

**Procurement for Supply, Customization, Installation and Post Go-Live  
Support of an Enterprise Resource Planning System  
Procurement Reference No: 62/FY/2024**

**CLARIFICATION No. 1  
Issued on 18<sup>th</sup> September 2024**

Reference is made to the Invitation for Bids dated 19 August 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><b>Queries / Clarifications dated 27 August 2024 from a potential bidder:</b></p> <p>1) Please clarify requirement CBM-08 Bank reconciliation: Allow end-users to select more than one code for splitting and allocation of a single bank transaction to several accounts.</p> <p>2) Please clarify requirement CBM-09 Bank reconciliation: Allow the upload of cashbook total balance with the total cash movement balance from the bank statement, even if individual transactions have not yet been posted to relevant accounts. Temporary clearing account shall be created to record unallocated bank transactions, to be cleared at a later time.</p> <p>3) Requirement CBM-30 Cash management: Allow the automatic closing of petty cash requests when corresponding payments are confirmed in the system (along with upload of relevant documentation/evidence). What does a petty cash request consist of and how it is raised?</p>	<p>1) This requirement will enable users to distribute a single bank transaction to multiple accounts.</p> <p>2) Users should be able to upload the total cashbook balance and total cash movement balance directly from their bank statements. Any transactions that remain unallocated due to insufficient information can be temporarily recorded in a clearing account. The Finance department can then review these unallocated transactions and assign them to specific accounts once additional details are obtained.</p> <p>3) To request petty cash, employees must complete a petty cash request form, providing all necessary details. Approved requests, typically by a supervisor or department head, are then processed by Finance, which disburses the funds to the employee. Supporting documentation may be required for verification.</p>

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	<p>4) Requirement BUD-02 Budget preparation and forecast: Provide pre-defined budget classifications for end-users to populate. Classifications will be defined by SIFB during implementation. What is pre-defined budget classifications?</p> <p>5) Requirement BUD-17 Budget roll-over: Allow end-users to process budget roll overs, through review and approval workflows. What is budget roll overs?</p> <p>6) Requirement BUD-19 Reporting: Provide reports showing expenses per budget source. What are the budget source?</p> <p>7) Requirement FAM-06 Accounting policies: Allow application of SIFB's accounting policies for each category of fixed assets. What is the accounting policies ?</p>	<p>4) These are categories or dimensions used to organize and categorize budget. Details will be given during the requirements gathering phase.</p> <p>5) It is the ability to roll over or carry forward surplus funds from one budget cycle to the next.</p> <p>6) This refers to the sources of funding for a specific budget, such as grants, government allocations, or internal revenue.</p> <p>7) SIFB will provide the accounting policies for each category of fixed assets during the requirements gathering phase.</p>
2.	<p><b>Queries / Clarifications dated 3 September 2024 from a potential bidder:</b></p> <p>1) Budgets- Actual figures v/s budget figures v/s actual figures for prior year - Which kind of budgets should we expect in here? (department wise budgeting, sales/purchase/product wise budgeting?).</p> <p>2) Compatibility with banking system - Internet banking facilities. We would appreciate if we could get more clarification on this term (customer payments / vendor payments).</p> <p>3) Will banks be dealing in multi currencies?</p> <p>4) Portal for employees is required. (Using which they can apply for leave, download salary slips &amp; perform various</p>	<p>1) Mainly department wise budgets.</p> <p>2) The accounting software should be able to integrate with the bank's online services to automate payment processes.</p> <p>3) Yes.</p> <p>4) All employees will access the employee portal to perform functions such as applying for leaves/car loan/passage</p>

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	<p>functions) or everything will be managed in the ERP backend?</p> <p>5) Purchase requisition will be used by which departments and what are the approval needed for purchase requisitions?</p> <p>6) For Purchase order approval flows, approval will be based on a certain amount or it will be fixed?</p> <p>7) 35 permanent users and 65 portal users. Thanks to let us know what the portal users are going to do.</p>	<p>benefits etc, download salary slips and view leave/loan balances. HR and Finance staff will access the ERP backend to process HR and Finance functions as described in the RFP.</p> <p>5) All departments should be able to raise purchase requisition. The purchase requisition will be sent to the Head of department who will approve the requisition based on the department's needs and budget. Approval rules to be discussed during requirements gathering phase.</p> <p>6) To be determined during the requirements gathering phase.</p> <p>7) The portal users are the employee users. Refer to answer to Question 4.</p>
<p>3.</p>	<p><b>Queries / Clarifications dated 22 April 2024 from a potential bidder:</b></p> <p>1) We understand the proposed ERP should cater for a procurement module for a centralized platform for managing supplier relationships and purchases.</p> <p>a) Please confirm tendering exercise comprising of preparation and approval, invitation and response of bids will be done by the SIFB on the government eprocurement portal system and not on the proposed ERP system.</p> <p>b) Please confirm the supplier relationships will be managed internal in the proposed ERP system and the proposed ERP system will not cater and integrate with a supplier portal for suppliers to login</p>	<p>1) Please refer to answers below:</p> <p>a) SIFB does not use the government eprocurement portal system. Procurement will be managed on the ERP system, however suppliers will not have to answer through the ERP.</p> <p>b) We confirm.</p>

