

**Procurement for Development, Implementation and Maintenance
of a Sugar Insurance Management System (SIMS)
Procurement Reference No: 89/FY/2024**

**CLARIFICATION No. 1
Issued on 15th November 2024**

Reference is made to the Invitation for Bids dated 16 October 2024 for the abovementioned procurement exercise.

Further to queries from potential bidders, please find hereunder clarifications from the SIFB:

	Queries	Comments/Replies to Queries
1.	<p>Queries / Clarifications dated 01 November from a potential bidder:</p> <p>1) Page 28: 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. Kindly provide Annex A.</p> <p>2) Page 41: A copy of the Inspection field book is provided in Annex B. Kindly provide Annex B.</p> <p>3) Page 41: A copy of the Fire Inspection field book is provided in Annex C. Kindly provide Annex C.</p> <p>4) Page 46, 47: INS-07, INS-08, INS-21 Kindly check whether there is a missing page between INS-08 and INS-21.</p> <p>5) Page 53, 54: from CLA-45 to CLA-48 repeated 2 times. Kindly advise why CLA-45 to CLA 48 numbering are repeated while the description and requirements are under different headings.</p>	<p>1) Annex A can be downloaded on SIFB website.</p> <p>2) Annex B can be downloaded on SIFB website.</p> <p>3) Annex C can be downloaded on SIFB website.</p> <p>4) In our document, requirements go from INS-01 to INS-16 and there is no missing page.</p> <p>5) Please note that this is indeed a mistake. Bidders should adjust the numbering accordingly.</p>

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2.	<p>Queries / Clarifications dated 01 November 2024 from a potential bidder:</p> <p>1) To facilitate our thorough and efficient response, we kindly request an editable version of the compliance document, preferably in Excel format, if available. This will assist us in ensuring precise alignment with the outlined requirements.</p>	<p>1) Compliance tables have been provided in Excel format and can be downloaded on SIFB website.</p>
3.	<p>Queries / Clarifications dated 05 November 2024 from a potential bidder:</p> <p>1) Please can you share with us the word version of the RFP as when we are converting the RFP in PDF version to word document all the pages are in image.</p>	<p>1) RFP in Word format has been provided and can be downloaded on SIFB website.</p>
4.	<p>Queries / Clarifications dated 06 November 2024 from a potential bidder:</p> <p>1) As per the pre-bid meeting, we understand the Insurance System is developed on Uniface.</p> <p>a. Please confirm the Oracle database version on which the Uniface system is deployed.</p> <p>b. Please confirm if for the current Oracle database deployed on Uniface the SIFB has already renewed the current year support fees with Oracle related to the current Oracle database.</p> <p>c. Kindly inform us if the SIFB has not effected the renewal of support fees related to the current Oracle database version for E-Biz System and from which year the Oracle database support was stopped by SIFB</p>	<p>1) The current Insurance System is indeed developed on Uniface.</p> <p>a. The current Oracle database version on which the Uniface system is deployed is v11gR2.</p> <p>b. Yes, the support contract of the current Oracle database deployed on Uniface has been renewed for the current year.</p> <p>c. We do not have Oracle E-Biz System at SIFB.</p>

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	<p>2) As per the RFP SIFB has therefore decided to move away from UNIFACE and to redevelop a Sugar Insurance Management Systems with state-of-the-art technology.</p> <p>a. Please confirm in the newly proposed Sugar Insurance system, the business process and rules for computation of premium and compensation will remain unchanged as deployed on the UNIFACE.</p> <p>b. Please confirm the SIFB will provide the detailed business rules for computation of the premium and compensation for the newly proposed sugar insurance management system.</p> <p>3) Please confirm does the SIFB has resources with experience in UNIFACE to assist us during the requirement gathering to understand programming codes in UNIFACE in order to redevelop the newly proposed sugar insurance system on a new technology platform. Please note we do not have resources to understand UNIFACE code.</p> <p>4) As per RFP, we understand accurate insurance premium calculations based on actual risk exposure.</p> <p>a. Please confirm whether the SIFB will invest the collected premium from planters with local and international brokers.</p> <p>b. Please confirm if SIFB invests the collected premium from planters with local and international brokers, does the newly proposed sugar insurance system have to compute returns on premium invested with brokers and monitor the performance of the investment.</p>	<p>2) We confirm that SIFB wants to redevelop a new SIMS with state-of-the-art technology.</p> <p>a. SIFB is open to considering any proposed improvements in current processes suggested by the supplier during the Requirements Gathering phase. The core rules for premium and compensation calculations are governed by the SIFB Act and cannot be altered without legislative changes.</p> <p>b. Yes, SIFB will provide detailed business rules for computation of the premium and compensation.</p> <p>3) SIFB will provide comprehensive user requirements and business rules to the Bidder and does not deem it necessary for any Bidder to go through the codes in UNIFACE. SIFB will provide access to the application if required by the Bidder but will not provide any assistance in analyzing the underlying code.</p> <p>4) Management of investment by SIFB is not in the scope of this project.</p>

