

**REDESIGN AND IMPLEMENTATION OF A DATABASE
DRIVEN WEBSITE FOR BANK OF MAURITIUS
REQUEST FOR PROPOSAL**

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BID FOR REDESIGN & IMPLEMENTATION OF A DATABASE DRIVEN WEBSITE FOR THE BANK OF MAURITIUS

1. INVITATION TO BID

Bid name: BID FOR REDESIGN & IMPLEMENTATION OF DATABASE DRIVEN WEBSITE FOR THE BANK OF MAURITIUS (BOM) –

- 1 The BANK OF MAURITIUS (The Bank) invites sealed bids from eligible candidates for the redesign, development and implementation of a database driven website as well as provision of training and support to the Bank staff after completion of the project. Hardware and hosting service do not form part of the requirements.

The project work shall include:

- Redesign and development of the new website for the Bank
 - Installation and configuration
 - Operational, performance and security testing
 - Full documentation including but not limited to operational, administration and backup procedures
 - Technical training for Bank of Mauritius personnel
 - Operational training for other users
- 2 Responses must be prepared and submitted as prescribed in the Request For Proposal (RFP) and should be addressed to the Chairperson of Tender Committee of the Bank of Mauritius and should be deposited in Tender Box B, Banking Hall, Level 3, Bank of Mauritius Tower, Sir William Newton Street, Port Louis, Mauritius by 06 April 2015 at 15:00 local time. Bids received after this date will NOT be entertained.
- 3 Shortlisted bidders will be required to make a demonstration at the Bank of the proposed concept at short notice after the technical evaluation. Failure to carry out demonstration of the solution at the date and time proposed by the Bank will result in elimination of the bid.

- 4 The Bank reserves the right to accept / reject any or all offers submitted in response to this advertisement without assigning any reason whatsoever.

2. INTRODUCTION

PRELIMINARIES AND GENERAL INFORMATION

The BANK OF MAURITIUS (BOM) seeks the services of an experienced and reputable company to redesign and implement its website.

In this regard, BOM invites bids as detailed in this RFP. Bidders are required to carefully read the following specifications and conditions that will apply when the contract is awarded to the successful bidder and seek any clarification required before submission of their bid.

Any act of collusion that may distort normal competitive conditions may cause the rejection of the bids concerned. By participating in this bid, bidders certify not to be involved in such acts of collusion.

Bids are invited in accordance with the documents issued. Counter-offers submitted with bids will not be considered; letters of qualification with bids may be ignored if they have the effect of modifying either the terms of a bid or the comparability of a bid with other bids. Should a Bidder, in good faith, wish to propose modifications to the terms, conditions and contents for the purpose of reducing the bid amount, then he shall contact the Bank (BANK OF MAURITIUS) in writing well before the date of bid opening. Should the proposed modification be approved by the Bank, bidders will be advised in good time for the modification of their bids. No proposed modification will be considered unless this procedure has been adopted.

All deletions, additions and corrections to figures inserted in the bid documents are to be countersigned by the bidder.

3. INSTRUCTIONS TO BIDDERS

3.1 Eligible Bidders

- 3.1.1. Bidders must be already engaged in the provision of similar end-to-end systems and services, comprising supply, installation and implementation of website software and services.
- 3.1.2. Successful bidders shall provide the product and services for the stipulated duration from the date of commencement (hereinafter referred to as the term) specified in the bid documents.
- 3.1.3. The Bank's employees, committee members, board members and their relatives (spouse and children) are not eligible to participate in the bid.
- 3.1.4. Bidders shall provide the qualification information statement that the bidder (including all members, of a joint venture and subcontractors) is not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Bank to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the services under this Invitation for bids.
- 3.1.5. Bidders involved in corrupt or fraudulent practices or debarred from participating in public procurement or procurement with the Bank shall not be eligible.

3.2 Cost of Bidding

- 3.2.1. The bidder shall bear all costs associated with the preparation and submission of its bid, and the Bank, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 3.2.2. The bid document is offered to interested bidders at no cost.

3.3 Contents of Bid Documents

3.6.1. The bid document comprises of the documents listed below and addendum issued in accordance with clauses of these instructions to bids

- Instructions to bidders
- Form of bid
- Price schedules

3.3.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bid documents. Failure to furnish all information required by the bid documents or to submit a bid not substantially responsive to the bid documents in every respect will be at the bidder's risk and may result in the rejection of its bid.

3.4 Clarification of Documents

3.4.1. A prospective candidate making inquiries of the bid document may notify the Bank in writing or by post, fax or email as indicated in paragraph 3.4.3 below. The Bank will respond in writing to any request for clarification of the bid documents, which it receives no later than seven (7) days prior to the deadline for the submission of bids, prescribed by the Bank. Written copies of the Bank's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders who have received the bid documents.

3.4.2. The Bank shall reply to any clarifications sought by the bidder within 3 days of receiving the request to enable the bidder to make timely submission of its bid.

3.4.3. Chairperson of Tender Committee

Bank of Mauritius
Sir William Newton Street
Port Louis
Telephone: 230 202 3800
Email: CTC@bom.mu

3.5 Amendment of Documents

3.5.1. At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bid documents by issuing an addendum.

3.5.2. All prospective bidders who have obtained the bid documents will be notified of the amendment by post, fax or email and such amendment will be binding on them.

