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OPEN INTERNATIONAL BIDDING

for

Procurement of *Case Management Information System*

Procurement Reference No: NEF/OIB/40/2023

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PART 1 – Bidding Procedures

Section I. Instructions to Bidders

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Section I. Instructions to Bidders

A. General

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| 1. Scope of Bid | <p>1.1 The Purchaser indicated in the Bidding Data Sheet (BDS), issues these Bidding Documents for the supply of Goods and Related Services incidental thereto as specified in Section V, Schedule of Requirements. The name and identification number of this procurement through Open Advertised Bidding (open for local and overseas suppliers) are specified in the BDS. The name, identification, and number of lots are provided in the BDS.</p> <p>1.2 Throughout these Bidding Documents:</p> <ul style="list-style-type: none"> (a) the term “in writing” means communicated in written form (e.g. by mail, e-mail, fax,) with proof of receipt; (b) if the context so requires, “singular” means “plural” and vice versa; and (c) “day” means calendar day. |
| 2. Source of Funds | <p>2.1 Unless otherwise stated in the BDS, this procurement shall be financed by the Public Body’s own budgetary allocation.</p> |
| 3. Public Entities Related to Bidding Documents and to Challenge and Appeal | <p>3.1 The public entities related to these bidding documents are the Public Body, acting as procurement entity (Purchaser), the Procurement Policy Office, in charge of issuing standard bidding documents and responsible for any amendment these may require, the Central Procurement Board in charge of vetting Bidding document, receiving and evaluation of bids in respect of major contracts and the Independent Review Panel, set up under the Public Procurement Act 2006 (hereinafter referred to as the Act.)</p> <p>3.2 Sections 43, 44 and 45 of the Act provide for challenge and review mechanism. Unsatisfied bidders shall follow procedures prescribed in Regulations 48, 49 and 50 of the Public Procurement Regulations 2008 to challenge procurement proceedings and award of procurement contracts or to file application for review at the Independent Review Panel.</p> <p>3.3 Challenges and Applications for Review shall be forwarded to the addresses indicated in the BDS;</p> |

4. Fraud and Corruption

4.1 It is the policy of the Government of the Republic of Mauritius to require Public Bodies, as well as bidders, suppliers, and contractors and their agents (whether declared or not), personnel, subcontractors, sub-consultants, service providers and suppliers, observe the highest standard of ethics during the procurement and execution of contracts. ¹ In pursuance of this policy, the Government of the Republic of Mauritius:

(a) defines, for the purposes of this provision, the terms set forth below as follows:

- (i) “corrupt practice” is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party²;
- (ii) “fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;³
- (iii) “collusive practice” is an arrangement between two or more parties⁴ designed to achieve an improper purpose, including to influence improperly the actions of another party;
- (iv) “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party⁵ or the property of the party to influence improperly the actions of a party;
- (v) “obstructive practice” is
 - (aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede the Purchaser’s investigation into allegations of a

¹ In this context, any action taken by a bidder, supplier, contractor, or any of its personnel, agents, sub-consultants, sub-contractors, service providers, suppliers and/or their employees to influence the procurement process or contract execution for undue advantage is improper.

² “Another party” refers to a public official acting in relation to the procurement process or contract execution. In this context, “public official” includes Purchaser’s staff and employees of other organizations taking or reviewing procurement decisions.

³ “Party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

⁴ “Parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, noncompetitive levels.

⁵ “Party” refers to a participant in the procurement process or contract execution.

corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or

- (bb) acts intended to materially impede the exercise of the Purchaser's inspection and audit rights provided for under sub-clause 4.2 below.
 - (b) will reject a proposal for award if it determines that the Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question; and
 - (c) will sanction a firm or an individual, at any time, in accordance with prevailing legislations, including by publicly declaring such firm or individual ineligible, for a stated period of time: (i) to be awarded a public contract; and (ii) to be a nominated^b sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a public contract.
- 4.2 In further pursuance of this policy, Bidders shall permit the Purchaser to inspect any accounts and records and other documents relating to the Bid submission and contract performance, and to have them audited by auditors appointed by the Purchaser.
- 4.3 Furthermore, bidders shall be aware of the provision in Clauses 3.1 and 35.1 (a) of the General Conditions of Contract.
- 4.4 Bidders, suppliers and public officials shall also be aware of the provisions stated in sections 51 and 52 of the Public Procurement Act which can be consulted on the website of the Procurement Policy Office (PPO): ppo.govmu.org
- 4.5 The Purchaser commits itself to take all measures necessary to prevent fraud and corruption and ensures that none of its staff, personally or through his/her close relatives or through a third party, will in connection with the bid for, or the execution of a

^b A nominated sub-contractor, consultant, manufacturer or supplier, or service provider (different names are used depending on the particular bidding document) is one which either has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that are accounted for in the evaluation of the bidder's pre-qualification application or the bid; or (ii) appointed by the Purchaser.

contract, demand, take a promise for or accept, for him/herself or third person, any material or immaterial benefit which he/she is not legally entitled to. If the Purchaser obtains information on the conduct of any of its employees which is a criminal offence under the relevant Anti-Corruption Laws of Mauritius or if there be a substantive suspicion in this regard, he will inform the relevant authority(ies) and in addition can initiate disciplinary actions. Furthermore, such bid shall be rejected.

5. Eligible Bidders

5.1 (a) Subject to ITB 5.4, A Bidder, and all parties constituting the Bidder, may have the national

5.2 ity of any country. A Bidder shall be deemed to have the nationality of a country if the Bidder is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country. This criterion shall also apply to the determination of the nationality of proposed subcontractors or suppliers for any part of the Contract including Related Services.

(b) A Bidder may be a natural person, private entity, government-owned entity (subject to ITB 5.5) or any combination of them with a formal intent to enter into an agreement or under an existing agreement in the form of a Joint Venture (JV). In the case of a JV:

(i) all parties to the JV shall be jointly and severally liable; and

(ii) a JV shall nominate a Representative who shall have the authority to conduct all businesses for and on behalf of any and all the parties of the JV during the bidding process and, in the event the JV is awarded the Contract, during contract execution.

5.3 A Bidder shall not have conflict of interest. All bidders found to have conflict of interest shall be disqualified. A Bidder may be considered to be in a conflict of interest with one or more parties in this bidding process if, including but not limited to:

(a) have controlling shareholders in common; or

(b) receive or have received any direct or indirect subsidy from any of them; or

(c) have the same legal representative for purposes of this Bid; or

(d) have a relationship with each other, directly or through common third parties, that puts them in a position to have

access to information about or influence on the Bid of another Bidder, or influence the decisions of the Purchaser regarding this bidding process; or

- (e) a Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which it is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one bid; or
- (f) a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the goods and services that are the subject of the bid.

- 5.3 (a) A Bidder that is under a declaration of ineligibility by the Government of Mauritius in accordance with applicable laws at the date of the deadline for bid submission or thereafter, shall be disqualified.

(b) Bids from suppliers appearing on the ineligibility lists of African Development Bank, Asian Development Bank, European Bank for Reconstruction and Development, Inter-American Development Bank Group and World Bank Group shall be rejected.

Links for checking the ineligibility lists are available on the PPO's website: *ppo.govmu.org*

- 5.4 A firm shall be excluded if by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, Mauritius prohibits any import of goods or contracting of Works or services from a country where it is based or any payment to persons or entities in that country.

- 5.5 Government-owned enterprises in the Republic of Mauritius shall be eligible only if they can establish that they:

- (i) are legally and financially autonomous;
- (ii) operate under commercial law, and
- (iii) are not a dependent agency of the Purchaser.

- 5.6 Bidders shall provide such evidence of their continued

eligibility satisfactory to the Purchaser, as the Purchaser shall reasonably request.

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| 6. Eligible Goods and Related Services | <p>6.1 All the Goods and Related Services to be supplied under the Contract may have their origin in any country subject to ITB 5.3 and 5.4.</p> <p>6.2 For purposes of this Clause, the term “goods” includes commodities, raw material, machinery, equipment, industrial plants and “related services” which include services such as insurance, installation, training, and initial maintenance.</p> <p>6.3 The term “origin” means the country where the goods have been mined, grown, cultivated, produced, manufactured or processed; or, through manufacture, processing, or assembly, another commercially recognized article results that differs substantially in its basic characteristics from its components.</p> |
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B. Contents of Bidding Documents

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| 7. Sections of Bidding Documents | <p>7.1 The Bidding Documents consist of Parts 1, 2, and 3, which include all the Sections indicated below, and should be read in conjunction with any Addendum issued in accordance with ITB Clause 9.</p> |
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PART 1 Bidding Procedures

- Section I. Instructions to Bidders (ITB)
- Section II. Bidding Data Sheet (BDS)
- Section III. Evaluation and Qualification Criteria
- Section IV. Bidding Forms

PART 2 Supply Requirements

- Section V. Schedule of Requirements

PART 3 Contract

- Section VI. General Conditions of Contract (GCC)
- Section VII. Special Conditions of Contract (SCC)
- Section VIII. Contract Forms

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| 7.2 | The Invitation for Bids issued by the Purchaser is not part of the |
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Bidding Documents.

- 7.3 The Purchaser is not responsible for the completeness of the Bidding Documents and their addendum, if they were not obtained directly from the Purchaser.
- 7.4 The Bidder is expected to examine all instructions, forms, terms, and specifications in the Bidding Documents. Failure to furnish all information or documentation required by the Bidding Documents may result in the rejection of the bid.

8. Clarification of Bidding Documents

- 8.1 A prospective Bidder requiring any clarification of the Bidding Documents shall contact the Purchaser in writing at the Purchaser's address **specified in the BDS**. The Purchaser will respond in writing to any request for clarification, provided that such request is received no later than the number of days, **specified in the BDS**, prior to the deadline set for submission of bids. The Purchaser shall forward copies of its response to all those who have acquired the Bidding Documents directly from it, including a description of the inquiry but without identifying its source. Should the Purchaser deem it necessary to amend the Bidding Documents as a result of a clarification, it shall do so following the procedure under ITB Clause 9 and ITB Sub-Clause 25.2.

9. Amendment of Bidding Documents

- 9.1 At any time prior to the deadline for submission of bids, the Purchaser may amend the Bidding Documents by issuing addendum.
- 9.2 Any addendum issued shall be part of the Bidding Documents and shall be communicated in writing to all who have obtained the Bidding Documents directly from the Purchaser.
- 9.3 To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, the Purchaser may, at its discretion, extend the deadline for the submission of bids, pursuant to ITB Sub-Clause 25.2

C. Preparation of Bids

10. Cost of Bidding

- 10.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

11. Language of Bid

- 11.1 The Bid, as well as all correspondences and documents relating to the bid exchanged by the Bidder and the Purchaser, shall be written in English. Supporting documents and printed literature that are part of the Bid may be in another language provided they

are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern.

- 11.2 Notwithstanding the above, documents in French submitted with the bid may be accepted without translation.

