



## Addendum

### REQUEST FOR PROPOSAL

#### SUPPLY, INSTALLATION AND CONFIGURATION OF A MOBILE APPLICATION FOR THE BANK

We refer to the RFP for the “*Supply, installation and Configuration of a Mobile Application for Financial Literacy for the Bank*”, launched on 10 June 2026.

Further to the queries raised by a potential bidder, the responses of the Bank are as follows:

| Query Serial No. | Requirement Number | Current Specification  | Query (In terms of Clarification / Modification / Addition of New Clause)   | Response   |
|------------------|--------------------|--|---|--|
| 1                | Req. 2             | The application shall provide structured financial literacy content (articles, videos, infographics, quizzes, and interactive learning modules). | Kindly confirm whether all financial literacy content (articles, videos, quizzes, infographics, and learning modules) will be provided by the Bank, or whether the selected vendor is expected to create, curate, translate, enhance, or maintain any content as part of the project scope. | Financial literacy content is expected to be provided and approved by the Bank.  |
| 2                | Req. 2             | The application shall provide structured financial literacy content (articles, videos, infographics, quizzes, and interactive learning modules). | Kindly confirm whether migration of existing financial literacy content and legacy learning assets into the proposed platform forms part of the implementation scope. If yes, please provide an estimate of the content volume and content formats.   | No migration of existing financial literacy content and legacy learning assets is required. Any limited content onboarding required at implementation stage will be agreed with the successful bidder. |

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| 3                | Req. 13            | The solution shall support multilingual capability (if required).  | Kindly confirm the languages required at launch for the mobile application, administrative portal, and chatbot, including any requirements for multilingual content management.   | For bidding purposes, bidders should propose the solution in English at minimum. The solution must support multilingual capability if required, as specified in the RFP.   |
| 4                | Req. 6, Req. 7     | The application shall provide an ATM locator feature with geolocation capabilities and integrate with map services.  | Kindly confirm whether the Bank will provide and maintain the ATM location dataset through APIs, databases, or spreadsheets, or whether the selected vendor is expected to source and maintain ATM information.                 | The selected bidder shall provide the ATM locator feature and associated map integration capability. The source and maintenance of ATM location data will be clarified by the Bank during implementation.  |
| 5                | Req. 9, Req. 10    | The solution shall support a Maker-Checker approval workflow and allow management of chatbot knowledge-base content. | Kindly clarify the expected content governance process, including Maker-Checker workflow requirements, approval levels (if applicable), and whether the same governance process should apply to chatbot knowledge-base content. | Bidders should propose a configurable Maker-Checker workflow for content governance. At minimum, content intended for publication to end users should be subject to review and approval prior to release. The same governance principle should apply to chatbot knowledge-base content where such content is managed through the administrative portal. Bidders should describe how approval roles, workflow stages, and audit trails are configured |
| 6                | Req. 23, Req. 38   | The solution shall comply with applicable data protection regulations and the bidder shall specify data residency.   | Kindly confirm whether compliance with the Mauritius Data Protection Act is sufficient, or whether additional privacy, regulatory, or data residency requirements must also be considered.                                      | Compliance with applicable laws and regulations in Mauritius is mandatory, including applicable data protection requirements. In addition, bidders must comply with the Bank's security, confidentiality, cloud hosting, and data governance requirements as set out in the RFP, including clear disclosure of data centre location and data residency model.  |

