name of JV's Party authorized representative]</i> Address: <i>[insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[insert email address of JV's Party authorized representative]</i>
6. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i>  <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2, above. In case of government owned entity from Mauritius, documents establishing legal and financial autonomy and compliance with commercial law.

### Form 3. Bid Submission Template

Bidders are required to complete this form with all the requested details and submit it as the first page of your bid. Ensure that your bid is authorized in the signature block below. The bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted. If your bid is not authorized, it will be rejected

Procurement Reference Number:	
Subject of Procurement:	

We offer to supply the services detailed in the Statement of Requirements, in accordance with the terms and conditions stated in your Invitation of Bids referenced above.

We confirm that we are eligible to participate in this Bid Exercise and meet the eligibility criteria specified in the Bid document.

The validity period of our Bid is \_\_\_\_\_ days from the date of the submission deadline.

We confirm that the prices quoted in the List of Services and Priced Activity Schedule are fixed and firm and will not be subject to revision or variation if we are awarded the contract prior to the expiry date of the Bid validity.

The delivery period offered is \_\_\_\_\_ days from the date of issue of a Purchase Order / Letter of Award.

**Bid Authorized By:**

Signature:

Name:

Position:

Date:

Authorized for and on behalf of:

Company: \_\_\_\_\_

Business Registration Number: \_\_\_\_\_

## **Evaluation of Mandatory Criteria**

### **1.1 Templates for mandatory evaluation criteria**

All bidders have to respond to a set of mandatory evaluation criteria in respect of:

- (i) Eligibility and Conflict of Interest
- (ii) Qualification and Experience, and
- (iii) Technical compliance

Bidders may respond to these criteria using a drop-down list on the basis of Complied, Not Complied or Partially Complied and support their response by filling in the text box provided for and/or by uploading documents where so allowed.

### **1.2 Eligibility Criteria**

#### **1.2.1 Bidders' present status**

Bidders must:

- (a) have the legal capacity to enter into a contract to supply the goods.
- (b) not be insolvent, in receivership, bankrupt, subject to legal proceedings for any of these circumstances or in the process of being wound up.
- (c) not have had their business activities suspended.
- (d) not have a conflict of interest in relation to this procurement requirement.
- (e) have a valid Business Registration Card; and
- (f) not be under a disqualification or debarment sanction.

### **1.3 Qualification and Experience**

**Qualification requirements for Bidders are:**

#### **1. Bidders Experience/Technical Capability**

During the past five (5) years, the Bidder must have completed at least two (2) successful contracts involving the customization and implementation of ERP software and provision of technical support for information systems of similar functional/technical characteristics and of a comparable or larger scale. The Bidder should produce at least one (1) testimonial as evidence of satisfactory performance within the last three (3) years.

#### **2. Personnel Capabilities:**

The Bidder must include the following minimum resource profiles in the proposed team:

**Project Manager:**

- One (1) Project Manager who possesses a bachelor's degree and/or master's degree in computer science, Information and Communication Technologies, or Management/Project Management.
- Proven experience of at least five (5) years in managing similar or larger projects.

**Software Engineer:**

- Two (2) Software Engineers who possess at least a bachelor's degree in computer science, Information and Communication Technologies, or Software Engineering.
- Proven experience of at least three (3) years in planning, designing, developing and implementing information systems. They should have at least two (2) years of experience with the ERP proposed by the Bidder.

**Software Tester:**

- One (1) Software Tester who possesses at least a bachelor's degree in computer science, Information and Communication Technologies, or Software Engineering.
- Proven experience of at least three (3) years in testing the proposed ERP or similar software.

**System/Network Engineer:**

- One (1) System/Network Engineer who possesses at least a bachelor's degree in computer science, or Information and Communication Technologies.
- Certified in system administration, network administration, cyber security or other system administration related areas.
- Proven experience of at least three (3) years in installation of hardware and software (including operating systems and database management systems).

**1.4 Technical Compliance**

Bidders must comply with the technical specifications of the items as defined by the SIFB.