**12. Documents
Comprising
the Bid**

- 12.1 The Bid shall comprise the following:

- (a) the Bid Submission Form and the applicable Price Schedules, in accordance with ITB Clauses 13, 15, and 16;
- (b) the Bid Security or Bid-Securing Declaration, in accordance with ITB Clause 22, if required;
- (c) written confirmation authorizing the signatory of the Bid to commit the Bidder, in accordance with ITB Clause 23.2; **as specified in the BDS.**
- (d) documentary evidence in accordance with ITB Clause 17 establishing the Bidder's eligibility to bid;
- (e) documentary evidence in accordance with ITB Clause 18, that the Goods and Related Services to be supplied by the Bidder are of eligible origin;
- (f) documentary evidence in accordance with ITB Clauses 19 and 31, that the Goods and Related Services conform to the Bidding Documents;
- (g) documentary evidence in accordance with ITB Clause 20 establishing the Bidder's qualifications to perform the contract if its bid is accepted, and
- (h) any other document **required in the BDS.**

**13. Bid
Submission
Form and
Price
Schedules**

- 13.1 The Bidder shall submit the Bid Submission Form using the form furnished in Section IV, Bidding Forms. This form must be completed without any alteration to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
- 13.2 The Bidder shall submit the Price Schedules for Goods and Related Services, according to their origin as appropriate, using the forms furnished in Section IV, Bidding Forms

**14. Alternative
Bids**

- 14.1 Unless otherwise **specified in the BDS**, alternative bids shall not be considered.

15. Bid Prices

- 15.1 The prices and discounts quoted by the Bidder in the Bid

**and
Discounts**

Submission Form and in the Price Schedules, shall conform to the requirements specified below.

- 15.2 All lots and items must be listed and priced separately in the Price Schedules.
- 15.3 The price to be quoted in the Bid Submission Form shall be the total price of the bid, excluding any discount offered.
- 15.4 The Bidder shall quote any unconditional discount and indicate the method for their application in the Bid Submission Form.
- 15.5 The terms EXW, CIP, CIF and other similar terms shall be governed by the rules prescribed in the current edition of Incoterms, published by The International Chamber of Commerce, as specified in the **BDS**.
- 15.6 Prices shall be quoted as specified in each Price Schedule included in Section IV, Bidding Forms. The disaggregation of price components is required solely for the purpose of facilitating the comparison of Bids by the Purchaser. This shall not in any way limit the Purchaser's right to contract on any of the terms offered. In quoting prices, the Bidder shall be free to use transportation through the carriers registered in any eligible country. Similarly, the Bidder may obtain insurance services from any eligible country. Prices shall be entered in the following manner:
 - (a) For Goods offered from within Mauritius:
 - (i) the price of the goods quoted EXW (ex-works, ex-factory, ex warehouse, ex showroom, or off-the-shelf, as applicable), including all customs duties already paid or payable on the components and raw material used in the manufacture or assembly of goods quoted ex works or ex-factory, or on the previously imported goods of foreign origin quoted ex-warehouse, ex-showroom, or off-the-shelf;
 - (ii) VAT payable on the Goods if the Contract is awarded to the Bidder; and
 - (iii) the total price for the item.
 - (b) For Goods offered from outside Mauritius:
 - (i) the price of the goods quoted CIF (named port of destination), or CIP (named place of destination), in the Mauritius, as specified in the **BDS**;
 - (ii) the price of the goods quoted FOB port of shipment (or FCA, as the case may be), if specified in the **BDS**;
 - (iii) the total price for the item.
 - (c) For Related Services whenever such Related Services are

specified in the Schedule of Requirements:

- (i) the local currency cost component of each item comprising the Related Services; and
- (ii) the foreign currency cost component of each item comprising the Related Services,

inclusive of custom duties and VAT, payable on the Related Services, if the Contract is awarded to the Bidder.

15.7 Prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to variation on any account in respect of changes in production cost, unless otherwise specified in the **BDS**. A Bid submitted with an adjustable price quotation in this respect shall be treated as non-responsive and shall be rejected, pursuant to ITB Clause 31. However, if in accordance with the **BDS**, prices quoted by the Bidder shall be subject to adjustment during the performance of the Contract, a bid submitted with a fixed price quotation shall not be rejected, but the price adjustment shall be treated as zero.

15.8 If so indicated in ITB Sub-Clause 1.1, bids are being invited for individual contracts (lots) or for any combination of contracts (packages). Unless otherwise indicated in the **BDS**, prices quoted shall correspond to 100 % of the items specified for each lot and to 100% of the quantities specified for each item of a lot. Bidders wishing to offer any price reduction (discount) for the award of more than one Contract shall specify the applicable price reduction in accordance with ITB Sub-Clause 15.4 provided the bids for all lots are submitted and opened at the same time.

16. Currencies of Bid

16.1 The Bidder shall quote in Mauritian Rupees the portion of the bid price that corresponds to expenditures incurred in Mauritian Rupees, unless otherwise specified in the **BDS**.

16.2 The Bidder may express the bid price in the currency of any eligible country. If the Bidder wishes to be paid in a combination of amounts in different currencies, it may quote its price accordingly but shall use no more than three currencies in addition to Mauritian Rupees.

16.3 Local Bidders shall quote only in Mauritian Rupees **as specified in the BDS**.

17. Documents Establishing the Eligibility of

17.1 To establish their eligibility in accordance with ITB Clause 5, Bidders shall complete the Bid Submission Form, included in Section IV: Bidding Forms.

the Bidder

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| <p>18. Documents Establishing the Eligibility of the Goods and Related Services</p> | <p>18.1 To establish the eligibility of the Goods and Related Services in accordance with ITB Clause 6, Bidders shall complete the country of origin declarations in the Price Schedule Forms, included in Section IV, Bidding Forms.</p> |
| <p>19. Documents Establishing the Conformity of the Goods and Related Services</p> | <p>19.1 To establish the conformity of the Goods and Related Services to the Bidding Documents, the Bidder shall furnish as part of its Bid the documentary evidence that the Goods conform to the technical specifications and standards specified in Section V, Schedule of Requirements.</p> <p>19.2 The documentary evidence may be in the form of literature, drawings or data, and shall consist of a detailed item by item description of the essential technical and performance characteristics of the Goods and Related Services, demonstrating substantial responsiveness of the Goods and Related Services to the technical specification, and if applicable, a statement of deviations and exceptions to the provisions of the Schedule of Requirements.</p> <p>19.3 The Bidder shall also furnish a list giving full particulars, including available sources and current prices of spare parts, special tools, etc., necessary for the proper and continuing functioning of the Goods during the period specified in the BDS following commencement of the use of the goods by the Purchaser.</p> <p>19.4 Standards for workmanship, process, material, and equipment, as well as references to brand names or catalogue numbers specified by the Purchaser in the Schedule of Requirements, are intended to be descriptive only and not restrictive. The Bidder may offer other standards of quality, brand names, and/or catalogue numbers, provided that it demonstrates, to the Purchaser's satisfaction, that the substitutions ensure substantial equivalence or are superior to those specified in the Schedule of Requirements.</p> |
| <p>20. Documents Establishing the Qualifications of the Bidder</p> | <p>20.1 The documentary evidence of the Bidder's qualifications to perform the contract if its bid is accepted shall establish to the Purchaser's satisfaction that:</p> <p style="margin-left: 40px;">(a) if required in the BDS, a Bidder that does not manufacture or produce the Goods it offers to supply shall submit the Manufacturer's Authorization using the form included in</p> |

Section IV, Bidding Forms, to demonstrate that it has been duly authorized by the manufacturer or producer of the Goods to supply these Goods in Mauritius;

- (b) if **required in the BDS**, in case of a Bidder not doing business within Mauritius, the Bidder is or will be (if awarded the contract) represented by an Agent in Mauritius equipped and able to carry out the Supplier's maintenance, repair and spare parts-stocking obligations prescribed in the Conditions of Contract and/or Technical Specifications; and
- (c) the Bidder meets each of the qualification criterion specified in Section III, Evaluation and Qualification Criteria.

21. Period of Validity of Bids

- 21.1 Bids shall remain valid for the period **specified in the BDS** after the bid submission deadline date prescribed by the Purchaser. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.
- 21.2 In exceptional circumstances, prior to the expiration of the bid validity period, the Purchaser may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. If a Bid Security is requested in accordance with ITB Clause 22, it shall also be extended for a corresponding period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its bid, except as provided in ITB Sub-Clause 21.3.
- 21.3 In the case of fixed price contracts, if the award is delayed by a period exceeding fifty-six (56) days beyond the expiry of the initial bid validity, the Contract price shall be adjusted as specified in the request for extension. Bid evaluation shall be based on the Bid Price without taking into consideration the above correction.

22. Bid Security

- 22.1 The Bidder shall either furnish as part of its bid, a Bid Security or subscribe to a Bid Securing Declaration in the Bid Submission Form **as specified in the BDS**.
- 22.2 The Bid Securing Declaration shall be in the form of a signed subscription in the Bid Submission Form.
- 22.3 The Bid Security shall be in the amount **specified in the BDS** and denominated in Mauritian Rupees or a freely convertible

currency, and shall:

- (a) be in the form of a bank guarantee from a reputable overseas bank, or
- (b) be issued by a commercial bank operating in Mauritius.
- (c) be substantially in accordance with the forms of Bid Security included in Section IV, Bidding Forms, or other form approved by the Purchaser prior to bid submission;
- (d) be payable promptly upon written demand by the Purchaser in case the conditions listed in ITB Clause 22.6 are invoked;
- (e) be submitted in its original form; copies will not be accepted;
- (f) remain valid for a period of 30 days beyond the validity period of the bids, as extended, if applicable, in accordance with ITB Clause 21.2;

22.4 Any bid not accompanied by an enforceable and substantially compliant Bid Security or not containing a subscription to a Bid Securing Declaration in the Bid Submission Form, if required, in accordance with ITB 22.1, shall be rejected by the Purchaser as nonresponsive.

22.5 The Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Security pursuant to ITB Clause 45.

22.6 The Bid Security shall be forfeited or the Bid Securing Declaration executed:

- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form, except as provided in ITB Sub-Clause 21.2; or
- (b) if a Bidder refuses to accept a correction of an error appearing on the face of the Bid; or
- (c) if the successful Bidder fails to: sign the Contract in accordance with ITB 44; or furnish a performance security in accordance with ITB 45;

22.7 The Bid Security or Bid- Securing Declaration of a Joint Venture (JV) must be in the name of the JV that submits the bid. If the JV has not been legally constituted at the time of bidding, the Bid

Security or Bid-Securing Declaration shall be in the names of all future partners as named in the letter of intent mentioned in Section IV “Bidding Forms,” Bidder Information Form Item 7.

22.8 If a bid security is **not required in the BDS**, and

- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Letter of Bid Form, except as provided in ITB 21.2;
- (b) if a Bidder refuses to accept a correction of an error appearing on the face of the Bid; or
- (c) if the successful Bidder fails to: sign the Contract in accordance with ITB 43; or furnish a performance security in accordance with ITB 44.

the bidder may be disqualified by the Government of Mauritius to be awarded a contract by any Public Body for a period of time.

