

**Supply, Implementation, Installation, Customization and Commissioning of a Complete Portal Solution for the
Study in Mauritius Portal - IFB No. MTESR/OAB 01/2026-27**

SN	Document reference (Section / Clause)	Queries	Clarifications
1	Bid Submission ITB 21.1	Extension of two (2) weeks to the current proposal submission deadline	Will be communicated
2	Section V, Technical Tables, Section 12.1.1, p. 190; Annex A, p. 243; BDS ITB 1.4, p. 38	Annexes A and B and the E-PS Section 12.1.1 states that "Bidders are requested to refer to Annex A and B of the e-bidding document", that "Annexes A and B should be uploaded on the Any other Document Template on the E-PS", and that "failing to submit the Annexes will lead to elimination". The bidding document contains an Annex A (p. 243) but no Annex B. In addition, BDS ITB 1.4 states that alternative e-tendering procedures are not available, and bids are to be deposited in the tender box (ITB 20.2). We should be grateful (a) for a copy of, or a reference to, Annex B, and (b) for confirmation that Annexes A and B are to be included in the sealed physical bid rather than uploaded on the E-PS.	Kindly disregard the submission of Annex A and B
3	BDS ITB 6.1(a), p. 39; Technical Tables, Section 12.1, p. 186	Reference site qualification ITB 6.1(a) of the Bid Data Sheet requires at least one reference site "where proposed solution has been implemented", while the Technical Table at Section 12.1 refers to reference sites "where the Bidder has implemented a web Portal or similar solution". We should be grateful for confirmation that a reference site demonstrating the implementation of a portal and website solution for an enterprise organisation satisfies ITB 6.1(a), irrespective of the functional domain of that earlier deployment.	Yes
4	BDS ITB 6.1(b), p. 39; ITB 16.3, p. 40	Manufacturer's Authorisation for open-source components ITB 6.1(b) requires Manufacturer's Authorisations for all software not manufactured by the Bidder. Open-source components (operating systems, database engines, application frameworks and libraries) are distributed under public licences by projects and foundations that do not issue authorisations of this nature, and there is no commercial entity able to sign the Section VII form. We should be grateful for confirmation that Manufacturer's Authorisations are required only in respect of commercially licensed proprietary software offered as part of the solution, and that a declaration of the applicable open-source licences will be accepted in lieu for open-source components.	Yes
5	Section V, Section 5, pp. 159-160; 4.2.1; Table 12.3 C.18, P.2, P.3; SCC GCC 29.3; Price Schedule B.3, p. 238	Open-source database Please confirm that an open-source RDBMS (e.g. PostgreSQL) in a high-availability configuration is acceptable, provided the Supplier maintains it throughout the warranty and maintenance periods, including security patching, version upgrades and support.	Please refer to bidding document whereby bidder should propose a solution that is workable and as per the user requirements.
6	Section V, Section 12, Special Note 3, p. 185; Section 4.1 D	Brand names for Standard Software and anti-malware Special Note 3 states that bidders must offer specified brand names for Standard Software and anti-malware, but no brands are specified. Please confirm whether there is a preferred anti-malware product for GOC VMs and file-scanning engine, or whether bidders are free to propose.	Must be an enterprise grade software and security tool

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7	List of Goods and Price Schedule Form, Notes 3 and 5, pp. 236-241	Granularity of the Price Schedule Form Note 5 to the Price Schedule Form states that the Bidder must mandatorily quote for all items including sub-items and optional items. Several line items under Sections B and C of the Form (for example installation, configuration and fine tuning of the web and application servers, and configuration of backup) represent effort that forms an integral part of the turnkey implementation and is not separately procurable. We should be grateful for confirmation as to whether the Ministry requires a discrete monetary value against each such line item, or whether an entry of "Included" with a cross-reference to the relevant priced line will be treated as responsive.	Quote to be provided for each line item
8	Price Schedule, pp. 236-241	Additional lines in the Price Schedule Several required items have no explicit line in the Price Schedule (independent IT security audit, SMS/WhatsApp gateway, mobile app maintenance, maps/API services, AI hosting). Please confirm that bidders may add lines under "Others (Software)" and "Any other cost" for these items.	Yes
9	Price Schedule A, "Mobile App", p. 236	Warranty and maintenance for the mobile app The Price Schedule line "Mobile App" does not show a Warranty column. Please confirm that the mobile app is subject to the same warranty and four-year maintenance as the portal, and that maintenance charges for it should be quoted on that line.	Yes
10	Price Schedule rate tables, pp. 240 and 242	Person-month rate tables The Price Schedule contains a single "Rate per Person-Month" table and a second table with three roles (Project Manager, Software Developer, Software Engineer). Please confirm whether both tables are to be completed and how "Software Developer" and "Software Engineer" are distinguished.	Kindly disregard second table
11	Section V, 1.2, p. 138; Table 12.3 B.40, p. 205	Usage-based third-party services For usage-based third-party services (payment gateway fees, SMS/WhatsApp messages, map API calls, app store fees), please confirm whether the accounts will be in MoTESR's name and paid directly by MoTESR, or whether the bidder must include estimated usage in its fixed price.	in the name of the Ministry MoTESR. All other fees to be borne by the supplier
12	Price Schedule, "Any other cost", p. 240	AI hosting and inference costs Please confirm that AI hosting and inference costs should be quoted under "Any other cost (Example LLM hosting etc if applicable)", that they will be included in the financial evaluation, and whether they should be quoted for all five years.	Yes
13	Section V, 10.2 and 10.3, p. 178	Use of the Annual Software Maintenance Agreement for enhancements Sections 10.2 and 10.3 state that "60% of the ASMA will be available for modifications and enhancements". Please clarify how this applies, for example whether 60% of the annual maintenance value can be drawn down as enhancement effort at the quoted rates.	Yes
14	Price Schedule B.4 (optional), p. 238; Section V, 4.1 D; 11.1 C.9-10	Antivirus and file-scanning engine Price Schedule B.4 marks antivirus for VMs as optional, while Sections 4.1 D and 11.1 require a scan engine for all uploaded files and malware protection. Please confirm whether both a scan engine and antivirus are required.	Must be an enterprise grade software and security tool yes both are required.
15	SCC GCC 28.2; BDS ITB 28.6(c)(i)	Delays caused by third parties Several deliverables depend on third parties outside the Supplier's control (MauPass/NAF API, DIVA, payment gateway acquirer, Bank of Mauritius MauCAS, Metro Express, HEI SIS owners, GOC VM provisioning, CISD). Please confirm that delays attributable to such parties will entitle the Supplier to an extension of time under GCC 40 and will not attract liquidated damages.	Yes

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16	SCC GCC 15.4, 16.1; Section V, 4.5.5, p. 159; Table 12.3 B.35	Intellectual property in pre-existing software Custom developments become the property of the Purchaser upon Operational Acceptance. Please confirm that pre-existing Supplier frameworks, platforms and Standard Software (including any AI platform used as a service) remain the property of the Supplier or third party and are licensed to the Purchaser, and that the source-code handover in item B.35 applies to Custom Software only. Where the Supplier proposes a licence-based solution and retains the intellectual property rights and source code of the underlying software or platform, please confirm whether such an arrangement is acceptable, provided that the Purchaser is granted the necessary licence and usage rights for the intended scope of the solution.	Yes
17	SCC GCC 8.2, p. 119; Section V, 6.3, p. 163	Timing of training and meaning of "parallel run" SCC 8.2 requires training and handholding "during parallel run" one month before go-live, whereas Section 6.3 states that training starts three weeks before go-live. As there is no existing system to run in parallel, please confirm which timing applies and what is meant by "parallel run".	Parallel run not applicable
18	Table 12.3 N.8, p. 219; Section V, 7.3	Environment for User Acceptance Testing Item N.8(a) states that UAT is to be conducted in the Production environment, whereas Section 7.3 describes testing on the staging environment followed by deployment to production. Please clarify which environment is to be used for UAT.	There will be a testing period in the staging environment and production environment
19	Section V, 1.1.1; 10.3; Hardware Maintenance Agreement	Client hardware and the Hardware Maintenance Agreement Please confirm that no client hardware (PCs, scanners, mobile devices) is required under this contract and that the reference to the Hardware Maintenance Agreement does not apply.	Yes
20	Section V, 4.1 and 4.3	Lead time for GOC virtual machines Please indicate the expected lead time for the GOC to provision the production and staging virtual machines.	To be discussed after award of contract
21	Section V, 4.1 B, p. 157	Operating system subscriptions If a Linux-based stack is proposed, will the GOC provision the Linux operating system (e.g. RHEL with subscription) on the VMs, or must the bidder quote the operating system subscriptions?	GOC will provide the Linux with the virtual machine. Bidder to quote for Operating System subscriptions
22	Section V, 4.2, 4.2.1; Table 12.3 C.18	Resilience of GOC load balancers and WAF To meet the no-single-point-of-failure requirement, the solution would make use of the existing GOC load balancers and Web Application Firewall (WAF). Please confirm whether the GOC infrastructure provides the necessary resiliency and high-availability mechanisms at the network and infrastructure levels, including redundancy of the load balancers, WAF, network connectivity and supporting infrastructure, to ensure compliance with the no-single-point-of-failure requirement.	GOC will provide load balancer to cater for high availability. WAF is currently not available at GOC.
23	Table 12.3 A.11.1, p. 200	Scope of the 99.95% availability requirement Please confirm that the 99.95% availability requirement applies to the application layer under the Supplier's control, measured excluding GOC infrastructure outages and planned maintenance windows.	Yes
24	Table 12.3 B.21, p. 203	Zero-downtime host patching Item B.21 requires zero-downtime host patching with a maintenance mode that moves workloads to other hosts. Please confirm that this is a function of the GOC VMware platform and that the Supplier's obligation is limited to rolling patching of guest VMs.	Host-level patching, Vmotion and hardware maintenance are GOC's responsibility. Bidder needs to handle updates and patching for the guest OS.