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| 7                | Req. 42            | The Bank maintains a Microsoft 365 E5 subscription and bidders may leverage existing licensing and entitlements where feasible.     | Kindly confirm whether the proposed solution is expected to leverage the Bank's existing Microsoft tenant and services, or whether the selected vendor should provision and manage a separate cloud environment. | The bidder is responsible for proposing and implementing the cloud hosting environment for the solution. Bidders may optimise the architecture to leverage the Bank's existing Microsoft 365 E5 licensing and entitlements where feasible, but are not required to rely on the Bank's existing tenant unless specifically proposed and justified. The recommended hosting model must be clearly justified as the most cost-effective, secure, and operationally efficient solution, and all related costs must be fully included in the total bundled price. |
| 8                | Req. 37            | The solution shall provide automated backup and disaster recovery capabilities.   | Kindly provide the Disaster Recovery requirements, including Recovery Time Objective (RTO), Recovery Point Objective (RPO), backup frequency, and failover expectations.   | This requirement is to be addressed by the bidder as part of its proposed cloud solution. Bidders should specify their proposed backup frequency, disaster recovery design, Recovery Time Objective (RTO), Recovery Point Objective (RPO), and failover arrangements, consistent with the criticality of the solution and the RFP uptime requirements  |
| 9                | Req. 39, Req. 46   | The architecture shall support scalability and the bidder shall provide estimated concurrent user and chatbot interaction capacity. | Kindly provide the expected user volumes, including estimated registered users, peak concurrent users, and anticipated chatbot interactions to support infrastructure sizing and cost estimation.                | The Bank has not prescribed fixed user volume assumptions in the RFP. Bidders are required to propose a scalable architecture and provide their estimated concurrent user capacity and chatbot interaction capacity as part of their technical proposal. Bidders should clearly state the sizing assumptions underpinning their proposal and pricing.  |
| 10               | Req. 30            | The vendor shall conduct comprehensive VAPT through an independent third party prior to Go-Live.                                    | Kindly confirm whether the Bank requires any specific accreditation, certification, or qualification standards for the independent VAPT provider.  | The RFP requires a comprehensive VAPT to be conducted through an independent third party prior to Go-Live, at the bidder's cost. Bidders should therefore engage a suitably qualified and independent security testing provider and describe the credentials, methodology, and   |

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|                  |                    |   |   | standards to be applied. The Bank reserves the right to review and accept the adequacy of the proposed provider and scope.   |
| 11               | Annexure A – E4    | The bidder should have an annual turnover of at least MUR 15 million for the previous three financial years and provide audited financial statements. | Our Company was incorporated less than three years ago. Kindly confirm whether audited financial statements covering the period since incorporation will be accepted in lieu of the mandatory three-year audited financial history requirement. | The requirement for an annual turnover of at least MUR 15 million for each of the previous three financial years and submission of audited financial statements is a mandatory eligibility criterion. Bidders must demonstrate compliance as specified in the bidding documents.   |
| 12               | Annexure A – E4    | The bidder should have an annual turnover of at least MUR 15 million for the previous three financial years.  | Kindly clarify whether the minimum turnover requirement may be satisfied through consolidated group financial statements, or whether the standalone bidding entity must independently satisfy this requirement.                                 | The eligibility requirement shall be assessed on the bidding entity, in line with Annexure A E-4, which states that the bidder should be a standalone business entity and should have the required annual turnover and audited financial statements for the previous three financial years.  |
| 13               | Section 5.10       | Prices indicated on the Price Schedule shall include all customs duties, VAT, and applicable taxes.   | For bidders incorporated outside Mauritius, kindly clarify the applicable tax treatment and whether Mauritius VAT should be included within the quoted price.   | Bidders shall quote prices in accordance with Section 5.10 of the RFP, which requires prices to include all customs duties, VAT, and other applicable taxes payable, and in Mauritian Rupees. Each bidder remains responsible for ensuring that its pricing reflects the taxes and duties applicable to its proposed contracting and delivery model. |
| 14               | Section 5.10.5     | Contract price variation shall not exceed 10% of the original contract price for contracts exceeding one year.  | Kindly clarify the application of the 10% contract price variation provision, including whether it applies to the   | Section 5.10.5 shall be interpreted as referring to the original contract price.   |

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|                  |                    |  | total contract value or individually to each contract year.   |   |
| 15               | Section 5.26       | Final payment of 10% shall be released three months post-commissioning following satisfactory use of the tool. | Kindly define the measurable acceptance criteria for determining "satisfactory use of the tool" for release of the final 10% payment following the post-commissioning period. | "Satisfactory use of the tool" shall be assessed with reference to successful commissioning and stable operation during the post-commissioning period, including successful installation, configuration, testing, training, signed commissioning documents, and no material unresolved defects preventing intended use. |

**Bank of Mauritius**  
**22 June 2026**