



**Request for Proposal (RFP) For Consultancy Services For the
National ICT Strategic Plan (NICTSP) For Mauritius**

RFP No: 23/05/06

May 2006

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A. BACKGROUND AND JUSTIFICATION

The National Computer Board is requesting proposal for the recruitment of one International Consultant/Firm for the preparation of a National ICT Strategic Plan 2006-10 for Mauritius.

The Vision of the Government is to make the ICT sector the fifth pillar of the economy and Mauritius a regional ICT hub. Information and Communication Technology is regarded as a tool that will support business processes in this knowledge-based economy where information will flow within and across economic activities, leading to increase in value added at national level.

Mauritius has moved from a low-income mono-crop economy, with a narrow production base at the time of its independence, to a middle-income country with a more diversified structure, reliant on four main economic pillars, namely, manufacturing, sugar, tourism and financial services. Mauritius has experienced rapid economic growth over the past two decades. Mauritius is faced today with major challenges caused by the erosion of its preferences in the sugar and textile sectors. The vision of the Government is to transform the Information and Communication Technology (ICT) sector into the fifth pillar of the economy. A list of economic and ICT indicators is at Annex 1.

Notwithstanding its economic success, Mauritius has to reckon with a number of challenges to ensure sustainable development. The rapid pace of technological progress, the increasing integration of global commodity and financial markets, the emergence of new low-cost competitor countries, the strengthening of major trading blocs, the likely erosion of market preferences under the WTO regime, and the increase in non-tariff barriers in the form of "green" and "social" protectionism, all require innovative, flexible and determined responses.

With the globalisation process and the gradual depletion of our competitive advantages in our major income sectors, ICT has been identified as a potential sector for sustaining economic development. The ICT sector has been promoted as the fifth pillar of the economy. In this context, Government is according high priority to the development of the ICT sector to transform the country into a Cyber Island. This is in accordance with the UNDP Country Programme Document (CPD) for Republic of Mauritius 2005-2007 as explained in paragraph 3, and in Annex 1: Goal 1: SL 1.8 "Making ICT Development work for the poor".

The availability of adequately qualified and skilled human resources is a sine-qua-non condition for the development of the ICT sector. With the latest development in the ICT sector such as the setting up of the Cyber city, expansion of Business Process Outsourcing activities and the growing interest of foreign companies to invest in the local market, it is expected that the qualified IT workforce that would be needed in the various fields of the economy would increase significantly in the next couple of years. An overview of the ICT sector in Mauritius is provided at Annex 3.

With regard to Internet access, a survey conducted by NCB in 2001 indicated that 90% of the computerised establishments had access thereto. 75% of all establishments surveyed had access to the Internet. Internet usage is high in sectors like manufacturing, wholesale and retail trade, hotels and restaurants, transport, storage, communication, banking and finance. The use of the Internet in the education and training sector was 63.2% and in public administration it was 72.7%. The figures indicate a growing dependency of economic activities on ICT in general.

In this respect, it is felt that there needs to be a national information security strategy that should be developed with regards to ensuring business continuity in case of disaster or technology failure to ensure that the economy does not suffer as a result.

Establishments mainly use the Internet for information search, exploring new modes of business and maintaining their competitive position. However, the use of Internet for e-commerce and e-business type of activities is still very low. With the government ambition to transform Mauritius into a Cyber Island, the development of e-commerce and e-business type of activities at the level of businesses and SMEs is seen as an important turning point to ensure higher productivity and efficiency gains and create employment opportunities.

Under the E-Government initiative, Government has started delivering some of its services online since May 2005. This will radically improve services to the citizen as consumer, transform government operations, reducing costs to the benefit of taxpayers, and ultimately enhance Mauritian socio-economic performance through increased public sector productivity. In this context, Government has already embarked on a number of initiatives such as the implementation of TradeNet System, Contributions Network Project, Government E-mail System, Government Intranet System, and Government Online Centre amongst others. Details on these projects can be found at Annexes 3 and 4.

However, there is a need to identify and implement high impact E-government applications such as online filling of taxes to demonstrate the actual benefits that ICT can bring to government. At the same time, the need for re-engineering of processes at the level of ministries and departments as well as the need for equipping government employees with the necessary skills to perform their job in the E-government context should not be overlooked.