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	<p>and access the supplier portal for procurement services of the SIFB</p> <p>2) We understand the SIFB manage investment activities pertaining to insurance coverage for Sugarcane planters, Metayers, Millers. Please note investment activities pertaining to insurance coverage for Sugarcane planters, Metayers, Millers should be performed in specialized insurance software by the SIFB and our solution will not cater for management of investment activities pertaining to insurance coverage. We understand specialized insurance software for management of investment for insurance coverage, premium and compensation should not be quoted for this bid. Kindly confirm we are on the same understanding?</p> <p>3) We understand the SIFB record payment of medical claims for SIFB employees. Our solution caters to record contribution of medical claim for employees as deductions in the proposed payroll. Please note all registration and submission for medical insurance for members/employees and medical claims and medical claims computation, view claims details online portal should be done by the SIFB with Insurance companies and there are specialised medical claim software for claim computation and submission of claims on the market operated by Insurance Companies. Our solution does not cater for specialised software for registration and submission for medical insurance for members/employees and medical claims and medical claims computation. Kindly confirm the online submission of medical claims, view claims by SIFB employees to insurance</p>	<p>2) The ERP should track investment transactions and maintain a record of investment portfolios. However, the system will not handle investment decision-making, such as formulating strategies or executing trades on financial markets.</p> <p>3) The system will not include online submission of medical claims to insurance companies by SIFB employees. However, it will track and record the payment of medical claims within SIFB.</p>

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	<p>companies in not in scope of the project?</p> <p>4) We understand as per requirement GEN-15, the proposed system should be integrated and Synchronise with external systems at pre-defined intervals to capture updated or supplementary information</p> <p>a) Please confirm the name of the external systems with which the proposed system should be integrated</p> <p>b) Please confirm whether the external systems with which the proposed system should be integrated support REST and SOAP API for integration. Note if the the external system does not support REST and SOAP API for integration , the SIFB should upload data manually from the external systems to the proposed system</p> <p>5) We understand bidders should propose high availability solutions for production. Please can you confirm the name of the load balancer which the bidder should configure for high availability</p> <p>6) We understand the Bidder will be responsible for management of the VMs as well as testing of the cluster-enabled setup with assistance of SIFB</p> <p>a) Please confirm whether the SIFB have license and provide the license for cluster enabled setup to perform the testing?</p> <p>b) Please confirm the name of the clustering software that the SIFB will use ?</p> <p>7) We understand 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</p>	<p>4) Please refer to answers below:</p> <p>a) The ERP will have to interface with the new Insurance system that will be developed.</p> <p>b) We recommend REST APIs but any other integration system may be proposed</p> <p>5) Bidder to propose.</p> <p>6) There is currently no clustering software at SIFB. Bidder to propose and provide license, if required.</p> <p>7) Please refer to answers below:</p>

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	<p>a) Please confirm the SIFB will provide the backup software and licenses?</p> <p>b) Please confirm the name of the backup software to be provided by the SIFB ?</p> <p>c) Please confirm the name of the replication software that will be provided by the SIFB?</p> <p>d) Please confirm the location of the DR site</p> <p>e) Please confirm the DR site is already setup and functional?</p> <p>f) Please confirm the SIFB will provide antivirus licenses to secure the VM's or the bidder should quote for antivirus license?</p> <p>g) Please confirm the SIFB will provide SSL and domain certificate for securely accessing the web browsers or the bidder should quote for SSL and domain name certificate</p> <p>8) We understand the current Information system/tool are Navision, Insurance System-developed on Uniface, payroll and HR system developed on Uniface, Laser fiche - DMS, iface, and Microsoft 365</p> <p>a) Please confirm the SIFB will replace the Navision system with the newly proposed Accounting system</p> <p>b) Please confirm the SIFB will continue to use the existing Insurance system developed on Uniface?</p> <p>c) Please note we understand the Insurance system is not a requirement of the tender and is not in the scope of the project. Please confirm the Insurance system is not the scope of the project</p>	<p>a) Yes, SIFB will provide.</p> <p>b) It has not been determined, an RFP will be launched soon for a backup software.</p> <p>c) Replication is done through NetApp.</p> <p>d) MCIA offices at Réduit</p> <p>e) A secondary site is currently in place for data replication, but it lacks the necessary infrastructure and capabilities to be classified as a fully functional disaster recovery (DR) site.</p> <p>f) Yes, SIFB will provide.</p> <p>g) Yes, SIFB will provide.</p> <p>8) Please refer to answers below:</p> <p>a) Yes</p> <p>b) The current Insurance system will also be replaced but might still be in use when the ERP is implemented.</p> <p>c) The Insurance system is not in the scope of this RFP.</p>

