



Sugar Insurance Fund Board

**Open National Bidding**  
for

***Development, Implementation and  
Maintenance of a Sugar Insurance  
Management System (SIMS)***

**Procurement Reference No:** [89/FY/2024]

**Project:** Implementation of a Sugar Insurance  
Management System (SIMS)

**Purchaser:** Sugar Insurance Fund Board

16 October 2024

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## Section I. Invitation for Bids (IFB)

### Invitation for Bids

#### **Invitation for Bids (IFB) (Authorised under Section 16 of the Public Procurement Act 2006)**

#### **Press Notice**

#### **Procurement Ref. No: 89/FY/2024**

The Sugar Insurance Fund Board (SIFB) hereby invites sealed bids from eligible bidders of Mauritian nationals or entities incorporated in Mauritius for **Development, Implementation and Maintenance of a Sugar Insurance Management System** (new IT platform for SIFB to handle all aspects of sugar insurance administration, including policy management, claims processing, and risk assessment) 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 “**Development, Implementation and Maintenance of a Sugar Insurance Management System - Ref: 89/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 **25 November 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.

**16 October 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, bid submission sheet
- b) the confidentiality agreement
- c) the Bidder's declaration form
- d) the Vendor background questionnaire
- e) the compliance grids
- f) 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 tender 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. Development, Implementation and Maintenance of a Sugar Insurance Management System (SIMS).

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.

Tenders 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 **25 November 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 Tenders

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 Tenders received in time, being completed prior to any Financial Tender 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 Sheet details the minimum specification 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 Tenderer of the obligations undertaken by them, the Complete Tender must be accompanied by either an original Tender Bond in the sum of one hundred thousand (MUR 100,000) or an office cheque of the same amount.

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

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

The security provided by the Tenderer whose Tender 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 Tenderer whose Tender is accepted fails to provide an Original Performance Bond within 14 days of the acceptance of his Tender the full amount of his Tender 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 tender 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 the 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 tenders. 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-month 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 tender date)	16 October 2024
Pre-Bid Meeting	30 October 2024
Last receipt of bidder clarification requests	6 November 2024
Response to clarifications or meeting discussion for any clarification requests received (if any)	To be communicated via mail within one week after last date of clarification
Request for Proposal Responses due to SIFB (Hard copy and soft copy)	25 November 2024
Final commissioning and Go-Live production date	Not more than 10 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 VIII. 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

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

<b>Line Item N°</b>	<b>Description of Goods</b>	<b>Quantity</b>	<b>Physical unit</b>	<b>Final Destination (Project Site) as specified in BDS</b>	<b>Earliest Delivery Date (in weeks after award of contract)</b>	<b>Latest Delivery Date (in weeks after award of contract)</b>
<i>1</i>	<i>Development, Implementation and Maintenance of a Sugar Insurance Management System (SIMS)</i>	<i>1</i>	<i>1</i>			<i>Ten (10) Months from the date of signature of contract</i>

## 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:

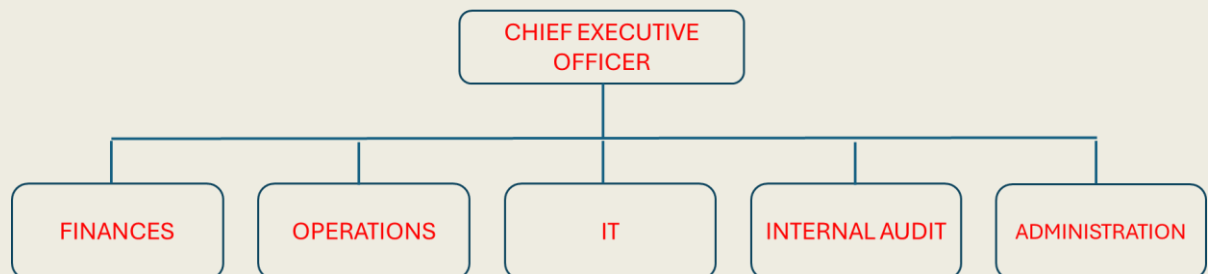
- Sugarcane planters,
- Metayers (sharecroppers),
- Millers,

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, parking rentals, motor vehicle loans, personal loans, and 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 Section conducts various types of surveys related to sugarcane plantations, develops and maintains a comprehensive, geographically referenced basemap of Mauritius. This basemap, integrated with a Geographic Information System (GIS), enables SIFB to visualize and analyze their data spatially.</p>	52
3.	IT	The IT Unit of the SIFB is divided into two sub departments:	7

## Section IV. Terms of Reference

No.	Department	Function	Number of staffs
		<p>The Software Engineering department maintains and updates existing software applications at SIFB. They can add new features based on user feedback or changing business needs.</p> <p>The Systems and Network department ensures the smooth operation of IT infrastructure like servers, networks, and computers. This includes updates, troubleshooting malfunctions, and regular maintenance for optimal 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
5.	Administration	<p>The Administration department consists of several sub departments:</p> <p>HR: Oversees the entire employee lifecycle, from recruitment and onboarding to training, leave management, and retirement.</p> <p>Registry: Manages SIFB's document infrastructure, including filing, record-keeping, scanning, and archiving.</p> <p>Admin: Handles day-to-day office tasks like reception, maintaining a clean environment, and providing driving support.</p> <p>Procurement: Sources and acquires the necessary goods and services to keep the business running smoothly.</p> <p>Maintenance: Ensures the facility functions optimally by maintaining equipment and assets.</p>	21



## 1.2 Business Objectives of the Purchaser

Currently, all the core processes and operations related to Sugar Insurance are managed by an IT System developed using UNIFACE, a low-code development and deployment platform application suite. This platform presents a significant maintenance challenge as finding skilled personnel in Mauritius to maintain this legacy system is difficult because there are very few software engineers with UNIFACE skills. This leaves SIFB vulnerable to disruptions and delays in critical system maintenance, impacting overall business continuity.

SIFB has therefore decided to move away from UNIFACE and to redevelop a Sugar Insurance Management Systems with state-of-the-art technology.

The new SIMS is expected to bring significant benefits to SIFB:

**Improved Efficiency and Accuracy:** faster turnaround times and reduced errors.

**Enhance data management and reporting capabilities** to gain better insights into sugar insurance operations. This can help identify trends, improve risk mitigation strategies, and optimize resource allocation.

**Enhanced Customer Service:** Provide a platform for stakeholders like sugar cane planters and millers to access and manage their data.

**Streamline communication and information** sharing between SIFB, planters, millers and organizations involved in the industry.

**Reduced Costs:** Minimize administrative expenses associated with manual processes.

**Increased Transparency and Compliance:** Improve auditability and transparency of insurance processes.

The implementation of the SIMS 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

## Section IV. Terms of Reference

located at MCIA at Redit. 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.	HR & Payroll System (Customized Application developed on Uniface)	HR & Payroll
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.

This RFP seeks to replace the existing Uniface-based insurance system with a modern, state-of-the-art software solution.

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## B. BUSINESS FUNCTION AND PERFORMANCE REQUIREMENTS

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### 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 a Sugar Insurance Management System to integrate and manage critical processes related to Sugar Insurance. 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 tender:
- 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 SIMS application.
- 2.1.4 **Design and development:** Based on the outcome of the requirements gathering exercise, the information system design should be documented by the Bidder. Using the documented design which will be validated by the SIFB, 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 IV) (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 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 terms of the support and maintenance contract and/or service level agreement must be included in the proposal submissions.
- 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: 65**  
This license will grant full access to the SIMS platform, allowing users to perform various tasks like registering sugar cane planters, performing field surveys, processing land permits, generating reports, etc.
- **Expected number of end users requiring Portal Access: maximum of 10000.**  
We expect custom portals for specific purposes, designed to provide limited functionalities without requiring a full user license to be available on the SIMS platform. For instance, sugar cane planters will be able to submit yearly registrations or submit claims, etc. There are about 10,000 sugar cane planters in Mauritius, however we expect the use of the online portal to increase gradually.