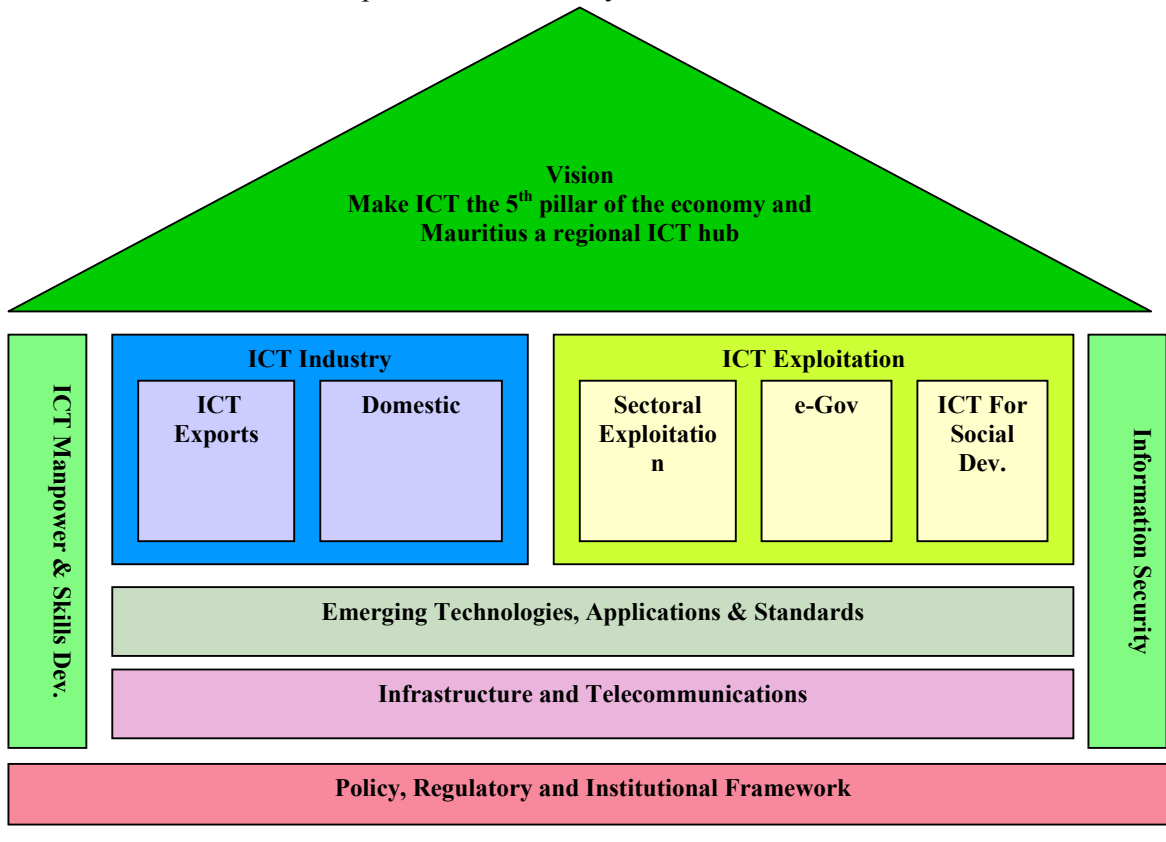
Government is fully aware that in order to achieve the vision of Cyber Island, the whole population of Mauritius, needs to be IT literate. The National Computer Board and the National Productivity and Competitiveness Council (NPCC) already offer ICT literacy courses to the public. One of the strategies of Government is the use of Information Technology (IT) as a supporting tool in education. It is expected that the use of ICT in education will support the development of an efficient workforce for sustaining economic growth. This is the objective of the School IT Project. It is intended to teach IT as a subject in itself at schools and to make use of IT for the teaching of subjects across the curriculum in primary and secondary schools. There is however, a growing need to develop connectivity among schools and establishing a network for better information and knowledge exchange in the education sector.

The use of ICT for social development is an area that needs to be explored further as there are real opportunities for Mauritius to improve the quality of life of disabled persons, senior citizens, unemployed, young people and women through ICT.

The purpose of the National ICT Strategic Plan (NICTSP) would be to develop a comprehensive action plan for the development of the ICT Sector for the next five years to enable government to achieve its vision of making the ICT sector the fifth pillar of the economy. The implementation of the NICTSP will strengthen the ICT industry of Mauritius and this will have a favourable impact on other sectors of the economy. By increasing the application of ICT across all economic sectors, it is expected that this will increase productivity and competitiveness. It is expected that the NICTSP will enhance the development of ICT in Mauritius, create business and employment in this sector and reduce poverty. Furthermore, it is foreseen that by enabling ICT to be accessible to all levels of the population, this will strongly contribute to transform Mauritius into a knowledge-based society.