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25	Section V, 4.4, pp. 158-159; Price Schedule C, pp. 238-239	Backup platform and backup costs Section 4.4 refers to the existing GOC Veeam solution, while Price Schedule item C lists "NetBackup client licenses (optional)". Please: (a) confirm that Veeam is the backup platform, that no NetBackup licences are required, and that "Backup services as per section 4.2" should read "section 4.4"; (b) confirm whether the bidder should quote for Veeam backup licences; and (c) clarify what is meant by "Bidders should provide for all costs of the backup as part of the hosting charges", since hosting is provided by the GOC.	a - GOC uses Veeam backup solution and bidders do not need to buy Veeam licences. b - No need to quote for NetBackup licences. C - No additional cost.
26	Section V, 4.1; 11.1 C.6	Domain name, DNS, certificates and e-mail relay Please confirm that the domain name (e.g. studyinmauritius.govmu.org or .mu), public DNS, SSL/TLS certificates and an SMTP relay for outbound e-mail will be provided by the GOC or MoTESR.	Will be provided by MoTESR SMTP will be provided by GOC.
27	Table 12.3 B.19, B.23, p. 203	Disaster recovery Please confirm that the solution need only be DR-ready (as stated in B.23), and that replication and DR licences are excluded from the bid.	Refer to instruction in bidding document
28	Table 12.3 B.25, B.26	Monitoring platform Is there an existing GOC monitoring platform the solution should integrate with, or should the bidder deploy its own monitoring stack (with web and mobile dashboards and e-mail/SMS alerting) on the project VMs?	To be provided by bidder
29	Section V, 4.1 G, p. 157	Annual health checks Please confirm that the two annual health checks apply during the warranty and each maintenance year, and specify the expected scope and deliverable of each health check.	Not Applicable
30	Section V, 1.1.1; 4.1; Table 12.3 C.6, C.9, C.10, pp. 207-208; 11.3	GPU capacity and hosting of AI inference Please confirm whether the GOC has GPU capacity for the AI chatbot and AI-assisted document verification, should these require GPU-based inference. If not, please confirm whether hosting of the AI inference component outside the GOC but within Mauritius, connected securely to the GOC-hosted portal, is acceptable, provided that no personal data leaves Mauritius and the requirements of Section 11.3 are met.	GOC does not have GPU capacity Acceptable
31	BDS ITB 1.1; Section V, B.7, p. 202	Languages at go-live The BDS refers to multilingual interfaces, while User Requirement B.7 specifies bilingual (English and French). Given the target of students from about 65 countries, including South America, please confirm the languages required at go-live, and confirm that translation of institutional and course content will be provided by MoTESR and the HEIs.	At Go-live english and french are required and the translation will be provided by MoTESR and HEIs
32	Section V, 2.4 and 2.4.1(2), pp. 145-147	Scope of the application routing mechanism Section 2.4.1(2) describes automatic routing "based on predefined business rules such as programme, field of study, seat type, subject category, or any other defined criteria", with routing rules configurable by administrators without vendor intervention. Section 2.4 states that the central dispatcher shall route applications "to the relevant Higher Education Institutions (HEIs) based on the institutions selected by the applicant". These describe materially different levels of complexity. We should be grateful for confirmation as to which requirement governs: routing determined by the applicant's own institutional selections, or a configurable multi-criteria rules engine.	Detailed requirements will be discussed during requirement gathering stage after award of contract

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33	Table 12.3 item 2.1.5, p. 191	Effect of form changes on applications in progress Section 2.1.5 requires university administrators to configure dynamic application forms, including fields, uploads and validations, specific to their institution. The bidding document does not specify the required behaviour where a university amends a form after applications against that form have been submitted or partially completed. We should be grateful for the Ministry's guidance as to whether submitted applications are to retain the form version under which they were submitted, and whether applications in progress are to be migrated to the amended form or permitted to complete under the prior version.	Detailed requirements will be discussed during requirement gathering stage after award of contract
34	Table 12.3 items 3.3, 4.3 and 2.2.8, pp. 193-196; 11.3, p. 184; Server Side Requirements item 6, p. 207	AI-assisted document verification Items 3.3 and 4.3 require AI to verify the "completeness and authenticity" of uploaded documents, including foreign academic certificates, visa documents and accommodation confirmations. Section 11.3 and item 6 of the Server Side Requirements state that AI capabilities are intended to function as assistive tools, with full control and validation authority remaining with authorised personnel. Please confirm that: (a) the requirement is satisfied by AI-assisted extraction, completeness, consistency and tamper-indicator checks that flag anomalies for confirmation by an authorised officer; (b) verification of authenticity against issuing authorities (e.g. embassies, examination boards) is not in scope; and (c) no accuracy threshold for autonomous determination of document authenticity will be applied at acceptance testing.	a - Yes b - Not in scope c - Accuracy threshold will be determined at implementation stage
35	Section V, 1.1.1; 2.4.4, p. 150; Table 12.3 item 8.2, p. 197; 11.3, p. 184	AI chatbot and the DIVA platform Section 2.4.4 states that all systems implemented under this RFP shall be delivered with integration to DIVA, the Government's Digital Virtual Assistant platform. Items 8.2.1 to 8.2.5 separately require an AI-powered student support chatbot in the mobile app, with context-aware responses, chat history and escalation to human support. Please confirm: (a) whether the portal is expected to expose its services to DIVA (as a channel), to embed DIVA as the chatbot, or both; (b) whether the Bidder is expected to implement an independent conversational AI capability in addition to DIVA integration and, if so, whether the Ministry will provide the underlying language model service or whether this is to be provisioned and hosted by the Bidder; and (c) what is meant by "assist in training of same" in Section 1.1.1.	DIVA, the Government's Digital Interactive Virtual Assistant, is a separate initiative led by MITCI and is not yet available. Bidders are not required to deliver DIVA, or to have DIVA in place at launch of the SiM Portal. (a) The Portal and mobile app shall be designed to be DIVA-ready, so that DIVA can later be embedded as the chatbot and the Portal's services and content can be exposed to DIVA through secure, documented APIs. Integration specifications will be made available once the DIVA platform is in place. (b) Where the Bidder provides the AI-powered student support chatbot under items 8.2.1 to 8.2.5, it shall do so within its bid price, provisioning and hosting any underlying language model service itself. The chatbot shall be presented to users under the DIVA name. The Ministry will not provide a language model service. (c) "Assist in training of same" means preparing and maintaining the SiM-specific knowledge base (FAQs, programme and institution information, procedures and policies) and supporting the testing of answers on SiM content, so that it can be used by the Bidder's chatbot and, later, by DIVA.

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36	Section V, 2.4.4, p. 150	DIVA integration specification Please provide the DIVA integration specification (APIs, authentication, channels) and the responsible technical contact, and confirm whether any cost for DIVA onboarding is borne by the Purchaser.	To be provided after award of contract
37	Table 12.3 A.8.2; 11.3.3, p. 184	Content for the AI chatbot Section 11.3.3 requires chatbot answers to be grounded in approved sources provided by the Ministry. Please confirm that MoTESR, the HEIs and partner agencies will provide and maintain the approved content (immigration procedures, fees, living-in-Mauritius information) and that the Supplier is responsible for ingestion and indexing only.	Yes
38	Table 12.3 P.7, P.9	AI frameworks and AI Risk Assessment Please indicate which specific AI frameworks or guidelines issued by MITCI the solution must comply with, and whether a document or template is available for the AI Risk Assessment required under item P.9.	The applicable MITCI AI frameworks and guidelines are published on aim.govmu.org and are available to all bidders. No AI Risk Assessment template is provided. The Bidder shall provide its own AI Risk Assessment methodology and template for this project as part of item P.9.
39	Section V, 2.4.2, pp. 148-150	MauPass registration of foreign applicants Please confirm that MauPass currently supports remote self-registration of foreign nationals by passport number from overseas (without prior presence in Mauritius), including 2FA delivery to foreign mobile numbers. If not, may the portal provide its own secure registration for international applicants, with MauPass used for Mauritian citizens and government officers?	Refer to the bidding document for details.
40	Section V, 2.4.2	MauPass/NAF API access Will the MauPass/NAF API documentation, test (sandbox) environment and client credentials be made available within the first month of the contract, and which protocol (OIDC, OAuth or SAML) is preferred?	The documentation along with all details will be provided after award of contract
41	BDS ITB 1.1; Section V, 2.2 C; Table 12.3 A.3	Integration with the Passport and Immigration Office The BDS refers to "integrated visa workflows with the Passport and Immigration Office", while Section 2.2 and item 3 describe capture of visa information and links to the PIO. Please confirm that no system-to-system integration with the PIO is required under this contract.	No system-to-system integration with the PIO is required
42	Table 12.3 items 6.1-6.6, pp. 195-196; Section V, 2.4.3, p. 150	Higher Education Institutions and their Student Information Systems Section 6 of the compliance tables requires integration with the Student Information Systems (SIS) of participating institutions, with configurable field mapping and separate endpoints and credentials per institution. The number of institutions to be onboarded is a direct determinant of the effort required. Please indicate: (a) the number of HEIs to be onboarded at go-live; (b) which HEIs currently have SIS APIs available, and on which products; (c) whether the HEIs will develop or expose the endpoints required on their side; and (d) whether the Supplier's scope is limited to a standard portal-side API and CSV/Excel exchange with configurable mappings per HEI.	a - to be discussed at implementation stage b - to be discussed at implementation stage c- to be discussed at implementation stage d - bidder to connect to API and CSV/Excel exchange with configurable mappings per HEI. The proposed portal should have API as well
43	Section V, 2.3.1.1, p. 145; Table 12.3 A.2.2.16	Card payments through the Mastercard Payment Gateway For card payments via the Mastercard Payment Gateway: (a) which acquiring bank will be used; (b) will the merchant account be in the name of MoTESR or of each HEI; (c) are application fees collected centrally by MoTESR or settled to each HEI (split settlement); and (d) are transaction fees borne by the Purchaser or the applicant?	Payment gateway will be provided by the ministry
44	Section V, 2.3.1.1, p. 145	Instant payments through MauCAS For IPS (MauCAS) payments, through which participant bank or payment service provider will the integration be made, and will the Purchaser arrange the necessary onboarding with the Bank of Mauritius?	Payment gateway will be provided by the ministry

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45	Table 12.3 item 8.3.4, p. 198; BDS ITB 1.1 "digital student wallet"	Student banking wallet and Scan to Pay Item 8.3.4 requires a "Banking Wallet for students with options to pay via Scan to Pay". The bidding document does not identify the participating financial institution, the wallet scheme or the QR standard to be supported. Operating a stored-value e-wallet would also require a Bank of Mauritius licence. Please confirm that the requirement is to integrate with an existing licensed wallet or bank app (e.g. MauCAS QR via a partner bank) rather than to develop and operate a stored-value e-wallet. If integration, please indicate the target provider(s) and whether the Ministry has established, or will establish, the necessary arrangements with the relevant institution.	The bidder may integrate with an existing licensed wallet or bank app.
46	Table 12.3 A.8.3.3, p. 198	Metro ticket booking Item 8.3.3 requires booking of Metro tickets directly from the app. Please confirm that Metro Express Ltd exposes an API for ticketing and that the Purchaser will facilitate access; otherwise, may this be delivered as a deep link to the official Metro Express channel?	The bidder should liaise with the relevant party for the integration
47	Table 12.3 A.8.3.1, A.8.4	Map provider Is there a preferred map provider (e.g. Google Maps, OpenStreetMap)? If a commercial provider is used, please confirm whether usage-based API charges are borne by MoTESR (account in MoTESR's name per item B.40) or must be included in the bid.	Should be included in the bid
48	Table 12.3 A.8.3, A.8.5	"Living in Mauritius" content Who will supply and keep up to date the "Living in Mauritius" directory content (restaurants, transport, healthcare, shopping, accommodation, events, laws and culture)? Please confirm that the Supplier's scope is to provide the content-management functions and the initial loading of content supplied by MoTESR and partners.	The ministry will provide
49	Section V, 2.4.5, p. 150; Table 12.3 L	SMS and WhatsApp volumes The bidder is required to quote for an SMS gateway including WhatsApp messaging. As these are usage-based services, please (a) provide the expected annual message volumes (local and international) for pricing, or confirm that a unit price per message is acceptable; and (b) confirm that the WhatsApp Business account will be registered in MoTESR's name.	The bidder to provide the SMS and Whatsapp Gateway and specify the rate per message. The account will be in the name of MTESR
50	Table 12.3 L.6, L.7, p. 215	SMS hardening items L.6 and L.7 Item L.6 (authentication of mobile phones using the device serial number) relates to inbound SMS from devices. Please confirm that L.6 applies only where inbound SMS is implemented, and that for an outbound application-to-person notification gateway, L.7 is met by restricting the IP addresses permitted to submit messages to the gateway.	Inbound SMS is not applicable.
51	Section V, 2.5, pp. 150-151	Super App Please confirm that the obligation under Section 2.5 is to design the mobile app to be Super-App-ready (API-first, modular) and to provide documentation and migration support, and that the actual integration into the national Super App is not part of this contract's scope or timeline. Please also share the MITCI design and security standards referred to.	Yes MITCI design and security standards will be shared after award of contract
52	Table 12.3 A.8.1, B.40, p. 205	App store accounts Please confirm that the Apple App Store and Google Play developer accounts will be created and owned by MoTESR (per item B.40), with the Supplier given publishing access, and that the annual developer account fees are borne by MoTESR.	The account will be owned by MoTESR and the fees shall be included in the price schedule form
53	Table 12.3 A.8.1.2; O.9.3	Minimum mobile operating system versions Please confirm the minimum iOS and Android versions to be supported.	To be discussed after award of contract
54	Table 12.3 B.18, p. 203	Supported browsers Item B.18 lists Internet Explorer, which Microsoft retired in 2022 and which does not support modern security standards. Please confirm that support for current versions of Chrome, Edge, Firefox, Safari and Opera is sufficient.	Internet explorer not mandatory

