



Bank of Mauritius

EOI- IT Transformation Project Phase I

Response to queries from applicants

1. There are five major required solutions in Annexure C. If bidders do not supply all the items listed, can they quote/propose partly?

Applicants may express their interest to implement part of the Scope of Work. However, it is **mandatory** for applicants to propose solutions for the core banking system, Accounting systems and middleware.

2. Can a bidder respond to this EOI only for the Treasury and Investment component?

No. Please refer to our response to 1. above.

3. Can an interested party, who is a systems integrator (SI), submit an EOI as main application and separately be a subcontractor in the EOI of another main applicant?

Any applicant which meets the Eligibility Criteria set out in Annexure A of the EOI and which can implement the mandatory solutions specified in 1. above may submit its Expression of Interest. Please also refer to Annexure A - Eligibility Criteria, E-3 in EOI.

4. Can an interested party submit two EOI's (being the main applicant in each of the two expressions of interest)?

Any applicant which meets the Eligibility Criteria set out in Annexure A of the EOI and which can implement the mandatory solutions specified in 1. above may submit its Expression of Interest.

- 5. Clause E-15 requires the main applicant to “ take accountability for the system delivered to ensure smooth operation”. This can be offered if the system is hosted by the applicant. Would the Bank accept a fully cloud-based solution, hosted outside the Republic of Mauritius?**

No, the Bank would not accept a fully cloud-based solution, hosted outside the Republic of Mauritius.

- 6. Clauses E-4 and E-5 both request to provide Central Bank references. What is the difference between the references requested in E-4 versus E-5?**

As per E-5, the applicant must have already implemented solutions in at least two central banks while as per E-4, the applicant could be engaged in the provision of solutions to central banks, which may or may not have been completed.

- 7. Do the references (to be provided under E-4 and E-5) need to be references for the main applicant? Or can the references equally be from the subcontractor responsible for the implementation of the proposed central banking solution?**

The main contractor should be responsible and accountable for the implementation of the proposed central banking solution. The references for the main applicant are required. Additionally, the main applicant may include references from the subcontractors also.

- 8. Please confirm our understanding that the replacement of the Mauritius ‘Central Depository System’ (CDS) is out of scope for the IT Transformation Project Phase I.**

Yes, CDS is outside the scope of the project.

- 9. Typical central bank operation does not include Retail and Corporate deposits and loans. However, central bank functions include overnight/short term deposits and overnight/short/long term loans for commercial banks. Please clarify the scope of this requirement in the above said context.**

The Bank has retail and corporate deposits. Further details in this respect will be provided in the RFP to selected bidders.

10. Does “Domestic Front office-Secondary Market Trading” refer to the settlement of government bonds/bills and central bank bills traded in the secondary market in the proposed depository using net settlement batches. Please confirm.

There will be no settlement batches. The Bank intends to use real time settlement. Details will be provided in RFP to selected bidders.

11. Does the scope include Derivatives? If yes, what type of derivatives? Also, please clarify if the bank is using PAT-2 system for risk analytics and if there is a need for integration.

The scope includes derivatives. Further details on the types of derivatives and on existing systems will be provided in RFP to selected bidders.

12. Please clarify if the scope includes Budget and Fixed Assets.

The scope does not include Budget and Fixed Assets. However, applicants having integrated Budget and Fixed Assets modules may propose same.

13. Please share the list of legacy systems that will be retained and need to be integrated with possible integration models.

Details on existing systems will be provided in RFP to selected bidders.

14. Please clarify the preferred operating system, and hardware server models. It is assumed that vendor will be installing the new servers along with operating system, database and all required software for the given vendor application. The banks existing data centre and network infrastructure including switches/routers, network cabling, load balancers, firewall, power supply, Air-conditioning, infrastructure monitoring system and other network equipment will be re-used and are out of scope. Please confirm if the assumption is correct.

Details will be provided in RFP to selected bidders.

15. It is understood that the EOI refers to the locations, BoM Head office in Port Louis, Regional office in Rodrigues Island and DR in central part of Mauritius. Please confirm.

Yes.

16. Please share the tentative timeline expectations to go-live by month and year.

Details will be provided in RFP to selected bidders.