B. THE ICT SECTOR FRAMEWORK

The ICT Sector Framework shown below describes the major components for the development of the ICT Sector as the fifth pillar of the economy.



1. ICT Industry

This component will address the development of the export potential and the domestic capacity of the ICT industry.

2. ICT Exploitation

All main contributors to the GDP are already using ICT to diverse extents. Making optimum use of ICT in Tourism, Manufacturing, Agro-industries and Financial Services to maximise the returns on investment, will further enhance contribution to GDP. This component will be looking into how the use of ICT in all key economic sectors must be exploited for enhanced productivity and efficiency.

3. E-Government

This building block will address the issues pertaining to the deployment of joined up online Government services for faster and quality service delivery to citizens, businesses and visitors.

4. ICT Manpower and Skills Development

This component will look into the manpower skills and profile and educational sector reforms required in order to support the development of the ICT industry.

5. ICT for Social Development:

This component will look into the transformation of the Mauritian nation into an information society where everyone is ICT literate, has access to ICT facilities and can participate in the Information Society.

6. Emerging Technologies, Applications & Standards

This building block will address the deployment of latest technologies and standards in the Mauritian context to sustain a competitive edge.

7. Infrastructure and Telecommunications

In order to sustain the development of the ICT sector, there is a need to make available good quality infrastructure facilities and services as well as a robust and reliable telecommunications network, which is competitive at the international level and is also highly accessible and affordable.

8. Information Security

In order to build an Information Secure Society, we need to build confidence and security in the use of ICTs.

9. Policy, Regulatory, and Institutional Framework

The objectives of this component are to create a level playing field for all the players in the ICT sector and to develop a conducive and enabling environment to act as a catalyst for the development of the sector.

C. OBJECTIVES OF THE NICTSP

The objectives of the NICTSP have been grouped as per the building blocks of the ICT Sector Framework.

ICT Industry

- Identify potential niche areas for the development of the ICT sector as the fifth pillar of the Mauritian economy.
- Maximise the growth of the ICT industry both for domestic and export markets
- Enable the Services sector to grow and develop Mauritius into a regional business hub.
- Enable and empower the local business community at large and entrepreneurs in the ICT sector to gain access to the regional and global markets
- Identify schemes and facilities to create a more conducive environment for the promotion of a local entrepreneurial culture and to attract international partnerships.
- Identify projects to position Mauritius as the Regional ICT Centre of Excellence.
- Identify research and development initiatives to foster the ICT sector.

Sectoral Exploitation

- Enable and empower the local business community and the SMEs by enhancing their efficiency and productivity through the application of ICT.

E-Government

- Provide better services through the implementation of e-government programmes.

ICT For Social Development

- Strengthen nationwide programmes for the promotion and adoption of ICT to improve the quality of life of citizens
- Develop a fully ICT literate nation through broad-based ICT education and awareness
- Formulate measures to promote the development of local content and creativity
- Enhance schemes to promote household PC penetration

ICT Manpower & Skills Development

- Ensure adequate supply and availability of skilled human resources for the ICT Sector.
- Promote capacity building and knowledge transfer in particular for local entrepreneurs, executives and IT professionals.

Emerging Technologies, Applications & Standards

- Identify international standards and best practices to develop a world class ICT industry and to ensure the competitiveness of Mauritius Internationally.
- Promote the innovative use of ICT across all sectors.

Infrastructure and Telecommunications

- Provide world class infrastructure and telecommunications facilities to build a competitive ICT Industry.
- Ensure telecommunications facilities are accessible and affordable to all.

Information Security

- Build trust and enhance security in the use of ICTs

Policy, Regulatory, and Institutional Framework

- Review and strengthen the existing policies, legal and institutional frameworks;

D. TIME FRAME OF THE PROJECT

The project will be completed over a period of 18 weeks based on the time frame as at Annex 2.

E. TASKS AND RESPONSIBILITIES OF THE CONSULTANTS

The consultant/s will be responsible for the elaboration of the NICTSP 2006-2010. The consultant/s will be responsible for the tasks outlined below including preparation, submission and presentation of project deliverables. The consultant/s shall take into account the existing plans being implemented/prepared in the different economic sectors.

To be able to achieve the required impact, it is important to view the NICTSP as an integrated ICT strategy to support the economic and social development of Mauritius over the next five years. The consultant/s will be required to submit an Inception report one week after the start of the assignment.

The project shall be facilitated by working groups comprising professionals both from the public and private sector. The Terms of Reference for the Consultant/s would be refined

and improved after consultations with Government and other stakeholders, at the inception report stage.