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55	Table 12.3 G.7, p. 212	One active session per user Item G.7 (one active session per user) is marked "Specify". Please confirm whether this control applies to back-office users only, as applicants commonly use the portal and mobile app at the same time.	One active session is preferable per user.
56	Section V, 8.3; Table 12.3 M.4; Annex A, pp. 243-245	Independent IT security audit Annex A requires an independent third-party IT security audit organised and paid for by the Supplier. Please confirm (a) whether the auditor must be pre-approved by MoTESR/ITSU or hold a specific accreditation; (b) whether one audit before acceptance or one per phase is required; and (c) that GOC/ITSU vulnerability assessments are additional and at no cost to the Supplier.	(a).No pre-approval. (b) Per phase (c) Yes. No cost to the supplier.
57	Table 12.3 P.17, p. 226	Annual vulnerability assessment and penetration testing Item P.17 requires vulnerability assessment and penetration testing annually throughout the maintenance period "as per Annex 1". Please confirm whether "Annex 1" refers to Annex A, and whether the annual tests may be carried out by the Supplier's own security team or must be performed by an independent party.	No. Annex 1 does not refer to Annex A. Annex 1 not applicable
58	Section V, 1.1.1; 6; Table 12.3 B.32	Training numbers and venue Section 1.1.1 requires training of at least 20 staff on the infrastructure and portal. Please confirm (a) the approximate number of HEI and Ministry end-users to be trained in batches of 10; (b) whether training of HEI staff is to be held at each HEI or centrally; and (c) that MoTESR will provide the training venue and equipment.	To be discussed after award of contract
59	Section V, 4.5.2; 6.2.4; Table 12.3 P.29	Hard copies of manuals Please indicate the number of hard copies required for the user, training and technical manuals.	Training manuals One per user (20) Other documentation, one copy
60	Mobile App - Mobile Application – Metro Ticket Booking (Requirement 8.3.3) Sec 12.3-A, Item 8.3.3 (p198); Sec 1.1 (p135)	Requirement 8.3.3 specifies "Booking of Metro Tickets directly from the App". Please clarify: a. What functions are expected to be available directly within the Mobile Companion Application for Metro ticket booking? Should the application support journey/fare selection, payment, ticket issuance and display of the digital ticket? b. Which Metro ticketing system or platform must the Mobile Companion Application integrate with? Please confirm that: (i) You will provide the required APIs/SDKs, technical documentation, test/sandbox environment, credentials and technical support for this integration. (ii) You will facilitate coordination with the Metro ticketing system/platform provider for the implementation and testing of the integration. c. Should any integration, transaction, licensing, subscription or other third-party fees related to the Metro ticketing system/platform be borne by the Purchaser, or should these costs be included in the bidder's Price Schedule?	Refer to bidding document for requirements. The bidder should liaise with the relevant party for the integration

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61	Mobile App / Payments - Mobile Application – Banking Wallet / Scan to Pay (Requirement 8.3.4) Sec 12.3-A, Item 8.3.4 (p198); Sec 1.1 (p135); Sec 1.1.1.6 (p145)	Requirement 8.3.4 specifies a “Banking Wallet for students with options to pay via Scan to Pay”. a. Is the successful bidder expected to develop a dedicated digital wallet that holds and manages student funds, or to integrate the Mobile Companion Application with an existing licensed banking, wallet or payment service? b. Is the Scan to Pay functionality expected to use the same IPS/MauCAS infrastructure specified for the Portal’s e-payment module? c. If an existing banking, wallet or payment service is to be used, which platform or service should be integrated? Will the required APIs/SDKs, technical documentation, test environment, credentials and technical support be provided? d. Is the solution expected to include student onboarding/KYC, wallet or account creation, top-ups, balance management, transaction history, refunds and reconciliation? e. What is the intended regulatory model for the wallet? Is the Ministry expected to receive and manage funds credited to student wallets and execute payments from these balances, or should these functions be provided through a Bank of Mauritius-licensed Payment Service Provider (PSP)? f. If a licensed PSP is required, may the bidder propose an existing wallet/payment service, such as my.t money, integrated with the Mobile Companion Application and MauCAS where applicable? g. Can the wallet balance be used only for payments to the Ministry and its internal services, or must it also support payments to external service providers, including Metro ticket purchases under Requirement 8.3.3? h. If payments to external service providers are required, please specify the expected mechanism for funding and settling such transactions. i. Should any transaction, integration, licensing, subscription or other third-party costs associated with the wallet/payment service be borne by the Purchaser, or included in the bidder’s Price Schedule?	Refer to bidding document for requirements. The bidder may integrate with an existing licensed wallet or bank app.
62	AI / Computer Vision Document Verification (Requirement 4.3) Sec 12.3-A, Items 4.3 (p196), 3.3 (p195), 2.2.8 (p192); Sec 11.3 (pp184–185)	Requirement 4.3 requires the use of “AI/Computer Vision to verify the information of the uploaded document”. a. Is the required functionality limited to using OCR/AI to extract information from uploaded documents and compare it with the information provided by the applicant? b. Is the solution also required to verify the authenticity or validity of the uploaded documents themselves? c. If verification against authoritative external sources is required, which systems or data sources should be used? Will the required APIs/interfaces, documentation, credentials, test environment and technical support be provided to the successful bidder? d. Which types of documents will require AI/Computer Vision verification?	a - Yes b - Verify against templates c - No d - Will be discussed after award of contract
63	Integration - Passport and Immigration Office / Visa Workflow Integration Sec 1.1 (p135); Sec 2.2-C (p142); Sec 12.3-A, Item 3 (p195); BDS ITB 1.1 (p38)	The Technical Specifications refer to integrated visa workflows with the Passport and Immigration Office. a. What level of integration with the Passport and Immigration Office is required? Is a direct system-to-system integration expected, or is the SiM Portal only required to facilitate the visa application process? b. Which visa-related functions must be performed directly through the SiM Portal, such as application submission, document transmission, payment, status tracking, notifications or retrieval of visa decisions? c. If API/web-service integration with the Passport and Immigration Office is required, please confirm that the necessary technical specifications, APIs/interfaces, authentication requirements, test environment, credentials and technical support be provided to the successful bidder. d. Please confirm that the Purchaser will facilitate coordination with the Passport and Immigration Office for requirements definition, implementation, integration and testing.	a - The Sim Portal is required b - Will be discussed at implementation stage c - API for PIO not required d - NA

SN	Document reference (Section / Clause)	Queries	Clarifications
64	Integration with HEI Student Information Systems (SIS) Sec 2.4.3 (p150); Sec 12.3-A, Items 6.1–6.6 (pp196–197)	The Technical Specifications require integration with the Student Information Systems of Higher Education Institutions and provide for API-based integration where available, with structured file exchange where API integration is not available. a. Approximately how many HEIs are expected to be integrated during the initial implementation, and do they fall within predefined categories? b. Do the HEIs use any specific Student Information Systems (SIS)? Do they provide APIs to share the information mentioned? Please confirm that you will provide the required API documentation, test environments, credentials and technical contacts/support be made available to the successful bidder. Alternatively, please confirm that the CSV/Excel file-based exchange mechanism specified in the Technical Specifications will fully satisfy the integration requirement for that HEI.	To be discussed at implementation stage, all required documentation will be provided after award of contract
65	DIVA Integration Sec 2.4.4 (p150); Sec 1.1.1 (p136)	The Technical Specifications require integration with DIVA, the Government's Digital Virtual Assistant, as well as assistance with its training. a. What functionality is the SiM solution expected to provide through its integration with DIVA? b. Which DIVA APIs, interfaces or other integration mechanisms are currently available and will be made available to the successful bidder, including the required technical documentation, test/sandbox environment, credentials and technical support? c. What activities are expected from the successful bidder in relation to DIVA training? In particular, is the bidder responsible for preparing and maintaining the SiM-specific knowledge base and training content, while the DIVA technical team remains responsible for the configuration, operation and maintenance of the DIVA platform itself? e. Please confirm that the Purchaser is responsible for any hosting, API usage, licensing, subscription or other recurring costs associated with DIVA. These do not fall within the scope of this project.	DIVA, the Government's Digital Interactive Virtual Assistant, is a separate initiative led by MITCI and is not yet available. Bidders are not required to deliver DIVA, or to have DIVA in place at launch of the SiM Portal. a. The SiM solution shall be DIVA-ready: its chat interface and service APIs shall be designed so that DIVA can be integrated once available (see response to Query 36). b. No DIVA APIs, sandbox or credentials are currently available. Integration specifications and access arrangements will be shared with the successful bidder once the DIVA platform is in place. c. Confirmed. The Bidder is responsible for preparing and maintaining the SiM-specific knowledge base and training content. Configuration, operation and maintenance of the DIVA platform itself remain the responsibility of the DIVA platform team. e. Confirmed. Hosting, API usage, licensing and subscription costs of the DIVA platform are borne by Government and fall outside the scope of this project. Costs of any chatbot or AI component the Bidder provides itself (Query 36(b)) form part of the Bidder's price.
66	Messaging - SMS and WhatsApp Integration Sec 2.4.5 (p150); Sec 1.1.1.5 (p144); Sec 12.3-A, Item 9 (p199)	The Technical Specifications require SMS and WhatsApp notifications and indicate that the bidder shall quote for an SMS gateway which includes WhatsApp messaging. a. There is no provision in the Price Schedule to quote for SMS messages and WhatsApp messages/conversations. Please confirm that bidders should not quote for these and the Purchase will bear the cost of these directly. Otherwise, the expected volume of such transactions is required. b. Is there a specific SMS/WhatsApp gateway or service provider that bidders are required or preferred to use, or may the bidder propose a suitable provider? c. Should all gateway, subscription, messaging, WhatsApp conversation and other recurring charges during the Warranty and Maintenance periods be included in the bidder's Price Schedule, or will these costs be borne directly by the Purchaser? d. Please confirm that the Purchaser will provide and maintain the required WhatsApp Business account, including any required Meta registration, verification and approvals.	The bidder to provide the SMS and Whatsapp Gateway and specify the rate per message. The account will be in the name of MTESR