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	<p>Please note we understand investment with brokers for premium collected from planters and the performance and returns of the investment monitoring is not in scope of the project.</p> <p>5) We understand as per the pre-bid meeting, the premium for planters is calculated at the time of harvest:</p> <ul style="list-style-type: none"> a. Please confirm monthly premium payment will not be done by planters on the planter’s portal. b. Please confirm integration with payment gateway on the planter’s portal, millers/MSS/MCIA portal/SIFB Portal is not scope of the project. c. Please not if payment gateway is scope of the project the SIFB should caters all fees related to the payment gateway transaction with respective banks <p>6) As per the RFP - The following systems (LAVIMS,NELS) on Info Highway will be interfaced with the newly proposed Sugar Insurance system:</p> <ul style="list-style-type: none"> a. Please confirm the systems on Info Highway support SOAP and REST web services for interfacing. b. Please confirm whether bidders should quote for anti-virus licenses or the SIFB will provide the required antivirus license. <p>7) We understand as per the RFP, SIFB will provide existing backup facilities available at the time of implementation at the SIFB for database replication, backup and recovery. Please confirm we do not have to quote for backup license.</p> <p>8) As per the pre-bid meeting, we understand there are 30,000 fields approximately and there are photos</p>	<p>5) Premium for planters is calculated after the end of the harvest period.</p> <ul style="list-style-type: none"> a. Premium payment is paid one-off by MCIA on behalf of the planters. No monthly payment is done by the planters. b. Integration with payment gateway is necessary only for Planter’s portal to pay for late registration fees, RFI fees and Duty-free requests fees. c. SIFB will cater for fees related to the payment gateway transaction with respective banks. <p>6) Interfaces will be required on Info Highway with different systems.</p> <ul style="list-style-type: none"> a. Info Highway support SOAP and REST web services. b. No anti-virus licenses should be quoted by the bidder. <p>7) No backup license is required for the RFP.</p> <p>8) SIFB currently uses Laserfiche as Document Management.</p>

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	<p>should be uploaded during investigation by SIFB officers for a compensation exercise and these photos will be uploaded on the existing Laserfiche, document management system and also as per the RFP - "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".</p> <p>a. Please confirm whether bidders should propose a new document management system with the newly proposed sugar insurance system or the existing Laserfiche, document management system will be used.</p> <p>b. Please confirm scanning of physical existing documents of planters is not in scope of the project. We understand existing physical documents for the 10,000 planters will be scanned by the SIFB.</p> <p>c. Please confirm all upload of documents will be done by SIFB, on the existing Laserfiche DMS. Please note we do not have experience in using Laserfiche, DMS.</p> <p>9) We refer to the requirement "Current Account Balance Reconciliation". Please can you elaborate in more detail on this requirement in the existing process.</p> <p>10) We refer to the requirement "RFI Process". Please can you elaborate in more detail on this requirement in the existing process.</p> <p>11) We understand the new ERP system is under evaluation and should be interfaced with the newly proposed Insurance Management system. Please ensure the new ERP supports REST and</p>	<p>a. No new Document Management System should be quoted by the bidder. The SIMS will have to be interfaced with Laserfiche.</p> <p>b. No scanning services are required from the bidder.</p> <p>c. An API will be provided for data exchange between SIMS and Laserfiche, allowing documents to be uploaded in SIMS and stored in Laserfiche.</p> <p>9) Please refer to the SOP provided, chapter C-6 Current Account Balance Reconciliation</p> <p>10) Please refer to the SOP provided, chapter F-1 Request for Information,</p> <p>11) Providing a REST / SOAP APIs is a requirement for the new ERP system.</p>