The following specific tasks will have to be carried out by the consultant/s:-

- Task 1 Undertake a general review of the existing policy, regulatory, institutional and capacity building frameworks and strategies in line with the vision of Government. The consultant shall be expected to consider the following aspects during the review: ICT legislations, ICT sector institutional set up, Capacity building initiatives, Electronic Document Retention, Electronic Signatures, Consumer Protection issues, Privacy and Data Protection, Cyber Crimes, Taxation, E-business and Intellectual Property amongst others;
- Task 2 Assess the e-government programme and benchmark with international e-Government leaders;
- Task 3 Make an assessment of the ICT exploitation across the different economic sectors and at the level of households;
- Task 4 The consultant/s shall make an assessment from primary and secondary data of the current state of ICT development in Mauritius through consultations with stakeholders concerned in order to formulate and achieve a common understanding of the objectives for the NICTSP
- Task 5 Carry out a PEST (Political, Economical, Social and Technological) analysis and a SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis of the ICT industry;
- Task 6 Evaluate the E-readiness of Mauritius, including the E-readiness of the different economic sectors;
- Task 7 Develop a common understanding of the objectives of the NICTSP with stakeholders;
- Task 8 Identify and recommend specific areas of focus for which development of sustainable action plans are required to achieve the objectives of the NICTSP;
- Task 9 The consultant/s shall identify potential/niche areas for development of ICT exports and recommend an action plan thereon;
- Task 10 Identify projects and activities for each area of focus;
- Task 11 Develop an action plan to be implemented over the next five years to achieve the objectives of the NICTSP. The consultant/s shall be responsible for the preparation of an action plan for the next five years for the NICTSP. The action plan should include a clear timeframe, human resources requirements, financial estimates, sources of funding and responsibilities of different stakeholders for the various activities and projects identified for each area of focus. The main issues that will be addressed in the action plan will include the objectives set out at Section C (Objectives of NICTSP) as well as the following:-

- a) Identify projects to position Mauritius as the Regional ICT Centre of Excellence;
- b) Enhance competitiveness of businesses in the global market;
- c) Promote the sophistication of use of ICT in an innovative way across all economic sectors, the government and the general public;
- d) Identify key e-government projects to be implemented over the next five years and an implementation plan for each project;
- e) Develop a national information security strategy plan to build trust in the use of ICTs.
- f) Create a conducive environment for the development of a knowledge based economy in Mauritius;
- g) Enhance broadband Internet access for both business and community;
- h) Enhance schemes to promote household PC penetration;
- i) Promote capacity building and knowledge transfer in particular local entrepreneurs, executives and IT professionals;

Task 12 Propose an organization structure to monitor the implementation of the action plan and a strategy for project review. The strategy should include the criteria to be applied and the timing to assess the progress of projects in each area of focus.

Note:

- a) A number of working groups will be set up and the consultant/s will be involved in all working group.
- b) The consultants will make presentations of their findings/recommendations during the workshop that will be organised throughout the project duration and subsequently include feedback from the participants.
- c) The consultants will also make presentations of their findings/recommendations to the steering committee and subsequently incorporate feedback from the committee.
- d) The organisation and administrative arrangements of the workshops will be under the responsibility of the Ministry of IT and Telecommunications.
- e) The consultant/s are not expected to carry out surveys.
- f) The consultant/s should submit their proposed methodology and work plan for carrying out the activities related to the whole project as part of their technical proposal.
- g) The consultant shall advise on the methods for the collection and validation of data – e.g. through the organization of a workshop.
- h) The consultant/s shall formulate the action plan to achieve the objectives of the NICTSP with the assistance of working groups.
- i) The consultant/s shall prepare an action plan for the next five years for the NICTSP.

F. DELIVERABLES

All deliverables shall be in English. The consultant/s is expected to submit the following deliverables:

1. Inception Report

2. Progress Report
3. Current State Assessment Report
4. Strategic Framework Report
5. NICTSP Action Plan

Inception Report: The Inception Report shall consist of the work plan of the consultant/s to carry out the assignment for the NICTSP. **The consultant has to submit information about necessary pre-requisites to be able to complete the assignment within the timeframe in their inception report.** The consultant/s should clearly indicate the methodology they will adopt and the means by which the Ministry of Information Technology and Telecommunications, the National Computer Board, other stakeholders and associations will be consulted during the course of the preparation of the NICTSP. The above draft terms of reference would be refined and improved after consultations between Government and the consultant/s, at the inception report stage.

Quarterly Progress Reports: Consultant/s shall prepare quarterly progress reports for submission to the Implementing Partner (IP) that is Ministry of IT and Telecommunications.