17. It is understood that the RFP for technical and commercial bids would follow the Presentation and a product Demo after submission of the EOI response. Please clarify the sequence of selection process, including the possibility of reference site visit.

Yes, please refer to section 6 in the EOI document.

18. Please clarify if there is a requirement for the Prime Bidder to disclose the subcontractor details along with their financial reports now? Does the Prime Bidder have the flexibility to disclose the subcontractor details during the RFP stage and introduce a new subcontractor / partner during the RFP stage?

The main applicant should disclose the subcontractors' details along with their financial reports at the EOI stage. The selected bidders will not be allowed to change the subcontractors after the EOI stage.

19. Kindly provide the volume of data to be migrated to the new application.

Details will be provided in the RFP to selected bidders.

20. Does BOM, expect the supplier to perform AS-IS Study and produce a pain point report?

This is not required for the EOI phase.

21. Does the Bank wish to have Consolidated GL application covering both Banking Operations as well as ERP related transactions (i.e. Vendor Payment, Salary Processing, etc.)?

Yes.

22. Does the Bank wish to have separate distinct ledgers for each of branches or single centralised ledger with the capability of measuring branch performance independently?

The Bank is looking for a single centralised ledger, but is open to other possible solutions and as such, vendor should provide the best options.

23. Does the post implementation support for five years include any upgrade to the latest version of the application within the five-year support period?

Yes.

24. Kindly provide the support coverage (for example - 8hrs x 5 days/week) required. Also specify if the Bank requires any specific support during off-hours/critical business activities (like period closures, etc.)

Support requirements will be provided in the RFP to selected bidders.

25. Does BOM expect one single application catering for all the business requirement (i.e. Banking Operations, Currency Inventory Management, GL and Treasury solution) or One Integration with multiple specialised application.

The Bank is open to both options, but provision of core banking, accounting systems and middleware is mandatory in each proposal.

26. Is the Bank looking for centralised payment system for both head office and branches or decentralised system?

Payment system is not within the scope of Phase I.

27. Is the Bank, also looking for BI tools for MIS Reporting?

Yes.

28. Is there any interface to be factored? If Yes, kindly provide the list of current interfaces to be part of this transformation program

Yes, further details will be provided in the RFP to selected bidders.

29. How many phases Bank is planning for this transformation? And what are the expectations of each phase? Please provide.

This EOI is for Phase I only. At this stage, information regarding other Phase(s) cannot be disclosed.

30. Please specify which legacy System bank is using currently for its core banking operations and on which platform it is running.

Details will be provided in the RFP to selected bidders.

31. Please provide the volumes of financial institutions currently Bank is dealing with and yearly growth rate for the same.

Details will be provided in the RFP to selected bidders.

32. What is the strength of the implementation team the bank is considering to dedicate for this project? Please provide.

The Bank will assign relevant technical resources for implementation of the Project.

33. For implementation whether Bank is looking for resources to work from onsite or hybrid model, where resources will be placed onsite-offshore. Please clarify.

The Bank expects a minimum of resources to be on-site during the implementation.

34. In EOI Bank has listed the modules without the detailed requirement. Please share the detailed requirement so that solution approach can be provided accordingly.

Details will be provided in the RFP to selected bidders.

35. What is the expected number of concurrent users for each application and yearly growth rate? Please provide.

Details will be provided in the RFP to selected bidders.

36. Please share the existing IT infrastructure (Server, Storage, Network, Backup specification and configuration)?

Details will be provided in the RFP to selected bidders.

37. Providing Router and Firewall is part of scope or out of scope? Please confirm.

Details will be provided in the RFP to selected bidders.

38. Is the 5-year support 24/7 support or 9/5 business hour support for Hardware and Technology software? Please clarify

Details regarding support requirements will be provided in RFP to selected bidders.

39. Please elaborate on Support Services Bank is looking for during these 5 years.

Details regarding support requirements will be provided in RFP to selected bidders.

40. Bank is having any SLA for support? If yes, please share.

Details will be provided in the RFP to selected bidders.