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.

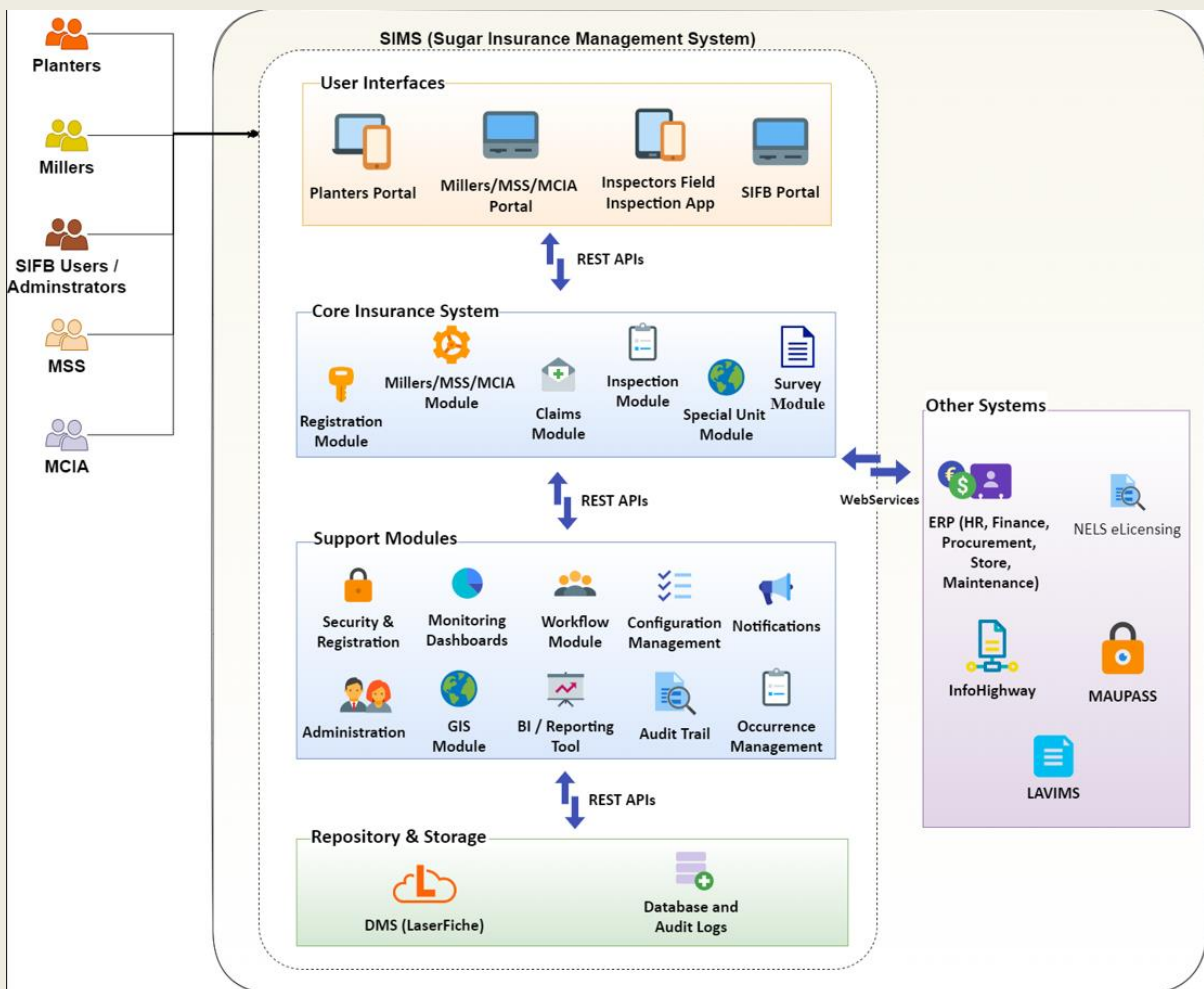
2.2.3 The Bidder should also quote for support and maintenance of all software and should ensure that the latest version of software is installed and is patched with

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 Architecture of the new IT system

The conceptual components of the target system are illustrated below. Note that this is for representation only and Bidders can propose solutions which are structured differently (e.g., modules), as long as the requirements are met.



The SIMS platform should consist of 5 main components, namely:

- User portals
- Core Insurance system
- Support modules

- Repository and Storage
- Interfaces with external systems.

### 2.3.1. User portals

#### 2.3.1.1. Planters portals

The development of a dedicated planter's online platform will revolutionize the way planters interact with SIFB, offering a convenient and efficient self-service experience. The portal will be accessible on laptops and mobile devices through a web responsive development.

The key features of the Planter's Portal will be:

- **Simplified Registration:** Planters will be able to register themselves and their holdings directly through the portal, eliminating the need for physical visits at SIFB offices. This streamlined process will save time and resources for both planters and SIFB staff.
- **Data Transparency:** The portal will provide planters with secure access to their data, allowing them to view and update their holding information at their convenience. This transparency fosters trust and empowers planters to maintain accurate records.
- **Claim Management:** The portal will offer a dedicated section for managing claims. Planters can submit claims online, track their progress, and access relevant information about the claims process.
- **Occurrence Management:** The portal will include a dedicated section for planters to submit online requests or complaints (which are referred to as Occurrence at SIFB) to SIFB. Planters can also track the progress of their submissions within the portal.
- **Digital Registration Card:** Upon successful registration, planters will be able to download a digital registration card directly from the portal. This readily accessible digital format ensures convenient access to this important document.

#### 2.3.1.2. Millers / MSS / MCIA portals

Portals will be developed to SIFB's external stakeholders to electronically upload their data to the SIFB, streamlining the data collection process.

For instance, the millers' portal will enable sugar mills to electronically submit planter harvest data directly to the SIFB.

Data will be electronically validated during the upload process. Any errors, such as formatting issues, will result in the upload being rejected.

#### 2.3.1.3. Inspectors Field Inspectors App

The Field Inspection App will equip inspectors with a powerful tool to streamline field

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inspections and enhance data collection capabilities.

The Field Inspection App will offer the following core features:

- **Interactive Mapping with GPS:** Inspectors will be able to use the app to directly identify land plots on an interactive map integrated with GPS. This will ensure location accuracy and simplify field navigation.
- **Real-time Data Capture:** The app will allow for electronic data entry directly during field inspections. This eliminates the need for manual transcription later, minimizing potential errors and improving data integrity.
- **Offline Functionality:** The app will function even in areas with limited or no internet connectivity. Data collected offline will be seamlessly synchronized once a connection is re-established, ensuring data capture even in remote locations.
- **Automated Travel Expense Calculation:** Automatic calculation of travel refunds based on GPS-recorded distances traveled during inspections.
- **Integration with new Insurance System:** The app will seamlessly integrate with the new Insurance System to allow for automatic data transfer, eliminating manual data entry and reducing potential errors.
- **Data Analytics Integration:** The app could potentially be integrated with data analytics tools, allowing inspectors to access real-time insights or historical data while in the field. This can inform decision-making during inspections and potentially identify areas requiring further investigation.
- **Improved User Interface:** The app will be designed with a user-friendly interface, considering feedback from inspectors to ensure a smooth and intuitive experience during field data collection.

The Field Inspection App will leverage mobile technology and will empower inspectors, enhance data collection accuracy, and ultimately optimize the entire field inspection process.

### 2.3.2. Core Insurance Systems

The Core Insurance System will handle the functionalities needed to manage Sugar Cane Insurance.