3.5.3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for the submission of bids.

3.6 Language of Bid

3.6.1. The bid prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank, shall be written in English language. Any printed literature furnished by the bidder may be written in another language provided they are accompanied by an accurate English translation of the relevant passages in which case, for purposes of interpretation of the bid, the English translation shall govern.

3.7 Documents Comprising the Bid

The bid prepared by the bidder shall comprise the following components:

- a) A Bid Form and a Price Schedule completed in accordance with clause 3.8, 3.9 and 3.10 below.
- b) Documentary evidence established in accordance with Clause 3.11 that the bidder is eligible to bid and is qualified to perform the contract if its bid is accepted;
- c) Confidential business questionnaire

3.8 Form of Bid

The bidders shall complete the Form of Bid and the appropriate Price Schedule furnished in the bid documents, indicating the services to be performed.

3.9 Bid Prices

- 3.9.1. The bidder shall indicate on the Price schedule the unit prices where applicable and total bid prices of the services it proposes to provide under the contract.
- 3.9.1. Prices indicated on the Price Schedule shall be the cost of the services quoted including all customs duties and VAT and other taxes payable:
- 3.9.1. Prices quoted by the bidder shall remain fixed during the term of the contract unless otherwise agreed by the parties. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- 3.9.1. Contract price variations shall not be allowed for contracts not exceeding one year (12 months)
- 3.9.1. Where contract price variation is allowed, the variation shall not exceed 10% of the original contract price.
- 3.9.1. Price variation requests shall be processed by the Bank within 30 days of receiving the request.

3.10 Bid Currencies

- 3.10.1. Prices shall be quoted in MAURITIUS RUPEES unless otherwise specified in the appendix to in Instructions to Bidders.

3.11 Bidders Eligibility and Qualifications

- 3.11.1. Pursuant to Clause 3.1 the bidder shall furnish, as part of its bid, documents establishing the bidders' eligibility to bid and its qualifications to perform the contract if its bid is accepted.
- 3.11.2. The documentary evidence of the bidders qualifications to perform the contract if its bid is accepted shall establish to the Bank's satisfaction that the bidder has the financial and technical capability necessary to perform the contract.

3.12 Validity of Bids

- 3.12.1. Bids shall remain valid for 120 days or as specified in the invitation to bid after date of bid opening prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as nonresponsive.
- 3.12.2. In exceptional circumstances, the Bank may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto

shall be made in writing. A bidder granting the request will not be required nor permitted to modify its bid.

3.13 Format and Signing of Bids

- 3.13.1. The bidder shall prepare two copies of the bid, clearly / marking each —ORIGINAL BID and —COPY OF BID, as appropriate. In the event of any discrepancy between them, the original shall govern.
- 3.13.2. The cost of the software and services offered and the costs of any additional optional hardware and software items shall be furnished in a Financial Bid in a separate sealed envelope.
- 3.13.3. The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the bidder or a person or persons duly authorized to bind the bidder to the contract. All pages of the bid, except for un-amended printed literature, shall be initialled by the person or persons signing the bid.
- 3.13.4. The bid shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

3.14 Sealing and Marking of Bids

- 3.14.1. The bidder shall seal the original and each copy of the TECHNICAL and FINANCIAL bids in separate envelopes, duly marking the envelopes as “Technical bid” or “Financial bid” with the mention —ORIGINAL or —COPY as appropriate. The envelopes shall then be sealed in an outer envelope and marked —ORIGINAL or —COPY as appropriate.
- 3.14.2. The inner and outer envelopes shall be addressed to the Bank at the address given in the invitation to bid and should bear the title of the bid, i.e “Redesign Redesign and Implementation of a database driven Website for Bank of Mauritius on the top left hand corner.
- 3.14.3. The inner envelopes shall also indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared —LATE —
- 3.14.4. If the outer envelope is not sealed and marked as required by paragraph 3.14.2, the Bank will assume no responsibility for the bid’s misplacement or premature opening.

3.15 Deadline for Submission of Bids

- 3.15.1. Bids must be received by the Bank at the address given in the invitation to bid no later than **06 April 2015 at 15:00**.
- 3.15.2. The Bank may, at its discretion, extend this deadline for the submission of bids by amending the bid documents, in which case all rights and obligations of the Bank and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

3.16 Modification and Withdrawal of Bids

- 3.16.1. The bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification, including substitution or withdrawal of the bid's is received by the Bank prior to the deadline prescribed for the submission of bids.
- 3.16.2. The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of paragraph 3.14. A withdrawal notice may also be sent by cable, but followed by a signed confirmation copy, postmarked no later than the deadline for submission of bids.
- 3.16.3. No bid may be modified after the deadline for submission of bids.
- 3.16.4. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the bidder on the Bid Form. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its bid security.
- 3.16.5. The Bank may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.
- 3.16.6. The Bank shall give prompt notice of the termination to the bidders and on request give its reasons for termination within 14 days of receiving the request from any bidder.

3.17 Clarification of Bids

- 3.17.1. To assist in the examination, evaluation and comparison of bids the Bank may at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance shall be sought, offered, or permitted.