23. Format and Signing of Bid

- 23.1 The Bidder shall prepare one original of the documents comprising the bid as described in ITB Clause 12 and clearly mark it “ORIGINAL.” In addition, the Bidder shall submit copies of the bid, in the number specified in the **BDS** and clearly mark them “COPY.” In the event of any discrepancy between the original and the copies, the original shall prevail.
- 23.2 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder.
- 23.3 Any interlineation, erasure, or overwriting shall be valid only if it is signed or initialed by the person signing the Bid.

D. Submission and Opening of Bids

24. Submission, Sealing and Marking of Bids

- 24.1 Bidders may always submit their bids by mail or by hand. When so specified in the **BDS**, bidders shall have the option of submitting their bids electronically.
- (a) Bidders submitting bids by mail or by hand, shall enclose the original and each copy of the Bid, including alternative bids, if permitted in accordance with ITB Clause 14, in separate sealed envelopes, duly marking the envelopes as “ORIGINAL” and “COPY.” These envelopes containing the original and the copies shall then be enclosed in one single envelope. The rest of the procedure shall be in accordance with ITB sub-Clauses 24.2 and 24.3.
 - (b) Bidders submitting bids electronically shall follow the

electronic bid submission procedures specified in the **BDS**.

24.2 The inner and outer envelopes shall:

- (a) bear the name and address of the Bidder;
- (b) be addressed to the Purchaser in accordance with ITB Sub-Clause 25.1;
- (c) bear the specific identification of this bidding process indicated in ITB 1.1 and any additional identification marks as **specified in the BDS**, and
- (d) bear a warning not to open before the time and date for bid opening, in accordance with ITB Sub-Clause 28.1.

24.3 If all envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the bid.

25. Deadline for Submission of Bids

25.1 Bids must be received by the Purchaser at the address and not later than the date and time **specified in the BDS**.

25.2 The Purchaser may, at its discretion, extend the deadline for the submission of bids by amending the Bidding Documents in accordance with ITB Clause 9, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended.

26. Late Bids

26.1 The Purchaser shall not consider any bid that arrives after the deadline for submission of bids, in accordance with ITB Clause 25. Any bid received by the Purchaser after the deadline for submission of bids shall be declared late, rejected, and returned unopened to the Bidder.

27. Withdrawal, Substitution, and Modification of Bids

27.1 A Bidder may withdraw, substitute, or modify its Bid after it has been submitted by sending a written notice in accordance with ITB Clause 24, duly signed by an authorized representative, and shall include a copy of the authorization (the power of attorney) in accordance with ITB Sub-Clause 23.2, (except that no copies of the withdrawal notice are required). The corresponding substitution or modification of the bid must accompany the respective written notice. All notices must be:

- (a) submitted in accordance with ITB Clauses 23 and 24 (except that withdrawal notices do not require copies), and in addition, the respective envelopes shall be clearly marked “WITHDRAWAL,” “SUBSTITUTION,” or

“MODIFICATION;” and

- (b) received by the Purchaser prior to the deadline prescribed for submission of bids, in accordance with ITB Clause 25.

27.2 Bids requested to be withdrawn in accordance with ITB Sub-Clause 27.1 shall be returned unopened to the Bidders.

27.3 No bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Submission Form or any extension thereof.

28. Bid Opening 28.1 The Purchaser shall conduct the bid opening in the presence of the Bidders’ representatives who choose to attend at the address, date and time **specified in the BDS**. Any specific electronic bid opening procedures required if electronic bidding is permitted in accordance with ITB Sub-Clause 24.1 shall be as **specified in the BDS**.

28.2 First, envelopes marked “WITHDRAWAL” shall be opened and read out and the envelope with the corresponding bid shall not be opened, but returned to the Bidder. No bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at bid opening. Next, envelopes marked “SUBSTITUTION” shall be opened and read out and exchanged with the corresponding Bid being substituted, and the substituted Bid shall not be opened, but returned to the Bidder. No Bid substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out at bid opening. Envelopes marked “MODIFICATION” shall be opened and read out with the corresponding Bid. No Bid modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Bid opening. Only envelopes that are opened and read out at Bid opening shall be considered further.

28.3 All other envelopes shall be opened one at a time, reading out: the name of the Bidder; the Bid Price(s), including any discounts and alternative bids and indicating whether there is a modification; the presence of a bid security or the subscription with respect to the Bid Securing Declaration in the Bid Submission Form, if required; and any other details as the Purchaser may consider appropriate. Only discounts and alternative offers read out at bid opening shall be considered for evaluation. No bid shall be rejected at bid opening except for late

bids, in accordance with ITB 26.1.

- 28.4 The Purchaser shall prepare a record of the Bid opening that shall include, as a minimum: the name of the Bidder and whether there is a withdrawal, substitution, or modification; the Bid Price, per lot if applicable, including any discounts, and alternative offers if they were permitted; and the presence or absence of a Bid Security, if one was required. The Bidders' representatives who are present shall be requested to sign the record. The omission of a bidder's signature on the record shall not invalidate the contents and the effect of the record. A copy of the record shall be distributed, upon request, to all Bidders who submitted bids in time; and posted on line when electronic bidding is permitted.

E. Evaluation and Comparison of Bids

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| 29. Confidentiality | <p>29.1 Information relating to the examination, evaluation, comparison, and post-qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract Award.</p> <p>29.2 Any effort by a Bidder to influence the Purchaser in the examination, evaluation, comparison, and post-qualification of the bids or contract award decisions may result in the rejection of its Bid.</p> <p>29.3 Notwithstanding ITB Sub-Clause 29.2, from the time of bid opening to the time of Contract Award, if any Bidder wishes to contact the Purchaser on any matter related to the bidding process, it should do so in writing.</p> |
| 30. Clarification of Bids | <p>30.1 To assist in the examination, evaluation, comparison and post-qualification of the bids, the Purchaser may, at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder in respect to its Bid and that is not in response to a request by the Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing. No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the Evaluation of the bids, in accordance with ITB Clause 32.</p> |
| 31. Responsiveness of Bids | <p>31.1 The Purchaser's determination of a bid's responsiveness is to be based on the contents of the bid itself.</p> <p>31.2 A substantially responsive Bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents</p> |

without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that:

- (a) affects in a substantial way the scope, quality, or performance of the Goods and Related Services specified in the Contract; or
- (b) limits in a substantial way, inconsistent with the Bidding Documents, the Purchaser's rights or the Bidder's obligations under the Contract; or
- (c) if rectified, would unfairly affect the competitive position of other bidders presenting substantially responsive bids.

31.3 If a bid is not substantially responsive to the Bidding Documents, it shall be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.

32. Nonconformities, Errors, and Omissions

32.1 Provided that a Bid is substantially responsive, the Purchaser may waive any non-conformities or omissions in the Bid that do not constitute a material deviation.

32.2 Provided that a bid is substantially responsive, the Purchaser may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, or to rectify nonmaterial nonconformities or omissions in the bid relating to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.

32.3 Provided that the Bid is substantially responsive, the Purchaser shall correct arithmetical errors on the following basis:

- (a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
- (b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- (c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the

amount in figures shall prevail subject to (a) and (b) above.

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| 33. Preliminary Examination of Bids | <p>33.1 The Purchaser shall examine the bids to confirm that all documents and technical documentation requested in ITB Clause 12 have been provided, and to determine the completeness of each document submitted.</p> <p>33.2 The Purchaser shall confirm that the following documents and information have been provided in the Bid. If any of these documents or information is missing, the offer shall be rejected.</p> <ul style="list-style-type: none"> (a) Bid Submission Form, in accordance with ITB Sub-Clause 13.1; (b) Price Schedules, in accordance with ITB Sub-Clause 13.2; (c) Bid Security or Bid Securing Declaration, in accordance with ITB Clause 22, if applicable. |
| 34. Examination of Terms and Conditions; Technical Evaluation | <p>34.1 The Purchaser shall examine the Bid to confirm that all terms and conditions specified in the GCC and the SCC have been accepted by the Bidder without any material deviation or reservation.</p> <p>34.2 The Purchaser shall evaluate the technical aspects of the Bid submitted in accordance with ITB Clause 19, to confirm that all requirements specified in Section V, Schedule of Requirements of the Bidding Documents have been met without any material deviation or reservation.</p> <p>34.3 If, after the examination of the terms and conditions and the technical evaluation, the Purchaser determines that the Bid is not substantially responsive in accordance with ITB Clause 31, it shall reject the Bid.</p> |
| 35. Conversion to Single Currency | <p>35.1 For evaluation and comparison purposes, the Purchaser shall convert all bid prices expressed in amounts in various currencies into an amount in a single currency specified in the BDS, using the selling exchange rates established by Central Bank of Mauritius and on the date specified in the BDS.</p> |
| 36. Margin of Preference | <p>36.1 Margin of preference shall not be a factor in bid evaluation, unless otherwise specified in the BDS.</p> |
| 37. Evaluation of Bids | <p>37.1 The Purchaser shall evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially responsive.</p> <p>37.2 To evaluate a Bid, the Purchaser shall use only the factors, methodologies and criteria defined in ITB Clause 37. No other</p> |

criteria or methodology shall be permitted.

37.3 To evaluate a Bid, the Purchaser shall consider the following:

- (a) evaluation to be done for Items or Lots, as **specified in the BDS**; and the Bid Price as quoted in accordance with clause 15;
- (b) price adjustment for correction of arithmetic errors in accordance with ITB Sub-Clause 32.3;
- (c) price adjustment due to discounts offered in accordance with ITB Sub-Clause 15.4;
- (d) adjustments due to the application of the evaluation criteria **specified in the BDS** from amongst those set out in Section III, Evaluation and Qualification Criteria;
- (e) adjustments due to the application of a margin of preference, in accordance with ITB Clause 36 if applicable.

37.4 (a) The Purchaser's evaluation of a bid will take into account:

- (i) in the case of Goods offered from within Mauritius, all taxes but excluding VAT payable on the Goods if the Contract is awarded to the Bidder;
- (ii) in the case of Goods offered from outside Mauritius, customs duties applicable in and payable on the Goods if the Contract is awarded to the Bidder; and
- (iii) transport and other costs for the goods to reach its final destination.

(b) The Purchaser's evaluation of a bid will **not** take into account any allowance for price adjustment during the period of performance of the Contract, if provided in the Bid.

37.5 The Purchaser's evaluation of a bid may require the consideration of other factors, in addition to the Bid Price quoted in accordance with ITB Clause 15. These factors may be related to the characteristics, performance, and terms and conditions of purchase of the Goods and Related Services. The effect of the factors selected, if any, shall be expressed in monetary terms to facilitate comparison of bids, unless otherwise specified in Section III, Evaluation and Qualification Criteria. The factors, methodologies and criteria to be used shall be as specified in ITB 37.3 (d).

37.6 If so **specified in the BDS**, these Bidding Documents shall allow Bidders to quote separate prices for one or more lots, and shall allow the Purchaser to award one or multiple lots to more

than one Bidder. The methodology of evaluation to determine the lowest-evaluated lot combinations, is specified in Section III, Evaluation and Qualification Criteria.