SN	Document reference (Section / Clause)	Queries	Clarifications
67	Mobile App - Maps and Location Services Sec 12.3-A, Items 8.4.1–8.4.3 (p198); Item 8.3.1 (p198)	The Mobile Companion Application requires interactive maps, nearby services, location-based search/navigation and filtering by distance and category. Please clarify: a. Whether the Purchaser has a preferred or approved mapping/geolocation platform. b. Whether the bidder may propose an appropriate mapping solution as part of its technical proposal. c. Where a commercial mapping/geolocation service is required, whether API usage, subscription and licensing costs are to be included in the bidder's Price Schedule.	Bidder may propose the platform. Cost to be included in the price schedule
68	Mobile App - Student Services Directory and Associated Data Sources Sec 12.3-A, Items 8.3.1–8.3.7, 8.5.1–8.5.3 (pp198–199)	The Mobile Companion Application is required to provide information relating to restaurants and food outlets, public transport, healthcare services, shopping, telecom services, accommodation, student events and other services. Please clarify: a. Whether the Purchaser will provide the relevant datasets/content for these services. b. Who will be responsible for validating, maintaining and updating this information following implementation. c. Where information is expected to be obtained from external systems or service providers, whether the Purchaser will facilitate access to the corresponding APIs, data feeds and stakeholders. d. Whether the bidder is expected to independently source and maintain any of these datasets during the Warranty and Maintenance periods.	The bidder should make use of existing maps and the ministry will provide additional list to be updated as and when required
69	General Clarification Regarding External and Third-Party Integrations Sec 1.2 (p138 – 'no extra cost'); Sec 2.4.2–2.4.5 (pp148–150); Sec 12.3-A, Items 6, 8, 9	Several requirements within the Technical Specifications depend on integration with Government systems, HEI systems, financial/payment infrastructure and other third-party platforms. Please confirm that, for integrations required under the Technical Specifications, the Purchaser will facilitate access to the relevant stakeholders and, where applicable, provide or arrange access to the required APIs/SDKs, technical documentation, test/sandbox environments, credentials and technical support necessary for implementation and testing. Please further clarify whether third-party integration, transaction, subscription, licensing, messaging and API usage charges are to be borne by the Purchaser or included in the bidder's Price Schedule.	MoTESR will facilitate access to HEIs systems. Their APIs/SDKs, technical documentation, test/sandbox environments, credentials and technical support will be provided. All third party integration (excluding HEI) to be included by bidder in price activity schedule
70	Scope / Contract - Detailed Requirements Defined Following Award Sec 2.3 (p142); Sec 2.3.1 (p142); Sec 2.4.1 (p146); Secs 3.2, 3.5, 3.6 (pp153–156); Sec 7.1.2 (p165)	The Technical Specifications indicate that detailed requirements and functionalities will be worked out with end users during requirements-gathering sessions following award and that this shall not result in a variation to the contract with cost. In view of this provision, please confirm that any detailed requirements subsequently defined will remain within the functional scope and integrations specified in the Bidding Document and the clarifications issued during the bidding process. Where a subsequently defined requirement necessitates integration with an additional third-party system, service, API or commercial platform not identified in the Bidding Document, please clarify how the associated implementation effort and third-party costs are to be treated.	Any major increase in scope will be considered separately during project implementation.
71	Schedule - Implementation phases, timeline and warranty start date Sec 2.6.1–2.6.3 (p152); Sec 9.1 (pp174–175); Sec 1.1.1 (p136); Sec 10.2 (p178); SCC GCC 1.1(e)(xii), 8.2, 22, 27.2.2, 13.3.4 (pp117–121, 127, 130)	The document gives different timings. Section 2.6 says Phase I is 6 months (including 1 month of Operational Acceptance) and Phase II is 12 months. The SCC require Operational Acceptance within 6 months of signing, and Section 9.1 shows a 16-week schedule. a. Which modules belong to Phase I and which to Phase II? b. Do the phases run one after the other or in parallel? How long is the project before the warranty starts? c. Does the 6 months include the 1-month Operational Acceptance period? Is the 16-week plan in Section 9.1 only indicative? d. When does the warranty start, and when does the 5-year licence and maintenance period start? (Section 1.1.1 says Go-Live, Section 10.2 says commissioning, GCC 13.3.4 says commissioning plus Operational Acceptance.) e. Do liquidated damages apply per phase or only to the whole system?	a - Refer to 2.6.1 and 2.6.2 for duration of Phase I and Phase II. Phase II refers to warranty period. All modules to be developed in Phase I. Section 9.1 work schedule is a sample to be used by bidders and modified as per project duration of Phase I and Phase II

SN	Document reference (Section / Clause)	Queries	Clarifications
72	Contract / Risk - Relief for delays caused by third parties and Purchaser-side dependencies Sec 9.6 (p177); Sec 2.3 (p142); SCC GCC 19.2 (pp124–125), 28.2–28.3 (p131), GCC 40 (p133)	The project depends on MoTESR, the HEIs, the Passport and Immigration Office, MauPass, DIVA, payment providers and GOC. a. If these parties are late (for example with APIs, documents, test environments, credentials or approvals), will the Supplier get an extension of time without liquidated damages? b. What is the maximum time the Purchaser will take to review and approve deliverables (SRS, SDD, test plans, UAT sign-off)?	Extension may be considered in case of delay in project implementation due to external dependencies
73	Sizing - Expected volumes and sizing parameters Sec 4.2 (p157); Sec 7.3.2 (p167); Sec 7.4 (p170); Sec 12.3-A, Item 11.1 (p200); Sec 12.3-C, Item 17 (p208); Price Schedule p235	No volumes are given, but we have to size the system and pass load tests. Please give estimates (initial and over 5 years) for: a. Applicants per year (local and international) and applications per applicant. b. Number of HEIs, programmes and back-office users. c. Peak concurrent users on the portal and the mobile app, and expected mobile app users. d. Number and size of documents uploaded per application, and how long they must be kept. e. Peak periods, and the load the Purchaser expects us to test for.	Will be discussed during implementation
74	Scope - Initial data loading, reference data and configuration of eligibility rules Sec 1.3 (p139); Sec 12.3-A, Items 1.5, 2.1.6, 2.2.5–2.2.10, 2.4.4, 11.6 (pp191–201)	a. Who will load the course catalogue, programmes, fees, intakes and eligibility rules: the HEIs through the portal, or the Supplier? If the Supplier, for how many HEIs and programmes? b. Who provides and maintains the reference data (subject lists, qualification types such as IB or foreign certificates, country lists, entry requirements, seat types, fee types)? c. Are eligibility rules to be set up by the Supplier, or only made configurable by the HEIs? d. Please confirm there is no data to migrate from an existing system.	The successful bidder will be provided with the information after award of contract.
75	Scope - Languages, translation and content creation Sec 2.2-A (p141); Sec 12.3-A, Items 8.1.5, 8.2, 8.5, 8.7.3 (pp197–199); Sec 12.3-B, Items 7, 8, 10, 17 (pp202–203)	Section 2.2-A mentions multilingual interfaces, and Section 12.3-B Item 7 asks for English and French. a. Which languages are required for the portal, the mobile app, the chatbot, and for notifications and generated documents? b. Please confirm that all data will be entered or uploaded by the users, including the translations (static content, FAQs, templates, knowledge base). c. Please confirm that the users will create all content (news, FAQs, guidelines, tutorials and videos, local laws and culture, safety tips).	At Go-live english and french are required and the translation and all content will be provided to the bidder by MoTESR and HEIs
76	Integration - MauPass (NAF) integration – user types, assurance levels and mobile authentication Sec 2.4.2 (pp148–150); Sec 12.3-A, Item 8.1.3 (p197); Sec 12.3-G (pp211–212)	Section 2.4.2 says NAF/MauPass handles registration and login at Level 1 assurance, and foreigners register with their passport number. a. Is MauPass login required for all users: Mauritian applicants, international applicants, Ministry officers and private HEI staff? b. Can international applicants register on MauPass from abroad before arriving in Mauritius? c. Can private HEI staff without MauPass accounts log in with local accounts in the portal? d. How should the mobile app log in with portal credentials (Item 8.1.3)? Will the MauPass API document and a test environment be available at the start of the project?	Maupass is required for applicants only. Additional technical documentation will be provided after award of contract.
77	Payments - Portal e-payment – fees, merchant arrangements and settlement Sec 1.1.1.6 (p145); Sec 12.3-A, Items 2.2.16, 2.3.17, 11.5, 11.7 (pp193–201); Sec 11.1-C item 16 (p183)	Section 1.1.1.6 asks for the Mastercard payment gateway and IPS (MauCAS). a. Which fees are paid through the portal (application, late fees, deposits, visa, accommodation, others)? Are they collected by MoTESR or by each HEI? b. Must payments be split and settled to each HEI's account? Who is the merchant of record? c. Which provider or bank runs the payment gateway? Should Visa and other card schemes be supported? Will the Purchaser handle merchant onboarding and provide APIs and a test environment? d. Is payment in MUR only, or in other currencies too? e. Who pays the gateway and IPS transaction fees: the Purchaser, the applicant or the bidder? f. What refund, reconciliation, invoicing and reporting is needed? Please confirm card details will be entered on the gateway's own page, so the portal stays out of PCI-DSS scope.	To be discussed at implementation stage

SN	Document reference (Section / Clause)	Queries	Clarifications
78	Functional - Application, offer and acceptance logic Sec 1.1.1.3 (p144); Sec 2.4 (p146); Sec 12.3-A, Items 2.1.9, 2.2.11–2.2.12, 2.3.10–2.3.16 (pp192–194)	Item 2.3.12 says an admin can issue an offer for only one programme per university, by priority per applicant. Section 2.4 says several HEIs can make offers and the applicant accepts one at a time. a. Who sets the priority: the applicant or the HEI? Can an applicant get more than one offer from the same HEI? b. When an offer is accepted, what happens to the other offers? Can the acceptance be changed or deferred later? c. Is the application fee charged per application, per programme or per HEI? d. Who can accept or reject offers on behalf of students (Item 2.3.15), and should this be logged?	To be discussed at implementation stage
79	Integration - Verification of qualifications and eligibility against national bodies (MES, MQA, TEC/FTES) Sec 12.3-A, Items 2.1.6, 2.2.7–2.2.10, 2.3.13 (FTES), 3.3 (pp192–195); Sec 2.2-A (p141)	The specification mentions eligibility rules, FTES grant seats and checking uploaded certificates. Are there any interfaces with systems of MES, MQA, TEC, any other system for identity, qualification or eligibility checks.	No API interfaces with MES, MQA, TEC (HEC) at the moment
80	Application Pack QR code and visa status data Sec 12.3-A, Items 2.2.17 (p193), 3.4–3.6 (p195)	Item 2.2.17 asks for a QR code that shows application status, student ID, visa status, university, programme and intake. a. Who will scan the QR code (HEIs, immigration or airport officers, others)? Is the information public or does it need a login, given the Data Protection Act 2017? b. Is a separate scanning app needed? c. Where does the visa status and expiry date come from (applicant, HEI, MoTESR, or a feed from the Passport and Immigration Office)? Who receives the visa expiry alerts in Item 3.4?	To be discussed at implementation stage
81	Functional - Scholarship Management – scope Sec 12.3-A, Items 10.1–10.10 (pp199–200); Item 2.2.3 (p192)	a. How many scholarship schemes are needed at go-live? Will outside scholarship providers use the portal? b. Is paying out scholarships, or connecting to the Ministry of Finance or any financial system, in scope? c. Should end users be able to set up scoring and evaluation workflows themselves, or will the Supplier configure them? d. Is a scholarship application part of the course application or separate?	To be discussed at implementation stage
82	Functional - Accommodation, flight and health-insurance modules – scope Sec 12.3-A, Items 2.2.3, 4.1–4.3, 5.1–5.2 (pp192, 196); Item 8.3.7 (p198)	a. For accommodation, do we only record the applicant's accommodation details and document? Or do we also need a directory of accommodation providers with listings, prices, booking or payment? b. For flight details (Item 5.1) and health insurance (Item 5.2), is capturing the information enough, or do we need to connect to airlines, the airport or insurers, or verify the insurance document?	To be discussed at implementation stage
83	SIS integration – data scope, direction and frequency Sec 2.4.3 (p150); Sec 12.3-A, Items 6.1–6.6 (pp196–197), 8.2.3 (p197), 9.4 (p199)	a. What data is sent to the HEI's student system (selected applicants only, or also documents, payments, visa, accommodation and flight details)? What comes back (student ID only, or also enrolment status)? b. Do we also need academic or admin data from the SIS (timetables, results, fee balances – Items 8.2.3 and 9.4) for the mobile app? c. Who arranges data-sharing agreements and onboarding with the HEIs? Is the Supplier only responsible for providing the integration? d. Will we get network access to HEI systems (VPN, firewall rules), and who arranges it?	To be discussed at implementation stage