#### *Registration Module*

The system will facilitate secure data entry and verification of planter information, including land area under cultivation. This will ensure accurate insurance premium calculations based on actual risk exposure.

#### *Inspection Module*

This module will seamlessly integrate with the Field Inspection App. Data collected through

the app, including geo-located field data and observations, will be directly transferred to the core system, eliminating manual data entry, and reducing potential errors.

#### ***Claims Module***

This module will allow the Claims department to process claims submitted by the planters, ensuring all essential information and supporting documentation are collected up front. This will reduce the need for back-and-forth communication and potential delays.

#### ***Special Unit Module***

The system will allow the Special Unit department to handle their various functions related to land and planters, such as land conversion, issuance of duty-free certificates, request for information etc.

#### ***Survey Module***

The system will provide the Survey Section with a comprehensive platform for managing and analyzing spatial data, enabling efficient data collection and processing, seamless integration with other departments' systems, and advanced GIS capabilities.

#### ***Millers/MSS/MCIA Module***

The system will collect and manage data exchanged from SIFB's external stakeholders, and reconcile with SIFB data.

### **2.3.3. Support Modules**

#### ***a) Security & Registration***

This module will provide for improved security to ensure that only the required officers have access to the system.

On top of the usual user login and password system to grant access, we recommend also implementing a Token-based authentication process. This process uses tokens, such as a One-Time Password generated and signed by the authentication server, to verify the identity of users. When a user attempts to access the system, he must present a valid token. The security module will then verify the token to ensure that it is authentic and that it has not expired.

The system will also provide for functionalities like reset password and forgot password. These will be available as a self-service functionality for each user.

#### ***b) Reporting & Dashboards***

The dashboards and reports module will provide for the following:

- **Reports**: structured reports used to monitor basic performance indicators e.g., number



of complete registrations, number of claims. The reports are available to download in PDF format or exported to Excel.

- **Dashboards:** interactive dashboards that supports senior officers to understand the performance of their system and staff, and subsequently identify low and high performing areas so they can respond accordingly. The Dashboards will present different KPIs for officers which will enable them to follow the productivity of the different resources.

### *c) GIS (Geographic Information System)*

The Information system will incorporate a GIS software which will have the following functionalities:

- Create a central repository for all land information with geospatial references.
- Enable efficient retrieval of plot history based on spatial queries.
- Simplify tasks like generating land use maps and visualizing land ownership.
- Improve decision-making by providing a holistic view of land data.

### *d) Occurrence Management*

The Information system will contain a module to

- Receive and acknowledge complaints and requests from planters,
- Investigate complaints and take appropriate action,
- Provide feedback to planters.

### *e) System Administration*

#### **a. User Repository**

The new Insurance system will consist of different user roles present in the different SIFB processes and workflows. Each of the users will have different roles and responsibilities.

#### **b. Configuration management**

The new Insurance system will be a highly customizable system which will be adaptable to the SIFB end users.

The system will allow for the following configurations to be done:

- User groups and roles
- Auditing levels
- System parameters
- List of Values

These configurations will be available to the system administrator, who will also be able to monitor the system health through monitoring dashboards which will be provided for monitoring of all nodes.

#### **c. Backup / Restore**

The new system will generate a lot of data, and it is very important that these are backed up

properly. It will provide for the proper processes and steps for the backup of the system. Automated backups will also be configured to ensure that there is minimal human intervention from an officer for the backup of the data.

#### *f) Audit Trails*

Since the Insurance system will keep very sensitive data, there is a need for accountability with the system.

An IT audit trail is a record of all activity that takes place within an IT system. This includes user activity, system events, and data changes. Audit trails are important for several reasons, including:

- **Security:** Audit trails can be used to detect and investigate security breaches. For example, an audit trail can show who accessed a system at a particular time and what actions they took. This information can be used to identify and track down attackers.
- **Troubleshooting:** Audit trails can be used to troubleshoot problems with IT systems. For example, if a system is experiencing performance issues, an audit trail can be used to identify the processes or users that are causing the problem.
- **Data integrity:** Audit trails can be used to ensure the integrity of data. For example, an audit trail can show who made changes to a particular data file and what those changes were. This information can be used to identify and correct any unauthorized or erroneous changes.

Audit trails will be viewed by the Officer in charge and any other authorized user.

#### *g) User support and Help*

The system will also cater for online help and user guides so that the users are able to browse through the application in case they have some issues. It will also provide for tips and helps on the user interface itself.

### **2.3.4. Repository and Storage**

The system will have to interface with Laserfiche, a Document Management System currently used by SIFB to store, manage, and track copies of all documents, including PDFs scanned copies of paper documents, Word documents, images, and emails.

Data storage will be done in a database that will be provided by the user.

### **2.3.5. Interfaces**

To ensure seamless data exchange and efficient operation, the new Sugar Insurance Management System (SIMS) will have to be interfaced with other external systems used by the SIFB.

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**a) SIFB ERP System**

The bidder will be responsible for developing robust interfaces that facilitate two-way communication between the SIMS and the Enterprise Resource Planning (ERP) system that will be implemented to manage support functions at SIFB. This integration will enable real-time data synchronization for tasks such as payment of claims within the Finance system and employee data retrieval from the HR system.

**b) MauPass (National Authentication Framework)**

The MauPass platform will serve as the primary authentication mechanism for planters accessing the Planters Portal, ensuring adherence to the national standardized authentication protocols.

**c) Info Highway for data sharing**

In alignment with the government's data-sharing policy, which recommends the use of Info Highway for inter-agency data exchange, the Info Highway platform will facilitate data sharing between the Planters portal and the Civil Status division for validation of planter's NID during registration process.

**d) LAVIMS**

LAVIMS (Land Administration and Valuation Information Management System), a system of the Ministry of Housing and Land Planning to manage land-related information. It is used by the Survey section to obtain up-to-date land information crucial for their surveys and mapping activities.

**e) NELS**

NELS (National e-Licensing System), is the system managed by the Economic Development Board to act as a single point of entry for applying, paying, processing, and obtaining business-related licenses. An interface will be set up so that all requests for land conversion permit recorded in NELS is automatically transferred to the Special Unit module of the SIMS

## **2.4 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 the 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.

**A detailed Standard Operating Procedures (SOP) manual is enclosed with this Bidding Document as Annex A and should help the bidders to understand the requirements described below for the implementation of the SIMS.**

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 to capture updated or supplementary information.	Critical	
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	
GEN-18	User interface	Allow for user friendly data entry capabilities enabling	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
		a minimum of keystrokes for data capture.		
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, and which covers the following information at a minimum: <ul style="list-style-type: none"> <li>• Username</li> <li>• Type of change</li> <li>• Date of change</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>• 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	
GEN-36	Performance	The system shall be deployed in a High Availability (HA) configuration at the SIFB. The appropriate load	Critical	



Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
	and reliability	balancing should be configured to ensure that the setup is highly resilient and reliable, thereby minimizing downtime and optimizing system performance		
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	
GEN-43	Reporting	Allow the length/number of periods which are reported upon, to be user adjusted/specified to suit	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
		different user requirements.		
GEN-44	Reporting	<p>Present the following information on all generated reports in the header or footer:</p> <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	Others	Support remote access to the different applications using secure connections.	Critical	
GEN-49	Configurability	Support customisation through configurations/parameters, instead of hard coding parameters in source code.	Critical	