Current State Assessment Report (CSAR): The main purpose of the Current State Assessment Report is to review and identify gaps between the current and desired state of ICT exploitation in Mauritius.

The consultant/s will be required to undertake a general review of the existing policies, legal and institutional framework and strategies as related to the government vision, assess the e-government initiative including the Civil Service Computerisation, make an assessment of the ICT exploitation across the different economic sectors and at the level of households, evaluate the E-readiness of Mauritius, including the e-readiness of the different economic sectors and carry out a PEST (Political, Economical, Social and Technological) analysis and a SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis of the ICT industry.

The CSAR should include linkages between ongoing/proposed development projects and the ICT industry. ICT indicators will be given a prominent role in the CSAR to provide as much quantitative results as possible.

Strategic Framework Report: The main purpose of the Strategic Framework Report will be to recommend a coherent framework for defining the strategy to be adopted in the NICTSP. The Strategic Framework Report must outline the components of any proposed field programs, any anticipated challenges/obstacles to be encountered and proposed modelling approaches.

The consultant/s will be expected to develop a common understanding of the objectives of the NICTSP with stakeholders, identify and recommend specific areas of focus for which development of suitable action plans are required to achieve the objectives of the NICTSP and formulate measurable objectives for each area of focus.

NICTSP Action Plan: The NICTSP Action Plan will be one consolidated document, which shall include an action programme to be implemented over the next five years. The NICTSP Action Plan shall include a detailed implementation schedule, project outcomes, and financial

estimates for each project, possible sources of funding for the projects identified and an institutional framework for the implementation of the NICTSP.

The table below shows the schedule for all the deliverables of the project. All deliverables should be submitted in 10 copies and shall include the software used in the execution of the assignment. The consultant/s shall submit an electronic copy of all deliverables in MS Word format as well.

Deliverables	Due Date – from date Consultant started work on the project
Workshop 1	Week 1
Inception Report	Week 2
1 st Progress Report	Week 5
Draft Current State Assessment Report	Week 6
Workshop 2	Week 6
Final Current State Assessment Report	Week 7
2 nd Progress Report	Week 10
Draft Strategic Framework Report	Week 13
Workshop 3	Week 13
3 rd Progress Report	Week 14
Final Strategic Framework Report	Week 14
Draft NICTSP Action Plan	Week 16
Workshop 4	Week 16
4 th Progress Report	Week 18
Final NICTSP Action Plan	Week 18

G. DURATION AND LANGUAGE

Duration of contract: - Work on this assignment could consist of research and report preparation at its headquarters as well as missions to Mauritius. It is proposed that there could be one mission of five weeks and two other of two/three weeks respectively to Mauritius for the International Consultant/Firm. The team leader shall be present in all the missions to Mauritius and for each mission there shall consist of at least 2 high profile members of the consultancy team in addition to the team leader. All members of the team should visit Mauritius during the project.