SN	Document reference (Section / Clause)	Queries	Clarifications
84	AI components – Government platforms, approval process and cost treatment Sec 1.1.1 (p136); Sec 11.3 items 4, 8, 9 (pp184–185); Sec 12.3-C, Items 6, 9, 10 (pp207–208); Sec 12.3-P, Items 7–16 (pp225–226); Price Schedule ‘Any other cost – LLM hosting’ (p240)	The scope includes hosting for any AI component and the Price Schedule mentions LLM hosting. Section 11.3 asks us to disclose the AI models and services used, where they are hosted and where data is processed. a. Does the Government (MITCI, AI Unit or G-Cloud) offer a shared AI platform, approved models or an approved list of AI services? b. How does the Purchaser approve the AI models and services we propose (Section 11.3 items 4, 8 and 9), and how long does it take? When in the project will approval be given? c. Should recurring AI hosting or usage costs go in the Price Schedule under ‘Any other cost’? If so, what volumes should we assume (see Question 14)?	a. No. There is currently no shared Government AI platform, approved model list or approved list of AI services. DIVA is not yet available (see response to Query 36). b. Bidders shall disclose all proposed AI models and services, their hosting and data-processing locations under Section 11.3. These will be assessed by the Purchaser as part of the technical evaluation. c. Yes. Recurring AI hosting or usage costs shall be priced under “Any other cost”, with the Bidder stating the volume assumptions used.
85	AI document verification – performance, documents and acceptance criteria Sec 12.3-A, Items 2.2.8, 3.3, 4.3 (pp192, 195–196); Sec 11.3 item 10 (p185)	a. What accuracy is expected from the document checks, and how will it be tested at UAT (Section 11.3 item 10)? b. Which languages and which issuing countries will the documents come from? c. Can the Purchaser give us sample documents for setup and testing? d. Should the check happen straight away at upload, or can it run in the background? What processing time is expected? e. Please confirm the result is only a suggestion, and flagged documents go to manual checking by HEI officers.	To be discussed at implementation stage
86	AI chatbot (Item 8.2) and its relationship to DIVA Sec 12.3-A, Items 8.2.1–8.2.5 (p197); Sec 2.4.4 (p150); Sec 8.1 (p171); Sec 11.3 (pp184–185); Demonstration list, Item 5 (p234)	a. Is the student support chatbot (Item 8.2) a separate chatbot built by the Supplier, or is it delivered through DIVA? b. Which channels should it cover (mobile app, portal, WhatsApp) and in which languages? c. Who provides and approves the knowledge base content (Section 11.3 item 3 mentions sources provided by the Ministry)? d. For hand-over to a human (Item 8.2.4): which Purchaser team takes these, during which hours, and must we provide a live-chat or ticketing tool? e. The demonstration list (Item 5, p234) mentions ‘RAG capabilities’. Is a search or assistant of this kind needed on the portal? f. What is the ‘Digital Service Assistant’ mentioned in Section 8.1?	a. separate chatbot built by supplier b. should be able to support all channels c. Ministry will provide d. to be discussed at implementation stage e. yes f. Bidder to refer to section 2.4.4 Integration with DIVA of the bidding document.
87	Definition of AI-enabled features required vs optional Sec 2.2-A (p141); Sec 12.3-A, Items 2.2.9–2.2.10 (p192), 2.3.5 (p194); Sec 12.3-P, Items 13–14 (p226)	Section 2.2-A lists automated eligibility checks, document verification and predictive alerts as AI features, but Items 2.2.10 and 2.3.5 describe a rule-based eligibility engine. a. Is eligibility purely rule-based, with no AI model needed? b. What are the ‘predictive alerts’ (what is predicted, from what data, and for whom)? c. Can you list the AI features that are mandatory, so all bidders price the same scope?	a. eligibility will be rule based with AI recommendations b. to be discussed at implementation stage c. refer to bid document
88	Mobile app delivery: technology, store publication and accounts Sec 12.3-A, Items 8.1.1–8.1.5 (p197); Sec 12.3-B, Item 40 (p205); Sec 12.3-K (pp214–215)	a. Is native or cross-platform development preferred? What are the minimum iOS and Android versions? b. Whose name will the Apple and Google developer accounts be in, and who pays the yearly fees? (Item 40 says MoTESR.) c. Is the app for admitted students only, or for applicants too? Must any function work offline? d. Who handles app store reviews, and updates needed when store policies change during warranty and maintenance? e. Which push notification services are acceptable?	The account will be owned by MoTESR and the fees shall be included in the price schedule form Detailed requirement to be discussed after award of contract
89	Mobile App - Superapp integration and migration – scope and standards Sec 2.5 (pp150–151)	Section 2.5 says the app may later be moved into the Government superapp. a. Are the MITCI design and security standards, superapp architecture and API/SDK specifications available now? When is the superapp expected? b. How much migration support is included in the fixed price (for example, number of person-days)? How is extra effort charged (for example, at the application modification rates)? c. Is the migration expected during the 5-year warranty and maintenance period? Must the standalone app still be supported afterwards?	MITCI design and security standards will be shared after award of contract

SN	Document reference (Section / Clause)	Queries	Clarifications
90	Mobile App - Public transport information – static vs real-time Sec 12.3-A, Item 8.3.2 (p198)	Item 8.3.2 asks for public transport information (Metro, bus, taxi). a. Is static information (routes, timetables, fares) enough, or is live information (tracking, arrival times) needed? b. Where will the data come from, and will live feeds or APIs be provided? c. For taxis, is a directory enough, or is booking expected?	a. as far as possible, live information. Where information is not available, static information is acceptable b. bidder to provide c. directory is enough
91	Mobile App - SOS / emergency features Sec 12.3-A, Items 8.6.1, 8.7.1–8.7.3 (pp198–199), 9.6 (p199); Sec 1.1 (p135)	a. Does 'one-tap access to emergency services' just mean calling the national emergency numbers, or also sending an alert with the student's location to a Ministry or HEI contact? b. If alerts go to the Purchaser, who monitors them, and at what hours? Do we need to provide a monitoring screen? c. Who is allowed to send emergency push notifications (Items 8.6.1 and 9.6), and what approval is needed?	a. yes b. Monitoring screen needed with alerts c. to be discussed at implementation stage
92	Messaging - SMS hardening requirements and e-mail delivery Sec 2.4.5 (p150); Sec 12.3-L (p215); Sec 11.1-C, Items 15, 17 (p183); Sec 12.3-B, Item 26 (p203)	Section 2.4.5 says availing of the SMS feature 'rests upon the Purchaser', and Section 12.3-L lists SMS hardening items such as IMEI authentication, IP whitelisting and detecting spoofed inbound SMS. a. What does the sentence in Section 2.4.5 mean in practice? Will the Purchaser buy or activate the gateway or WhatsApp subscription? b. Do the SMS hardening items apply only to outgoing notifications through a third-party gateway, or is incoming / two-way SMS needed? c. If incoming SMS is not needed, can we answer 'not applicable' for items only an SMS operator can meet (for example IMEI authentication)? d. Which e-mail server and sender domain will be used, and how many e-mails a year are expected?	a. The bidder to provide the SMS and Whatsapp Gateway and specify the rate per message. The account will be in the name of MTESR b. Apply to outbound SMS. d. SMTP gateway will be provided for outgoing emails.
93	Data Protection - Cross-border data transfers to unavoidable third-party services Sec 12.3-C, Item 10 (p207); Sec 11.3 items 4 & 8 (pp184–185); Sec 12.3-P, Items 5, 6, 10 (pp224–225); Demonstration list, Items 6 and 8 (p234)	Some required services process data outside Mauritius: WhatsApp (Meta), push notifications, maps, analytics and card networks. a. Will the Ministry give the written approvals needed under Section 12.3-C Item 10 for these services? How and when do we request them? b. Who is the data controller: MoTESR, each HEI, or both? Who registers with the Data Protection Office? c. Is Google Analytics mandatory (the demonstration list says 'Google Analytics or similar tools'), or is an on-premise tool acceptable? d. Who leads the Data Protection Impact Assessment, and what is expected from the Supplier (Item P.6)?	Will be discussed after award of contract Data Protection Act must be followed
94	Infrastructure - GOC shared services, network connectivity and integration channel Sec 4.1–4.4 (pp156–158); Sec 3.1.1 (p153); Sec 9.6 (p177); Sec 11.1-B (p181 – GINS); Sec 12.3-C (pp206–208)	Please confirm which of these already exist at GOC and will be provided by the Purchaser, and which we must supply and price: load balancer, web application firewall, firewall rules, reverse proxy, SSL certificates, domain name and DNS, internet bandwidth and public IPs, VPN or leased lines to HEIs and third parties, log forwarding (SIEM), and the monitoring tool (Items B.25 and B.26). a. Is there a national platform through which Government integrations must be routed? Must the 'Open API Gateway' (Section 3.1.1) be new, or can an existing Government gateway be used? b. Who are the 'other suppliers' in Section 9.6 that we must work with (for example DIVA, the superapp, the SMS gateway, the network)?	GOC will provide physical load balancer, firewall, internet bandwidth and public IPs SIEM. A - No b - To be communicated after award of contract
95	Infrastructure - GOC compute capacity, operating system, database, backup and security software Sec 4.1 (pp156–157); Sec 4.4 (p158); Sec 12 Special Note 3 (p185); Price Schedule items B–C (pp237–239); Sec 12.3-C (pp206–208)	a. Which VMware version is used at GOC, and what limits apply (vCPU, RAM, storage, number of VMs)? b. Is an enterprise database licence already available at GOC? Are open-source databases and Linux VMs acceptable (Section 4.1 B)? c. Section 12 Special Note 3 mentions 'specified brand names and models' for standard software and anti-malware, but none are listed. Which are they? d. Is the backup product Veeam (Section 4.4) or NetBackup (Price Schedule item C)? The Price Schedule also says 'section 4.2' for backup; should it say 4.4? e. Who supplies the anti-virus licences and the file-scanning engine for uploads (Section 4.1 D): the bidder or GOC?	a- To be communicated after award of contract b- No. Yes c- Must be an enterprise grade software and security tool d- GOC uses Veeam backup solution and bidders do not need to buy Veeam licences. No need to quote for NetBackup licences. E - The bidder