## 2. User Interfaces

### 2.1. Sugar Cane Planters Portal

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
SCP-01	Planters Registration	Authentication to the Planters Portal for the planters will be done through the MauPass platform.	Critical	
SCP-02	Planters Registration	Allow Sugar cane planters to do a draft registration to SIFB.	Critical	
SCP-03	Planters Registration	<p>Allow the capture of all data fields related to planters' registration. The system shall mark as mandatory all fields corresponding to the minimum data required in each new registration application. Example of data fields are:</p> <ul style="list-style-type: none"> <li>• SIFB Plot Reference Number</li> <li>• Name of Applicant</li> <li>• Type of Applicant (Individual, legal entity)</li> <li>• Telephone Number</li> <li>• Address</li> <li>• National Identity Card number</li> <li>• Description of Plantation <ul style="list-style-type: none"> <li>○ Surface Area</li> <li>○ Geographical Location</li> </ul> </li> <li>• Data related to previous registrations</li> <li>• Other cane plantations owned by the applicant</li> <li>• Declaration of Applicant</li> <li>• Consent of Applicant</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
SCP-04	Planters Registration	Perform NID check and retrieve planters' available data from the Central Population Database through Info Highway.	Critical	
SCP-05	Planters Registration	Perform validation checks on key data input fields, to ensure accurate data is input.	Critical	
SCP-06	Planters Registration	Allow planters to perform data modification.	Critical	
SCP-07	Planters Registration	Allow planters to query information (including uploaded documents) relating to existing registration.	Critical	
SCP-08	Planters Registration	Prevent the creation of duplicate records.	Critical	
SCP-09	Document management	Support checklists of documentation/information required for registration, e.g. NID Card, Proof of Address, Title / Lease deeds, site location plan, etc.	Critical	
SCP-10	Document management	Allow end-users to upload documents to applications and support the mapping /linkage of the uploaded documents to checklist items.	Critical	
SCP-11	Document management	Prevent the full processing of an application unless all mandatory documents (as defined in the relevant checklists) are submitted.	Critical	
SCP-12	Document management	Include validation checks to prevent uploading of duplicate documents.	Critical	
SCP-13	Correspondence generation	Support the generation of a letter listing all missing information when an incomplete application is raised.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
SCP-14	Correspondence generation	Allow generation of various types of correspondences based on pre-defined and user-customisable templates, as part of application processing workflow (e.g., letters).	Critical	
SCP-15	Registration Card Issuance	Allow the planter to download / print his registration card once it is issued.	Critical	
SCP-16	Claims Submission	Allow Sugar cane planters to submit claims to SIFB following a fire or damage to their sugar cane plantation, including date, time, location, and estimated area affected.	Critical	
SCP-17	Claims Submission	Allow Sugar cane planters to view the status of their submitted claims.	Critical	
SCP-18	Occurrence	Allow planters to create and submit a request / complaint by capturing the following information at a minimum: <ul style="list-style-type: none"> <li>• Date (automatically generated by the system)</li> <li>• Request number (automatically generated by the system)</li> <li>• Complainant details (to be retrieved by the system from user login)</li> <li>• Category of request / complaint</li> <li>• Description of request / complaint</li> </ul>	Critical	
SCP-19	Occurrence	Allow upload of documents and integration with the Electronic Document Management System for attachment of documents to the complaint/request.	Critical	
SCP-20	Occurrence	Allow complainants to view the status of the request / complaint and feedback from the SIFB at any point in time.	Critical	



## 2.2. Millers/MSS/MCIA Portal

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
MIP-01	Data import	Ability to import data in various formats (CSV, Excel, etc.) as provided by different stakeholders.	Critical	
MIP-02	Data import	Validate format of imported file to ensure all data fields are provided.	Critical	
MIP-03	Data import	Perform validation checks to ensure data accuracy and consistency (e.g., verifying cane weight ranges, planter IDs, etc.)	Critical	
MIP-04	Data import	Allow millers to resubmit corrected data files.	Critical	
MIP-05	Query	Allow end-users to query information about uploaded data files.	Critical	
MIP-06	Query	Enable millers to access and import valid planter registration data for the current crop year.	Critical	
MIP-07	Data consistency	Prevent the upload of duplicate files.	Critical	
MIP-08	Data consistency	Identify any mismatch between planter and region codes used by SIFB and millers.	Critical	

### 2.3. Field Inspectors Mobile App

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
INS-01	Inspection scheduling and management	Allow field inspectors to know their inspection schedules, including start and end dates and inspection types (pre-registration, post-registration, post-harvest).	Critical	
INS-02	GIS Integration	Integrate with GIS system to map and visualize sugarcane field locations.	Critical	
INS-03	GIS Integration	Ability to convert the GPS locations into UTM zone 40S (Universal Transverse Mercator). This is the current standard used by LAVIMS and used at SIFB in its drawings.	Critical	
INS-04	Inspection scheduling and management	Enable GPS tracking to perform real-time tracking of inspector locations to ensure adherence to schedules and optimize routes.	Critical	
INS-05	Inspection scheduling and management	Enable field inspectors to record their attendance by checking in and out within the app. Simultaneously, capture GPS coordinates at the time of check-in and check-out to verify attendance location.	Critical	
INS-06	Data Collection and Entry	Ability to capture more than one GPS location for a single plot to enable calculation of area of plot.	Critical	
INS-07	Data Collection and Entry	Allow field inspectors to collect field data during their inspections, including: <ul style="list-style-type: none"> <li>• Area under cane</li> <li>• Area uprooted/replanted</li> <li>• Crop conditions (weeds, fertilization, gaps, pests,</li> </ul>	Critical	



Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
		<p>diseases)</p> <ul style="list-style-type: none"> <li>• Damage caused by natural disasters</li> <li>• Drain maintenance</li> <li>• Post-harvest adjustments (cuttings, unharvested canes, harvested but left, etc.)</li> </ul> <p><b>A copy of the Inspection field book is provided in Annex B.</b></p>		
INS-08	Data Collection and Entry	Built-in checks to ensure data accuracy and consistency.	Critical	
INS-09	Data Collection and Entry	Ability to attach photos as evidence for field conditions.	Critical	
INS-10	Data Collection and Entry	Ability to retrieve data from previous inspections for update (e.g. retrieve data from pre-registration inspection to perform post-registration inspection).	Critical	
INS-11	Data Update	Ability to update data.	Critical	
INS-12	Integration with Insurance module	Interface with the Core Insurance system to exchange data.	Critical	
INS-13	Fire Incident Inspection	<p>Ability to record inspection findings, including area burnt, cut and left, harvested, and other relevant details.</p> <p><b>A copy of the Fire Inspection field book is provided in Annex C.</b></p>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
INS-14	Travel refunds	Calculation of travel refunds to field inspectors based on GPS-recorded distances traveled during inspections.	Critical	
INS-15	Travel refunds	Implementation of a workflow to approve travel refunds to field inspectors.	Critical	
INS-16	Travel refunds	Interface to send travel refund amounts for each field inspector to ERP system for payment processing.	Critical	