## **Price Schedules Templates**

**Prices not submitted in the templates provided for will not be considered.**

Bidders are allowed to fill in their prices and other data against each line item in the template for **Base Offer**. For those items where the bidder is not submitting a quote he should insert 0 in the price(s) columns and N/A in other columns.

Where the Purchaser has invited bidders to quote for Supply, installation and commissioning of IT system/equipment/Plant using separate templates for FIN 2 -Installation cost and FIN 3 - Recurrent costs, bidders will have to carry forward the total cost from these templates to the Grand Summary Template - FIN 1.



**2.2 FIN1 - Grand Summary Cost in Mauritian Rupees**

**Bidders are required to insert prices against each item.**

Serial No	Item	Price in Mauritian Rupees excluding VAT
1		
2		
3		
4		
5		
6		
7		
8		
9		
Price Total excluding VAT		

### 2.3 FIN 2 - Supply and Installation Cost schedule in Mauritian Rupees

Bidders are required to fill in the prices against each of the item and to carry forward this price to the Grand Summary.

Items	Quantity	Unit Price (Rs) (excl. VAT)	VAT (Rs)	Total Cost (Rs) (Incl. VAT)
<b>I. SOFTWARE</b>				
<b>A. ERP SYSTEM</b>				
Supply, Customization, Installation and Post Go-Live Support of an Enterprise Resource Planning System	<b>Lot</b>			
<b>Others (Please specify e.g. any license for reporting tools)</b>				
<b>B. RDBMS</b>				
RDBMS Licenses	<b>Lot</b>			
Installation and configuration of RDBMS	<b>Lot</b>			
<b>II. INSTALLATION AT SIFB</b>				
Configuration, tuning and hardening of Operating System	<b>On all servers</b>			
<b>III. TRAINING</b>				
<b>Training on Application Software</b>	<b>Lot</b>			
<b>IV. MIGRATION</b>				
<b>Data Migration</b>	<b>Lot</b>			
<b>V. OTHERS – PLEASE SPECIFY</b>				
<b>TOTAL (Software + RDBMS + Installation etc)</b>				

Note: 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.

- 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.
- **THE BIDDER SHOULD MANDATORILY QUOTE FOR ALL ITEMS INCLUDING SUB-ITEMS AND THE OPTIONAL ITEMS.**
- **IT IS THE RESPONSIBILITY OF THE BIDDER TO INCLUDE ALL APPLICABLE CHARGES IN THE PRICE SCHEDULE FORM. NO EXTRA CHARGES WILL BE CONSIDERED.**

## Form FIN-2a (Annex to Form FIN-2)

### Rate for Application Modifications, Enhancements and/or Development

**Bidders should quote for Person-month rate (exclusive of VAT) for the resources mentioned for each year.  
(1 Person-month is equal to 22 Person-days).**

	Person-month rate (Rs) (Excl VAT) Year 1	Person-month rate (Rs) (Excl VAT) Year 2	Person-month rate (Rs) (Excl VAT) Year 3	Person-month rate (Rs) (Excl VAT) Year 4	Person-month rate (Rs) (Excl VAT) Year 5
Project Manager					
Software Engineer					
Software Tester					
System/Network Engineer					

**\* Note**

1. The above costs do not comprise of any licenses and support fees (e.g. for Operating system, RDBMS).

## **2.4 FIN 3 - Recurrent Cost Schedule in Mauritian Rupees for Years 1-5**

**Bidders are required to fill in the prices against each item on a yearly basis.**

**Please note that Support and Maintenance will be renewable yearly at the discretion of the SIFB.**

Year 1 – Total Price in MUR excluding VAT	
Year 2 – Total Price in MUR excluding VAT	
Year 3 – Total Price in MUR excluding VAT	
Year 4 – Total Price in MUR excluding VAT	
Year 5 – Total Price in MUR excluding VAT	
Grand Total	

Items	Qty	Maintenance Charges excluding VAT (labour & transport) for first 5 years (inclusive of warranty)				
		<i>Year 1</i>	<i>Year 2</i>	<i>Year 3</i>	<i>Year 4</i>	<i>Year 5</i>
<b>I. SOFTWARE</b>						
<b>A. ERP SYSTEM</b>						
ERP System	<b>Lot</b>	<b>Warranty</b>				
<b>Others (Please specify)</b>						
<b>B. RDBMS</b>						
RDBMS Licenses	<b>Lot</b>	<b>Warranty</b>				
<b>III. OTHERS – PLEASE SPECIFY</b>						
<b>TOTAL</b>						

### 2.5 FIN 3a - Recurrent Cost Schedule in Mauritian Rupees for Years 6-10

Please give an indicative cost for maintenance for Years 6-10. This will not be considered for bid evaluation.