SN	Document reference (Section / Clause)	Queries	Clarifications
96	Infrastructure - Number and location of environments (production, staging/UAT/training, development) Sec 4.3 (p158); Sec 4.4.1 (p158); Sec 12.3-B, Item 35 (p205); Sec 12.3-C, Item 4 (p207); Sec 12.3-N, Item 8 (p219)	Section 4.3 mentions production and staging (including training). Section 4.4.1 mentions a 'Dev environment'. Item B.35 requires a development environment, and Item N.8 says UAT is done in production. a. Which environments will be set up at GOC (production, staging/UAT, training, development)? b. Can the Supplier develop in its own environment and deploy to GOC? What remote access to GOC will be allowed? c. Is UAT done in staging or in production before Go-Live?	a - Staging and Production b - Yes. Remote access to GOC will be discussed after award of contract c - Both in staging and production
97	Infrastructure - Availability target, disaster recovery and responsibility boundaries Sec 4.2.1 (p158); Sec 12.3-A, Item 11.1 (p200); Sec 12.3-B, Items 19, 21, 23 (p203); Sec 12.3-C, Item 18 (p208); Sec 11.1-B (pp180-182)	Item 11.1 asks for 99.95% availability on GOC infrastructure, and bidders are not expected to quote for DR but must be DR-ready. a. Does the 99.95% exclude downtime caused by GOC (power, network, servers, storage) and by third parties (payment gateway, MauPass, SMS/WhatsApp, HEI systems)? How is it measured? b. Is there a DR site, and what RTO and RPO are expected? c. Are there penalties or service credits for missing the target, and how do they relate to the SLA (Item 12.1)?	a - Yes. b - No DR Site in scope c - Refer to the bidding document for more information
98	Commercial - Price Schedule – structure and placement of additional cost items Price Schedule (pp236-242); Sec 1.1.1 (p136); Sec 5 (p160); Sec 12.3-P, Items 17, 28 (pp226, 229); BDS ITB 14.1, 14.7, 28.6(d) (pp40, 42)	The Price Schedule has no lines for some required items. a. Should we price these under 'Any other cost' and add rows as needed: AI hosting, SMS/WhatsApp charges, mapping and other third-party subscriptions? b. Should integrations (MauPass, payment gateway, SIS, DIVA, PIO) be priced as separate items or inside the Student Portal lot? c. Should the security audits and yearly penetration tests be priced separately? We could not find a line for it in the Price Schedule d. Should the file-scanning engine, API gateway and monitoring tools be priced separately? e. How should support in years 6 and 7 'on an intervention basis' (Item P.28) be priced, as it falls outside the 5-year table? f. Where do we price the training for at least 20 staff? g. Does the Mobile App lot cover both iOS and Android? Please also confirm that recurring items are evaluated at the 10% NPV rate (BDS ITB 28.6(d)).	a - Yes b - Integration to be separate items c - Bidder to quote for independent IT Security Audit d - Bidder to quote for file scanning engine. e - To be discussed at a later stage f - In the price schedule form g - Yes For the Financial Evaluation, the overall cost of the proposal will be the sum of the cost of all software, hardware, services, optional items (wherever applicable), installation & commissioning, training and the maintenance charges for the first five years (inclusive of warranty) and any other cost involved.
99	Security - Independent IT security audit, VAPT and ISO 27001 expectations Annex A (pp243-245); Sec 12.3-M, Item 4 (p216); Sec 12.3-P, Items 17-18 (p226); Sec 1.2 (p138); Sec 1.1.1 (p136)	Annex A asks for an independent security audit by an auditor selected by the successful bidder. Item P.17 refers to 'Annex 1', which is not in the document. a. Is the audit cost included in our price? How many audits are expected (Annex A says 'each wave/phase')? b. Does the Purchaser or ITSU need to approve the auditor? c. What is 'Annex 1' in Item P.17? d. Are the mobile app, APIs and integrations included in the audit? e. Does 'implement relevant controls of ISO/IEC 27001 and 27002' (Section 1.1.1) mean aligning with the controls only, or does the bidder or solution need ISO certification?	a. Price for audit should be included. Audit should be conducted after the defined phases. b. No pre-approval required. c. Annex 1 Not applicable d. Yes e. Aligning with the controls only.
100	Commercial - Maintenance agreements (ASMA/HMA) – applicability and mechanics Sec 10.2-10.4 (pp178-179); Sec 7.2 (p166); Sec 12.3-P, Items 24-26, 28 (pp227-229)	The maintenance terms refer to the ASMA (Aug 2018), a Hardware Maintenance Agreement and a Software Development Agreement on cib.govmu.org. a. Can the Purchaser share these documents so all bidders price on the same terms? b. Why does the Hardware Maintenance Agreement apply when no hardware is supplied? c. What does '60% of the ASMA available for modifications and enhancements' mean in practice? How does it work with the person-month rates? d. Are the person-month rates the only rates for change requests after Go-Live?	a - Downloadable from website of CIB b - Hardware not applicable

SN	Document reference (Section / Clause)	Queries	Clarifications
101	Commercial - Payment terms, securities and price adjustment SCC GCC 12.1 (pp119–120), 13.2.1, 13.3.1 (p120), 11.2(b) (p119); BDS ITB 14.7 (p40); Price Schedule (p241)	a. The final 10% is paid one year after the warranty starts against a bank guarantee for advance payment. Is this a retention release, and what form of guarantee is needed? b. Are the 20% advance guarantee and the 10% performance security the only guarantees required? Is any security needed for the warranty and maintenance periods? c. Do the payment milestones apply to the whole contract or per phase? d. Prices are fixed (ITB 14.7) with no adjustment (GCC 11.2(b)). Will any adjustment apply over 5 years for usage-based third-party charges (messaging, AI, maps, payment gateway) or exchange rate changes?	a & b: Refer to bidding document c. Project is in only one phase. Payment terms apply to the project implementation. d. Prices quoted in price schedule form only to be considered for payment for Year 1 - 5. Confirm.
102	Legal / IP - Software ownership, licence term and source code SCC GCC 15.3–15.5, 16.1 (pp121–122); Sec 5 (pp159–160); Sec 4.5 item 5 (p159); Sec 12.3-B, Items 35, 37–40 (pp205–206); Sec 12.3-P, Items 2–4 (p224); BDS ITB 6.1(b)–(c) (p39)	Section 5 asks for 5-year licences, but GCC 16.1 says licences are perpetual. Item B.35 asks for the full source code, and GCC 15.4 gives the Purchaser ownership of custom developments after Operational Acceptance. a. Should Standard Software licences be priced for 5 years or perpetual? b. Does the source code requirement cover our existing platform and third-party components, or only custom software developed for this contract? c. Can we reuse our existing frameworks and tools under a licence to the Purchaser? Is open-source software acceptable? d. Are manufacturer's authorisations (ITB 6.1(b)) needed for open-source and subscription/SaaS services? Are agreements with third-party service providers (ITB 6.1(c)) required? e. For accounts that must be in MoTESR's name (Item B.40), are subscription charges invoiced to MoTESR or to the Supplier?	a. The Bidders should propose the most appropriate licensing policy which is most cost effective to the client. Bidders should include any cost associated with the licensing policy in the Price Schedule Forms. Appropriate charges should be quoted for the maintenance and support of software proposed in the Price Schedule forms. b. Custom software developed. c. Open-source acceptable. Bidder to propose working solution that meets all the user requirements as per bidding document. d. No. Agreement or any relevant documentation with third-party service providers to be submitted, as applicable. e. Bidder to provide
103	Bid Process - Bid timeline, submission format, annexes and evaluation methodology BDS ITB 4.1, 6.1(a)–(c) (p39); Sec 12.1 (pp186–188); Sec 12.1.1 (p189)	a. Must the reference site be an education or admission portal, or is any portal or website for an enterprise acceptable? b. Can experience and references of a JV partner, parent company or approved subcontractor count? c. Can one person cover more than one key role (Project Manager, Developer, Tester, System/Network Engineer)? Is more than one CV per role acceptable? d. Can a foreign technology partner be a subcontractor or JV partner under a local lead company (ITB 4.1)?	a. Any portal or website having similar functionalities as per bidding document b. Please refer to bidding document c. One person - one role d. Please refer to bidding document
104	Bid Process - Bid timeline, submission format, annexes and evaluation methodology BDS ITB 10.1–10.2, 19.1, 20.2, 21.1, 28.4, 31.2 (pp40–42); Sec 7.1.1 (p165); Sec 12.1.1 (p190); Demonstration list (p234)	a. Was a pre-bid meeting held on 29 September 2026 (ITB 10.2)? Will the minutes and answers be shared? b. Given the number of integrations and open points, and that replies are due only 7 days before the deadline, will the deadline of 20 October 2026 be extended? c. Is submission only through the e-Procurement System, or also on paper (ITB 19.1 mentions an original and one copy)? d. What are 'Annex A and B of the e-bidding document' (Section 12.1.1)? The only annex in Section V is Annex A for the security audit. e. How will the technical evaluation be scored, and how much does the demonstration count (Section 7.1.1)? When are demonstrations held, and can integrations (MauPass, payment, SMS/WhatsApp, SIS) be shown with mock services?	a) Pre-bid meeting was held. b) Yes c) Only on paper. Refer to bidding document. d) Annex B not applicable e) Please refer to the the list of MAIN FEATURES TO BE DEMONSTRATED and other requirements for demonstration during evaluation in the bidding document.