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	<p>SOAP API for interfacing with the newly proposed Insurance Management System. Please note in case the new ERP support REST and SOAP API for interfacing, then the SIFB will have to manual upload data in CSV file on the new ERP system.</p> <p>12) We refer to the requirement Duty Free Certificate "Automatic calculation of processing fee." "Integration with payment system for fee collection". Please confirm whether we should perform integration with payment gateway to allow payment for Duty Free Certificate by online planters.</p> <p>13) Please can you share with us the word version of the RFP as when we are converting the RFP in PDF version to word document all the pages are in image.</p> <p>14) We would be grateful if an extension of 2 weeks can be granted given that we have to fill forms in the RFP and till today do not have forms available as when we convert the RFP from pdf to word the forms are converted in image. Also we have to procure tablets as per specification forms in the RFP from suppliers.</p>	<p>12) Please refer to the response provided for Clarification No 5-b.</p> <p>13) RFP in Word format has been provided and can be downloaded on SIFB website.</p> <p>14) The extension request is currently under review. Bidders will be notified of the decision in due course.</p>
5.	<p>Queries / Clarifications dated 06 November 2024 from a potential bidder:</p> <p>1) Geospatial References: When creating a repository for all land information with geospatial references, will the geospatial data be provided to the supplier as coordinates, or any specific format to upload into the system?</p> <p>2) Proposal Submission: Could you confirm whether a soft copy of the</p>	<p>1) Geospatial data will be provided in UTM (Universal Transverse Mercator) format.</p> <p>2) A digital copy of the document should be provided on a USB drive, in addition to the hard copy.</p>

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	<p>proposal should be submitted via email as well??</p> <p>3) Document Management System (DMS): Should a Document Management System (DMS) be included in the proposal, or should Laserfiche be used as the media repository?</p>	<p>3) No DMS should be included in the proposal. An API will be provided for data exchange between SIMS and Laserfiche, allowing documents to be uploaded in SIMS and stored in Laserfiche.</p>
5.	<p>Queries / Clarifications dated 06 November 2024 from a potential bidder:</p> <p>1) User Base (Amount of users - estimated from all departments?)</p> <p>2) How many users will be using the mobile application?</p> <p>3) Are you comfortable with a cloud-based solution?</p>	<p>1) In Chapter 2.2.1, Pg 20, it is specified that the number of users from SIFB Operations department is 65.</p> <p>2) A maximum of 50 users will be using the mobile application.</p> <p>3) The requirement is to have the SIMS hosted on-premises but the Bidder may propose Cloud hosting as an alternative option.</p>
7.	<p>Queries / Clarifications dated 12 November 2024 from a potential bidder:</p> <p>1) Page 19: Data Migration, Excel Sheets: Quantity of Excel Sheet and Template. Number of Excel sheets to be imported</p> <p>2) Page 23: Connection Maupass vs Offline: If application is offline, Maupass can't work. Need to have double login management. Kindly confirm if you need double login (Maupass vs Internal Login)</p> <p>3) Page 26: DMS Repository and Storage: The system will have to interface with Laserfiche, a Document Management</p>	<p>1) This will be determined during the Requirements Phase. Only a limited number of Excel files will require migration to the new system, as most of them are used for control purposes that will be integrated into the new system's functionalities.</p> <p>2) MauPass will be used exclusively for planters to access the Planters portal. As such, these users will require an internet connection. Internal SIFB users will utilize an internal login mechanism and can access the system offline if required.</p> <p>3) An API will be provided for data exchange between SIMS and Laserfiche, allowing</p>

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	<p>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. Kindly provide integration type with Laserfiche (e.g.: API)</p> <p>4) Page 27: Integration ERP: 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. How many APIs will be used to synchronise data?</p> <p>5) Page 27: Integration MauPass : For Portals Only (Planters, Millers). There are 4 portals: Planters, Millers, Ministry of Agro-Ind, Inspectors. Right?</p> <p>6) Page 25: GIS Software. The Information system will incorporate a GIS software which will have the following functionalities... Do you have a GIS software to be integrated or do we need to provide a GIS Software? Open or Licensed?</p> <p>7) Page 39: MIP-01 Ability to import data in various formats (CSV, Excel, etc.) as provided by different stakeholders. How many Templates do you have?</p> <p>8) Page 58: SPU RFI process: Who can submit RFI requests? Portal Users (Planters, Millers, Ministry, Inspectors), anyone from a Public Portal or specific access?</p> <p>9) Page 58: SPU RFI process: Is RFI associable to a process? (Assignment, process, approval, etc.)?</p>	<p>documents to be uploaded in SIMS and stored in Laserfiche.</p> <p>4) This will be determined during Requirements Gathering phase as the ERP has not been selected yet.</p> <p>5) Maupass will be required only for Planters portal. There are 3 portals as no portal is required for the Ministry of Agro Industry.</p> <p>6) A GIS Software needs to be provided by the bidder.</p> <p>7) Please refer to the response provided for Clarification Question No 1.</p> <p>8) Refer to the SOP provided, chapter F-1 Request for Information</p> <p>9) Refer to the SOP provided, chapter F-1 Request for Information</p>