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| 38. Comparison of Bids | 38.1 The Purchaser shall compare all substantially responsive bids to determine the lowest-evaluated bid, in accordance with ITB Clause 37. |
| 39. Post-qualification of the Bidder | <p>39.1 The Purchaser shall determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated and substantially responsive bid is qualified to perform the Contract satisfactorily.</p> <p>39.2 The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB Clause 20.</p> <p>39.3 An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the bid, in which event the Purchaser shall proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.</p> <p>39.4 Notwithstanding anything stated above, the Purchaser reserves the right to assess the Bidder's capabilities and capacity to execute the Contract satisfactorily before deciding on award.</p> |
| 40. Purchaser's Right to Accept Any Bid, and to Reject Any or All Bids | 40.1 The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to Bidders. |

F. Award of Contract

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| 41. Award Criteria | 41.1 The Purchaser shall award the Contract to the Bidder whose offer has been determined to be the lowest evaluated bid and is substantially responsive to the Bidding Documents, provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily. |
| 42. Purchaser's Right to Vary Quantities at Time of | 42.1 At the time the Contract is awarded, the Purchaser reserves the right to increase or decrease the quantity of Goods and Related Services originally specified in Section V, Schedule of Requirements, provided this does not exceed the percentages specified in the BDS , and without any change in the unit prices or other terms and conditions of the bid and the Bidding |

Award	Documents.
43. Notification of Award	<p>43.1 Prior to the expiration of the period of bid validity, the Purchaser shall, for contract amount above the prescribed threshold, notify the selected bidder of the proposed award and accordingly notify unsuccessful bidders. Subject to Challenge and Appeal the Purchaser shall notify the selected Bidder, in writing, by a Letter of Acceptance for award of contract. The Letter of Acceptance shall specify the sum that the Purchaser will pay the Supplier in consideration of the execution and completion of the Contract (hereinafter and in the Conditions of Contract and Contract Forms called “the Contract Price”). Within seven days from the issue of Letter of Acceptance, the Purchaser shall publish on the Public Procurement Portal (publicprocurement.govmu.org) and the Purchaser’s website, the results of the Bidding Process identifying the bid and lot numbers and the following information:</p> <ul style="list-style-type: none"> (i) name of the successful Bidder, and the Price it offered, as well as the duration and summary scope of the contract awarded; and (ii) an executive summary of the Bid Evaluation Report <p>43.2 Until a formal Contract is prepared and executed, the letter of Acceptance shall constitute a binding Contract.</p>
44. Signing of Contract	<p>44.1 Promptly after issue of letter of acceptance, the Purchaser shall send the successful Bidder the Agreement and the Special Conditions of Contract.</p> <p>44.2 Within twenty-eight (28) days of receipt of the Agreement, the successful Bidder shall sign, date, and return it to the Purchaser.</p> <p>44.3 Notwithstanding ITB 44.2 above, in case signing of the Contract Agreement is prevented by any export restrictions attributable to the Purchaser, to Mauritius, or to the use of the products/goods, systems or services to be supplied, where such export restrictions arise from trade regulations from a country supplying those products/goods, systems or services, the Bidder shall not be bound by its bid, always provided, however, that the Bidder can demonstrate to the satisfaction of the Purchaser that signing of the Contract Agreement has not been prevented by any lack of diligence on the part of the Bidder in completing any formalities, including applying for permits, authorizations and licenses necessary for the export of the products/goods, systems or services under the terms of the Contract.</p>
45. Performanc	<p>45.1 Within twenty-eight (28) days of the receipt of letter of</p>

e Security

Acceptance from the Purchaser, the successful Bidder, if required, shall furnish the Performance Security in accordance with the GCC, using for that purpose the Performance Security Form included in Section VIII Contract forms, or another Form acceptable to the Purchaser. The Purchaser shall promptly notify the name of the winning Bidder to each unsuccessful Bidder and discharge the Bid Securities of the unsuccessful bidders pursuant to ITB Sub-Clause 22.4.

- 45.2 Failure of the successful Bidder to submit the above-mentioned Performance Security or sign the Contract shall lead to the annulment of the award and forfeiture of the Bid Security or execution of the Bid-Securing Declaration. In that event the Purchaser may award the Contract to the next lowest evaluated Bidder, whose offer is substantially responsive and is determined by the Purchaser to be qualified to perform the Contract satisfactorily.

46. Debriefing

- 46.1 The Purchaser shall promptly attend to all debriefing for the contract made in writing and within 30 days from the date of the publication of the award or date the unsuccessful bidders are informed about the award, whichever is the case by following regulation 9 of the Public Procurement Regulations 2008 as amended.

Section II. Bidding Data Sheet (BDS)

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions herein shall prevail over those in ITB.

ITB Clause Reference	A. General
ITB 1.1	The Purchaser is: <i>National Empowerment Foundation</i>
ITB 1.1	<p>The name and identification number of the Procurement are: NEF/OIB/40/2023- National Empowerment Foundation - Procurement of Case Management Information System</p> <p>The number, identification and names of the lots comprising this Procurement are: <i>Not Applicable</i></p> <p>The Invitation for Bids has been issued through an <i>Open International Bidding</i></p>
ITB 1.1	The name of the Project is: <i>Procurement of Case Management Information System</i>
ITB 2.1	The Funding Agency is: <i>Not Applicable</i>

ITB 3.3	<p>(a) The address to file challenge in respect of this procurement is: Officer in Charge <i>National Empowerment Foundation</i> <i>8th Floor, Garden Tower, Rue La Poudrière</i> <i>Port-Louis , Mauritius</i></p> <p>Tel: (230) 405 5190</p> <p>(b) The address to file application for review is: Officer in Charge <i>National Empowerment Foundation</i> <i>8th Floor, Garden Tower, Rue La Poudrière</i> <i>Port-Louis , Mauritius</i></p> <p>Tel: (230) 405 5190</p>
ITB 5.3	<p>A list of firms debarred from participating in Public Procurement in Mauritius is available at ppo.govmu.org</p> <p>A list of firms debarred by World Bank is available at http://www.worldbank.org/debarr.</p>
	B. Contents of Bidding Documents
ITB 8.1	<p>For <u>Clarification of bid purposes</u> only, the Purchaser's address is:</p> <p>Attention: <i>The Officer In Charge, National Empowerment Foundation</i></p> <p>Address: <i>8th Floor, Garden Tower, Rue La Poudrière, Port-Louis</i></p> <p>Country: <i>Mauritius</i></p> <p>Telephone: <i>(230)405 5190</i></p> <p>Facsimile number: <i>(230) 212 1376</i></p> <p>Electronic mail address: <i>contact@nef.mu</i></p>
ITB 8.1	<p>Request for Clarification should reach the Purchaser not later than <i>fourteen</i> days prior to the closing date for submission of bids.</p>
	C. Preparation of Bids

ITB 12.1 (c)	No written evidence is required.
ITB 12.1 (h)	The Bidder shall submit the following additional documents in its bid: <i>Refer to Specifications – Technical Section</i>
ITB 14.1	Alternative Bids <i>shall not be</i> considered.
ITB 15.5	The Incoterms edition is: Incoterms 2010
ITB 15.6 (b) (i) , (ii)	For Goods offered from outside Mauritius, the Bidder shall quote prices using the following Incoterms: <i>Delivery Duty Paid</i>
ITB 15.7	The prices quoted by the Bidder shall not be adjustable.
ITB 15.8	Prices quoted for each lot shall correspond at least to ____ % of the items specified for each lot: <i>Not Applicable</i> Prices quoted for each item of a lot shall correspond at least to ____ % of the quantities specified for this item of a lot: <i>Not Applicable</i>
ITB 16.1	The Bidder is required to quote in Mauritian Rupees the portion of the bid price that corresponds to expenditures incurred in that currency: <i>Not Applicable</i>
ITB 16.3	Local bidders shall quote only in Mauritian Rupees on the basis of prices not adjustable to rate of exchange.
ITB 19.3	Period of time the Goods are expected to be functioning (for the purpose of spare parts): <i>Not Applicable</i>
ITB 20.1 (a)	Manufacturer's authorization is not required .
ITB 20.1 (b)	After sales service is required.
ITB 21.1	The bid validity period shall be <i>120</i> days as from closing of bids.
ITB 22.1	The Bidder shall subscribe to a Bid Securing Declaration by signing the Bid Submission Form containing the provision with regard thereto.
ITB 22.3	The amount of the Bid Security shall be: <i>Not Applicable</i>
ITB 22.8	If the Bidder incurs any of the actions prescribed in subparagraphs (a) to (c) of this provision, the Bidder may be declared ineligible to be awarded contracts by the Government of Mauritius for a period of time (not exceeding 5 years) to be determined by the National Empowerment Foundation.

ITB 23.1	In addition to the original of the bid, the number of copies is: <i>Two Copies</i>
	D. Submission and Opening of Bids
ITB 24.1	Bidders <i>shall not</i> have the option of submitting their bids electronically.
ITB 24.1 (b)	If bidders shall have the option of submitting their bids electronically, the electronic bidding submission procedures shall be: <i>Not Applicable</i>
ITB 24.2 (c)	The inner and outer envelopes shall bear the following additional identification marks: <i>NEF/OIB/40/2023– Procurement of Case Management Information System</i>
ITB 25.1	<p>For bid submission purposes, the Purchaser's address is:</p> <p>Attention: <i>The Officer in Charge, National Empowerment Foundation</i></p> <p>Address: <i>8th Floor, Garden Tower, Rue La Poudrière</i></p> <p>City: <i>Port -Louis</i></p> <p>Country: <i>Mauritius</i></p> <p>The deadline for the submission of bids is:</p> <p>Date: 23 February 2024</p> <p>Time: 13.30 hrs (Local Time)</p> <p>Late submission of bids will not be considered.</p>
ITB 28.1	<p>The bid opening shall take place at:</p> <p>Street Address: Poudriere Street</p> <p>Floor/ Room number: 8th Floor, Board Room</p> <p>City: Port Louis</p> <p>Country: <i>Mauritius</i></p> <p>Date: 23 February 2024</p> <p>Time: 13.45 Hrs(Local Time)</p>
ITB 27.1	If electronic bid submission is permitted in accordance with ITB sub-clause 23.1, the specific bid opening procedures shall be: <i>Not Applicable</i>
	E. Evaluation and Comparison of Bids