3.17.2. Any effort by the bidder to influence the Bank in the Bank's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bidder's bid. Comparison or contract award decisions may result in the rejection of the bidder's bid.

3.18 Deadline for Evaluation

The bid evaluation committee shall evaluate the bid within 30 days from the date of opening the bid.

3.19 Preliminary Examination and Responsiveness

3.19.1. All proposals will undergo a two-stage evaluation process, with evaluation of technical proposal being completed prior to any price proposal being opened and compared. The financial proposal will be opened only for bids that pass the minimum 50% technical score. The Bank will then select the most cost effective proposal.

3.19.2. The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required securities have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

3.19.3. The Bank may waive any minor informality or nonconformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

3.19.4. Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each bid to the bid documents. For purposes of these paragraphs, a substantially responsive bid is one which conforms to all the terms and conditions of the bid documents without material deviations. The Bank's determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

3.19.5. If a bid is not substantially responsive, it will be rejected by the Bank and may not subsequently be made responsive by the bidder by correction of the nonconformity.

3.19.6. Substantially responsive proposals will be reviewed by the evaluation committee and scored against the stated criteria of Section 4.2. The committee may review references, request oral presentations, and conduct an on-site visit and use the results in scoring the proposals.

- 3.19.7. Bids which obtain at least 50% of total technical score will undergo the financial evaluation process.
- 3.19.8. For price comparisons, mathematical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If the candidate does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.
- 3.19.9. The final bid outcome will be a combination of Technical score (making up to 70% of total score) and Financial score (making up for 30% of total score). The winning bid will be the one which scores the highest of the combined Technical and Financial score.

3.20 Conversion to a Single Currency

- 3.20.1. Where other currencies are used, the Bank will convert those currencies to MAURITIUS RUPEES using the selling exchange rate on the date of bid closing provided by the BANK OF MAURITIUS.

3.21 Contacting the Bank

- 3.21.1. Subject to paragraph 3.17, no bidder shall contact the Bank on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded.
- 3.21.2. Any effort by a bidder to influence the Bank in its decisions on bid evaluation bid comparison or contract award may result in the rejection of the bidder's bid.

3.22 Award of the Contract

a) Post qualification

- 3.22.1. In the absence of pre-qualification, the Bank will determine to its satisfaction whether the bidder that is selected is qualified to perform the contract satisfactorily.
- 3.22.2. The determination will take into account the bidder's financial and technical capabilities. It will be based upon an examination of the documentary evidence of the bidder qualifications submitted by the bidder,

pursuant to paragraph 3.11, as well as such other information as the Bank deems necessary and appropriate.

3.22.3. An affirmative determination will be a prerequisite for award of the contract to the bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Bank will proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

b) Award Criteria

3.22.4. Subject to paragraph 3.26 the Bank will award the contract to the successful bidder whose bid has obtained the highest bid score, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.

3.22.5. The Bank reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the Bank's action. If the Bank determines that none of the bidders is responsive; the Bank shall notify each bidder who submitted a bid.

3.22.6. A bidder who gives incorrect information in the bid document about its qualification or who refuses to enter into a contract after notification of contract award shall be considered for debarment from participating in future public procurement.

3.23 Notification of Award

3.23.1. Prior to the expiration of the period of bid validity, the Bank will notify the successful bidder in writing that its bid has been accepted.

3.23.2. The notification of award will signify the formation of the Contract subject to the signing of the contract between the bidder and the Bank pursuant to clause 3.24. Simultaneously the other bidders shall be notified that their bids have not been successful.

3.23.3. Upon the successful Bidder's furnishing of the performance security pursuant to clause 3.25, the Bank will promptly notify each unsuccessful Bidder and will discharge its bid security.

3.24 Signing of Contract

- 3.24.1. At the same time as the Bank notifies the successful bidder that its bid has been accepted, the Bank will simultaneously inform the other bidders that their bids have not been successful.
- 3.24.2. Within fourteen (14) days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to the Bank.

3.25 Corrupt or Fraudulent Practices

- 3.25.1. The Bank requires that bidders observe the highest standard of ethics during the procurement process and execution of contracts. A bidder shall sign a declaration that he has not and will not be involved in corrupt or fraudulent practices.
- 3.25.2. The Bank will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- 3.25.3. Further, a bidder who is found to have indulged in corrupt or fraudulent practices risks being debarred from participating in future procurement at the Bank of Mauritius.

3.26 Non-Disclosure and Confidentiality

3.26.1 Participants to this RFP are de facto under strict non-disclosure and confidentiality agreement with the Bank of Mauritius and each party therefore mutually undertakes:

- not to use or circulate the Confidential Information within its own organisation except solely to the extent necessary for the purposes intended by its disclosure, and not to use the Confidential Information in any way which would or might be harmful to the other party;
- to ensure that all persons to whom the Confidential Information is disclosed are made aware of its confidential nature and of their obligations under this Agreement;
- to effect and maintain adequate security measures to safeguard the Confidential Information from unauthorised access, use and misappropriation;

- to notify the other party of any unauthorised use, copying or disclosure of the Confidential Information of which it becomes aware and to provide all reasonable assistance to the party to terminate such unauthorised use and/or disclosure.