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	<p>10) Page 58,59: SPU Process Court Cases : Is a Court Case associable to a process? (Assignment, process, approval, etc.)?</p>	<p>10) Refer to the SOP provided, chapter F-5 Court cases</p>
<p>8.</p>	<p>Queries / Clarifications dated 13 November 2024 from a potential bidder:</p> <p>1) Section G (Other Requirements) – “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. The client reserves the right to re-use and/or modify the source codes.” We propose to provide the source code in an Escrow account with trigger conditions, these conditions can be mutually discussed and agreed with the SIFB.</p> <p>2) Given the complexity of the scope of services, we request a 2-week extension in the submission deadline.</p>	<p>1) As we expect the development to be a custom system paid in full by SIFB, the successful bidder is required to deliver the complete source code to SIFB upon project completion. However, this requirement may be waived for commercially available off-the-shelf software.</p> <p>2) The extension request is currently under review. Bidders will be notified of the decision in due course.</p>
<p>9.</p>	<p>Queries / Clarifications dated 13 November 2024 from a potential bidder:</p> <p>1) We refer to the requirement for the tablets regarding the Internal storage which should be min 256 GB. Kindly note most of the tablets on the market comes with 128 GB internal storage with budget price 20,000 MUR to 30,000 MUR per tablet and the high-end tablet model comes with 256 GB with a high price of 60,000 to 75,000 MUR per tablet. Kindly confirm whether SIFB is willing to relax this condition for internal storage which should be min 256 GB as per the tablet spec to 128 GB instead. If the condition for internal storage which should be min</p>	<p>1) SIFB maintains the requirement for 256 GB internal storage. However, bidders may also submit proposals for devices with 128 GB storage as an alternative option.</p>

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	<p>256 GB is not relaxed, we will have to alternative to quote for the high-end model tablet.</p> <p>2) Does the SIFB users have a preference of IOS or Android tablets depending of user friendliness of the tablets? Please confirm whether IOS or Android is preferred?</p> <p>3) We refer to the requirement for the tablets regarding the requirement for SIM Card slot which is mandatory requirement of the tablet spec. Kindly note most of the tablets on the market which comes with SIM Card slot are high end tablet model with 256 GB with a high price of 60,000 to 75,000 MUR per tablet. Please confirm if we can quote for tablet with WIFI only and with no SIM card, but we will provide separate device (LTE WiFi Mobile Router) in which you can insert a a SIM card and hence provide internet WIFI access to WIFI only tablet proposed.</p> <p>4) We refer to the requirement for the tablets regarding the requirement for NFC. Kindly confirm if NFC is a mandatory requirement for the tablet or will the SIFB consider a table with no NFC.</p> <p>5) We would be grateful if an extension of 2 weeks can be granted given that we have to fill forms in the RFP and till today do not have forms available as when we convert the RFP from pdf to word the forms are converted in image. Also we have to procure tablets as per specification forms in the RFP from suppliers.</p> <p>6) We refer to the requirement for the tablets regarding the Internal storage which should be min 8 GB RAM. Kindly</p>	<p>2) Bidders can propose Android or IOS devices as long as the technical requirements are met.</p> <p>3) The requirement for a SIM Card is mandatory.</p> <p>4) NFC is not a mandatory requirement. Bidders should specify whether the proposed tablets support NFC.</p> <p>5) The extension request is currently under review. Bidders will be notified of the decision in due course.</p> <p>6) SIFB maintains the requirement for 8 GB RAM minimum. However, bidders may also submit proposals for devices with 6 GB RAM as an alternative option.</p>

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	confirm whether the SIFB is willing to relax this condition for RAM which should be min 8 GB as per the tablet spec to 6 GB instead.	

Bidders are requested to take note of this Clarification and submit their bids accordingly.

Sugar Insurance Fund Board,
SSR Street,
Port Louis.