

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

### Response to Queries

Query No.	Requirement No.	Current Specification	Query	Clarifications
1	R-102	The solution should include a Content Management System (CMS) which will allow users at the Bank to update content of the Mobile App.	We suggest to have the CMS only on the website and not on the mobile app, so that the performance of the App is not compromised. Does Bank agree with this?	Bidder should propose the best option
2	R-102	The solution should include a Content Management System (CMS) which will allow users at the Bank to update content of the Mobile App.	What is the current CMS being used by the Bank's website?	Drupal
3	R-103	Bidders should specify if a cloud-based deployment of the server-side of the Mobile App is possible and provide in this section.	Are we looking for Single Backend for both Web & Mobile or different, since we see a specific query on hosting the Mobile Backend on Cloud in the RFP document?	Bidder should propose the best option
4	R-85	Intranet	For intranet portal, what is the user base the bank is looking for?	There are currently around 400 staff at the Bank
5	R-86	Mobile App	How many previous versions of the mobile OS should the Mobile App support?	It should be backward compatible with two versions
6	General		Does the Bank want to redesign the images from the old CMS?	As this is a project to revamp the existing website and intranet, the Bank is expecting new proposals with different layouts and images.
7	General		Is Bank interested in the static virtual tour of museum or dynamic? By dynamic we mean IR/VR enabled.	Bidder can propose both options.
8	General		What is the concurrent user base that the Bank is expecting on their website?	Please refer to requirements provided at R-67
9	General		Is Bank interested in single code solution, for both Mobile App & the website?	Yes
10	General		Is the bank already using MS Office 365?	Yes
11	General		Is any of the Internet banking services will be a part of the scope.	No, Internet banking is out of scope.

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12	General		The assumption is that there will be no financial transactions to be done through mobile app. Kindly clarify.	There will be no financial transactions through the mobile app at this stage
13	R-5	All pages must use a web safe colour palette.	All graphics and content will be provided by BoM? Or do we have the freedom to create our own content?	Bidder should propose all graphics and content.
14	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.	Approximately how many skins / options need to be designed /created overall	Bidder should propose
15	R-15	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 virtual environment at the main site in Port Louis and the fall-back site at Ebène.	Server space can be estimated only if we know the total size of the assets (videos, images, multimedia) that will be uploaded.	The current storage for videos and images is approximately 500GB. A projection of 1TB must be catered for over the next 5 years.
16	R-15	The website must be able to accommodate any future needs and workload of the Bank of Mauritius.	Is it correct to assume that 'Future Needs and Workload' refers to the additional content upload and increased website visitors?	Yes
17	R-22	Vulnerability assessment and penetration testing ("VAPT") shall be conducted on the systems prior to going live by a third-party auditing firm who should provide a certificate. The cost of the VAPT should be borne by the bidder. The solution provider shall be responsible to apply the recommendation after the exercise to eliminate the vulnerability through proper technical, administrative or physical controls.	We assume that the auditing firm shall be selected by the bidder.	The bidder shall select a reputable firm. This will be mutually agreed with the Bank.
18	R-30	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.	Will all this the Key Indicator data be pulled from some third party APIs?	Users should be able to upload the key indicator data into the website on a regular basis. The Bidder may also propose other options.

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19	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.	Will this be an eCommerce like microsite that allows the Bank of Mauritius to set the price of each coin and track sales? What all data does the bank want to see on the admin panel? Will users have to register, log in and purchase coins?	Yes, there will be an e-commerce microsite/page where users can set the prices of all coins on a regular basis, and track the buyers for delivery. Registration of buyers is optional. All other details to be available on the admin panel will be discussed at a later stage.
20	R-38	Video and audio streaming facilities should be available.	What kind of streaming? Will this be live streaming? Or pre-recorded / VoD streaming?	All options should be available.
21		Registered members should also be able to apply for licenses, namely, banking, and MauCAS, online.	Will this just be selection of the license type, filling and submitting the form? Or does the status also have to be tracked?	Status of online applications should be tracked.
22	R-85	E-learning centre (to provide online training to staff) on Intranet	Is this a complete LMS that has lessons and evaluation tests? Or is this only videos content? Is there live video streaming here?	Yes, bidder should propose a complete e-learning centre with lessons, evaluation tests, video contents. Bidder may also propose live video streaming.
23	R-85	Analytics for Intranet	What all analytics?	General analytics to track activities such as number of pages visited, number of users, number of clicks amongst others.
24	R-88	The mobile app should be accessible on handheld devices such as mobile phones and Smartphones.	Does this refer to non-smartphones? If yes, then these mobile phones would need a USSD app?	The requirement refers to smartphones only.
25	R-129	Anti-virus software/licenses (Symantec solutions) shall be provided for all servers deployed for this project. The update server should be provided to enable the live update of the anti-virus definition. The Bank will provide for the anti-virus software.	Does this mean the bidder does not have to quote for the Anti-Virus?	The Bank will provide the Anti-virus software.