ITB 35.1	<p>Bid prices expressed in Euro, Dollars & Pound Sterlings shall be converted in Mauritian Rupees</p> <p>The currency that shall be used for bid evaluation and comparison purposes to convert all bid prices expressed in various currencies into a single currency is Mauritian Rupees.</p> <p>The source of exchange rate shall be: <i>The Bank of Mauritius</i></p> <p>The date for the exchange rates shall be the selling rates for the foreign currencies prevailing 14 days from the latest date set for the submission of bids, as shall be communicated to all potential bidders by the Employer by way of an Addendum.</p>
ITB 36.1	A margin of preference shall not be applicable.
ITB 37.3(a)	<p>Evaluation will be done for: Lots</p> <p>Note:</p> <p><i>“Bids will be evaluated for each item and the Contract will comprise the whole lot of item(s) awarded to the successful Bidder”.</i></p>
ITB 37.3(d)	<p>The adjustments shall be determined using the following criteria, from amongst those set out in Section III, Evaluation and Qualification Criteria: <i>[refer to Schedule III, Evaluation and Qualification Criteria; insert complementary details if necessary]</i></p> <ul style="list-style-type: none"> (a) deviation in Delivery schedule: <i>Not Applicable</i> (b) deviation in payment schedule: <i>Not Applicable</i> (c) the cost of major replacement components, mandatory spare parts, and service: <i>Not Applicable</i> (d) the availability in Mauritius of spare parts and after-sales services for the equipment offered in the bid: <i>Not Applicable</i> (e) the projected operating and maintenance costs during the life of the equipment: <i>Not Applicable</i> (f) the performance and productivity of the equipment offered: <i>Not Applicable</i> (g) Specific additional criteria <p><i>The evaluation method to be carried out would be Quality Cost Based evaluation and the criteria set for the evaluation is described and detailed in BDS Sub-Clause ITB 38.1</i></p>

ITB 37.6	Bidders <i>shall not</i> be allowed to quote separate prices for one or more lots.																		
ITB 38.1	<p>The evaluation of substantially responsive bids will take into account technical factors in addition to the cost factors.</p> <p>A. An evaluated Bid Score (B)</p> <p>An Evaluated Bid Score (B) will be calculated for each responsive bid using the following formula, which permits a comprehensive assessment of the bid price and the technical merits of each bid:</p> $B \equiv C_{\text{low}}/C \times X + T/T_{\text{high}} (1-X)$ <p>C = Evaluated Bid Price</p> <p>C_{low} = the lowest of all Evaluated Bid Prices among responsive bids</p> <p>T = the total Technical Score awarded to the bid</p> <p>T_{high} = the Technical Score achieved by the bid that was scored highest among all responsive bids</p> <p>X = weight for the Price and is set to 0.3</p> <p>The bid with the highest Evaluated Bid Score (B) among responsive bids shall be termed the Lowest Evaluated Bid and is eligible for Contract award, provided the Bidder was prequalified and/or it was found to be qualified to perform the Contract in accordance with ITB Clause 31 (Postqualification).</p> <p>B. Each technical category will be marked against a maximum 100 and the minimum technical score required to be consider responsive would be set to 70 points.</p> <table><tr><th>Item</th><th>Evaluation Criteria</th><th>Points</th></tr><tr><td>1</td><td>Business Process Re-engineering</td><td>10</td></tr><tr><td>2</td><td>Functionalities of Case Management Information System</td><td>40</td></tr><tr><td>3</td><td>Workplan/Project Methodology</td><td>20</td></tr><tr><td>4</td><td>Experience & Reference</td><td>15</td></tr><tr><td>5</td><td>Key Staff Qualification</td><td>15</td></tr></table> <p>C. All substantially responsive bidders having attained above 70 points for the technical evaluation would be further evaluation using formula:</p>	Item	Evaluation Criteria	Points	1	Business Process Re-engineering	10	2	Functionalities of Case Management Information System	40	3	Workplan/Project Methodology	20	4	Experience & Reference	15	5	Key Staff Qualification	15
Item	Evaluation Criteria	Points																	
1	Business Process Re-engineering	10																	
2	Functionalities of Case Management Information System	40																	
3	Workplan/Project Methodology	20																	
4	Experience & Reference	15																	
5	Key Staff Qualification	15																	

	$B \equiv C_{\text{low}}/C \cdot X + T/T_{\text{high}} (1-X)$ <p>Where the X would be 0.3 for financial score and 0.7 for the technical score.</p>
	F. Award of Contract
ITB 42.1	The maximum percentage by which quantities may be increased or decreased is: 10%

Section III. Evaluation and Qualification Criteria

Contents

1. Evaluation Criteria (ITB 37.3 (d))
2. Multiple Contracts (ITB 37.6)
3. Post qualification Requirements (ITB 39.2)
4. Domestic Preference (ITB 36.1)

1. Evaluation Criteria (ITB 37.3 (d))

The Purchaser's evaluation of a bid may take into account, in addition to the Bid Price quoted in accordance with ITB Clause 15.6, one or more of the following factors as specified in ITB Sub-Clause 37.3(d) and in BDS referring to ITB 37.3(d), using the following criteria and methodologies.

- (a) Delivery schedule. *(Not applicable)*
- (b) Deviation in payment schedule. *[Not applicable]*
- (c) Cost of major replacement components, mandatory spare parts, and service. *[Not Applicable]*
- (d) Availability in Mauritius of spare parts and after sales services for equipment offered in the bid. *[Not Applicable]*
- (e) Projected operating and maintenance costs. *[Not Applicable]*
- (f) Performance and productivity of the equipment. *[Not Applicable]*
- (g) Specific additional criteria

The evaluation method to be carried out would be Quality Cost Based evaluation and the criteria set for the evaluation is described and detailed in BDS Sub-Clause ITB 38.1

2. Multiple Contracts (ITB 37.6) – *Not Applicable*

The Purchaser shall award multiple contracts to the Bidder that offers the lowest evaluated combination of bids (one contract per bid) and meets the post-qualification criteria (Section III, Sub-Section ITB 39.2 Post-Qualification Requirements)

The Purchaser shall:

- (a) evaluate only lots or contracts that include at least the percentages of items per lot and quantity per item as specified in ITB Sub Clause 15.8
- (b) take into account:
 - (i) the lowest-evaluated bid for each lot and
 - (ii) the price reduction per lot and the methodology for its application as offered by the Bidder in its bid.

3. Post-qualification Requirements (ITB 39.2)

After determining the lowest-evaluated bid in accordance with ITB Sub-Clause 39.1, the Purchaser shall carry out the post-qualification of the Bidder in accordance with ITB Clause 39, using only the requirements specified. Requirements not included in the text below shall not be used in the evaluation of the Bidder's qualifications.

(a) Financial Capability

The Bidder shall furnish documentary evidence that it meets the following financial requirement(s):

(i) Financial statement for the last three years

(ii) Bidders are required to fill in the Key Financial Information Form as per section IV

(b) Qualification requirements: ***Refer to 9.0 – Reference Sites***

(c) Experience and Technical Capacity: ***Refer to 9.0 - Reference Sites***

(d) The Bidder shall furnish documentary evidence to demonstrate that the Goods it offers meet the following usage requirement:

4. Margin of Preference (ITB 36.1) – Not applicable

Section IV. Bidding Forms

Table of Forms

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Bidder Information Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: *[insert date (as day, month and year) of Bid Submission]*

Procurement No.:

Page _____ of _____ pages

1. Bidder's Legal Name <i>[insert Bidder's legal name]</i>
2. In case of JV, legal name of each party: <i>[insert legal name of each party in JV]</i>
3. Bidder's actual or intended Country of Registration: <i>[insert actual or intended Country of Registration]</i>
4. Bidder's Year of Registration: <i>[insert Bidder's year of registration]</i>
5. Bidder's Legal Address in Country of Registration: <i>[insert Bidder's legal address in country of registration]</i>
6. Bidder's Authorized Representative Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
7. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 1, above, in accordance with ITB Sub-Clauses 5.1 and 5.2. <input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement, in accordance with ITB Sub-Clause 5.1. <input type="checkbox"/> In case of government owned entity from Mauritius, documents establishing legal and financial autonomy and compliance with commercial law, in accordance with ITB Sub-Clause 5.5.

Joint Venture Partner Information Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below].

Date: *[insert date (as day, month and year) of Bid Submission]*

Procurement No.:

1. Bidder's Legal Name: <i>[insert Bidder's legal name]</i>
2. JV's Party legal name: <i>[insert JV's Party legal name]</i>
3. JV's Party Country of Registration: <i>[insert JV's Party country of registration]</i>
4. JV's Party Year of Registration: <i>[insert JV's Party year of registration]</i>
5. JV's Party Legal Address in Country of Registration: <i>[insert JV's Party legal address in country of registration]</i>
6. JV's Party Authorized Representative Name: <i>[insert name of JV's Party authorized representative]</i> Address: <i>[insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[insert email address of JV's Party authorized representative]</i>
7. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2, above, in accordance with ITB Sub-Clauses 4.1 and 4.2. <input type="checkbox"/> In case of government owned entity from Mauritius, documents establishing legal and financial autonomy and compliance with commercial law, in accordance with ITB Sub-Clause 5.5.

Bid Submission Form

[The Bidder shall fill in this Form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: *[insert date (as day, month and year) of Bid Submission]*
Procurement Ref. No.:

To: *[insert complete name of Purchaser]*

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda No.: _____ *[insert the number and issuing date of each Addendum];*
- (b) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Goods and Related Services _____ *[insert a brief description of the Goods and Related Services];*
- (c) The total price of our Bid, excluding any discounts offered in item (d) below, is: _____ *[insert the total bid price in words and figures, indicating the various amounts and the respective currencies];*
- (d) The discounts offered and the methodology for their application are:

Discounts. If our bid is accepted, the following discounts shall apply. _____ *[Specify in detail each discount offered and the specific item of the Schedule of Requirements to which it applies.]*

Methodology of Application of the Discounts. The discounts shall be applied using the following method: _____ *[Specify in detail the method that shall be used to apply the discounts];*

- (e) Our bid shall be valid for the period of time specified in ITB Sub-Clause 21.1, from the date fixed for the bid submission deadline in accordance with ITB Sub-Clause 25.1, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) If our bid is accepted, we undertake to obtain a Performance Security in accordance with ITB Clause 45 and GCC Clause 18 for the due performance of the Contract;
- (g) We, including any subcontractors or suppliers for any part of the contract, have nationality from eligible countries _____ *[insert the nationality of the Bidder, including that of all parties that comprise the Bidder, if the Bidder is a JV, and the nationality each subcontractor and supplier]*

- (h) We have no conflict of interest in accordance with ITB Sub-Clause 5.2;
- (i) Our firm, its affiliates or subsidiaries—including any subcontractor or supplier for any part of the contract—have not been declared ineligible by an international financing agency such as the World Bank, African Development Bank or any other international agency or under the Laws of Mauritius or official regulations in accordance with ITB Sub-Clause 5.3;
- (j) We hereby *apply/do not apply* for Margin of Preference for Small and Medium Enterprise as provided for in the bidding document;⁶
- (k) The following commissions, gratuities, or fees have been paid or are to be paid with respect to the bidding process or execution of the Contract: *[insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid is payable and the amount and currency of each such commission or gratuity]*

Name of Recipient	Address	Reason	Amount
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

(If none has been paid or is to be paid, indicate “none.”)