4. TECHNICAL REQUIREMENTS

4.1. Concept of new website

The Bank proposes to acquire a website which is modern, intuitive and based on best practice in the domain of operation.

The new website will use a content management system. This system will permit staff to edit content using their web browser, without learning HTML or any other web programming language.

The website will also have microsites. Microsites will be specific, second or third level branches of the site tree. The public will be able to access these microsites either by entering a specific URL such as www.bom.mu?site=MCIB, or by providing a subdomain of BoM, such as MCIB.bom.mu.

The new site will also implement an opt-in email system. Visitors will be able to subscribe to receive notification of new site content, or email newsletters dealing with general or specific topics.

The website must allow visitors easy access to all information. As a general rule, no piece of content should ever be more than three clicks away from the visitor.

First level navigation will be as follows:

- Simple and nice slider gallery with a smooth horizontal transition effect, which will display images of events as well as their corresponding descriptions. Thumbnails should be available for each slide. The images should slide automatically, and at the same time, buttons should also be provided for user to click through manually.
- News section that will display all the breaking news at the Bank and recent items that have been added to the website.
- Market Notices to communicate on the sales of Market products such as bills, bonds and Government securities.

- Upcoming Events section, which will display future events organized by the Bank.
- Key indicators section to display Exchange rates, Gold prices, Key Repo Rate and Inflation Rate.
- Currency Converter facility.

All pages will include a set of secondary ‘standard’ links, as well:

- Home
- Site Map
- Search and Advanced Search. A full-text search of the entire site.
- Search help
- Contact Us
- Disclaimer

4.1.1. Current Environment

i. Current Infrastructure

The website is hosted at the Bank, and uses the registered domain bom.mu. The web server uses Windows Server 2008 R2 as operating system.

ii. Current Application Software

The website was designed in 2007 using ASP, and uses Oracle database to dynamically publish its contents.

4.2. Minimum Technical Specifications

Set out in the table below is the list of principal requirements of the website. A sample concept page is provided in Appendix. Bidders are encouraged to visit the current website to familiarize them with its current content and the websites of Central Banks from the G8 countries. This may enable bidders to further appreciate the requirements listed. Note that, although the focus of this selection is on functional requirements, technical requirements have also been documented so as to facilitate smooth rollout of the selected system.

4.2.1 Architecture

Requirements	
R-1	The new website must use a Content Management System.
A-1	
R-2	The site should be HTML 5.0 compliant.
A-2	
R-3	All pages (except video or multimedia) must download in less than 10 seconds over a 56k modem connection.
A-3	
R-4	The website contents and graphics must be automatically adjusted to be compatible with the display settings of the browser.
A-4	
R-5	All pages must use a web safe colour palette.
A-5	
R-6	The site must be accessible from most common web browsers (Internet Explorer, Mozilla Firefox, Safari, Google Chrome, etc.). The website must automatically detect the user's device and propose skins accordingly.

A-6	
R-7	The site must be mobile-device-friendly (mobile phones and tablets). The website should be accessible worldwide on different platforms such as PCs, tablets and handheld devices such as Smartphones.
A-7	
R-8	The site must conform to the WAI Accessibility Guidelines outlined at http://www.w3.org/TR/WAI-WEBCONTENT/ wherever possible.
A-8	
R-9	The site should not use frames.
A-9	
R-10	All site pages should be available for search engine robots.
A-10	
R-11	The content of the website must not be embedded. It should be retrieved from databases as far as possible.
A-11	
R-12	All pages that use multimedia, such as Flash, must ‘sniff’ for the correct plug-in and display a static image if necessary.
A-12	
R-13	The website should be bilingual. It should be available in English and French versions. The default version to be loaded should depend on user’s browser settings. Thus, for French browser, default version should be French, else for any other languages, the default version should be English.
A-13	
R-14	The website should be tested for compatibility with different browsers and operating systems.
A-14	
R-15	State the name of the web server application and operating system that will be used.
A-15	
R-16	Describe the minimum server space, memory and bandwidth requirements.

	Please note that the bidder will be responsible for installation of the website software and associated engines in a VMware environment at the main site in Port Louis and the fallback site at Ebene.
A-16	
R-17	The website should be tested for usability at various connection speeds.
A-17	
R-18	Users should be able to subscribe to RSS feeds and Email Alerts to receive updates for some sections such as Breaking News, Latest Updates and Upcoming Events. There should be one RSS feed for Exchange Rates as well.
A-18	
R-19	There should be the facility to automate certain repetitive updates on websites such as change in gold prices, exchange rates, bank rates. In addition, each division will be responsible for posting documents on the Website. The designated staff in the division will be able to log into a site administration interface to edit, delete or add documents, images or videos to the website. These contents will then be approved by another officer for publication on the website.
A-19	
R-20	Rich User Experience should be there with minimum clicks and minimum page refreshes. AJAX and jQuery can be used for the purpose.
A-20	
R-21	The website should be developed using current web technologies and be able to implement current web technology trends.
A-21	
R-22	The website should use Secure Sockets Layer (SSL) 128 bit encryption for transactional or payment part of the website.
A-22	
R-23	The website must be able to accommodate any future needs and workload of the BANK OF MAURITIUS.
A-23	

R-24	Demonstration that the solution is Vulnerability free
A-24	
R-25	The website should use a scalable, robust database that is able to handle multiple transactions efficiently.
A-25	
R-26	The website must be installed on the Disaster Recovery site of the Bank. The main and Disaster Recovery sites must be switchable at any time.
A-26	

4.2.2 Design

Bank of Mauritius is about Central Banking. The design should reflect the image, purpose and the objectives of the Bank of Mauritius. Refer to section 8.1 for overall concept of the new website. Details of suggested contents are provided in section 8.2.