41. Whether Bank is looking for HA (High Availability setup), if yes then whether the requirement is for Hardware cluster or Database cluster with RAC and replication via Active dataguard between DC and DR? Please clarify.

Details will be provided in the RFP to selected bidders.

42. Whether DC-DR drill is in scope or out of scope? Please clarify.

Details will be provided in the RFP to selected bidders.

43. Providing backup solution via storage to tape is part of scope or out of scope? Please clarify.

Details will be provided in the RFP to selected bidders.

44. How many environments planned for? Ex:(UAT, DEV, SIT, DC, FDR and NDR), Please provide.

Details will be provided in the RFP to selected bidders.

45. Is this plan for phase 2? Please clarify

The EOI is for phase I only.

46. Providing hardware is part of scope or out of scope at EOI stage? Or Only sizing is required. Please clarify.

Details will be provided in the RFP to selected bidders.

47. There is mention of Budgeting and Reserve Management in the Scope but no detailed requirement on the same. Please provide some insight of the process flow of budgeting and Reserve Management as per the Bank's need.

Details will be provided in the RFP to selected bidders.

48. Please list out all the interfaces bank wants to integrate with New core banking system?

Details will be provided in the RFP to selected bidders.

49. Please specify the modules and data size to be migrated from Legacy system to New core banking system?

Details will be provided in the RFP to selected bidders.

50. Typically, test plan is prepared by the bank or testing vendor nominated by the bank. Please clarify.

Testing plan will be prepared by the Bank in collaboration with the selected vendor.

51. Is Bank looking for training resource to train all the employee of the Bank or just train a few Bank resources to train Bank's all employees as part of Train the Trainer approach? Please clarify.

Details regarding training requirements will be provided in the RFP to selected bidders.

52. Please provide the list of reports under the following options:

- 1. Regulatory Reports**
- 2. MIS Reports**

Details will be provided in the RFP to selected bidders.

53. What all operations Bank is performing as part of Banking Operations? Please elaborate.

Details will be provided in the RFP to selected bidders.

54. Please elaborate on Forex transactions which bank is currently performing and requires as part of implementation?

The Bank is involved in Forex transactions. Details will be provided in the RFP to selected bidders.

55. Please provide Process flow for Bank's current Currency Inventory Management? Or detailed requirement to understand to provide the solution approach accordingly.

Details will be provided in the RFP to selected bidders.

56. In EOI there is mention of few systems to which integration should be done. Please specify the system other than the once already mentioned in EOI if any.

Details will be provided in the RFP to selected bidders.

57. Is Bank currently using any middleware? If yes, then please specify which middleware and how many system is associated with the current middleware.

Currently there is no middleware.

58. How many Finance, procurement, HR users in the organization? Please provide.

Details will be provided in the RFP to selected bidders.

59. Is there any current accounting system in the organization? Please clarify.

Details will be provided in the RFP to selected bidders.

60. Does the Bank need cloud or on premise ERP? Please clarify.

The Bank requires on premise solution.

61. Should the response to the EOI to be submitted as Hardcopy submission only or Bank allows for Email submission/ e-tendering? Please give clarifications.

Please refer to Annexure A - Eligibility Criteria, E-2 in EOI.

62. Is there an intentional difference between the wording “Applicant” and “Applicants” regarding the information requested (see appendix A)?

No, there is no intentional difference.

63. We understand “Applicant” means Lead integrator and “Applicants” means all stakeholders of consortium.

“Applicant” and “Applicants” can mean both Lead integrator and all stakeholders of consortium. It should be read in context.

64. Please clarify the meaning of this sentence “Prepare the Control Specification document for the Solutions along with the Bank”.

After the RFP stage, the selected bidder will have to prepare the control specification document for the solutions along with the Bank if the need arises.

65. Is there already a data warehouse to be fed by the solution? Or does the solution have to embed a data warehouse?

The Solution does not need to embed a data warehouse.

66. Please detail the assistance to be done.

Details will be provided in the RFP to selected bidders.

67. Does the Bank expect the consortium to request the assistance from an external party to perform stress test, security test and performance test?

No, the Bank will decide on the party to perform stress test, security test and performance test after deployment of the solution.

Bank of Mauritius

20 March 2019