- (l) We hereby confirm that we have read and understood the content of the Bid Securing Declaration attached herewith and subscribe fully to the terms and conditions contained therein, if required. We understand that non-compliance to the conditions mentioned may lead to disqualification.
- (m) We have taken steps to ensure that no person acting for us or on our behalf will engage in any type of fraud and corruption as per the principles described hereunder, during the bidding process and contract execution:
- i. We shall not, directly or through any other person or firm, offer, promise or give to any of the Purchaser’s employees involved in the bidding process or the execution of the contract or to any third person any material or immaterial benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - ii. We shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission

of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

- iii. We shall not use falsified documents, erroneous data or deliberately not disclose requested facts to obtain a benefit in a procurement proceeding.

We understand that transgression of the above is a serious offence and appropriate actions will be taken against such bidders.

- (n) We understand that this bid, together with your written acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (o) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed: _____ *[insert signature of person whose name and capacity are shown]*
In the capacity of _____ *[insert legal capacity of person signing the Bid Submission Form]*

Name: _____ *[insert complete name of person signing the Bid Submission Form]*

Duly authorized to sign the bid for and on behalf of: _____ *[insert complete name of Bidder]*

Dated on _____ day of _____, _____ *[insert date of signing]*

Appendix to Bid Submission Form

⁶ Strick out as appropriate

Form of key Financial Information extracted from audited Accounts/financial Statements (to be uploaded on the e-PS)

Financial data in the currency reported in the Audited Accounts/Financial Statements	Historical Information			Remarks By BEC
	Year 1	Year 2	Year 3	
Statement of Financial Position (Information from Balance Sheet)				
A. Current Assets				
B. Current Liabilities				
Working capital ratio or current ratio(A/B)				
Quick ratio or Acid Test ratio (Current Asset net of stock / B)				
C. Total Assets				
D. Total Liabilities				
Net Worth(C-D)				
Cash in hand and at Bank				
Bank Overdrafts				
Other Liquid Assets				
Information from Income statement				
Key Profitability Indicators in the currency reported in the Audited Accounts/Financial Statements	Previous years	Last year	Current year	
Turnover				
Profit /(Loss)Before Tax				
Taxation				
Net Profit /(Loss) After Tax				
(Net profit After tax)x 100 (Turnover)				
<u>Certified by Bidder that information are true extract from Audited Accounts/Financial Statements</u> Name: Signature: Capacity: Date:				

Bid Securing Declaration

By subscribing to the undertaking in respect of paragraph (l) of the Bid Submission Form:

I/We* accept that I/we* may be disqualified from bidding for any contract with any Public Body for the period of time that may be determined by the Procurement Policy Office under section 35 of the Public Procurement Act, if I am/we are* in breach of any obligation under the bid conditions, because I/we*:

- (a) have modified or withdrawn my/our* Bid after the deadline for submission of bids during the period of bid validity specified by the Bidder in the Bid Submission Form; or
- (b) have refused to accept a correction of an error appearing on the face of the Bid; or
- (c) having been notified of the acceptance of our Bid by the (*insert name of public body*) during the period of bid validity, (i) have failed or refused to execute the Contract, if required, or (ii) have failed or refused to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We* understand this Bid Securing Declaration shall cease to be valid (a) in case I/we am/are the successful bidder, upon our receipt of copies of the contract signed by you and the Performance Security issued to you by me/us ; or (b) if I am/we are* not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our* Bid.

In case of a Joint Venture, all the partners of the Joint Venture shall be jointly and severally liable.

Price Schedule Form and Supply Requirements

[The Bidder shall fill in these Price Schedule Forms in accordance with the instructions indicated. The list of line items in column 1 of the Price Schedules shall coincide with the List of Goods and Related Services specified by the Purchaser in the Schedule of Requirements.]

PART 2 – Supply Requirements

Section V. Schedule of Requirements

Contents

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2. Technical Specifications 51

3. DrawingsError! Bookmark not defined.

1. LIST OF ITEMS AND PRICE SCHEDULE FORM

Items	Quantity	Unit Cost in Rs. (excl. of VAT)	VAT (Rs)	Total Cost in Rs (inclusive of VAT)	Maintenance Charges including VAT (labour, parts & transport) for first 5 years (inclusive of warranty which should cover at least the same requirements as per Maintenance Contract) as per conditions in Maintenance Contract at the CIB Download Centre at http://cib.govmu.org				
					Year 1	Year 2	Year 3	Year 4	Year 5
A. Applications Software									
Online application for case Management Information System	Lot				Warranty				
Light browser-based or Mobile app for tablets	Lot				Warranty				
B. RDBMS									
Licenses for RDBMS and associated tools	Lot				Warranty				
Licenses for RDBMS recovery solution (if any)	Lot				Warranty				
Installation of RDBMS and associated tools	Lot				Warranty				
C. Hardware									
Tablets including with Digital Pen	106				Warranty	Warranty	Warranty		
4G or 5G connectivity for each tablet	Lot								
D. Training									
Pre-User Acceptance Testing (UAT) Training	As per section 6								
Training on system functionalities									

Items	Quantity	Unit Cost in Rs. (exclusive of VAT)	VAT (Rs)	Total Cost in Rs (inclusive of VAT)	Maintenance Charges including VAT (<i>labour, parts & transport</i>) for first 5 years (inclusive of warranty which should cover at least the same requirements as per Maintenance Contract) as per conditions in Maintenance Contract at the CIB Download Centre at http://cib.govmu.org				
					Year 1	Year 2	Year 3	Year 4	Year 5
Training for system administration									
Training on proposed Relational Management System (RDBMS) and associated tools, and Reporting									
E. Others									
TOTAL									

RATE FOR APPLICATION MODIFICATIONS, ENHANCEMENTS AND/OR DEVELOPMENT INCLUDING VAT(RS) <i>(To be used during periods of warranty and maintenance contract)</i>					
	Year 1	Year 2	Year 3	Year 4	Year 5
Rate per Person Day					

*** Note**

1. For the financial Evaluation, the overall cost of the proposal will be the sum of the cost of equipment, software, installation & commissioning and the maintenance charges for the first five years (inclusive of warranty) and any other cost involved.
2. The bidder must quote for five years maintenance (inclusive of warranty) even though it is at the discretion of the purchaser to subscribe to the maintenance agreement.
3. **THE BIDDER SHOULD MANDATORILY QUOTE FOR ALL ITEMS INCLUDING SUB-ITEMS.**
4. **IT IS THE RESPONSIBILITY OF THE BIDDER TO INCLUDE ALL APPLICABLE CHARGES IN THE PRICE SCHEDULE FORM. NO EXTRA CHARGES WILL BE CONSIDERED.**

Signature: _____

Name: _____

Position: _____

Date: _____

Authorised for and on behalf of:

(DD/MM/YY)

Company: _____

2. TECHNICAL SPECIFICATIONS

Introduction

The National Empowerment Foundation (NEF) is a private entity established in July 2008 with the vision to eradicate extreme and chronic poverty and to strive towards the creation of an inclusive and more equitable society by supporting and empowering the vulnerable groups with a view to mainstreaming them in society and improving their quality of life.

NEF provide critical information regarding poverty and poverty alleviation in Mauritius and Rodrigues to its Parent Ministry, the Ministry of Social Integration, Social Security and National Solidarity.

The National Empowerment Foundation (NEF) is established under the Company Act 2001 with objects to:

- enhance the employability of those currently unemployed through training and re-skilling, including the re-skilling of retrenched workers from the textile and sugar industries, and other sectors.
- encourage entrepreneurship and to improve the capacity and the competitiveness of small and medium enterprises.
- provide support to low income and vulnerable groups to enable them to take advantage of the opportunities of the economic and social development.
- enter into agreements with third parties approved by the Board for the execution of such programs as shall be entrusted to NEF by the Minister in accordance with its socio-economic policy.
- efficiently manage funds entrusted to NEF by the government and / or other parties towards the promotion of the object of NEF.

The National Empowerment Foundation receives fund from the Government through the Ministry of Social Integration, Social Security and National Solidarity and the NEF implements the following programs for eradicating absolute poverty in Mauritius and Rodrigues through:

- Economic Empowerment
- Educational Support
- Health Support
- Family Empowerment

-
- Housing Support

NEF has a workforce of about 200 persons.

NEF envisages to implement a Case Management System that provides Case Management Officers with a single view of beneficiaries across various programs, scheme and facilities provided to them as well as helping various stakeholders to collaborate and provide a holistic service for empowerment of vulnerable families.

The project will consist (but not limited) of several components including the software, hardware, database, and related services to be procured as listed below:

- Supply, installation, systems integration and implementation of the "Case Management System" including the web-based backend application and Light browser-based version or Mobile App for tablets for field officers;
- Supply of software licenses if required;
- Installation, configuration and commissioning of database management system (production and non- production environments);
- Creation of the RDBMS schema for the Case Management System (mapped for data that is transmitted from the Ministry of Social Security);
- Import of data from the Ministry of Social Security file and commissioning;
- Supply and configuration of tablets with necessary connectivity and accessories for field officers;
- Configuration of reporting tool;
- Training, documentation and knowledge transfer for the Purchaser's end users in the use and operation of the systems;
- Training, documentation and knowledge transfer for the Purchaser's IT technical staff to become self-sufficient in maintaining and supporting the systems;
- Provision of post implementation support ;
- Provision of warranty period and services;
- Provision of proposal for Post warranty and Annual Maintenance and Costs.

Project objectives and outcomes

The Case Management Information System should allow NEF and its stakeholders to perform the following:

- Import of extract file/data from the SRM/SIMIS application periodically.
 - Register new beneficiary cases
 - Update new information for existing beneficiary cases
- Define NEF support programmes
 - Definition and parameterisation of each NEF programme and scheme
 - Run batch for determine eligibility of family members
- Contract Management
 - Support family through a contract management and established follow-up visit and support programme
 - Update contract/subcontract following family profiling
 - Terminate contract, based on predefined criteria or upon request from beneficiary
- Maintain beneficiary database – Family visit
 - Data collection
 - Update NEF records
 - Identify and assign support programme for beneficiary family
 - Periodic records update within SRM/SIMIS applications
- Improvement Financial management
 - Generate payment files for NEF programmes and support aids
 - Forecast of cost implication for programmes and support aids
- BI/reporting
 - Data consolidation of beneficiary supported
 - Monitoring of beneficiary progress
 - Evaluation of progress
 - Informed decision making with respect to family support

This project is expected to bring the following benefits:

- Increased compliance
- Better monitoring and control of organisational operations and cases
- Faster detection of irregularities and anomalies
- Targeted audits
- Improved operational efficiency and effectiveness
- Effective and efficient decision making by the Policy makers

The proposed system is expected to:

- Provide a multi-user platform for performing different functions simultaneously and provide better coordination amongst the Community Project Coordinator ;
- Keep data related to a case, beneficiaries and stakeholders, including electronic documents wherever applicable;
- Enable real-time updates of various types of cases via on-line platform (whether in office or on field);
- Record and trace actions, tasks, events related to a case in real time;
- Assist users in carrying out tasks on time by sending notifications and alerts when a scheduled event or activity is due;
- Improve record keeping for faster answers to queries regarding NEF assistance;
- Improve access to complete and accurate information on beneficiaries and stakeholders;
- Generate different types of report for analytical and compliance purposes and support decision making.
- Tracking progress of beneficiary

1.0 Scope

The National Empowerment Foundation (NEF) has to set up a Case Management Information System in accordance with the latest technology and specifications in order to better implement, monitor & evaluate NEF's activities and interventions so as to address the needs of beneficiaries in the Social Register Mauritius (SRM), and also to support the various functions/units across NEF.