SN	Document reference (Section / Clause)	Queries	Clarifications
105	Training - Training volumes, locations and delivery mode Sec 6 (pp161–163); Sec 1.1.1 (p136); Sec 12.3-B, Items 31–34 (pp204–205); Price Schedule D (p239)	a. How many Ministry and HEI staff need training on the application, and from how many HEIs? b. Should HEI training be at each HEI or at one central place? Are online or recorded sessions acceptable? c. What is the technical background of the 'at least 20 staff' for administration, source code and development training (Item B.32)? d. Must training material be in both English and French?	Training to be done at one central place. Online training not acceptable.
106	Section V, Clause 12.1.1.2 - Annexes A and B	The note under Clause 12.1.1.2 states that Annexes A and B must be submitted and that failing to submit them will lead to elimination. The Bidding Document contains Annex A (Terms of Reference for Independent IT Security Audit) but we could not find Annex B. Could the Purchaser please provide Annex B and confirm what Bidders are expected to submit for Annexes A and B in the physical bid (for example, a signed acceptance of the Annex A terms)?	Annex B not applicable
107	BDS ITB 6.1(b) - Manufacturer's Authorizations for all software	Some components of a modern portal solution are open-source software (e.g. development frameworks, content management system, database and search engine) published under recognised open-source licences, for which no manufacturer can issue Form 3.1. Could the Purchaser confirm that, for such open-source components, a signed declaration by the Bidder listing each product, its publisher and its licence will be accepted in lieu of a Manufacturer's Authorization?	Yes
108	Section V, Clause 12 (Technical Tables), Special Note 3 - Specified brand names	Bidders are required to offer the specified brand names and models for (i) Standard Software and (ii) Anti-Malware software, but no brand or model is named in the Bidding Document. Could the Purchaser indicate the anti-malware product (and version) in use at the Government Online Centre, and any Standard Software brands that Bidders must quote?	Must be an enterprise grade software and security tool
109	Section VI, Form 3.5.6 - Personnel Capabilities	Form 3.5.6 requests a prime and an alternate candidate for each key position, while Section V, Clause 12.1 requires at least one (1) qualified person per position. Could the Purchaser confirm that one candidate per position is sufficient, and that alternate candidates are optional?	Yes
110	Section VI, Forms 3.5.2 and 3.5.5 - Turnover and Financial Capabilities	These forms request turnover and financial information for the previous five (5) years in US\$ equivalent, with audited financial statements. As BDS ITB 6.1(a) does not set a financial threshold, could the Purchaser confirm that figures in Mauritian Rupees (with US\$ equivalent) for the last three (3) financial years, supported by audited financial statements, will be accepted?	Will be accepted.
111	Section VI, Form 3.5.2 and Section V, Clause 12.1.1.1 - Testimonials	Form 3.5.2 states that Bidders should not enclose testimonials, whereas BDS ITB 6.1(a) and Section V, Clause 12.1.1.1 require a testimonial for the reference site. Could the Purchaser confirm that testimonials should be enclosed with the Reference Sites table (Clause 12.1.1.1)?	Testimonial for each reference site to be submitted by bidder.
112	ITB 6.1(a)	Similar solution: How will "similar solution" be interpreted? Will a portal and website solution implemented for any enterprise organisation (public or private sector) be accepted, or must the reference relate specifically to a student admission or education portal?	Yes, a portal and website solution implemented for any enterprise organisation (public or private sector) is acceptable
113	ITB 6.1(a)	Three years of experience: Does this refer to the Bidder's years of activity in implementing portal and website solutions, or to three years since the delivery of a comparable project?	To be read as: "No. of reference sites where the bidder has implemented a web Portal or similar solution within the last three years (experience: local and international combined)."
114	BDS 19.1, BDS 20.2(a) and Section V 12.1.1.2	Mode of submission: The BDS requires a physical bid (original and one copy) at SICOM Tower, while Annexes A and B are to be uploaded on the e-Procurement System. Should bids be submitted physically, electronically, or both, and which version prevails in case of discrepancy?	Submitted in bid box at the mention address
115	Section V 7.1.1	Demonstration: What is the expected duration of the demonstration, which scenarios must be covered, and when will demonstrations indicatively be held?	Duration and time of demonstration to be communicated by Ministry during evaluation stage, as applicable

SN	Document reference (Section / Clause)	Queries	Clarifications
116	Section V 1.1	How many Higher Education Institutions are expected to be onboarded at go-live and over the contract period?	To be discussed at implementation stage
117	Section V 4.2	Could the Ministry provide the expected number of applications per year, concurrent users and peak application periods, to allow proper sizing of the production environment?	To be discussed at implementation stage
118	Section V 12.3	Please confirm whether the portal and mobile app are required in English and French only, or whether other languages (e.g. Kreol Morisien) are expected.	only english and french at initial stage
119	GCC 22, GCC 27.2.2 and Section V 2.6	GCC 22 refers to six months from contract signature, whereas GCC 27.2.2 refers to six months from the date of Award. Could the reference date be confirmed? Must the mobile app and all integrations be delivered in Phase I, or may some components be delivered in Phase II?	The project to be implemented in only one phase, which is 6 months duration from contract signature. every component in 1 phase
120	Section V 2.3.1.1	Payment gateways: Which acquiring bank provides the Mastercard Payment Gateway? Will transaction and integration fees for Mastercard and the Bank of Mauritius IPS (MAUCAS) be borne by the Ministry?	Payment gateway will be provided by the ministry. Integration fees to be borne by bidder.
121	Section V 12.3 (items 8.3.3 and 8.3.4)	Metro ticket booking and banking wallet: Do the service providers already offer APIs, and will the Ministry facilitate access? Should these be quoted as integrations with existing services?	Refer to bidding document for requirements. The bidder should liaise with the relevant party for the integration
122	Section V 2.4.5 – SMS/WhatsApp gateway	Should Bidders quote recurrent usage costs (e.g. cost per message) over the contract period, or only setup and integration?	The bidder to provide the SMS and Whatsapp Gateway and specify the rate per message. The account will be in the name of MTESR
123	Section V 2.4.2 to 2.4.4	MauPass, SIS and DIVA: Could a high-level technical overview of these interfaces be shared before the submission deadline, to allow accurate costing?	To be provided after award of contract
124	Section V 2.5	Superapp: Are the MITCI design and security standards available, and can they be shared with Bidders?	MITCI design and security standards will be shared after award of contract
125	Section V 1.1.1 and 1.2	AI hosting: As the GOC has no GPU capacity, may AI components be hosted on an external or cloud service (subject to the Data Protection Act 2017 and the GOC Security Policy), or must they run on-premise on CPU-only infrastructure?	Hosting of any AI component, including any use of external or cloud-based AI or LLM services, shall comply with the Data Protection Act 2017, the guidance of the Data Protection Office and the GOC Security Policy. The Bidder shall carry out and submit the corresponding Data Protection Impact Assessment (DPIA) for its proposed solution and disclose the hosting and data-processing locations under Section 11.3. The MITCI AI Unit does not prescribe hosting locations, providers or data-residency arrangements.
126	Section V 4.1 and 4.2	Is there a limit on the number of virtual machines and resources (vCPU, RAM, storage) the GOC can provision for production and staging?	To be communicated after award of contract Yes
127	Section V 2.3.1.1(b)	Will the Apple App Store and Google Play developer accounts be held by the Ministry or provided by the Supplier?	Should be provided by supplier but in the name of ministry
128	SCC for GCC 12.1 and 13.2	Please confirm that an advance payment of 20% will be made upon contract signature against an Advance Payment Security, and specify the required form of that security.	Please refer to bidding document.
129	Warranty and Maintenance Period	The RFP mentions a one-year warranty, maintenance for up to five years, and support for at least five years after go-live, with intervention-based support for the sixth and seventh years. Please clarify the exact mandatory maintenance and support period, and confirm whether the five-year maintenance period includes the warranty period or is in addition to it.	five-year maintenance includes one year of warranty and Year 2 -5 maintenance period to be quoted in price schedule form by bidder

SN	Document reference (Section / Clause)	Queries	Clarifications
130	Payment Terms	The price schedule covers software, implementation, training and maintenance services. Please clarify the payment milestones and payment schedule for development, implementation, go-live, warranty and maintenance services.	Please refer to the requested information in the bidding document.
131	Licensed RDBMS	Please confirm whether any specific licensed RDBMS is required for the proposed solution. If so, please confirm whether the licence will be provided by GOC or whether the bidder should include the licensing cost in its quotation.	Bidder to quote for any licenses required for proposed RDBMS
132	24x7 Support	The RFP requires 24x7 monitoring, repair services and technical support. Please clarify whether onsite support is required or whether remote support is acceptable. Please also clarify whether dedicated support resources are required throughout the contract period.	Remote support is acceptable. However, when needed, bidder should also provide onsite support.
133	SMS/WhatsApp Messaging Parameters	The bidding document requires the bidder to quote for an SMS gateway including WhatsApp messaging. Please provide the following details to enable the bidder to obtain the required Manufacturer's Authorization from the OEM: a) Sample content of the messages to be sent to end users; b) Sender ID (SID) to be used for messaging; c) Country/region of origin of the messaging traffic; d) Whether the messaging traffic will be local or international; e) Estimated monthly volume of SMS/WhatsApp messages, including expected growth during the contract period. f) Type of SMS required - Whether transactional SMS, notification SMS, or OTP SMS. g) SMS language - Whether the messages should be in English or the relevant local language.	to be discussed at implementation stage. The bidder to provide the SMS and Whatsapp Gateway and specify the rate per message. The account will be in the name of MTESR
134	ELIGIBILITY AND QUALIFICATION ITB 6.1(a)	Similar solution: How will "similar solution" be interpreted? Will a portal and website solution implemented for any enterprise organisation (public or private sector) be accepted, or must the reference relate specifically to a student admission or education portal?	a portal and website solution implemented for any enterprise organisation (public or private sector) is acceptable
135	ELIGIBILITY AND QUALIFICATION ITB 6.1(a)	Three years of experience: Does this refer to the Bidder's years of activity in implementing portal and website solutions, or to three years since the delivery of a comparable project?	To be read as: "No. of reference sites where the bidder has implemented a web Portal or similar solution within the last three years (experience: local and international combined)."
136	BID SUBMISSION AND EVALUATION BDS 19.1, BDS 20.2(a) and Section V 12.1.1.2	Mode of submission: The BDS requires a physical bid (original and one copy) at SICOM Tower, while Annexes A and B are to be uploaded on the e-Procurement System. Should bids be submitted physically, electronically, or both, and which version prevails in case of discrepancy?	Bid to be submitted in the bid box at the mention address in the bidding document
137	BID SUBMISSION AND EVALUATION Section V 7.1.1	Demonstration: What is the expected duration of the demonstration, which scenarios must be covered, and when will demonstrations indicatively be held?	Duration and time of demonstration to be communicated by Ministry during evaluation stage, as applicable
138	SCOPE AND SIZING Section V 1.1	How many Higher Education Institutions are expected to be onboarded at go-live and over the contract period?	to be discussed at implementation stage
139	Section V 4.2	Could the Ministry provide the expected number of applications per year, concurrent users and peak application periods, to allow proper sizing of the production environment?	To be discussed after award of contract
140	Section V 12.3	Please confirm whether the portal and mobile app are required in English and French only, or whether other languages (e.g. Kreol Morisien) are expected.	Only english and french for initial stage.
141	GCC 22, GCC 27.2.2 and Section V 2.6	GCC 22 refers to six months from contract signature, whereas GCC 27.2.2 refers to six months from the date of Award. Could the reference date be confirmed? Must the mobile app and all integrations be delivered in Phase I, or may some components be delivered in Phase II?	The project to be implemented in only one phase, which is 6 months duration from contract signature.