Bidders are required to fill in the prices against each item on a yearly basis.

Please note that Support and Maintenance will be renewable yearly at the discretion of the SIFB.

Year 6 – Total Price in MUR excluding VAT	
Year 7 – Total Price in MUR excluding VAT	
Year 8 – Total Price in MUR excluding VAT	
Year 9 – Total Price in MUR excluding VAT	
Year 10 – Total Price in MUR excluding VAT	
Grand Total	

Items	Qty	Maintenance Charges excluding VAT (labour & transport) for years 6-10				
		<i>Year 6</i>	<i>Year 7</i>	<i>Year 8</i>	<i>Year 9</i>	<i>Year 10</i>
<b>II. SOFTWARE</b>						
<b>B. ERP SYSTEM</b>						
ERP System	<b>Lot</b>					
<b>Others (Please specify)</b>						
<b>C. RDBMS</b>						
RDBMS Licenses	<b>Lot</b>					
<b>III. OTHERS – PLEASE SPECIFY</b>						
<b>TOTAL</b>						



### Performance Security

*[The bank/insurance company, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]*

Date: *[insert date (as day, month, and year) of Bid Submission]*  
Procurement Reference No. and title: *[insert no. and title of bidding process]*

Bank/Insurance Company's Branch or Office: *[insert complete name of Guarantor]*

**Beneficiary:** *[insert complete name of Purchaser]*

**PERFORMANCE GUARANTEE No.:** *[insert Performance Guarantee number]*

We have been informed that *[insert complete name of Supplier]* (hereinafter called "the Supplier") has entered into Contract No. *[insert number]* dated *[insert day and month]*, *[insert year]* with you, for the supply of *[description of Goods and related Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a Performance Guarantee is required.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum(s) not exceeding *[insert amount(s)<sup>1</sup> in figures and words]* upon receipt by us of your first demand in writing declaring the Supplier to be in default under the Contract, without cavil or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This Guarantee shall expire no later than the *[insert number]* day of *[insert month]* *[insert year]*, and any demand for payment under it must be received by us at this office on or before that date.

*[signatures of authorized representatives of the bank/insurance company and the Supplier]*

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<sup>1</sup> The Bank/Insurance Company shall insert the amount(s) specified in the SCC and denominated, as specified in the SCC, either in the currency(ies) of the Contract or a freely convertible currency acceptable to the Purchaser.

## Bank Guarantee for Advance Payment

To: *[name of Purchaser]*

*[Name of Contract]*

Gentlemen and/or Ladies,

In accordance with the payment provision included in the Special Conditions of Contract, which amends Clause 15 of the Special Conditions of Contract to provide for advance payment, *[name and address of Supplier]* (hereinafter called «the Supplier») shall deposit with the Purchaser a band to guarantee its proper and faithful performance under the said Clause of the Contract in an amount of *[amount of guarantee in figures and words]*.

We, the *[bank or financial institution]*, as instructed by the Supplier, agree unconditionally and irrevocably to guarantee as primary obligator and not as surety merely, the payment to the Purchaser on its first demand without whatsoever right of objection on our part and without its first claim to the Supplier, in the amount not exceeding *[amount of guarantee in figures and words]*.

We further agree that no change or addition to or other modification of the terms of the Contract to be performed thereunder or of any of the Contract documents which may be made between the Purchaser and the Supplier, 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 received by the Supplier under the Contract until *[date]*.

Yours truly.

Signature and seal of the Guarantors

*[Name of bank]*

*[Address]*

*[Date]*