The scope of this RFP is summarised in the table below:

General description of project:	Implementation of a Case Management Information System hosted on Cloud Infrastructure
Location of project:	National Empowerment Foundation 8th Floor, Garden Tower Rue La Poudrière, Port-Louis , Mauritius
Nature of project:	Delivery, installation and commissioning of a Case Management Information System

Comprehensive security considerations should be taken into account to mitigate and manage any security vulnerabilities in the proposed solution.

In view of the implementation of this project, bidders are invited to quote for supply, delivery, installation and commissioning of the necessary software and equipment including the following items:

- Application Software and Database Management
 - Web based application
 - Light browser or Mobile application for tablets
- Tablets equipped with 4G or 5G connectivity and accessories
- User training
- Third party security vulnerability assessment report
- Any other item (hardware or software) which will make the solution workable.

NOTE: Any other hardware item, software item and/or alternative configurations necessary for the proper functioning of the proposed system must be quoted for by the bidders.

The quotations submitted should be broken down into:

- Items (submitted with brochures where applicable) including training

-
- Cost of each item
 - Conditions of warranty and maintenance for the next five years
 - Delivery time and schedule

Bidders are strongly advised to submit all requested information; otherwise their bids may be rejected.

NOTE: It will be the responsibility of the selected bidder to make the whole system operational, in collaboration with the staff of the NEF and its service providers.

2.0 Description of current process

Currently the process of registration and determination of eligibility for Social Register Mauritius (SRM) is managed by the Parent Ministry, the social security unit through its SRM Unit. The information is later shared with NEF for implementation of schemes and programmes to improve the socio-economic conditions of these families.

NEF operates multiple schemes and programmes for SRM Beneficiaries. NEF today maintains large volumes of files for Beneficiaries on spread sheets. Without an Information system all processing at NEF are mostly done manually.

This implies:

- Files are moved from one Officer to another and there are instances where case documents may get lost or misplaced
- All surveys are recorded manually and kept in files. The data is then compiled to generate statistics
- All application forms must be filled manually and sent to respective CPC for approvals
- Difficulty in providing prompt and on-time statistics to the parent Ministry

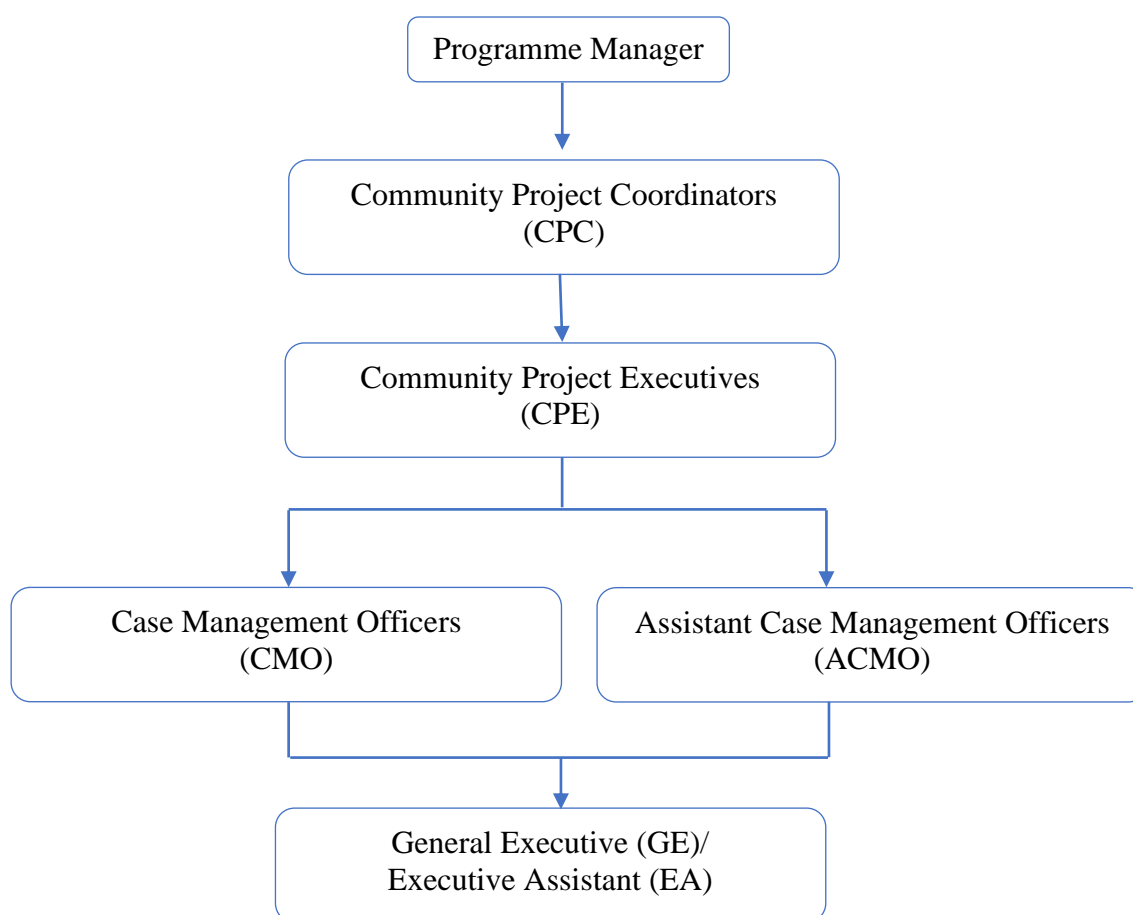
An average of 3316 cases regrouping 13191 individuals and 2895 cases regrouping 10611 individuals are handled by the NEF on Mauritius and Rodrigues respectively.

Current Team Structure

The department is managed by Programme Manager and supported by Community Project Coordinator (CPC), Community Project Executive and Community Project Officer decentralized per zones (districts), including Rodrigues.

Field staff in a 5-level hierarchy comprising Community Project Coordinators (CPC), Community Project Executives (CPE), Case Management Officers (CMO) and Assistant Case Management Officers (ACMO) support the project department. The Officers are supported in their tasks by General Executive/Executive Assistants.

Rodrigues district is the only zone that slightly differs from the above-described structure where there is an Assistant Programme Manager instead of Community Project Coordinator.



Current Process

Marshall plan Social Contract

NEF is provided with a monthly excel data dump of registered beneficiaries which is extracted from the SIMIS application. The CPC identifies the new beneficiary cases and ongoing beneficiary cases and the information is then relayed to the CPE/CMO for either Social Contract creation and signature or follow-up supported beneficiary cases.

Process of contract

The CMO generates the Social Contract and the claimant of the new family case is informed accordingly. The claimant is given 15 days from the date of Notice for the signature of the Contract. Upon signature of the contract, the CMO proceeds with the first Preliminary Site Visit.

Preliminary Site Visit + Family Empowerment Plan

The purpose of the preliminary site visit is to collect data as per the Preliminary Report and Family Empowerment Plan provided as **Annex.**

Once the data is collected for the beneficiaries' case, same is forwarded to the CPE and CPC for review and recommendation in terms of programmes and support aid to be initiated for the concerned case.

New data and differing data from SIMIS are stored within NEF records for the family case.

Family Empowerment Plan are conducted to capture the economic, educational, Health and Family empowerment activities.

Case Management Site Visit Plan (Monthly)

The CMO conducts monthly case management visits as continuous monitoring of the Family Empowerment Plan needs/goals. Information is recorded as NEF collected information.

The information is forwarded to the CPE for recommendations. The CPE will forward the consolidated information with his recommendation of assistance required by the family to the CPC for review and seek approval where applicable. The CPC initiates the application form/agreement signature for the different services/scheme provided by the NEF.

Processes (high level description)

	Ministry	CMO/ACMO	CPE	CPC
Social Contract	Generate Issue notice letter	✓ Signature of contract	✓ Review	✓ Approved
Preliminary Report		✓ Conduct Preliminary Site Visit Plan	✓ Review Preliminary Site Visit Plan	✓ Review & certified report
Family Empowerment Plan		✓ Conduct Family Empowerment Plan	✓ Provide recommendation	✓ Review recommendation and approve
Case Management Visit Monthly		✓ Conduct Monthly Case Management Visit	✓ Provide recommendation	✓ Review recommendation and approve
Compliance Report (6 months/1 year/18 months/2 years)		✓ Provide information for Compliance Report	✓ Prepare Compliance report	✓ Verify and approve compliance report
Case Management Outcome Report		✓ Provide information for Case Management Outcome Report	✓ Prepare Case Management Outcome report	✓ Verify and approve case management report

<u>Schemes</u> <ul style="list-style-type: none"> • Child Allowance • Free Exam • School Premium • Waiving of Administration fees • School Materials • Diapers • Sanitary Towels • And all others schemes and list for other related services. 		✓ Fill Application Forms	✓ Review	✓ Approved
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3.0 Technical Section

This technical section describes the technical specifications of a solution comprising the requisite software.

Detailed requirements are provided in the following sections as follows:

Section 3.1 – Process Manual (Business Reengineering)

Section 3.2 – Application Requirements

Section 3.3 – Hardware (Tablet)

Section 3.4 - Hosting Infrastructure)

Section 3.5 – Database Scheme Definition and Data Migration

Section 3.6 – Application Programming Interface

Section 3.7 – Interfacing with other systems

Section 4 – Project Requirement

Section 5 – Making the Document Management System fully operational

Section 6 – Training

Section 7 – Other Requirements

Section 8 – IT Security Considerations

Section 9 – Reference Sites

Section 10 – Technical tables

3.1 Process Manual

The Successful Bidder would need to analyse the processes used within the different departments and prepare a process manual to describe the existing procedures as well as proposed transformations. It is also expected that the bidders computerize checklist/forms/agreements to help improve some processes.

The Successful Bidder is expected to consult key stakeholders and ensure that their technical solution would be properly customised and enhanced with an aim to move towards a paperless environment as far as possible.

The process manual should consist of the following sections (not limited to):

- Analysis of processes at NEF
- Identification of common and specific processes related issues
- Proposing enhanced and optimised processes and workflows as well as process transformations, process maps and the benefits of the new proposed features and processes

The first draft of the process manual would need to be prepared and validated by a working group set up at the level of NEF. The working group will react within two weeks of submission of the draft process manual. The Successful Bidder should then submit and present the final process manual to NEF.

The documents should be submitted in both hard and soft copy to the Purchaser.

3.2 Application Requirements

The System should be web-based and accessible using a standard web browser and should not require client-side software installation. Ideally, the system should not rely on plug-ins to provide its functionality.