SN	Document reference (Section / Clause)	Queries	Clarifications
142	INTEGRATIONS AND THIRD PARTIES Section V 2.3.1.1	Payment gateways: Which acquiring bank provides the Mastercard Payment Gateway? Will transaction and integration fees for Mastercard and the Bank of Mauritius IPS (MAUCAS) be borne by the Ministry?	Payment gateway will be provided by the ministry. Integration fees to be borne by bidder.
143	INTEGRATIONS AND THIRD PARTIES Section V 12.3 (items 8.3.3 and 8.3.4)	Metro ticket booking and banking wallet: Do the service providers already offer APIs, and will the Ministry facilitate access? Should these be quoted as integrations with existing services?	Refer to bidding document for requirements. The bidder should liaise with the relevant party for the integration
144	INTEGRATIONS AND THIRD PARTIES Section V 2.4.5	SMS/WhatsApp gateway: Should Bidders quote recurrent usage costs (e.g. cost per message) over the contract period, or only setup and integration?	The bidder to provide the SMS and Whatsapp Gateway and specify the rate per message. The account will be in the name of MTESR
145	INTEGRATIONS AND THIRD PARTIES Section V 2.4.2 to 2.4.4	MauPass, SIS and DIVA: Could a high-level technical overview of these interfaces be shared before the submission deadline, to allow accurate costing?	To be provided after award of contract
146	INTEGRATIONS AND THIRD PARTIES Section V 2.5	Superapp: Are the MITCI design and security standards available, and can they be shared with Bidders?	MITCI design and security standards will be shared after award of contract
147	INFRASTRUCTURE, HOSTING AND AI Section V 1.1.1 and 1.2	AI hosting: As the GOC has no GPU capacity, may AI components be hosted on an external or cloud service (subject to the Data Protection Act 2017 and the GOC Security Policy), or must they run on-premise on CPU-only infrastructure?	Hosting of any AI component, including any use of external or cloud-based AI or LLM services, shall comply with the Data Protection Act 2017, the guidance of the Data Protection Office and the GOC Security Policy. The Bidder shall carry out and submit the corresponding Data Protection Impact Assessment (DPIA) for its proposed solution and disclose the hosting and data-processing locations under Section 11.3. The MITCI AI Unit does not prescribe hosting locations, providers or data-residency arrangements.
148	INFRASTRUCTURE, HOSTING AND AI Section V 4.1 and 4.2	Is there a limit on the number of virtual machines and resources (vCPU, RAM, storage) the GOC can provision for production and staging?	To be communicated after award of contract
149	INFRASTRUCTURE, HOSTING AND AI Section V 2.3.1.1(b)	Will the Apple App Store and Google Play developer accounts be held by the Ministry or provided by the Supplier?	The account will be owned by MoTESR
150	CONTRACTUAL MATTERS SCC for GCC 12.1 and 13.2	Please confirm that an advance payment of 20% will be made upon contract signature against an Advance Payment Security, and specify the required form of that security.	Please refer to bidding document
151	HEI Onboarding and Scalability	Please confirm the number of universities/Higher Education Institutions (HEIs) expected to be onboarded during the initial implementation phase and the anticipated growth in the number of institutions during the contract period.	To be discussed after award of contract
152	User and Transaction Volumes	Please provide the estimated volumes for registered applicants, applications per intake, active students, university users, administrative users, and peak concurrent users. Please also indicate any anticipated growth in these volumes during the contract period.	To be discussed after award of contract
153	Legacy Data Migration	Please confirm whether migration of data from the existing Study in Mauritius portal or any other legacy systems forms part of the scope. If applicable, please provide details of the data sets, approximate volumes, historical periods, source systems/databases and available file/data formats.	no data migration
154	HEI Student Information Systems Integration	Please provide details of the Student Information Systems (SIS) currently used by the participating HEIs. Kindly confirm whether the respective API documentation, authentication specifications, field mappings, sample payloads, test credentials and sandbox/test environments will be made available to the selected bidder.	To be provided during project implementation
155	SIS Synchronization	The Technical Requirements specify support for both real-time and scheduled synchronization with HEI SIS platforms. Please clarify the expected synchronization frequency/trigger for each participating institution and whether this will be configurable by authorised administrators on a per-institution basis.	to be discussed at implementation stage

SN	Document reference (Section / Clause)	Queries	Clarifications
156	Payment Gateway Integration	Please confirm the payment gateway(s) and local payment applications expected to be integrated with the portal. Kindly clarify whether merchant accounts, API credentials, sandbox access and payment-gateway configuration will be provided by the Purchaser or are to be procured/provided by the bidder.	Bidder to provide payment gateway and specify the rates
157	Payment Reconciliation	Please confirm whether payment reconciliation with the payment gateway and/or any financial system is required in addition to payment processing and receipt generation. If applicable, please provide the expected reconciliation workflow, frequency and reporting requirements.	To be discussed at implementation stage
158	Communication Channels	The bidding document requires the bidder to quote for an SMS gateway including WhatsApp messaging. Please clarify whether any existing Government gateways/services are available for email, web notifications and mobile push notifications, and confirm whether recurring SMS/WhatsApp/message consumption charges are to be included by the bidder for the contract period.	The bidder to provide the SMS and Whatsapp Gateway and specify the rate per message. The account will be in the name of MTESR
159	Metro Ticket Booking Integration	For the requirement relating to Metro ticket booking through the mobile application, please identify the Metro ticketing platform/service provider to be integrated and confirm whether APIs, technical documentation, credentials and a test/sandbox environment will be provided.	The bidder should liaise with the relevant party for the integration
160	Student Banking Wallet / Scan to Pay	For the Student Banking Wallet and Scan to Pay functionality, please clarify whether integration with an existing banking/wallet platform is required or whether the bidder is expected to propose the platform and integration approach. If an existing platform is to be used, please provide the relevant integration details.	The bidder may integrate with an existing licensed wallet or bank app.
161	Maps and Location Services	Please clarify whether a specific map/location-services platform is prescribed for the Student Services Directory, navigation and nearby-service search. If a commercial service is required, please confirm whether the associated API subscription/licensing will be provided by the Purchaser or should be included in the bidder's commercial proposal.	Bidder to provide
162	AI Chatbot Knowledge Sources	Please identify the approved/authoritative data and knowledge sources that should be used by the AI chatbot for information relating to universities, immigration, student services, accommodation, local services and Government information. Please also clarify the expected process for maintaining and updating these sources.	to be discussed at implementation stage
163	AI-Based Document Verification	For AI/Computer Vision-based verification of visa and accommodation documents, please specify the data elements/information expected to be extracted or verified. Kindly also clarify the required accuracy criteria, confidence thresholds, exception-handling process and humanvalidation workflow to be considered for acceptance.	to be discussed at implementation stage
164	AI Hosting and Data Residency	The bidding document states that GOC currently has no GPU available and also includes hosting services for AI components within the scope. Please clarify whether external/cloudbased AI or LLM services are permitted. If permitted, please specify the applicable dataresidency, data-processing, privacy and data-sharing restrictions, as well as any approved hosting locations/providers.	Hosting of any AI component, including any use of external or cloud-based AI or LLM services, shall comply with the Data Protection Act 2017, the guidance of the Data Protection Office and the GOC Security Policy. The Bidder shall carry out and submit the corresponding Data Protection Impact Assessment (DPIA) for its proposed solution and disclose the hosting and data-processing locations under Section 11.3. The MITCI AI Unit does not prescribe hosting locations, providers or data-residency arrangements.
165	GOC Infrastructure	Please provide details of the infrastructure resources/services that will be made available within the Government Online Centre (GOC), including the virtualization platform, available CPU, RAM and storage, database platform, network bandwidth, load-balancing facilities, backup services, monitoring tools, supported operating systems and other relevant infrastructure components.	To be communicated after award of contract

SN	Document reference (Section / Clause)	Queries	Clarifications
166	Availability, DR and Recovery Requirements	In addition to the specified minimum availability requirement, please confirm the required Recovery Time Objective (RTO), Recovery Point Objective (RPO), failover expectations, redundancy requirements and disaster-recovery requirements to be considered for the proposed architecture.	To be communicated after award of contract
167	Authentication and Identity Management	The bidding document specifies integration with MAUPASS. Please clarify which user categories applicants, university users, Admissions Officers, Portal Administrators and Ministry users are required to authenticate through MAUPASS. For user categories not using MAUPASS, please confirm whether integration with any Government SSO, Active Directory, LDAP or other identity provider is required.	Maupass is required for applicants only.
168	Security Parameters and Policies	The bidding document specifies compliance with the GOC Security Policy and various security controls. Please provide the applicable GOC Security Policy/security baseline documents and clarify any prescribed requirements for encryption standards, password/MFA policies, auditlog retention periods, source-code security scanning, penetration-testing methodology and infrastructure-hardening standards that must be followed by the selected bidder.	These documentations will be provided during project implementation.
169	UAT Planning and Acceptance	Please confirm the expected number of UAT users and indicative business scenarios. Kindly also provide the defect-severity classification, defect closure criteria, acceptable outstandingdefect thresholds, and the authority/process responsible for formal UAT sign-off.	To be discussed at implementation stage
170	Source Code and Transition Handover	The bidding document requires source-code and documentation handover. Please clarify the required handover mechanism for source-code repositories, version history, build/deployment scripts, database schemas, configuration files and credentials. Please also confirm the ownership/access requirements for repositories during the contract period and the required format/process for final transition and knowledge transfer.	To be discussed at implementation stage
171	Manufacturer's Authorization for Open-Source Software	The bidding document requires Manufacturer's Authorizations (MAF / Form 3.1) for all software components not produced directly by the bidder. Please clarify whether Form 3.1 is required for Community Open-Source Software (FOSS) components that do not have a commercial parent entity or vendor, and confirm what alternative documentary evidence (e.g., public license declarations, software repository source attribution) is acceptable in lieu of an OEM authorization.	For Community Open-Source Software (FOSS) components that do not have a commercial parent entity or vendor, alternative documentary evidence (e.g., public license declarations, software repository source attribution) is acceptable in lieu of an OEM authorization.
172	Third-Party Distributor and Reseller Agreements	Please clarify whether a valid software license agreement, reseller/redistribution agreement, or an authorization certificate issued by an official tier-1 distributor or partner will be accepted in lieu of a direct manufacturer-signed Form 3.1, in instances where global OEMs operate exclusively through authorized distribution networks.	Yes CONFIRMED
173	Prescribed Brand Names for Standard Software and Anti-Malware	Section 12 (Technical Tables, note 3) states that bidders are required to offer specified brand names and models for Standard Software and Anti-Malware software in the interest of effective integration and technical support; however, no specific brand names or models are defined in the document. Kindly provide the list of approved/mandated brand names and models or confirm whether bidders may propose any industry-standard, enterprise-grade product meeting the technical requirements.	Bidders may propose any industry-standard, enterprise-grade product meeting the technical requirements
174	GOC Standard Antivirus and VM Protection	Please clarify whether the Government Online Centre (GOC) maintains a standard, centralized antivirus/anti-malware platform across its virtualized infrastructure. If so, please confirm whether the virtual machines provisioned for this project will be protected under GOC's existing enterprise antivirus solution, or if the bidder is required to procure, configure, and license standalone anti-malware software for all project VMs.	Bidder to provide an enterprise grade software and security tool

SN	Document reference (Section / Clause)	Queries	Clarifications
175	Submission of Annexes A and B on the e-Procurement System	The Bid Data Sheet indicates that alternative e-Tendering procedures are not available and provides Level 12, SICOM Tower, Wall Street, Ebene as the address for bid submission. However, under Section 12.1.1.2 of the Technical Requirements, bidders are instructed to refer to Annexes A and B, and it is stated that these annexes should be uploaded under the “Any Other Document Template” on the e-PS. The document further states that failure to submit the annexes will lead to elimination. Kindly confirm: Whether Annexes A and B are required to be uploaded electronically on the e-Procurement System in addition to the physical bid submission; Whether Annexes A and B should also be included in the physical bid submitted at the address specified in the Bid Data Sheet; and If electronic submission is required, the relevant e-PS procurement reference/upload location to be used.	Bid to be submitted in the bid box at the mention address in the bidding document
176	Annex B	We note that the bidding document refers to both Annex A and Annex B as mandatory documents. However, while Annex A is included in the bidding document, we have been unable to locate Annex B. We would therefore be grateful if you could kindly provide Annex B or advise where it may be obtained/downloaded.	Annex B not applicable