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26	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.	We are assuming that web app will be compatible with latest 2 version of Microsoft Edge, Chrome, Firefox and Safari web browser, latest 2 versions of Android, latest version of iOS. Please confirm on the browsers and devices and their versions to be supported.	The web app shall be compatible with latest 2 versions of browsers, Android and iOS.
27	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.	1. We are assuming app is not required to work in offline mode as content is served real time. Please let us know otherwise 2. Is native mobile app mandatory or PWA will do?	1. Content shall be real time. 2. PWA is also acceptable.
28	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.	1. Is there any existing Notification engine available for the push notifications? 2. What kind of notifications are in scope? Mobile app push notifications, desktop browser notification or notifications inside the web app? We are assuming SMS and email notifications are not in scope	1. Subscribed users are currently notified through email. 2. For the app, mobile push notification is required. Email notification is in scope.
29	R-26	There should be should provide two separate production environment and test environment. The test environment will be used to check and test changes and bug fixes before deploying them in the production environment. The test environment will also be used to run intrusive tests, like vulnerability scans, and performance/load tests.	Is it expected that environments and infrastructure during development are to be provided by the bidder? Is BOM providing the production environment? Will the solution be deployed on prem or in cloud? Do we have an idea around the performance the site must have? Few metrics will help 1. Number of page visits in a day 2. Number of page visits from browsers vs mobiles	The test and production environment will be set up by the successful bidder and infrastructure will be provided by the Bank. The Bank will consider both on-premise and cloud options. Other metrics will be provided at a later stage.

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30	R-33	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.	Where are the documents hosted for document search? Are these all publicly available documents? Document search and autocomplete search begs for complete search engine to be included in the solution. What is the search engine currently used to run the existing search functionality?	The website will contain public documents. The current website, built on Drupal, has in-built search engine.
31	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 affected 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.	1. We are assuming that the complete E-Commerce is in the microsite and it is not in scope of this project. Only redirection to the E-Commerce microsite is what in scope. Please confirm. If not, this begs for complete ecommerce web app. 2. Do we need SSO between the new web app and this microsite?	1. The E-Commerce is within scope of this project. The existing one is built in Drupal. A new one will have to be developed by the successful bidder. 2. Bidder should propose the best option.
32	R-38	Video and audio streaming facilities should be available.	1. Is this live streaming? 2. Are these private videos or public videos? 3. Are the videos expected to host in BOM's infra or in cloud or video hosting vendors like YouTube?	1. Live streaming as well as pre-recorded options should be available. 2. All contents, including videos, are publicly available on the Bank's website. 3. Both options are acceptable.

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33	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.	<ol style="list-style-type: none"> <li>1. Do we need login feature for external customers? We are assuming that it is only for internal users for admin web app. Please confirm.</li> <li>2. History report is about who logged into admin app because there is no login feature for external web app. Please confirm</li> <li>3. It talks about registered companies to login, which means there should be registration functionality. But there is none. Please elaborate the idea of registered companies' login.</li> </ol>	<ol style="list-style-type: none"> <li>1. Admin users will include internal members only.</li> <li>2. Yes</li> <li>3. Companies (external users) should be able to register through the website by providing their details. They will then be given login credentials upon successful registration to view their credit profile reports.</li> </ol>
34	R-42	Registered members should also be able to apply for licenses, namely, banking, and MauCAS, online.	<ol style="list-style-type: none"> <li>1. This requirement asks for transactional web app and not just content web app. Please confirm if this is the vision.</li> <li>2. There is no requirement describing the process on how to apply for licenses and other items mentioned here. Also, what is the workflow? Should the applications be shown in the admin web app? and what is the life cycle of the app? etc.</li> <li>3. Can you please share details around how users can apply, and lifecycle of the application will be helpful</li> </ol>	<ol style="list-style-type: none"> <li>1. Yes</li> <li>2. The workflow will be provided at a later stage.</li> <li>3. All other information will be provided at a later date.</li> </ol>
35	R-46	There should be the functionality to allow online HR application such that applicants details can be captured and exported in excel format.	<p>Please elaborate on this functionality.</p> <ol style="list-style-type: none"> <li>1. Who are the users of this system?</li> <li>2. What is the life cycle of the application</li> </ol>	The public at large should be able to apply for job adverts online. All job applications must be viewable and extractable by HR team members. All other details will be provided at a later stage.
36	R-47	There should be facility for e-procurement. Bidders should be able to download tender documents, fill in procurement form, and submit relevant documents online.	This requirement asks for full-fledged e-procurement system. Please elaborate on this requirement.	Interested bidders should be able to view and download tender documents. They should be provided with a form to fill in the tender/RFP details online as well as option to upload supporting documents.

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37	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.	<ol style="list-style-type: none"> <li>1. What are the features required in ticketing system?</li> <li>2. Who will use this system?</li> <li>3. Do external users be allowed to raise tickets?</li> <li>4. Please elaborate on the ticket lifecycle and features of ticketing system</li> </ol>	<p>External users should be able to track status of their queries through the ticketing system.</p> <p>They will be provided with a ticketing ID at the time of submission.</p> <p>All other details will be provided at a later stage.</p>
38	General		Do we need the website to be built in any language other than English?	The website will be in English language
39	General		Is SEO in scope? If so, what is the scope of SEO?	SEO is optional
40	General		What technologies are used for the current existing website? What CMS is used? What is the tech stack used for current web app?	The current website is built on Drupal