Proposed commencement: July 2006

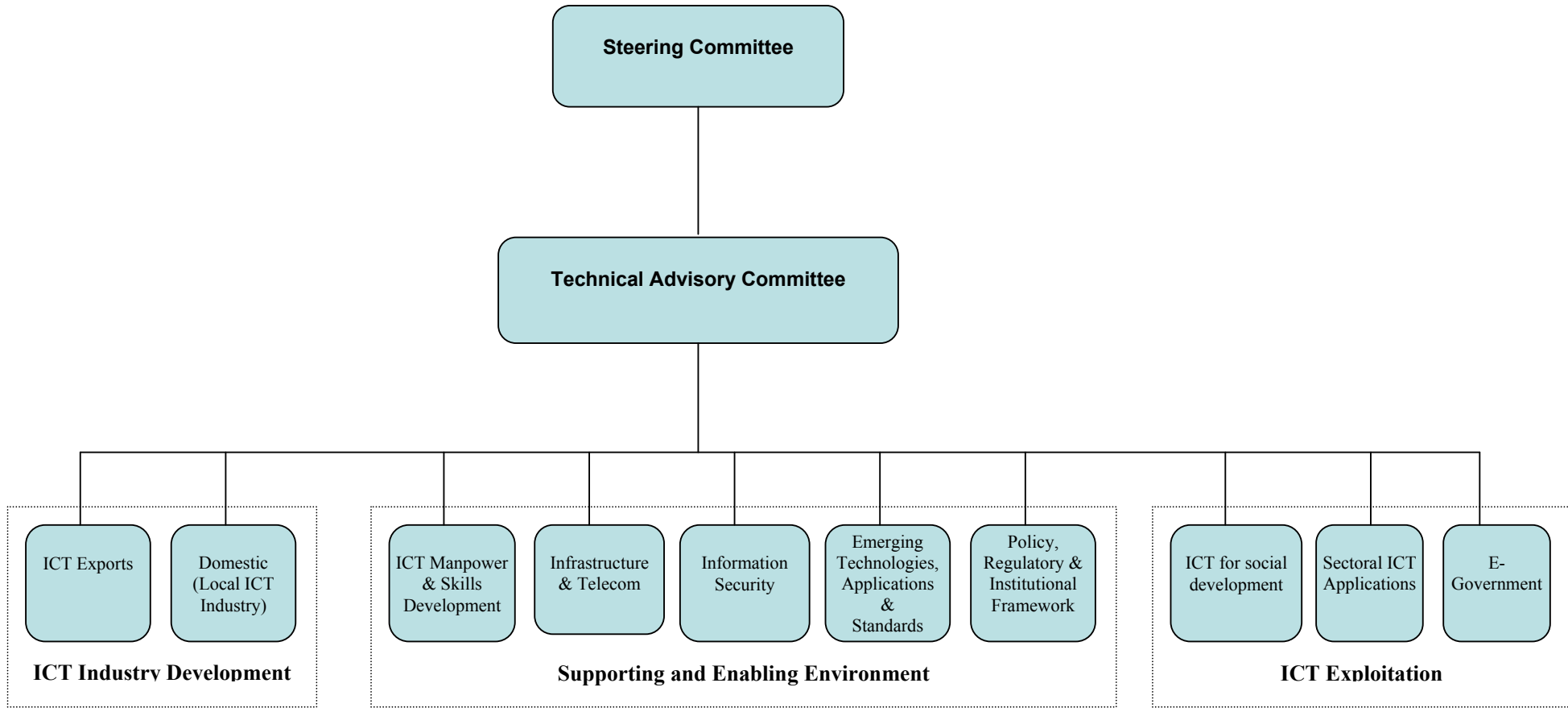
Duration of Assignment: completion by early November 2006

Language: English.

H. REPORTING AND SUPERVISION

The consultant/s will work closely and under the guidance of the Steering Committee set up by the Ministry of Information Technology and Telecommunications. The consultant will report to the National Project Director, the Permanent Secretary of the Ministry of Information Technology and Telecommunications. The consultant/s shall prepare and submit reports as indicated under the deliverable section by the specified deadline.

The following organisational structure will be set up for the implementation of the project.



A Steering Committee (SC) will be set up by the Ministry of Information Technology and Telecommunications and will be chaired by the Minister of Information Technology and Telecommunications.

The functions of the Steering Committee shall be to:

- Provide policy guidance to the Technical Advisory Committee
- Monitor and undertake timely and periodic evaluation of the progress of the NICTSP;
- Endorse deliverables on recommendation of the Technical Advisory Committee;
- Endorse the overall work plan.
- Approve recommendations and action plans

The Steering Committee will consist of one representative of each of the following institutions:

- Prime Minister's Office,
- Ministry of Information Technology and Telecommunications,
- United Nations Development Programme (UNDP),
- Ministry of Finance and Economic Development,
- Ministry of Industry, Small and Medium Enterprises, Commerce and Cooperatives,
- Ministry of Education & Human Resources,
- Ministry of Civil Service and Administrative Reforms,
- Joint Economic Council,
- Mauritius Chamber of Commerce and Industry,
- ACT
- Mauritius IT Industry Association (MITIA)

A Technical Advisory Committee (TAC), reporting to the Steering Committee, will be setup and will be responsible for the following:-

- Provide guidance and mobilise necessary resources
- Obtain SC approval on the planning approach
- Manage overall programmes
- Resolve issues and conflicts
- Facilitate working sessions between the consultant/s and stakeholders
- Review deliverables and make recommendations to the Steering Committee
- Obtain endorsement from the SC for all deliverables
- Provide necessary documentation and information to the consultant/s

The Technical Advisory Committee will be chaired by the Chairman of the National Computer Board and will consist of the following members:

- Ministry of Information Technology and Telecommunications,
- National Computer Board,
- Central Informatics Bureau,
- Central Information Systems Division,
- ICT Authority,
- Ministry of Finance and Economic Development,
- UNDP
- ACT

- MITIA
- Team Leaders of Working Groups

The SC will meet monthly to review progress achieved. The TAC will meet on a weekly basis.