### 3. Registration Module

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
REG-01	Data capture	<p>Allow SIFB officers to capture all data fields related to planters' registration. The system shall mark as mandatory all fields corresponding to the minimum data required in each new registration application. Example of data required are:</p> <ul style="list-style-type: none"> <li>• SIFB Plot Reference Number</li> <li>• Name of Applicant</li> <li>• Type of Applicant (Individual, legal entity)</li> <li>• Telephone Number</li> <li>• Address</li> <li>• National Identity Card number</li> <li>• Description of Plantation <ul style="list-style-type: none"> <li>○ Surface Area</li> <li>○ Geographical Location</li> </ul> </li> <li>• Data related to previous registrations</li> <li>• Other cane plantations owned by the applicant</li> <li>• Declaration of Applicant</li> <li>• Consent of Applicant</li> </ul>	Critical	
REG-02	Data capture	Allow the registration of planters based on applications received through the Planters Portal.	Critical	
REG-03	Data capture	Perform validation checks on key data input fields, to ensure accurate data is input.	Critical	
REG-04	Data capture	Allow end-users to perform data modification.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
REG-05	Data capture	Allow end-users to query information (including uploaded documents) relating to existing registration.	Critical	
REG-06	Data capture	Prevent the creation of duplicate records.	Critical	
REG-07	Data capture	Allows draft registration (when planters may not possess relevant documents seeking to establish their right to be registered in relation to a particular plot).	Critical	
REG-08	Document management	Support checklists of documentation/information required for registration, e.g. NID Card, Proof of Address, Title / Lease deeds, etc.	Critical	
REG-09	Document management	Support checklists of documentation/information required for registration by a planter's representative, e.g. a signed and dated authorisation letter from the planter, a power of attorney, etc.	Critical	
REG-10	Document management	Allow end-users to upload documents to applications and support the mapping /linkage of the uploaded documents to checklist items.	Critical	
REG-11	Document management	Prevent the full processing of an application unless all mandatory documents (as defined in the relevant checklists) are submitted.	Critical	
REG-12	Document management	Include validation checks to prevent uploading of duplicate documents.	Critical	
REG-13	Correspondence generation	Support the generation of a letter listing all missing information when an incomplete application is raised.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
REG-14	Correspondence generation	Allow generation of various types of correspondences based on pre-defined and user-customisable templates, as part of application processing workflow (e.g., letters).	Critical	
REG-15	Workflow	Support the definition and customisation of workflows, for the review and approval of registrations.	Critical	
REG-16	Workflow	Automatically update the status of registration based on pre-defined rules. For example: <ul style="list-style-type: none"> <li>• Draft (awaiting documentation to confirm registration)</li> <li>• Cancelled (application is cancelled)</li> <li>• Approved</li> <li>• Rejected (application has been rejected)</li> </ul>	Critical	
REG-17	Reporting	Provide a report of all registrations still in draft status within a user-defined period.	Critical	
REG-18	Reporting	Provide a report of all registrations in a user-defined period per applicant type.	Critical	
REG-19	Reporting	Provide a report of registrations issued per factory area	Critical	
REG-20	Reporting	Provide reports allowing analysis of information along pre-defined/user-defined dimensions or criteria.	Essential	
REG-21	Registration Card issuance	Generate a digital and printable registration card.	Critical	
REG-22	Registration Card issuance	Automatically cancel the previous registration card once an amended card is issued.	Critical	
REG-23	Data Analysis	Allow comparison with previous registration data for analysis.	Critical	

**Inspection Module**

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
INS-01	Inspection scheduling and management	Allow creation and management of inspection schedules, including start and end dates, assigned inspectors, and inspection types (pre-registration, post-registration, post-harvest).	Critical	
INS-02	Inspection scheduling and management	Workflow for schedule approval by Area Managers	Critical	
INS-03	Inspection scheduling and management	Allow flexibility to modify schedules as needed, with notifications to relevant parties.	Critical	
INS-04	Data Review	Allow reviewing and updating data captured during field inspection.	Critical	
INS-05	Data Collection and Entry	Perform built-in checks to ensure data accuracy and consistency.	Critical	
INS-06	Reporting	Ability to generate and customize reports on inspection data, including summaries, trends, and anomalies.	Critical	
INS-07	GIS Integration	Integration with GIS to map field locations and overlay data for analysis.	Critical	
INS-08	Fire Incident Management	View data on fire incidents submitted online by planters for inspection purposes.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
INS-21	Fire Incident Management	Allow automatic generation of incident reports upon declaration.	Critical	
INS-22	Fire Incident Management	Enable assignment of inspectors to investigate fire incidents based on location and availability.	Critical	
INS-23	Fire Incident Management	Creation and management of fire inspection schedules.	Critical	
INS-24	Fire Incident Management	Ability to view and update inspection findings, including area burnt, cut and left, harvested, and other relevant details.	Critical	
INS-25	Fire Incident Management	Ability to attach photos as evidence of fire damage.	Critical	
INS-26	Fire Incident Management	Mechanism for recording planter or representative's presence during inspection and obtaining their signature (digital or physical).	Critical	
INS-27	Data Validation	Checks for data consistency and accuracy	Critical	
INS-28	Reporting	Generation of reports on fire incidents, including frequency, causes, and loss assessments	Critical	
INS-29	Workflow	Track the progress of fire claims through different stages (declaration, inspection, assessment, payment).	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
INS-30	Document management	Storage and retrieval of fire-related documents (declarations, inspection reports, correspondence).	Critical	
INS-31	GIS Integration	Mapping of fire locations for analysis and visualization.	Critical	
INS-32	Integration	Seamless transfer of fire data to the claims department for compensation processing.	Critical	



