REQUEST FOR PROPOSAL - DESIGN & IMPLEMENTATION OF A WEBSITE, INTRANET AND MOBILE APP FOR THE BANK OF MAURITIUS

Response to Queries

Query No.	Requirement Number	Current Specification	Query	Clarifications
1	E-4	Bidders should have proven experience in designing and implementing websites in at least two (2) local commercial banks and one regulatory authority. The following details should be provided as per Annexure B: - Entity Name, - Contact Person, - Telephone and email address of contact person, - Project name and scope, - Composition of implementation team (bidder, subcontractor's/system integrators), - Year of engagement, - Project duration, - Total cost of Project (in MUR)	We request the BOM also considers experience of implementing similar websites for overseas institutions in USA and India, which is designed and implemented complying with the BoM Specicifications of the bid, aligning with similar User Interface and enviornments.	As per the RFP, bidders are expected to have experience in designing and implementing websites in local commercial banks.
2	E-13	The bidder shall not outsource the Project to any other third-party company.	We request the BOM to consider Joint Venture model with Overseas company as the requirements demands technical and implementation expertise from technology partners and also to optimise on the costing.	Joint venture is allowed. The joint venture agreement, including a dispute resolution, should be disclosed when submitting a bid. A main bidder should be identified.
3	R6	The website must automatically detect the user's device and propose skins accordingly	Does the term "skin" refers to the responsive design?	Yes
4	R27	Bidders may be required to carry out a virtual demonstration of the full solution after technical evaluation	Please clarify the term "full solution"	Demo will be an overview of the full solution which includes the development and implementation of website, mobile app and intranet.
5	R37	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.	Hope the term "customisation" here refers to set dynamic URL & Merchant ID for payment methods?	Yes
6	R41	Moreover, registered companies can log in using their credentials to draw Credit Profile Reports for their clients.	What are the functionalities that registered companies can do in the website other than the points mentioned in R41 & R42 ?	More details would be provided to successful bidder

7	R50	Please provide at least 3 prototypes for the website on a dedicated URL during demo	Does the term 3 prototypes refers to 3 Layout variants of Home page & few other pages?	Yes
8	R64	There must be a ticketing and tracking system in place which can enhance the transparency and communication practices using website as a medium.	Ticketing system between common users to BOM ?	Yes
9	R86	The mobile app should be compatible with all operating systems (Android, IOS, Windows) and should be native.	Hope we need the apps in Android & iOS native only?	Windows is optional
10	General	Regarding Technology Stack	Any specific development framework on which the new website / intranet should be developed?	Bidder to propose the best solution
11	General	Microsites - As mentioned in RFP., Coins purchase will be redirected to a microsite.	Apart from this, How many micro sites will be there for the website.	More details would be provided to successful bidder
12	General	Intranet	Please elaborate the e-learning functionality	E-learning functionality will include but not limited to the following: 1. Support of multiple content types (e.g., text, audio, images, video, animation) 2. Structured storage of learning materials. 3. Course creation tools. 4. Learning content search by titles, metadata and full-text. 5. Online assignments for learners. 6. Assessments (e.g., tests, quizzes, exams).
13	General - Vision		What is the positioning of the bank? What do we stand for? What is the key message we want to deliver as part of the re-design activity?	This is a project of the Bank to revamp its website
14	General - Website		How frequently do we refresh the content on the website? Who updates this information?	Contents of the website are updated on a daily basis by different departments.
15	General - Website		What is the primary and secondary information that we need to give to the user?	This will be determined during the requirement gathering stage.
16	General - Website		What is the goal of this website? Is it to provide information about financial policies? Is it to facilitate transactions? Or both?	Both
17	General - Website		Are we differentiating Logged in User and Registered User? What all tasks can a person perform without logging in and registering?	Logged in users refers to users at the Bank who will be authorised for posting while registered users refers to external users such as companies.
18	General - Scope		What is the objective of this activity? What are the challenges faced by the current website? Mobile app? And Intranet?	The Bank is embarking on this project to revamp its current website and intranet, and develop a new Mobile app for use by the public in general.
19	General - Scope		Has the bank decided on which among the "website, intranet and mobile app" to roll out first/prioritized for development or does the consultant need to assist in the prioritization?	This will be determined at a later stage.