I. ELIGIBILITY OF CONSULTANTS

The project is expected to be carried out by a consulting firm or a team of at least 2 high-profile individual consultants with appropriate qualifications, expertise and previous experience in similar projects. A consulting company is expected to have at least 5 years experience in formulating national IT strategic plans in order to be eligible. In the case of a team of individual consultants, the best two consultants on the team should have an average of at least 5 years experience in formulating national IT strategic plans in order to be eligible.

J. PROFILE OF CONSULTANT/S

The team leader qualifications and expertise shall be as follows:-

- Postgraduate in the field of IT or Economics or Finance or any other acceptable qualification.
- Fluent in written and spoken English.
- At least ten years previous experience including a minimum of 3 years at international level in strategic planning, managing and implementing projects of a similar nature and scale or major ICT projects.
- Excellent presentation and communications skills.
- Experience in change management issues and exposure to sector reforms.
- Experience in specificities relating to French and English speaking global ICT business
- Ability to take responsibility to work under pressure and concentrate on different tasks concurrently.

Qualifications and expertise of the other team members shall be as follows:

- Graduates in the field of IT or Economics or Finance or any other acceptable qualification.
- At least 8 years proven track record in developing and managing IT strategic plans of a similar scope and complexity including a minimum of 5 years experience in project management and implementation of major ICT projects OR a minimum of 5 years experience in the planning, design and implementation of E-government, or E-business/E-Commerce projects or Internet related projects of a relatively large scale and complexity.
- Fluent in written and spoken English.
- Familiar with Strategic Planning, Project Formulation, Project Financing, Marketing
- Proven experience in manpower planning.
- Extensive experience in the provision of strategic management advice, policy development, process reform, and change management issues.

- Previous experience in IT related legislations such as Data Protection, Computer Crimes, IT Security, E-Commerce and Internet.

Detailed information and the relevant experience, supported by documentary evidence, should be provided in respect of each member of the Consultancy Team. The consultancy company may as part of the assignment bring additional staff during the course of the project on a shorter period for certain specific tasks.

K. REMUNERATION

Remuneration will be based on qualifications/experience according to the applicable UN rates for the International Consultants/Firm. The fees of the consultants will be met by the UNDP.

L. TERMS OF PAYMENT

The terms of payment are as follows:-

- 20% upon signature of contract and submission of Bank Guarantee valid up to final payment.
- 20% after endorsement of the Final Current State Assessment Report by the Steering Committee
- 25% after endorsement of the Final Strategic Framework Report by the Steering Committee
- 35% after endorsement of the Final NICTSP 2006-10 Action Plan Report by the Steering Committee.

M. EVALUATION PROCESS

- a) An evaluation committee will review and analyse all proposals received. Proposals received will be evaluated in two stages:
- b) Stage 1 : Technical Bid

The evaluation of the Technical Bid will be based on the weightage for each component, as indicated below.

Evaluation Attributes	Weightage (%)
The Qualification and Experience of the resource persons	70
Proposed Work Plan	30
Total	100

Firms may propose a range of experts. However, for evaluation purposes, only the two best-qualified experts will be considered.

The 70 marks for Qualifications and Experience of the resource persons will be allocated as follows:-

	CRITERIA	MARKS
a.	Academic qualifications	10
b.	General experience	25
c.	Specific experience	30
d.	Experience in similar countries (developing or middle income)	5

At the end of Stage 1 of the evaluation process the bidders who are not found to score a minimum of 70 marks shall be kept out of subsequent evaluation.

c) Stage 2 : Evaluation of the Financial Bid

Those successful bidders at the end of Stage 1 of the evaluation process will be considered for evaluation under stage 2. The evaluation of the financial bid will be as follows:-

- The lowest cost bidder at the end of stage 2 will be assigned a mark of 100 points. The points for the other successful quotes will be computed as per the following formula:

$$(\text{Lowest Bid/Bidder's Price}) * 100.$$

d) Stage 3 : Overall Rating

i) The overall rating will be arrived at as below:

ii) OVERALL RATING =(Technical Bid Rating * 0.8) + (Financial Bid Rating *0.2)

Award of the contract shall be made to the bidder scoring the highest overall rating.

N. VALIDITY OF THE OFFER

The offer should be valid for a period of three months from the closing date of the tender.

O. GENERAL TERMS AND CONDITIONS

1) General Information

During the evaluation process, the National Computer Board reserves the right, to request additional information or clarification from bidders. Such request and response to the same shall be purely of a clarifying nature, with no impact on the substantive content, quality or cost of the services offered.