Requirements	
R-27	<p>A proposed concept for the welcome page is given in Annex 1.</p> <p>Bidders must provide (through a CD or a referred URL) a demo/concept version of the proposed website containing at minimum, the front page concept, for evaluation of the design layout.</p> <p>The bidder may be required to carry out a demonstration of the full solution after technical evaluation.</p>
A-27	
R-28	A navigation menu and contextual sub-menus should be present on the top part in all pages. Navigation structure should reflect the main function of a Central Bank.
A-28	
R-29	The left top part of the home page should have a simple slider gallery with a smooth horizontal transition effect, which will display images of events as well as

	their corresponding descriptions. Thumbnails should be available for each slide. The images should slide automatically, and at the same time, buttons should also be provided for user to click through manually.
A-29	
R-30	The middle lower part should have sections for News, Market Notices, and Upcoming Events.
A-30	
R-31	The right side of the main page should also have a section for key indicators (exchange rates, Bank rate, repo rate, gold prices, inflation rate), and a currency converter facility.
A-31	
R-32	In addition, there should be a dynamic graph of the above key indicators.
A-32	
R-33	There should be a basic search on the top in all pages. This will allow surfers to search a word or a phrase in the website.
A-33	
R-34	There should be a link to advanced search on top in all pages Advanced search should allow users to look for contents within documents. There should also be option to search for words, phrases, date published among others.
A-34	
R-35	For certain data such as Rates and Statistics, there should be option to view historical data with the use of charts.
A-35	
R-36	The Bank's publications such as Annual Report, Inflation Report, Financial Stability Report, must be available for download in PDF as well as e-book formats.
A-36	
R-37	The Monthly Statistical Bulletin and other statistical tables must be available for

	download in PDF as well as Excel versions.
A-37	
R-38	The Bank of Mauritius website also provides facility to users to shop online for Commemorative Coins. Therefore, there should be a section for online sale of these coins in the Home page, which will direct to another microsite. Payment will be received from local and overseas customers, and will be effected in Mauritian Rupees as well as in US Dollars. Provision should be made for customisation of this section to direct payments towards a commercial merchant site to accept credit card as well as other payment schemes.
A-38	
R-39	The website should have a 'Quick Links' option as well.
A-39	
R-40	Video and audio streaming facilities should be available.
A-40	
R-41	The website should be user friendly and easily navigable. A visitor should be able to find the information they are looking for without hassle and frustration. The site's navigation buttons should be grouped together. If image links are used, text links should also be provided for those people who have images turned off on their browser or are using an older browser that doesn't support images.
A-41	
R-42	The logo of the Bank should be visible in all pages.
A-42	
R-43	The website should be easily viewable in all screen sizes without a visitor having to scroll horizontally (left to right).
A-43	
R-44	Breadcrumbs should be visible on all the pages.
A-44	

R-45	Each section of the website should have a common look and feel. The use of photographs, fonts and layouts should be consistent throughout the site.
A-45	
R-46	There should be a secured workspace area that requires login from registered members. For instance, registered companies can log in using their credentials to draw Credit Profile Reports for their clients.
A-46	
R-47	There should be a Photo Gallery to view albums of different events.
A-47	
R-48	A pleasant appearance is desired, with use of corporate colour (blue and yellow), readable text, simplicity, meaningful graphics, new banner, use of tooltips, and good quality of images among others.
A-48	
R-49	<p><u>Others</u></p> <ul style="list-style-type: none">I. Flexibility on Creation and placement of new website sections and categoriesII. Archiving, archived content referencingIII. Site statisticsIV. File uploadsV. Careers sectionVI. Menu generation <p>Please provide at least 3 prototypes for the website on CD/DVD or dedicated URL</p>
A-49	

4.2.3 Development and content migration

It is proposed that the project is divided into three phases:

- In Phase 1, the visual design for the website should be completed.
- Phase 2 will extend the content management system to all site areas.
- Phase 3 will introduce additional interactive tools and the ‘microsites’.