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	<p>d) Please confirm whether the existing Insurance system data should be interfaced with the newly proposed Accounting system?</p> <p>e) If the existing Insurance system data should be interfaced with the newly proposed Accounting system. Kindly confirm which transaction data should be interfaced from the existing Insurance system to the newly proposed Accounting system If the existing Insurance system data should be interfaced with the newly proposed Accounting system. Kindly confirm the existing Insurance system support REST and SOAP API which is the norm for integration with the proposed Accounting system. Note: If data need to be pull from the existing Insurance system to the newly proposed accounting system and the existing Insurance system does not support REST and SOAP API, the SIFB will have to manually upload the data from the existing Insurance system to the proposed Accounting system</p> <p>f) Please confirm the SIFB will replace the existing payroll and HR system developed on Uniface with the newly proposed Payroll and HR system,</p> <p>g) Please confirm the SIFB will continue to use the existing laser fiche DMS or the bidder should proposed a new Document management system to replace the existing laser fiche DMS?</p> <p>h) We understand the Insurance System- developed on Uniface, payroll and HR system is developed using UNIFACE. Please confirm if the SIFB have license for Oracle Enterprise database edition or Standard Edition deployed with the existing Insurance System or Hr system</p>	<p>d) No, it is the future Insurance system which will be interfaced with the ERP.</p> <p>e) The existing Insurance system will not be interfaced with the ERP.</p> <p>f) Yes the existing payroll and HR system will be replaced with the newly proposed Payroll and HR system</p> <p>g) Yes Laserfiche will remain the DMS used at SIFB. No new DMS must be proposed.</p> <p>h) The current system uses Oracle 11g r2 standard edition</p>

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	<p>i) Please confirm on name of database the existing Insurance System and Payroll system is deployed</p> <p>9) We refer to the requirement STR-16 - Allow the uploading and storage of relevant hard copy documents</p> <p>a) Please confirm whether the existing laser fiche DMS will be used to upload and store documents</p> <p>b) Please note the laser fiche is an existing system, and the SIFB should liaise with the service provider of the DMS for uploading and storage of documents and bidders will not have technical skill to troubleshoot issues rising when uploading documents on the existing laserfiche DMS and uploading documents on the existing laser fiche is not in the scope of the project. Please confirm uploading documents to the existing laser fiche is not the scope of the project</p> <p>c) If the bidder propose a new document management system, kindly confirm the SIFB will have to scanned all existing hardcopy physical pages and existing softcopy and upload on the newly proposed document management system if required</p> <p>d) Please note it not feasible to perform scanning and document capture within the duration and scope of the project and document scanning and capture is a project in itself which will take an additional 6 or more months</p> <p>e) Please confirm the SIFB will continue to use the existing Biometric attendance system (iface)?</p> <p>f) We confirm whether we should integrated the newly proposed HR system with the existing biometric attendance software (iface) to</p>	<p>i) Refer to Q8h.</p> <p>9) Please refer to answers below:</p> <p>a) Yes, Laser Fiche will be used to upload and store documents.</p> <p>b) Laserfiche is out of scope of the RFP.</p> <p>c) No new DMS is to be proposed.</p> <p>d) No scanning of documents is required in the scope of this RFP.</p> <p>e) Given the ongoing IT system revamp, the future use of the current biometric attendance system cannot be confirmed at this time.</p> <p>f) Given the ongoing IT system revamp, the future use of the current biometric attendance system cannot be confirmed at this time.</p>