#### 4. Claims Module

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
CLA-01	Data Management	Allow the classification of planters according to Growing Unit, Large Planter or Experimental groups.	Critical	
CLA-02	Data Management	Import historical data on Harvest Extents (HE), Sugar Accruing (SA), factory efficiency, and other relevant parameters from various sources (Payment Information, Miller's Assessment files, etc.).	Critical	
CLA-03	Data Management	Ability to clean and validate imported data for accuracy and consistency.	Critical	
CLA-04	ISH Calculation	Automated calculation of ISH (Insurable Sugar per Hectare) for common management groups based on the specified formulas and criteria.	Critical	
CLA-05	ISH Calculation	Automated calculation of ISH for single accounts based on the specified formulas and criteria.	Critical	
CLA-06	ISH Calculation	Automated calculation of ISH for growing units, including identification of large planters and merging of SA and HE data.	Critical	
CLA-07	ISH Calculation	Identification of the three best years for each calculation type based on specified criteria (Sugar Accruing per Hectare @100%).	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
CLA-08	ISH Calculation	Calculation of final ISH values based on the selected best years and specified formulas.	Critical	
CLA-09	Data Verification and Validation	Verification of data consistency between different data sources and within the system.	Critical	
CLA-10	Data Verification and Validation	Verification of correct application of formulas in ISH calculations.	Critical	
CLA-11	Data Verification and Validation	Verification of the accuracy of selected best years.	Critical	
CLA-12	Data Verification and Validation	Comparison of calculated ISH values with previous years and system generated figures.	Critical	
CLA-13	Reporting	Generation of reports on ISH values for different account types and common management groups.	Critical	
CLA-14	Reporting	Tools for analyzing ISH trends and patterns over time.	Critical	
CLA-15	Reporting	Comparison of manually calculated ISH values with system generated figures.	Critical	
CLA-16	Event Year Determination	Calculation of the prescribed percentage of Total Insurable Sugar for each area.	Critical	
CLA-17	Event Year Determination	Comparison of Total Sugar Accrued with the prescribed percentage to determine if an event year has occurred.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
CLA-18	Event Year Determination	Functionality to declare an event year based on the calculation results.	Critical	
CLA-19	Event Year Determination	Analysis of sugar yield trends to identify potential event years.	Critical	
CLA-20	Event Year Determination	Mapping of sugar yield data to identify regional patterns and impacts.	Critical	
CLA-21	Reporting	Generation of reports on event years, including affected areas and reasons.	Critical	
CLA-22	Data Visualisation	Charts and graphs to visualize sugar yield trends and event year patterns.	Critical	
CLA-23	Compensation Calculation Engine	Calculation of total general compensation for each growing unit based on the specified formulas, including TIS, First Loss, and Sugar Accruing.	Critical	
CLA-24	Compensation Calculation Engine	Allocation of total general compensation to individual planters based on their HE or adjusted HE (AHE).	Critical	
CLA-25	Compensation Calculation Engine	Calculation of compensation for large planters based on their individual ISH and other relevant factors.	Critical	
CLA-26	Compensation Calculation Engine	Calculation of AHE for planters with adverse reports on weeds or improper fertilization.	Critical	
CLA-27	Reporting	Generation of reports on individual and total compensation amounts.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
CLA-28	Reporting	Tools for analyzing compensation trends and patterns	Critical	
CLA-29	Reporting	Analysis of the impact of event years on compensation amounts.	Critical	
CLA-30	Destroyed Plantations Assessment	Calculation of TIS short produced, general compensation, general premium, fire premium, and net compensation for individual planters.	Critical	
CLA-31	Destroyed Plantations Assessment	Calculation of TIS short produced, general compensation, general premium, fire premium, and net compensation for millers.	Critical	
CLA-32	Destroyed Plantations Assessment	Checks to prevent double payments under destroyed plantations and normal general assessment.	Critical	
CLA-33	Destroyed Plantations Assessment	Verification of data consistency and adherence to calculation formulas.	Critical	
CLA-34	Intercrop fire assessment	Determination of eligibility for intercrop fire compensation by accessing data input by the sugar cane planter and the field inspectors.	Critical	
CLA-35	Intercrop fire assessment	Calculate partial or total fire compensation based on data such as area burnt, extent burnt, ISH, burnt cane assessment (damaged, destroyed, harvested).	Critical	
CLA-36	Intercrop fire assessment	Generate payment	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
CLA-37	Reporting	Generation of reports on intercrop fire compensation paid.	Critical	
CLA-38	Transport Allowance	Verification of planter eligibility for transport allowance based on specified criteria (fire occurrence, factory location, etc.).	Critical	
CLA-39	Transport Allowance	Integration of eligibility criteria for Fire Transport Allowance.	Critical	
CLA-40	Transport Allowance	Determination of the correct rate category based on burnt cane weight.	Critical	
CLA-41	Transport Allowance	Calculation of road distance between the burnt plantation and the factory outside the EFA.	Critical	
CLA-42	Transport Allowance	Calculation of transport allowance based on burnt cane weight, road distance, and applicable rate.	Critical	
CLA-43	Payment Processing	Generation of payment lists for eligible planters.	Critical	
CLA-44	Reporting	Creation of summary reports for financial and administrative purposes.	Critical	
CLA-45	Reporting	Generation of statement of account for planters and send to planters in password protected PDF files.	Critical	
CLA-46	Reporting	Generation of reports on transport allowance payments.	Critical	
CLA-47	Reporting	Tools for analyzing transport allowance trends and patterns.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
CLA-48	Current Account Balance Reconciliation	Calculation of opening, closing, debit, and credit balances for each account.	Critical	
CLA-45	Current Account Balance Reconciliation	Generation of current account balance lists in the required format.	Critical	
CLA-46	Current Account Balance Reconciliation	Recording of new debit or credit transactions with relevant details (account number, amount, reason, etc.).	Critical	
CLA-47	Current Account Balance Reconciliation	Automatic update of current account balances based on new transactions.	Critical	
CLA-48	Current Account Balance Reconciliation	Comparison of opening and closing balances with calculated balances.	Critical	
CLA-49	Current Account Balance Reconciliation	Verification of transactions against supporting documents.	Critical	
CLA-50	Current Account Balance	Identification and resolution of discrepancies between balances.	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
	Reconciliation			
CLA-51	Current Account Balance Reconciliation	Generation of reports on reconciliation results and discrepancies.	Critical	
CLA-52	Current Account Balance Reconciliation	Tools for analyzing current account balance trends and patterns.	Critical	

## 5. Special Unit Module

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
SPU-01	Land Conversion Permit	Online portal for the Ministry of Agro-Industry and Food Security to submit LCP requests with required documents.	Critical	
SPU-02	Land Conversion Permit	Tracking of LCP status throughout the process (received, assigned, in progress, completed).	Critical	
SPU-03	Land Conversion Permit	Ability to interface with Laserfiche to securely store, retrieve and manage submitted documents.	Critical	
SPU-04	Land Conversion Permit	Integration with land registry or GIS system to identify land plots based on provided information.	Critical	
SPU-05	Land Conversion Permit	Scheduling and management of site visits for land verification.	Critical	
SPU-06	Land Conversion Permit	Creation and management of site visit reports.	Critical	
SPU-07	Land Conversion Permit	Automatic calculation of processing fees based on request type.	Critical	
SPU-08	Land Conversion Permit	Integration with payment system for fee collection.	Critical	



Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
SPU-09	Land Conversion Permit	Generation of electronic or physical receipts for payments.	Critical	
SPU-10	Land Conversion Permit	Workflow for LCP processing, including assignment of tasks to different departments and approval stages.	Critical	
SPU-11	Land Conversion Permit	Generation of LCP reports based on retrieved data and analysis.	Critical	
SPU-12	Land Conversion Permit	Workflow for approval of LCP reports by CEO, COO, and LS/SLS.	Critical	
SPU-13	Land Conversion Permit	Generation of reports on LCP processing metrics and statistics.	Critical	
SPU-14	Duty Free Certificate	Online portal for planters to submit DFC applications with required documents.	Critical	
SPU-15	Duty Free Certificate	Tracking of DFC application status throughout the process (received, assigned, in progress, completed).	Critical	
SPU-16	Duty Free Certificate	Ability to interface with Laserfiche to securely store, retrieve and manage submitted documents.	Critical	
SPU-17	Duty Free Certificate	Access to planter registration data for the past two years.	Critical	
SPU-18	Duty Free Certificate	Verification of planter eligibility based on minimum extent under cane requirement.	Critical	
SPU-19	Duty Free	Automatic generation of DFC based on approved	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
	Certificate	application.		
SPU-20	Duty Free Certificate	Workflow for DFC approval by CEO, COO, and LS/SLS.	Critical	
SPU-21	Duty Free Certificate	Automatic calculation of processing fee.	Critical	
SPU-22	Duty Free Certificate	Integration with payment system for fee collection.	Critical	
SPU-23	Duty Free Certificate	Generation of electronic or physical receipts for payments.	Critical	
SPU-24	Duty Free Certificate	Sending notifications to applicants about application status, fee payment, and DFC availability.	Critical	
SPU-25	Duty Free Certificate	Electronic or physical delivery of approved DFCs to applicants.	Critical	
SPU-26	RFI Process	Record submission of RFI requests with required documents.	Critical	
SPU-27	RFI Process	Tracking of RFI status throughout the process (received, assigned, in progress, completed).	Critical	
SPU-28	RFI Process	Integration with land registry or GIS system to identify land plots based on provided information.	Critical	
SPU-29	RFI Process	Access to historical data (cadaster plot slips, insurance records) for relevant information retrieval.	Critical	
SPU-30	Court cases	Recording of court summons, including date, time, court, and parties involved.	Critical	
SPU-31	Court cases	Tracking of case progress through different stages (received, assigned, in progress, completed).	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
SPU-32	Court cases	Access to relevant documents from the SIFB system (insurance records, cadaster plot slips).	Critical	
SPU-33	Court cases	Ability to interface with Laserfiche to securely store, retrieve and manage case-related documents.	Critical	
SPU-34	Court cases	Scheduling of staff to attend court cases.	Critical	
SPU-35	Court cases	Management of evidence submission to the court.	Critical	
SPU-36	Court cases	Generation of court reports summarizing evidence and findings.	Critical	