Requirements	
R-50	<p>The Bank expects:</p> <p>Phase 1 to be within 2 months from the date of award of contract;</p> <p>Phase 2 to be completed within 4 months from the date of award of contract;</p> <p>Phase 3 to be completed within 6 months from the date of award of contract;</p> <p>Please specify the time to complete each phase.</p>
A-50	
R-51	<p>Migration of the contents of the front page shall be at the cost of the bidder. The cost of migration of contents of other pages must be quantified by the bidder and proposed separately along with the financial bid.</p> <p>Please specify the methodology for migration of page contents and whether you expect it to be done collaboratively with support staff of the Bank</p> <p>The bidder must also specify the <u>number</u> of pages (<i>not cost!</i>) that will be migrated without additional charge and the number of pages that will be.</p>
A-51	

4.2.4 Administration

The website administrator will be responsible for the following tasks:

- To ensure proper operation of the website
- To carry out updates where necessary
- To review logs and access rights
- To monitor speed, disk space and bandwidth requirements

- To carry out vulnerability checks and advise on upgrades
- To ensure that links to other websites, audio and video contents are updated
- To ensure proper backup and restore
- To track attempts of DoS attacks and other unauthorised access attempts
- To monitor the database size
- To carry out purging

Requirements	
R-52	There should be a tool to carry out the website administration tasks mentioned above.
A-52	
R-53	State the number of persons that should be responsible for website administration and describe the role of each person.
A-53	
R-54	Describe in details the features that can be administered using administration tool.
A-54	
R-55	There should be the ability to track the number of people who have visited the website, the pages viewed, keywords used in search engines among others.
A-55	
R-56	There should be an approval system in the website Admin part where the data entered by Website owner should be approved by the supervisor before posting.
A-56	
R-57	The website should be robust and loosely coupled so that at any time we can change the connection string and website should be able to connect to any database (oracle, sqlserver, MySQL etc.) having same schema.
A-57	
R-58	There must be a ticketing and tracking system in place which can enhance the

	transparency and communication practices using website as a medium.
A-58	

4.2.5 Training and support

Requirements		Rank
R-59	Describe the training and implementation support that is, recommended, available or provided for the proposed website.	
A-59		
R-60	In relation to the above, it is a requirement that staff of the IT section of the Bank shall be trained to provide first hand support, and carry out application enhancements after handing over. Please describe any specific training requirement course for the staff. For this purpose, the source code of all web pages shall be made available to the Bank in proper documented format.	
A-60		
R-61	Describe the tools available for support and the typical response time.	
A-61		
R-62	State the number and profile of persons who should be trained to provide first hand support.	
A-62		
R-63	Please provide a time-table of user training.	
A-63		
R-64	Technical, training and user manuals	
A-64		

4.2.6 Profile of bidder

Requirements		Rank
R-65	The website development team should have at least 3 years' experience in website design projects of a similar scope.	
A-65		
R-66	List three websites you have developed that best reflects your work and relevancy to this project.	
A-66		
R-67	Describe your experience in integrating other website technologies, third party software tools and applications into web development projects.	
A-67		
R-68	Please provide details about the individuals who will work on the web development project, including information about awards received, pertinent qualifications and experience.	
A-68		
R-69	The bidder should have experience in developing websites for a mobile/PDA audience. Please provide examples.	
A-69		
R-70	Your development team should have experience in regards to Search Engine Optimization.	
A-70		
R-71	The selected bidder shall not outsource the project to any other third party company.	
A-71		

4.2.7 Security

Requirements	
R-72	All the Inputs should be properly sanitized both on client and server side. Proper

	validation controls should be in place.
A-72	
R-73	Website should be free from any Injection flaws, such as SQL, OS, and LDAP injection.
A-73	
R-74	There should not be any XSS exploitable vulnerabilities which include both persistent and non-persistent XSS attacks.
A-74	
R-75	There should not be any error regarding the authentication and session management and all the credentials should be encrypted rather than sending the parameters in HTTP request header in clear text and all session cookies have their 'secure' flag set so the browser never transmits them in the clear. Sessions should timeout automatically after certain interval.
A-75	
R-76	Proper authentication and authorization mechanisms should be set both in Website and Back office Website Administration portal in order to safeguard the website from "Insecure Direct reference Attacks" and role based authentication and authorization should be in place.
A-76	
R-77	Website should not be vulnerable to 'Cross-Site Request Forgery attacks'
A-77	
R-78	Website shouldn't be prone to attacks caused due to Security Misconfigurations which include (proper error handling set up to prevent stack traces and other overly informative error messages from leaking and proper configuration of security settings in your development frameworks (e.g., Struts, Spring, ASP.NET) and libraries.
A-78	
R-79	Sensitive data (to be defined by the Bank) should be encrypted while storing in the databases and all the hashes should be the salted hashes and a strong encryption

	mechanism is to be followed.
A-79	
R-80	The website should be configured only to accept the connections over a secured channel (HTTPS) on port 443 and it should be configured with the SSL certificate of the bank and other Transport Layer Protection practices should be in place.
A-80	
R-81	There should not be any invalidated Redirects and Forwards in the website so that website couldn't be used as a medium to launch attacks.
A-81	
R-82	Secure coding practices should be in place in order to safeguard the website from buffer and stack overflows
A-82	

4.2.8 Deliverables

At the conclusion of the delivery and deployment, the Bank of Mauritius requires written summary executive documentation and detailed technical documentation. The documentation should consist of the following:

Requirements	
R-83	i) Detailed technical report A document developed for the use by Central Bank technical personnel which discusses: the solution configurations, the changes in the infrastructure, recommendations for further improvements, integration with other technologies including but not limited to Antivirus, Firewalls, Proxy Servers, IPSs and any other relevant information.
A-83	
R-84	ii) Executive summary report

	A document developed to summarize the suitability of the solution including benefits, scope, approach, findings and recommendations, in a manner suitable for senior management.
A-84	
R-85	iii) Project Management Approach Include the method and approach used to manage the overall project and client correspondence. Briefly describe how the engagement proceeds from beginning to end.
A-85	

5. FINANCIAL SUBMISSION

PRICE SCHEDULE OF SERVICES

Name of Bidder: _____ Bid Number: _____

Item Rupees)	Unit Price (License)	Total	Price	(MRU
1. Solution cost				
2. Cost of data migration (if any)				
3. Third Party License Fees				
4. Implementation services cost				
5. Maintenance cost for 5 years (excluding first year where the solution is expected to be under warranty for the first year.)				