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	<p>upload attendance data into the proposed HR system?</p> <p>g) Please confirm the existing attendance software (iface) support REST and SOAP API for interfacing attendance data from the newly proposed HR system.</p> <p>h) Please confirm how many biometric device is in operating at the SIFB</p> <p>i) Please note If data need to be pull from the existing iface to the newly proposed HR system and the existing lface software does not support REST and SOAP API, the SIFB will have to manually upload the attendance data from the lface software to the proposed HR system.</p> <p>10) We refer to the requirement ALD-11 - Capture the attendance of each board member on the different committees and automatically calculate the eligible allowances. Please note the attendance for board member will be captured manually on an attendance form by the secretary and uploaded on the HR system for computation of eligible allowances. Please confirm board meeting management software is not a requirement of the tender and is not in the scope of the tender</p> <p>11) We refer to the requirement CBM-06 -Be compatible and interface with the banking systems for the following purposes: Internet banking facilities, Automatic downloading and upload of bank statements</p> <p>a) Please confirm the SIFB will provide the bank statement in CSV or Excel format for uploading in the proposed cash management module?</p> <p>b) Please note payments via internet banking if required, should be performed and uploaded on the bank internet banking system by the SIFB.</p>	<p>g) iFace does offer integration with other systems using SOAP/REST API</p> <p>h) Two devices are currently operating but this number might increase in the future.</p> <p>i) Face does offer integration with other systems using SOAP/REST API</p> <p>10) Board meeting management software is not a requirement for this RFP.</p> <p>11) Please refer to answers below:</p> <p>a) Yes, SIFB will provide bank statement in CSV or Excel format.</p> <p>b) SIFB can upload bank payments in CSV or Excel format on the Internet Banking platform, but bidder should</p>

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	<p>Please confirm the SIFB will upload the payments manually in excel or CSV file on the internet banking platform?</p> <p>c) Please confirm the SIFB will provide and cater all licenses and bank fees required for bidders to interface with the bank internet banking system to download bank statement in CSV or Excel ?</p> <p>d) Please confirm the bank internet banking system support and expose REST and SOAP API for integration with the proposed cash management system to download bank statement.</p> <p>12) Loan Management. We refer to the requirement LOA-01 - Capture employee loan application details (employee name, loan type, amount, term, interest rate).</p> <p>a) We understand the loan management should capture loan details for personal loan and motor vehicle loans for SIFB employees only. Please confirm only personal loan and motor vehicle loan for SIFB employees is in the scope of the project?</p> <p>b) Please confirm our solution does not cater for loan for Sugarcane planters, Metayers, Millers.</p> <p>13) We refer to the requirement HRM-10- Allow candidates to submit applications (including uploading of relevant documents such as resumes) through SIFB's website.</p> <p>a) Please confirm the bidder should not propose an online portal and the online portal would not be required by the SIFB for candidates to apply for job vacancies instead the candidates will apply for job vacancies posted on the SIFB websites and job vacancies will be published on the SIFB websites</p>	<p>enquire if automatic processing can be done.</p> <p>c) Yes, SIFB will provide and cater all licenses and bank fees required for bidders to interface with the bank internet banking system</p> <p>d) The bank internet banking system does offer integration with other systems using SOAP/REST API</p> <p>12) Please refer to answers below:</p> <p>a) Yes, only personal loan and motor vehicle loan for SIFB employees is in the scope of the project.</p> <p>b) SIFB does not provide loan for Sugarcane planters, Metayers, Millers</p> <p>13) Please refer to answers below:</p> <p>a) The HR system will need to interface with the SIFB web site where job vacancies will be posted.</p>

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	<p>b) Please confirm, we understand the bidder proposed HR system should interface with the SIFB websites to pull candidates applications in the proposed HR system</p> <p>c) Please confirm whether we should provide support on a 8x 5 or 24 x 7 basis</p>	<p>b) The HR system will need to interface with the SIFB web site where job vacancies will be posted.</p> <p>c) Support is on a 8x5 basis.</p>
4.	<p><b>Queries / Clarifications dated 16 September 2024 from a potential bidder:</b></p> <p>1) We refer to requirement STR-16 Document Management: <i>“Allow the uploading and storage of relevant hard copy documents. Refer to the Document Management section”</i>. We cannot find the Document Management Section in the Terms of Reference.</p> <p>2) We would be grateful if an extension of 2 weeks is granted for this bid. This will allow a quality submission.</p>	<p>1) Requirement STR-16 should be rephrased as <i>“Allow the uploading and storage of relevant hard copy documents in the Laserfiche Document Management System”</i>.</p> <p>2) No extension will be granted.</p>

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

Sugar Insurance Fund Board,  
SSR Street,  
Port Louis.