## 6. Survey Module

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
SUR-01	Survey Planning and Management	Track and manage survey requests from various departments within SIFB.	Critical	
SUR-02	Survey Planning and Management	Schedule surveys based on priority, location, and resource availability.	Critical	
SUR-03	Survey Planning and Management	Assign survey teams to specific surveys based on expertise and availability.	Critical	
SUR-04	Survey Planning and Management	Schedule and inform planters of the site visits and inviting them to attend the survey.	Essential	
SUR-05	Data Collection & Management	Mobile-friendly interface for collecting field data, including: <ul style="list-style-type: none"> <li>• Land features (roads, rivers, buildings, etc.)</li> <li>• Land use (sugarcane, agricultural, waste land, etc.)</li> <li>• Measurements of distances, areas, and boundaries</li> </ul>	Critical	
SUR-06	Data Collection & Management	Built-in checks to ensure data accuracy and consistency.	Critical	
SUR-07	Data	Ability to attach photos as evidence for land features and	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
	Collection & Management	boundaries.		
SUR-08	Mapping and Analysis	Integration with the GIS system for mapping and analysis of survey data.	Critical	
SUR-09	Mapping and Analysis	Ability to calculate accurately land areas for different land uses.	Critical	
SUR-10	Mapping and Analysis	Management of control points (arbitrary and UTM) for coordinate reference.	Critical	
SUR-11	Survey Data Processing	Processing of survey data (angular and linear observations) to calculate coordinates and areas.	Critical	
SUR-12	Survey Data Processing	Creation of survey plans based on processed data, including land features, boundaries, and areas.	Critical	
SUR-13	Survey Data Processing	Transformation of plans from local grid to UTM coordinates	Critical	
SUR-14	Report Generation	Generation of detailed survey reports, including maps, measurements, and analysis.	Critical	
SUR-15	Report Generation	Comparison of survey results with existing records (e.g., registered areas vs. surveyed areas).	Critical	
SUR-16	Planter Data Update	Amend the registration details of the planter and issuance of an amended registration card if required.	Critical	
SUR-17	Fire Case Survey	Mobile-friendly interface for collecting field data, including: <ul style="list-style-type: none"> <li>• Location of fire</li> <li>• Extent of burnt area</li> <li>• Measurement of burnt cane</li> </ul>	Critical	

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
SUR-18	Fire Case Survey	Ability to capture images of the fire-affected area for documentation.	Critical	
SUR-19	Fire Case Survey	Integration with a GIS system for mapping fire locations and calculating affected areas.	Critical	
SUR-20	Fire Case Survey	Electronic submission of survey findings to the Inspectorate Department.	Critical	
SUR-21	Locality Plan Management	Storage of digital copies of locality plans in a centralized repository.	Critical	
SUR-22	Locality Plan Management	Management of different versions of plans to track changes and updates.	Critical	
SUR-23	Locality Plan Management	Storage of metadata associated with plans (date, creator, modifications).	Critical	
SUR-24	Plan Amendment	Tracking of proposed amendments to locality plans.	Critical	
SUR-25	Plan Amendment	Creation of new layers for amendments and application of changes to plans.	Critical	
SUR-26	Plan Distribution	Management of requests for printed copies of locality plans.	Critical	
SUR-27	Reporting	Generation of reports on plan updates, amendments, and distances.	Critical	

## 7. Millers/MSS/MCIA Module

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		System shall:		C / NC / PC
MIL-01	Data Collection	Allow external stakeholders to submit data through various formats (Excel, CSV, Text files, etc.)	Critical	
MIL-02	Data Validation	Ability to validate data validated during the upload process. Any errors, such as formatting issues, will result in the upload being rejected.	Critical	
MIL-03	Data Reconciliation	Ability to reconcile millers' data and planter's data registered in SIFB database.	Critical	
MIL-04	Data Consistency	Identify any discrepancy between the millers' return and planter records.	Critical	
MIL-05	Data Consistency	Allowing correction of inconsistent millers' data, e.g. planter code.	Critical	
MIL-06	Reporting	Provides customizable reports on millers' data.	Critical	

## 8. Occurrence Management

This section describes the requirements pertaining to Occurrence (requests and complaints) management.

Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
COM-01	Occurrence Creation	<p>Allow staff to create and submit a request / complaint by capturing the following information at a minimum:</p> <ul style="list-style-type: none"> <li>• Date (automatically generated by the system)</li> <li>• Request number (automatically generated by the system)</li> <li>• Complainant details (to be retrieved by the system from complainant NID)</li> <li>• Category of request / complaint</li> <li>• Description of request / complaint</li> </ul>	Critical	
COM-02	Occurrence Handling	<p>Allow the creation of tasks (within a request / complaint) and assignment to specific SIFB staff for action. Tasks shall include the following information:</p> <ul style="list-style-type: none"> <li>• Date opened</li> <li>• Task description</li> <li>• Assigned user</li> <li>• Actions taken</li> <li>• Date closed</li> </ul>	Critical	
COM-03	Document upload	Allow attachment of documents to each request or tasks within, provided that the request has not been closed.	Critical	
COM-04	Provide feedback and	Provide feedback to the planter by sending an e-mail or a message informing him to log on the portal to take cognizance of an update on his request / complaint, and	Critical	



Reference	Process/Sub Process	Requirement description	Priority	Bidder's comments
		<b>System shall:</b>		<b>C / NC / PC</b>
	Request closure	request closure.		
COM-05	Closure	Enable automatic closure of requests when the planter acknowledges completion. Alternatively, SIFB staff can manually close requests. The system should record the "Date Closed" in either scenario.	Critical	
COM-06	Closure	Prevent changes to a request (and tasks within) after closure.	Critical	
COM-07	Reporting	Allow the export of data or dashboards/charts/analyses (with the supporting data) in common report formats (e.g., Microsoft Excel, Adobe Acrobat) and as per user defined criteria (e.g., date).	Critical	

## 9. 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	

## 2.5 Mobile devices (Tablets)

The scope of this RFP also includes the Supply, Installation, Configuration and Commissioning of Handheld / Mobile devices (Tablets) and related accessories for Field Inspectors.

The mobile devices will need to be robust (i.e. of rugged design or cover), to withstand outdoor conditions and accidental drops, ensuring durability and reliability for field use. The rugged mobile devices will open the door to increased productivity and efficiency by the Field Officers.

The mobile devices should support both Wireless and Cellular with SIM Card slot to ensure network connectivity for using the mobile application. The mobile devices should also be equipped with a camera having good resolution to be able to take pictures of the sugar cane fields. Moreover, mobile devices should support location tracking.

The mobile devices will need to have in-built GPS capabilities capable of receiving signals from GPS satellites. This will enable accurate location determination. Additionally, the tablet should have sufficient battery life to support continuous GPS usage, especially when used outdoors for extended periods.

The mobile devices will have to be configured as a COSU (Corporate Owned Single Use) device or equivalent to ensure that only allowed applications are run on the device.

### Technical Specifications Required

FEATURES	REQUIRED	Compliance of Specification Offered	Details of non-compliance if applicable
Quantity	50		
Make & Model	Yes, and specify		
Country of Manufacture	Yes, and specify		
Processor	At least 1.6 Ghz or better		
Operating System	Specify		
RAM Capacity	Min 8 GB		
Internal Storage	Min 256 GB		
Micro SD Card Slot	Specify		
<b>Display</b>			
Screen Size (Inches)	At least 10" or better		
Capacitive Multi-touch	Yes		
Resolution (Pixels)	At least 1280 x 800 or better		
Protection	At least Corning Gorilla Glass or Equivalent		