Signature of bidder _____

Note: In case of discrepancy between unit price and total, the unit price shall prevail.

6. PROFILE OF THE COMPANY

(Confidential Business Questionnaire)

(You are advised that it is a serious offense to give false information under this section as it may render your bid being automatically disqualified).

PART I: GENERAL INFORMATION

- a) The questionnaire must be fully and comprehensively completed in all respects.
- b) Information given by the applicant shall be treated in strict confidence.
- c) Any information given and later found to be incorrect shall lead to disqualification of the Bidder.
- d) Deliberately incorrect information leads to disqualification of the application.
- e) Canvassing will lead to automatic disqualification of the applicant.

PART II: BIDDER DETAIL

The purpose of this section is to provide the required background information of the bidder organization.

- 1) Provide documentary evidence of the registered name and number of your company and date of Registration.

Company Name

Company Registration Number

Registration Date

- 2) Give full details of your Bankers.

PART III: CONTACT PERSON(S) DETAIL

- 3) Provide the contact person (s) name(s), addresses, phone numbers etc.

Contact Person Name

Landline Telephone Number

Cellular Telephone Number

Facsimile Telephone Number

E-mail

Postal Address

Physical Address

- 4) Please provide evidence of the registered street and postal addresses of the bidding organization

Registered Street Address

Registered Postal Address of your organization

- 5) Please provide evidence of current registration with relevant regulatory body within your industry, if any.

PART IV: BIDDER ORGANIZATION PROFILE

- 6) Who owns your organization? Provide details of the holding company and the main shareholders indicating percentage of shares held.
- 7) What is your organization's primary business activity? Provide a list with the estimated percentage of revenue earned from each of the primary business activities.

PART V: BIDDING ORGANISATION'S CLIENT BASE

The purpose of this section is to get a view of the number and profile of customers that the bidding organization has.

The Bank intends to contact these customers when checking references. You shall be expected to state any objections. If not stated, you shall be deemed to have authorized the Bank to contact these customers.

- 8) Please provide references from your major clients where you have successfully carried out similar or comparable assignment.

PART VI: BIDDER'S STANDARD CONTRACTS

- 9) Describe your approach to contracting and negotiation specifically relating to the availability and use of standard contracts and whether you consider any of the standard contracts or specific clause to be not negotiable.
- 10) Provide details of the preferred payment plan if not contained in the standard contract supplied.

PART VII: VERIFICATION OF BUSINESS SUSTAINABILITY

- 11) Can the Bidder supply certified audited financial statements for the last three financial years? The supply of these financial statements will be mandatory for your bid to be considered responsive.
- 12) Are you currently involved in any litigation or arbitration (or any other legal process which may result in legal or financial liability)?

If yes, what is the financial exposure as a result of the litigation, arbitration or other legal process and on what basis has this financial exposure been calculated?

If yes, what other exposure could result from the litigation, arbitration or other legal process and will this financial or other exposure materially prejudice the bidder’s financial position or its ability to successfully and timely implement any contract which may be awarded to it pursuant to this Bid?

13) Have you ever:

Question

Response

Yes/No

Forfeited any payment on a contract?

Been declared in default of a contract?

Negotiated the premature termination of a contract?

Had an uncompleted contract assigned to another solution provider?

PART VIII: TECHNICAL SUPPORT & CAPACITY BUILDING

14) State your policy on technological (maintenance) and operational support including capacity building (training) you offer to your clients.

PART IX: CERTIFICATION

I/We do hereby certify that the above information is correct in all respects.

FULL NAME:

DESIGNATION/POSITION:.....

SIGNATURE:

DATE:

COMPANY SEAL AND/OR STAMP:

7. BID FORM

Chairperson Tender Committee
BANK OF MAURITIUS
SIR WILLIAM NEWTON STREET
PORT LOUIS

Dear Madam,

REDESIGN AND IMPLEMENTATION OF A DATABASE DRIVEN WEBSITE FOR BANK OF MAURITIUS

In accordance with the Instructions to Bidders and Specifications for the execution of the above works, we, the undersigned offer to undertake the above works to the entire satisfaction of the Bank:

1. We acknowledge that the Appendix to the Bid Form forms part of our bid.
2. We undertake, if our bid is accepted, to commence the works as soon as is reasonably possible after the receipt of the Letter of Acceptance.
3. We agree to abide by this bid for a period of 120 days from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of this period.
4. Unless and until a formal agreement is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding Contract between us.
5. We understand that you are not bound to accept the lowest bid or any Bid you may receive without giving any reason whatsoever.