20	General - CMS		Can we recommend a CMS platform solution? Would you require us to procure licences as well?	Yes, bidder to propose.
21	R-1	The new website must use a Content Management System. Content management system should also provide the following functionalities: • Content Preview • Content Scheduling • Hyperlinking • Menu updates • Page Templates User should be able to add, edit and move content directly on an assigned webpage without the need to utilise or be trained on back-end administrative system (i.e. HTML)	What are the current number of pages that exist in the	Currently, there are dynamic pages that are created when a new content is added.
22	R-6	The site must be accessible from most common web browsers (Internet Explorer, Mozilla Firefox, Safari, Google Chrome, etc.) and operating systems. The website must automatically detect the user's device and propose skins accordingly.	What the versions of common browsers mentioned that the website should be compatible to?	The website should be accessible from the latest versions of all common browsers.
23	R-8	The site must be accompanied by a native mobile app for both Android and IOS. Bidder must cater to publish the app in App Store and Play Store.	What is the current architecture of the bank? Could you share the current state along with all the integrations?	The Bank currently don't have any mobile app.
24	R-10	The site should not use frames.	Frame maybe required in native apps to open third party content. Would that be acceptable?	The RFP clearly specifies that no frames should be used.
25	R-11	All site pages should be available for search engine robots.	Search robots will not be able to access post-login/secure pages. Would that be acceptable?	Yes
26	R-16	The website should be tested for usability at various connection speeds.	Are there any performance testing KPIs for connection speeds? Could you share the same?	This will be shared at a later stage.
27	R-17	Users should be able to receive alerts for some sections such as Breaking News, Latest Updates, Upcoming Events, and Exchange Rates among others.	By alerts do you mean in-app notifications for mobile users? If other notifications what are they? SMS, Email, etc.?	In-app and email notifications
28	R-18	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 of the Bank 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.	How many departments are we talking about? And two different authoring roles will be required for maker and checker?	All departments at the Bank are responsible for posting of their respective contents on the website. Two different authoring roles will be required for maker and checker.

29	R-22	The website must be able to accommodate any future needs and workload of the Bank of Mauritius.	What are the performance parameters to be catered for the website and apps? How many concurrent users, userbase in existing website, etc.? Could you shed light on it?	The current website does support concurrent internal users. The new website is expected to support internal users as well external users such as companies and job applicants.
30	R-35	For certain data such as Rates and Statistics, there should be option to view historical data and produce charts.	How many approx. charts and corresponding data sources are required for reporting?	This would be determined at a later stage.
31	R-36	The Monthly Statistical Bulletin and other statistical reports must be available for download in PDF as well as Excel versions.	How reports and bulletins are published on the site? What is the frequency of report/bulletin upload? How large is the team managing this?	Reports are published on monthly, quarterly, annual and ad-hoc basis. Current reports are available at Publications section under News & Publications menu from the Bank's website. Different reports are managed by different departments of the Bank.
32	R-37	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.	The re-directed microsite is also in our scope to build?	No
33	R-38	Video and audio streaming facilities should be available.	What is the purpose of audio-video streaming? Hosting video/audio content or calls or service…or anything else? What is the expected size, number and parallel usage expected?	Audio and video files are currently uploaded on the Bank's website for public. The size varies according to the event.
34	R-39	The website should be user friendly and easily navigable. Visitors should be able to find the information they are looking for without hassle and frustration. 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.	Are we allowed to change the sitemap? Currently, the website runs on 3-tier navigation. Do we have the flexibility to change this?	Bidder may propose the best solution to the Bank.

35	R-41	There should be a secured workspace area that requires login, using two-factor authentication, from registered members and website administrators. A separate history report detailing user login history, including the user type, the date and time of the attempted login, the IP address of the user and whether or not the login attempt was successful, should be available. Moreover, registered companies can log in using their credentials to draw Credit Profile Reports for their clients.	What authentication and authorization which is the system in use? How are the users maintained? Is SSO implemented?	Microsoft LDAP is used. Bidder may propose the best solution to the Bank.
36	R-42	Registered members should also be able to apply for licenses, namely, banking, and MauCAS, online.	How many different types of user types/roles exist and what are the features for each? How are each these roles onboarded[Provided a valid login]?	There will be internal and external users. Internal users included maker, checker, admin, auditor among others. External users include those who would log and download reports, applicants for job and banking licences among others.
37	R-45	A chat bot facility should be available to handle common queries on exchange rates, repo rates, careers, MCIB, and fees, charge, and commission of banks, among others.	What are the different functions of the chat bot? Only these queries or also include service and account service features? Should VUI be a feature of the chatbot?	Chat bot facility will include only common queries and not service and account service features, and VUI.
38	R-48	Bidders may propose 3D visuals or Augmented Reality for the Virtual Museum and/or any other virtually guided tour.	What are we trying to show through the virtual tour? The museum? The artifacts or both?	Both
39	R-50	Others i. Flexibility on creation and placement of new website sections and categories ii. Archiving and archived content referencing iii. Site statistics iv. File uploads v. Careers section vi. Menu generation vii. Website Analytics viii. Webform functionality (module which allows to build any type of form that can collect any type of data, which can be submitted to any application or system) Please provide at least 3 prototypes for the website on a dedicated URL during demo	We would like to show 3 user journeys instead of three prototypes. Will that work?	Yes