<b>FEATURES</b>	<b>REQUIRED</b>	<b>Compliance of Specification Offered</b>	<b>Details of non-compliance if applicable</b>
<b><i>Multimedia</i></b>			
Built-in-microphone	<i>Yes</i>		
Built-in-speakers	<i>Yes</i>		
Camera	<i>Yes, at least 10 MP or better</i>		
Headset	<i>Specify</i>		
<b><i>Communications</i></b>			
Wireless	<i>Yes</i>		
Cellular	<i>Yes</i>		
SIM Card slot	<i>Yes</i>		
Connectivity	<i>3G or better</i>		
Bluetooth	<i>Yes</i>		
Location (e.g. GPS, Glonass)	<i>Built-in GPS or better</i>		
NFC	<i>Specify</i>		
<b><i>Rugged Device</i></b>			
Rugged Cover for the protection of both tablet and screen against shock or drop	<i>Yes</i>		
Screen Protector	<i>Yes</i>		
Anti-Glare	<i>Yes</i>		
Protection Rating (Water and Dust Resistance)	<i>At least IP 65 or better</i>		
Operating Temperatures	<i>Specify</i>		
<b><i>Accessories</i></b>			
Tablet cover	<i>Yes</i>		
Car charger	<i>Yes</i>		
USB Power Adapter / Cable	<i>Yes</i>		
Shoulder Strap	<i>Yes</i>		
<b><i>Miscellaneous</i></b>			
ISO 9001:2008 Certification	<i>Yes</i>		
Support Proposed Mobile App	<i>Yes</i>		
Battery Autonomy – GPS and Mobile App Usage	<i>At least 6 hours</i>		
Dimensions (W/H/D) (mm)	<i>Specify</i>		
Weight (g)	<i>Specify</i>		
Electrical Connections	<i>British</i>		
Energy Star Compliant	<i>Specify</i>		
<b>Other features proposed by the bidder</b>	<i>Specify</i>		

## 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 on Test, Production and DR servers.

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 or other 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 and shutdown scripts to SIFB that guarantee a smooth and controlled startup and shutdown 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 the test, 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 is expected to assist SIFB in conducting a yearly IT drill to test the organization's preparedness for potential disruptions and security threats. This drill will involve simulating various scenarios, such as cyberattacks, natural disasters, or system failures, to evaluate the effectiveness of SIFB's disaster recovery plans and incident response procedures. The bidder should provide guidance, expertise, and necessary tools to facilitate the drill, ensuring that SIFB's staff is adequately trained and prepared to respond to such incidents.
- 3.4.3 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 for every type of user (SIFB staff, planters, MCIA/millers). 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 three weeks after the 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.

<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>
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		
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		

<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>
6	<p><b>UAT Rounds</b></p> <p>The UAT exercise should consist of different rounds of testing as follows:</p> <p>a) Round 1 should consist of executing all the test scenarios and identifying list of issues if any by the users.</p> <p>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).</p> <p>c) Bidder should also commit to producing evidence that non-regression testing has been performed prior to starting the next round.</p> <p>d) Subsequent rounds are conducted until no further issues are identified.</p> <p>Each round should consist of Role-Based Testing as well as Scenario-Based Testing.</p>	Yes	
7	<p><b>Tracking of Bugs and Comments</b></p> <p>Bidder should commit to collate details of all bugs, issues and comments submitted by users during each test session and a consolidated list should be submitted periodically to the users for proper tracking of issues.</p>	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	<p><b>Production (Live) Environment</b></p> <p>a) The UAT exercise starting at least from Round 2 should be carried out on the Production environment prior to its acceptance.</p> <p>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).</p> <p>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.</p>	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	<p><b>Acceptance or Commissioning of the Application Software</b></p> <p>The following will have to be addressed to the satisfaction of the users prior to acceptance of the system:</p> <p>a) All requirements of the users (including IT Security requirements) have been catered for in the Application Software.</p> <p>b) All identified scenarios are fully and comprehensively tested during each round of UAT.</p> <p>c) All bugs identified during UAT have been dealt with.</p> <p>d) Trainings on System Administration and Application Software have been delivered.</p> <p>e) All documentation is provided, including SRS (Software Requirement Specifications), design, development, test and deployment documentation, and user manuals amongst others.</p> <p>f) UAT sign-off (functional and non-functional) and commissioning.</p> <p>g) Go-Live.</p> <p>h) Operational acceptance sign-off.</p>	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	--	W3
2	Requirements gathering	Yes	--	W10
3	Development and customization of information system	Yes	--	W28
4	Completion of training	Yes	--	W28
5	Completion of user acceptance tests	Yes	--	W34
6	Completion of data migration	Yes	--	W34
7	Completion of independent audit (before go-live)	Yes	--	W36
8	Go-live of integrated information system	Yes	--	W38
9	Completion of operational acceptance tests	Yes	--	W40

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

### 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: <i>Testing and Quality Assurance Requirements (sub-section D in Section IV above)</i>	<b>Mandatory</b>
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

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

## G. 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).

<b>OTHER REQUIREMENTS</b>			
<b>Technical Specification Required</b>		<b>Compliance of Specification Offered</b>	<b>Details of non-compliance if applicable</b>
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 right to re-use and/or modify the source codes.			
Bidders must provide an 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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### **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

### **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 Party 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.

## Bid Submission Template

Bidders are required to fill in the Bid Submission Form as a Response Template which contains a copy of the Bid Securing Declaration as part of the template. This template is applicable for procurement where the public body may either require a Bid Security or just a Bid Securing Declaration.

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 of Acceptance.

**Bid Authorized By:**

Signature:

Name:

Position:

Date:

Authorized for and on behalf of:

*(DD/MM/YY)*

Company \_\_\_\_\_

Business Registration No: \_\_\_\_\_

Bidders should carry forward the total of their quoted price and the reference item number(s) from each Price Schedules to the grids under paragraph C of the Bid Submission Form for Base Price.

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 or as otherwise advised in the Bid Data Sheet.

## **Evaluation of Mandatory Criteria**

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

For all online bidding 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 similar 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 technology stack 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 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 goods 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/Q 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 Grand Summary Cost in Mauritian Rupees – FIN 1**

Bidders are required to insert prices against each item online.

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

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

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. SUGAR INSURANCE MANAGEMENT SYSTEM</b>				
Supply, Development, Installation and Post Go-Live Support of a Sugar Insurance Management System	Lot			
<b>Others (Please specify)</b>				
<b>B. RDBMS</b>				
RDBMS Licenses	Lot			
Installation and configuration of RDBMS	Lot			
<b>II. MOBILE DEVICES</b>				
Tablets	50			
<b>II. INSTALLATION AT SIFB</b>				
Configuration, tuning and hardening of Operating System	On all servers			
<b>III. TRAINING</b>				
Training on Application Software	Lot			
<b>IV. MIGRATION</b>				
Data Migration	Lot			
<b>V. OTHERS – PLEASE SPECIFY</b>				
<b>TOTAL (Software + RDBMS + Mobile Devices + Installation etc)</b>				

<b>Items</b>	<b>Quantity</b>	<b>Unit Price (Rs) (excl. VAT)</b>	<b>VAT (Rs)</b>	<b>Total Cost (Rs) (Incl. VAT)</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 (Inclusive of VAT) for the resources mentioned for each year.**  
**(1 Person-month is equal to 22 Person-days).**

	Person-month rate (Rs) (Incl VAT) Year 1	Person-month rate (Rs) (Incl VAT) Year 2	Person-month rate (Rs) (Incl VAT) Year 3	Person-month rate (Rs) (Incl VAT) Year 4	Person-month rate (Rs) (Incl 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 Recurrent Cost Schedule in Mauritian Rupees – Template FIN 3

**Bidders are required to fill in the prices against each item on a yearly basis. The system will auto-calculate the total for each year and per item.**

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	Quantity	Maintenance Charges including VAT (labour, parts & 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. SUGAR INSURANCE MANAGEMENT SYSTEM</b>						
SIMS 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>II. MOBILE DEVICES</b>						
Tablets	<b>50</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.**

Items	Quantity	Maintenance Charges including VAT (labour, parts & transport) for years 6 to 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. SUGAR INSURANCE MANAGEMENT SYSTEM</b>						
SIMS System	<b>Lot</b>					
<b>Others (Please specify)</b>						
<b>C. RDBMS</b>						
RDBMS Licenses	<b>Lot</b>					
<b>III. MOBILE DEVICES</b>						
Tablets	<b>50</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]*,<sup>2</sup> 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 bank 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]*