2) Ownership of Documents

All supporting materials (including all data, material, and documentation originated and prepared for the National Computer Board pursuant to this RFP, and including correspondence relating to this RFP) shall, upon delivery to the National Computer Board become the property of the government.

3) Submission of Proposals

- a) The proposal shall be signed by a person duly authorised to bind the consultant to the contract.
- b) The proposal shall contain no interlineations, erasures and overwriting except as necessary to correct errors made by the bidder, in which case such correction shall be initialled by the person or persons signing the proposal.
- c) **The technical proposal should contain all the following MANDATORY information:-**
 - A proposal from the bidder specifying the methodology and strategy they would adopt to carry out the work for the tasks outlined at Section E including their detailed project plan, deliverables to be submitted for the project as outlined at Section F of the RFP document, staffing arrangements and demonstrate that they have understood the scope of work.
 - The team composition who will be working on the project and the team leader who will be responsible for the performance of the project;
 - A detailed work plan indicating allocation of human resources for each task mentioned at Section E;
 - The details of the team composition for all the missions to Mauritius including the dates for the mission;
 - Details of the company experience as per format provided at Annex 5.
 - All CVs of staff who will be working on the project should be included in the technical proposal as per format at Annex 6.
 - **All CVs should be signed by the staff member him/herself or by his/her authorised representative. Unsigned CVs will result in the technical proposal being considered as non-responsive and will not be therefore considered for evaluation.**
 - A CV Summary as per format at Annex 7, should be included.
 - A soft copy of the technical proposal on CD-ROM in MS Word 2000 format should be included.
- d) **Financial proposals should include all costs associated with the project, including travel, preparation of documents, fees, per diem and living expenses. Financial proposal should be submitted as per format at Annex 9. Financial proposals should be priced in either Mauritian Rupees or US Dollars (USD) or Euro or UK Pounds Sterling. The exchange rate used for the conversion of the currencies will be the exchange rate from the Bank Of Mauritius (web site <http://bom.intnet.mu>) prevailing on the closing date of the RFP.**

- e) The technical and financial proposals should be sealed in a single envelope bearing the name and address of the company and the contents of each clearly marked. The envelope should bear the words “NICTSP Consultancy RFP Ref: 23/05/06” on the top left hand corner.
- f) One original plus two copies of the proposals should be deposited in the Tender Box at the following address so as to reach the National Computer Board on or before the **9th June 2006 up to 15.00 hours** at latest local time.

The Executive Director
National Computer Board,
7th Floor, Stratton Court
La Poudriere Street,
Port Louis
MAURITIUS

Tel : (230) 210 5520
Fax : (230) 212 4240
E-mail : nictsp@ncb.intnet.mu

- g) The proposals received after the closing date and time will not be considered. The envelope containing the proposal should clearly indicate the name and full business address of the bidder to enable late submission to be returned unopened. All proposals should be sent by post or courier so as to reach the National Computer Board before the closing date of the tender. Proposals submitted by e-mail or fax will not be accepted.
- h) The National Computer Board reserves the right: -
 - i) Not to accept or reject any proposal.
 - ii) To annul the bidding process and reject all the bids at any time prior to award of the contract without thereby incurring: -
 - any liability towards the bidder
 - any obligations to inform the bidder of the grounds for its actions.

4) Award of Contract

Following the opening and evaluation of proposals, the National Computer Board will award the Contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the best evaluated bid. The successful bidder would be required to inform the National Computer Board in writing of its acceptance of the offer and all conditions as laid down in the letter of award. Following acceptance, the successful bidder should be invited for signature of the Contract Agreement. A sample form of contract for consultant's services under which the services will be performed is indicated in Annex 10.

5) Performance Security Bond

Within five (5) days of the receipt of notification of award, the successful bidder shall furnish the performance security representing 20% of the total value of the contract, as per the Performance Security format provided in (Annex 8). The performance security bond shall remain valid till 150 days beyond the completion date of the assignment, and shall be denominated in Mauritian rupees in the form of Banker's cheque or bank guarantee from a reputable commercial bank operating in Mauritius.

Failure of the successful bidder to comply with the requirements shall constitute sufficient grounds for annulment of the award, in which event the National Computer Board may make the award to the next best bidder or call for new bids.

6) Local Taxes

Contract prices shall include all applicable taxes.

7) Bidder Representations

Each bidder by submitting a quote represents that:

- The bidder has read and understood this RFP (including all specifications and attachments) and that the quote is made in accordance therewith.
- The bidder is qualified to provide the services required under this RFP and, if awarded the contract, will do so in a professional, timely manner using the bidder best skill and attention.