40	R-55	There should be an Online Survey Form for institutions to submit their statistical data to the Bank. The following features should be available: • Registration of respondents • Ability to upload files by respondents • Email notification to respondents after successful completion of survey • Ability to generate reports and modify data • Ability to extract historical data • Ability to modify the survey form to cater for new requirements	Who is filling these surveys? What kind of surveys are these? How many types of online surveys exist?	These are filled by local registered companies on an annual basis. There may also be ad-hoc surveys.
41	R-56	The Bank expects: • Phase 1 to be completed within two (2) months from the date of award of contract; • Phase 2 to be completed within four (4) months from the date of award of contract; • Phase 3 to be completed within six (6) months from the date of award of contract; Please specify the time to complete each phase.	Can the over-all timeline be met with phases over lapping for better AGILE methodology?	Yes
42	R-57	Migration of the contents of the website shall be at the cost of the bidder. Please specify the methodology for migration of page contents and whether you expect it to be done collaboratively with support staff of the Bank .	What is level of collaboration possible? E.g. 4 employees per department	This will be determined at a later stage.
43	R-59	State the number of persons that should be responsible for website/intranet/mobile app administration and describe the role of each person.	What are the different types of users visiting the website? What all tasks do they perform? Should we have two types of users: Corporate and Personal?	Yes. The website is visited by people in Mauritius as well as overseas.
44	R-64	There must be a ticketing and tracking system in place which can enhance the transparency and communication practices using website as a medium.	Could you shed more light on this? What is the nature of this communication and the parties involved?	This will be used by external users who would send their requests and queries to the Bank.
45	R-65	The Admin portal should not be accessible outside the Bank's network.	Would the bank provide a dev-ops/network admin to support the project on such requirements?	Yes

46	R-66	The solution proposed should include a content acceleration engine; this will allow for faster page or content display to the viewer.	How the content currently stored and made available on the website? What is the size and nature of this content? If additional content is required for the new design, will the bank provide the same?	Information on the existing website will be provided to the successful bidder. The Bank will provide additional content, if required, for the new design.
47	R-77	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. 2-factor authentication will be required.	What is the authentication and authorization currently in place?	Microsoft LDAP is used. Bidder may propose the best solution to the Bank.
48	R-102	Bidders should specify if a cloud-based deployment of the server-side of the Mobile App is possible and provide relevant technical details in this section.	Would cloud based deployment for webserver also be a consideration? It would be ideal to provide the same backend for web and mobile apps. Can Content Management System be deployed on cloud?	Public cloud for Content Management Ssystem will not be acceptable
49	R-109	During implementation, secured protocols shall be used to communicate with the database and efficient indexing shall be implemented for rapid data retrieval.	Would you be providing SSL certificates and other encryption keys? Does the bank have an existing encryption solution in place?	Yes, the Bank will be providing the SSL certificates and other encryption keys. The Bank already has an existing encryption in place
50	R-113	OS Hardening shall be performed for all systems deployed for this solution especially on the production server prior to going live.	Who would be responsible for OS hardening? It is usually done by the Bank's InfoSec team.	This will be done by the supplier in collaboration with IT team to avoid disruption of services.
51	R-120	Application shall provide configurable session time-outs and account lockout with proper reset mechanism.	Would you want us to architect the security layer including session management, SSO and other features? If so, what solutions are you looking for that do not exist in security?	The application should logged out idle user for specified time. Please refer to response to query no 47.
52	R-125	Application shall be designed to capture all user access and activity in the system. Logs shall be kept for auditing purposes. Archiving and rapid retrieval of these logs shall be a mandatory feature.	What is the level of logging expected? Can you share sample logs? What is the purging strategy and number of years to maintain logs for? Is there a back-up/archive of log available ?	All other information related to logs will be discussed and shared at a later stage.
53	R-129	Security controls shall be implemented based on the risk management process of the Bank and it should be documented to explain how the inherent risks have been mitigated and the residual risk after the application of the security controls. This shall also document the control risk.	What is the risk management documentation requirement? What is the frequency of updating this?	This will be discussed with the successful bidder.

| 54 | R-84 | • The intranet should be hosted on a VM other than the main website www.bom.mu in the internal zone. • There should be an administration section to manage user rights and logs,
• Multimedia contents such as pictures, video, podcast and archive of conferences,
• E-learning centre (to provide online training to staff),
• Knowledge centre (containing press cuttings, links of online newspapers, etc)
• Corporate directory, with staff photos,
• Meeting room booking,
• Events – Meeting agendas, programmes for the entire year and archives,
• News – news about latest communiques, expression of interest, circulars,
• Current publications including reports, PowerPoint presentations slide, etc.
• Newsletter,
• Photo Gallery,
• Social Media Details (e.g. Twitter / LinkedIn feeds),
• Vacancies,
• Content archiving,
• Analytics,
• Content migration from existing intranet,
• The intranet must be responsive in mobile device | Is the intranet available today in the current form with all the listed features? Which features need to be built and do not exist? What are the different elements to be monitored under analytics? How many integrations to third party platforms are expected? Will the pages be developed using CMS? | The Bank already has an intranet which requires a revamping with additional new features. The current intranet runs on Drupal.The bidder is expected to provide the features listed as well as propose new ones.
The bidder may also propose integrations with other third party platforms.
A CMS or other acceptable platform may be proposed. |
| 55 | R-87 | The mobile app should be accessible on handheld devices such as mobile phones and Smartphones. | Do the mobile apps have any features over and above the web-application? | Please refer to requirements provided at R-89 to R-103. Bidder may also propose other features. |