Name of Contractor:

Signature of the first Director

Address.....

.....

Date.....

Signature of the second Director

Address.....

.....

Date.....

Company Seal

.....

.....

8. ANNEX

8.1. Annex 1: Sample web page

BANK OF MAURITIUS The Central Bank of Mauritius

ABOUT THE BANK CORE FUNCTIONS MARKETS BANK NOTES PUBLICATIONS RESEARCH PRESS STATISTICS

Key Indicators

Exchange Rates
Wednesday, 18 February 2015

	Buy	Sell
EUR 1	36.8142	38.2082
JPY 100	26.5907	28.3463
GBP 1	49.5783	51.4524
USD 1	32.3801	33.4717

FX Deal Rates
Monday, 16 February 2015

	Buy	Sell
Ra/USD	33.0716	33.3077
Ra/GBP	51.0294	51.4516
Ra/EUR	37.7362	38.0139

Bank Rate

Date	Rate
Friday, 27 June 2014	2.48%

Repo Rate

Date	Rate
Monday, 27 October 2014	4.65%

News

12/02/2015 [Core Inflation: January 2015](#)

11/02/2015 [Communique](#)

Market Notices **Upcoming Events**

18/02/2015 [Advance Notice - Terms of Government of Mauritius Treasury Bills](#)

18/02/2015 [Seven \(7\) Year Government of Mauritius Bonds \(Re-Sale\)](#)

18/02/2015 [Proposed Re-Sale of 1.10% Benchmark Three Year Government of Mauritius Treasury Notes](#)

18/02/2015 [Notice of Tender for Government of Mauritius Treasury Bills](#)

18/02/2015 [Weekly Central Bank Survey as on 06 February 2015](#)

Currency Converter
17 February 2015:

1.00 EUR TO GBP

cash rate

Convert

About
Contact
Careers
Press
FAQs

Affiliate Sites

Legal
Terms & Conditions
Privacy Statement
Info Source

Follow the Bank
Upcoming Events
RSS Feeds
Email Alerts

8.2. Annex 2: Suggested Contents

There must be customised sites for the operational areas of the Bank (some of these are listed below):

Currency Office

- i. Creation of Virtual Museum to display currencies
- ii. Flash presentation with Audio on currency security features
- iii. Consumer alerts
- iv. The currency department should be able to update the Frequently Asked Questions.
- v. Shopping cart for commemorative currencies

Bank Supervision Office

- i. Make all application forms interactive so that members of the public can apply for licenses online.
- ii. Ability for users in the department to update directories of commercial banks and other financial institutions.
- iii. Ability for users to update bank returns page, returns templates and completion notes.
- iv. Ability for users to upload Quarterly / Annual Global Financial statements or institutions on the website

Regional Office – Rodrigues Office

- i. Have an image of the branch
- ii. Have a summary of the activities handled at the branch
- iii. Show branch address, contact persons and map of office/branches
- iv. Have a tool that shall allow branches to upload events and news items that pertain to the branches

Research and Statistics

- i. Give permissions to some designated Bank's Research Officers to key in the figures on Key Financial Indicators
- ii. Include auto-subscription for the Weekly Bulletin and the Monthly Economic Review
- iii. Include all historical data for the Weekly Bulletin, Monthly Economic Review, Statistical Bulletin, Monetary Policy Statements and the Annual Reports
- iv. Re-organize the Publications page in the Website so that it contains publications from research only. Move other Publications to relevant sections.

External Payments And Reserves Management

a. Forex Dealing Unit

- i. Write up - introduction to exchange rates history.
- ii. Search results to include the full name of currency.

Example:

- USD United States Dollar
- GBP Great Britain Pound
- EUR Euro

- iii. A drop-down calendar to enable users to pick dates when range searching and avoid picking weekends and public holidays.
- iv. Scrolling rates on face of website.
- v. Direction arrows – showing the change in exchange rates from the previous day.
- vi. Average exchange rates for all currencies.
- vii. Weekly, Monthly & Yearly:

Ability to produce a graph for any date range of rates searched – The graph should have output of any search to be presented in Print-friendly versions - PDF, HTML, EXCEL, CVS & XML.

Financial Market

- i. Treasury Securities Auction Results must be published automatically from the Securities system of the Bank.

- ii. Graphical trends of various data that pertains to government securities must be displayed online.
- iii. The Website Management System should allow for comments pertaining to Treasury Securities to be posted and channelled to the Financial Markets Department.
- iv. The Web Management System should demonstrate ability to make use of Mobile Technology in relaying information to the public. E.g. Treasury Securities Results and Advertisements of Bonds.
- iv. Write up - introduction to Repo And Reverse Repo.
- v. A drop-down calendar to enable users to pick dates when range searching and avoid picking weekends and public holidays.
- vi. Ability to produce a graph for any range of dates searched.
- vii. Output of any search to be presented in PDF, HTML, EXCEL, CVS & XML.
- viii. Print-friendly versions.
- ix. Ability to post REPO & Reverse REPO rates.

Corporate Services

- i. The Department should be able to upload Tender Advertisements and Notifications
- ii. Ability to submit tender documents online
- iii. Ability to upload a listing of Suppliers
- iv. Archiving of past tenders