REQUEST FOR PROPOSAL

Upgrade for the Software Sage ERP 300

17 July 2026

1. Bank of Mauritius ("Bank") invites bid from eligible and qualified bidders for the upgrade of Sage ERP 300 (version 2014) software, as more fully described at Annex 1 of this Request for Proposal ("RFP").

2. Bids should be in accordance with the requirements stipulated at Annex 1 and conform to the following conditions:

   (a) Proposals should be inclusive of all charges, taxes and expenses, and as such bidders should provide their bid price in the format of the appended Price Activity Schedule.
   (b) Late submission of bids will not be accepted.
   (c) A list of staff members assigned to the implementation and installation of the software must be submitted along with the bid.
   (d) Professional CVs of assigned staff, including relevant **Sage 300 certifications** must also be submitted.
   (e) The bidder must make full disclosure of any planned partnerships or subcontracting arrangements.
   (f) The project schedule/timeline must be submitted along with the bid.
   (g) Bids not conforming to the specifications and failing to provide the required details shall be rejected.
   (h) Bids shall remain valid for a period of **one hundred and fifty (150) days from the closing date of bid submission**.

3. Bidders should provide documentary evidence of their registered name, number, date of registration and registered office address of their company. Bidders are also required to provide the name of their shareholders, directors and beneficial owners.

4. Bidders should state whether they are currently involved in any litigation or arbitration (or any other legal process which may result in legal or financial liability).

5. Bidders are required to provide certified audited financial statements for the last three (3) financial years.

6. Bidders shall not be insolvent, in receivership, bankrupt, subject to legal proceedings for any of these circumstances or in the process of being wound up.

7. Bidders are required to observe the highest standard of ethics during the procurement process and execution of contract. Bidders shall sign a declaration that they have not and shall not be involved in fraudulent practices and submit the declaration together with their bid.

8. The Bank may, during the evaluation period, request such additional information as it may require from the bidders.

9. **Submission of Bids**

   (a) Queries, if any, shall be addressed to the Chairperson - Tender Committee at the following email address: tender.committee@bom.mu by **23 July 2026**. Responses to queries shall be sent by **28 July 2026.**

   (b) Bids shall be sent electronically, by email, from the email address of the authorised signatory of the bidder to tender.committee@bom.mu by **23.59hrs** (local time) on **03 August 2026**, at latest.

   (c) The bids must be submitted as an attachment in the email sent by the authorised signatory. The name of the electronic file must be "**Upgrade of Sage ERP 300 (version 2014) software.**"

   (d) The electronic documents should be encrypted with a strong password before being sent by email.

   (e) Encryption procedures:

   a. Open the document (Word, PDF, or ZIP).
   b. Apply encryption: i. For Word/PDF: Go to File > Protect Document > Encrypt with Password. ii. For ZIP: Use a secure compression tool and enable encryption.
   c. Use a strong password (min. 8 characters, mix of letters, numbers, symbols).
   d. Save the encrypted document securely.
   e. Send the password in a separate email from the document submission.
   f. Do not include the password in the document or submission email.
   g. Attach the encrypted document to the designated email.
   h. Confirm submission and notify the recipient of the password separately.

Failure to comply with the above submission formats may entail rejection of the bid.

10. The Bank reserves the right to accept or reject any bid and to annul the bidding exercise and reject all bids without thereby incurring any liability to any bidder or any obligation to inform bidders of the grounds of its action.

1. Introduction

The Bank currently utilizes the **Sage 300 ERP (version 2014)**. The system comprises of the following modules:

a) Accounts Payable,
b) Administrative Services,
c) Asset Management,
d) Common Services,
e) General Ledger,
f) Intelligence Reporting,
g) Inventory Control,
h) Purchase Orders, and
i) Visual Process Flows.

2. Scope of project

The selected bidder/contractor will be required to perform the following:

1. **System Upgrade:** Upgrade the existing Sage 300 ERP software to the latest stable version (including all modules as above-listed). Bidders may provide alternate upgrading options.

2. **Licensing:** Provide at least five (5) concurrent Sage ERP User Licenses. However, bidders may propose the options of more than five user licenses.

3. **Environment Setup:** Install and configure the relevant modules across three (3) distinct environments:

    a. **Live (Production)**
    b. **Disaster Recovery (DR)**
    c. **Test/UAT**

4. **Data Migration:** Migrate all live and archived data from the legacy 201 system to the new environments. Alternative solutions, to access archived data, may also be considered.

5. **Report Customisation:** Tailor output reports to meet the Bank's specific functional requirements.

6. **Training:** Conduct comprehensive technical and operational training for designated Bank staff.

7. **Testing:** Perform rigorous functional and integration testing of all modules

8. **Documentation**: Provide complete technical documentation and operational procedure manuals for daily use.

Price Activity Schedule

Item	Scope of Work Sage ERP 300 UPGRADE	Price (Inclusive of taxes)
1	**System Upgrade:** **Option 1:** Upgrade the existing Sage 300 ERP software to the latest stable version (including all modules listed in Section 1). **Option 2:** Viable alternative upgrade paths proposal. To provide details of alternative path. (***To clearly specify the upgrade option***) All hardware will be provided by the Bank. Bidders should provide an Infrastructure Specification Document (ISD).	
2	**Licensing:** Provide five (5) concurrent Sage ERP User Licenses. If bidders are proposing different options of more than five user licenses. (Quotations should be sent separately for the options).	
3	**Environment Setup:** Install and configure the relevant modules across three (3) distinct environments: a. **Live (Production)** b. **Disaster Recovery (DR)** c. **Test/UAT**	
4	**Data Migration:** Migrate all live and archived data from the legacy 2014 system to the new environments. Alternative solutions, to access archived data, may also be considered.	
5	**Report Customisation:** Tailor output reports to meet the Bank's specific functional requirements.	
6	**Training:** Conduct comprehensive technical and operational training for designated Bank staff.	
7	**Testing:** Perform rigorous functional and integration testing of all modules.	
8	**Documentation**: Provide complete technical documentation and operational procedure manuals for daily use.	
9	**Travel/Other Expenses:** (If applicable).	
	Total (inclusive of all charges and taxes)	

3. Schedule information

- Bidder has to submit the Planned number of days (including week ends)
- Bidder to indicate the tentative start dates

4. Commissioning

The selected bidder/contractor is required to prepare all necessary commissioning documents in duplicate and submit same to the Bank during the installation and testing period, for verification by staff of the Bank.

5. Project Timeline

Upgrade should be completed within 4 months after signature of contract. The targeted go-live date is November 2026 or earlier.

Prior to the expiration of the bid validity, the Bank shall notify the successful bidder in writing that its bid has been accepted. Unless and until a formal contract is prepared and signed between the parties, the successful bidder's bid together with the Bank's written acceptance thereof shall constitute a binding contract between the parties.

6. Terms of payment

Payment will be made as follows:

- 50% upon signature of contract,
- 20% upon customisation and successful User Acceptance Testing (UAT),
- 20% upon go live, and
- the remaining 10% will be released 3 months after go-live date.

The Bank may, if required, **withhold Tax Deductible at source**, if any, for remittance to the appropriate authorities.

7. Liquidated Damages

The selected bidder/contractor shall pay liquidated damages for delays in delivery of the works up to a sum equal to **0.5%** of the value of the undelivered goods to the Bank for each day that delivery is delayed up to a maximum of **10%** of the contract amount.