The proposed System should also support the following general non-exhaustive list of functionalities:

- Login Module
- Administration Module
 - User Registration Module
 - Administration of Access Rights/ Role Based User management
 - Administration of Parameters and taxonomy
- Case Creation from SRM/SIMIS register
- Case Management
 - Validation and Assignment of Beneficiaries
 - Management of Beneficiaries Cases
 - Monitoring of beneficiaries
- Creation and Management of Programme
- Application Forms
- Appointment/Site visits Scheduling
- Alerts/Notifications
- Disbursement to beneficiaries
- User Dashboard
- Workflow
- light browser-based version or Mobile App
- Query/Search facility and Reporting
- Audit Trail

The key end users of the systems are:

- NEF Officer (CPO/CMO, CPE, CPC, Project Manager, etc)
- Parent Ministry Officers (Research Executive, etc)
- NEF System Administrator

Note: Detailed requirements and functionalities will have to be worked out by the successful bidder with the user, after award of the contract and shall not result into a variation to the contract with cost.

A high-level description of functionalities (non-exhaustive) required for the respective end users are given below.

3.2.1 Login module

This module should at least support the following list of non-exhaustive functionalities:

- Both the internet facing module via tablet and the backend processing module should be provided with an authentication login screen.
- A login module should be provided to allow users to authenticate to the system prior to getting access to the respective screens/functionalities and reports.
- Users will have to login with their user credentials created in the User Maintenance section of the Administration functionality.
- Based on their defined access rights, users should see corresponding menus, modules, screens or functionalities and the environment to which they are connected (Test or Live) among others in the proposed System.
- Initial password provided to any user and on any password reset request should be an auto generated one-time password and provide for password reset at first login.
- Support forget password feature, by sending link to predefined email address

3.2.2 Administration Module

The administration module should support the following functionalities:

a. User Registration Module

The system should provide a registration module for system administrator to create system users accounts.

- Support creation of user accounts by creating individual users and/or uploading an excel sheet with details such as User ID, Names, Department and email address among others
- Allow for upload of documents such as NID as attachment for user accounts
- Definition of user roles
- Support maintenance of expired/locked user accounts among others.

b. Management of User Access Rights

- Administration of Access Control Lists (ACLs), i.e. mapping of access levels with screens, menus, functionalities and reports.
- Administration of User Groups and addition and removal of users to user groups.
- The system should restrict access to authorized persons by implementing appropriate controls.
- All access to the application should be based on a role-based model. Different roles should be created for users
 - to have access to a particular screen i.e the system should be flexible enough to allow assigning any screens of the case management system based on user roles.

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- to have access to particular file types (i.e, to manage distribution of restricted/confidential documents)
 - to view data based on district/location.
 - User ID to be of a minimum of 7 characters. Upon creation of a User ID, the system must accept both alphabetical and numeric characters.
 - User accounts that have been inactive for a predefined number of days should be disabled. The predefined number of days should be a parameter available only to the system administrator.
 - Unnecessary user accounts (e.g. test or guest accounts) must be disabled.
 - All default passwords should be changed upon installation and null passwords should not be used for any account.
 - The application should not allow a user to have more than one active session.
 - Upon login, the user should be presented with date and time of last login and logout, along with contact information of the system administrator.
 - A predefined number of successive authentication failures should result in a user's account being locked; the user should not be able to login until the account is unlocked and the password reset.
 - An account unlocking mechanism will be reviewed by the user representatives and other stakeholders prior to implementation. The predefined number of authentication failures should be a parameter available only to the system administrator.
 - Password to be of a minimum of 8 alphanumeric characters and should not contain the user name or user ID.
 - Password should be able to accept special characters such as ! @ # \$ % ?
 - Passwords must be encrypted prior to storage and saved in an encrypted format.
 - Initial password provided to any user and on any password reset request should be an auto generated one-time password.
 - Passwords should be configured to expire after a predefined number of days with prior notifications to the user. The predefined number of days should be a parameter available only to the system administrator.
 - Availability of an interface for users to change their password (after authentication).
 - After authenticating with an initial or a one-time password the user should be automatically forced to change the password.
 - User access to application will be locked after an agreed idle time and user will be required to re-authenticate to access the system.

c. Configuration of parameters

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- The system should comply with a parameter driven approach (optimal parameterisation) so as to facilitate maintenance and customisation of functions and should be 'future-proof' so that any customisation or future enhancement can be easily accommodated.
 - All list should be exportable to excel/pdf format by the application.
 - Parameters could apply specific to a module or for all modules. Bidder will need to identify same during the requirement gathering phase.

Only authorised user(s) would be allowed to access this module. It should be possible for a system administrator to allocate administration tasks to the authorised users.

3.2.3 Case Creation from SRM/SIMIS register

NEF receives beneficiaries' details from SRM/SIMIS application. The proposed system should import new SRM Beneficiaries as well as updated SRM Beneficiary details from SRM/SIMIS application.

The successfully bidder should carry out the following:

- Create a consolidated register of beneficiaries from SRM/SIMIS application through a Data Migration process.
- Transfer of data from the SRM/SIMIS application to the Case Management System through Application Programming Interface (API).
- Create dynamic NEF transactional database to record Continuous Case Management, scheme/programme allocation, site visits, and other core functionalities. In NEF transactional database, beneficiaries' cases from SRM/SIMIS application can only be created, amendment/update should not be effected from SRM/SIMIS, but rather from NEF site visits and other procedures. NEF transactional database may be a subset of the consolidated register as well as additional information which NEF would identify.
- Both the consolidated register and the dynamic NEF transactional database should maintain historical data such that amendment of the beneficiary record can be tracked.
- Prior importing data, the system will undertake validation checks before merging of data to maintain consistency, accuracy and completeness.
- All inconsistent data will be rejected and prompt user with valid error messages.

3.2.4 Case Management by NEF Officers

a. Validation and Assignment of Beneficiaries

Once a case is created in the NEF transactional database, the proposed solution should provide a list of newly created cases to each CPC based on districts. Upon validation of these newly created cases, same is forwarded to CPE to assignment to the different CMOs.

Additional features to be provided are:

- Assignment of New Beneficiaries to CMOs
- Re-Assignment of Existing Beneficiaries to CMOs
- Setting multiple beneficiaries to a CMO at one time
- Transferring of multiple beneficiaries from one CMO to another CMO
- Transferring of beneficiaries across districts by CPC

b. Management of Beneficiaries Cases

The proposed system should be able to support the creation and modification of cases in the dynamic NEF transactional database :

- During the periodic update from the SRM/SIMIS register through API, If client is being reported for the first time, a new case file would be opened with the beneficiary information.
- Once a case is created in the NEF transactional database, the proposed solution should allow assignment beneficiaries to CMO by CPC/CPE.
- In parallel the system will generate contract template for signature and the system generate a notification (in the form of a letter, email or SMS) to the beneficiary.
- For the contract signature process, the assigned CMO will record the other relevant information where applicable and call the beneficiary for signature exercise. KYC document submitted will be uploaded. It expected that all the contract management activities will be fully digitalised with no paper work.
- Once the contract is signed using electronic signature, same is recorded within a repository (file server). The documents in the repository should be accessible, easily searched and viewed within the proposed system and users should be able to access the file structure for storing of documents.
- Once the contract is signed, the system will generate details for the different tasks to be conducted to assigned CMO's calendar. These include, preliminary visit report Family Empowerment Plan, monthly visits/follow-up and any other relevant tasks.
- CMO would interview the beneficiary within 15 days, a preliminary report should be completed in the system based on a pre-defined template. In case of

discrepancies, between the information submitted in SRM/SIMIS register and latest gathered information, a memo should be generated based on a pre-defined template and beneficiary eSignature should be captured on same. The signed memo should be uploaded in the system for reviews/approvals and should be submitted to the Ministry through the system.

- CMO would conduct a site visit and would complete the Family Empowerment Plan in the system based on a pre-defined template and provide recommendations. The Family Empowerment Plan is assigned to CPE/CPC for approval.
- Upon approval, the CMO proceed with the creation of sub-contract/application form/agreement for identified programme and support aid provided by NEF/Ministry based on a pre-defined template and upload associated contract to the case. The generated contract/application form/agreement is assigned to CPE/CPC for approval, which upon eSignature should generate corresponding tasks(if any) in the assigned CMO's calendar.
- Some earmarked contract/application form/agreement approval from Ministry may be required prior to contract signature. User of the ministry will be granted access to the system through distinct user group based on the nature of work they have to provide (approval of contract/application form/agreement).
- The site visits are conducted monthly for the first 6 months and later planned for every 2 months for remaining 1.5 year. The list would be available on the calendar of the concerned CMO.
- The CMO will conduct site visits or follow-up calls, identify and record the need of each member per case and corresponding information would be recorded in the system. As these meetings are conducted onsite, the system should provide a Mobile App/ light version of the application deployed on tablets to be used by the CMO.
- For each site visit/ follow-up
 - - Recording of site visit/ follow-up calls purpose, date, time and place and outcome
 - - Record assessments and observation during the site visit in the system
 - - Record remedial action/recommendation for each finding and assign target resolution time
- Following each site visit/ follow-up, system should propose programme and support aid provided by NEF based on a newly gathered data, which the CMO will consider/select prior to submission to CPE/CPC for approval.

The proposed system should provide for the following:

- One case can have multiple events and one event can have multiple outcomes. Documents may be attached to each case or each event.
- The proposed system will provide the possibility to search for existing case of a client.
- Pre-defined template using standardized procedures should be provided to ensure that each respondent can answer the questions at a level playing field to avoid biased opinions.
- The proposed system should be able to flag discrepancies between the consolidated register and NEF transaction database, at a particular instance. The CPO should be provided with an interface to identify, view, approve/reject to reflect in into the NEF transaction database for each discrepancy.
- In case of discrepancies noted during site visits compared to data submitted from the SRM/SIMIS register, the system should generate notices based on pre-defined template to be sent to Ministry.

Vertical Axis	Service	Ministry Approval/For Information	Payment Made by (NEF or Ministry)	To be reported in NEF disbursed	Reported
Economic Empowerment	Income Support Subsistence Allowance	Ministry Approval	Ministry	Yes	Paysheet Subsistence Allowance
Educational Support	Child Allowance	Ministry Approval	Ministry	Yes	Paysheet for Child Allowance
Educational Support	School Premium	Ministry Approval	Ministry	Yes	Cash Award Statement
Educational Support	Waiving of Administration fees	Ministry Approval	Ministry	Yes	Outcome provided by Ministry following application forms submitted by NEF.
Educational Support	Free Exam Fees	Ministry Approval	Ministry	Yes	Outcome provided by Ministry following application forms submitted by NEF.
Educational Support	Creche Voucher Scheme	Ministry Approval	Ministry	Yes	Outcome provided by Ministry following application forms submitted by NEF.
Educational Support	School Materials	For information	NEF	NEF confirm	Paysheet for School Materials

				disbursement	
Health Support	Provision of Optical Glasses	For information	NEF	NEF confirm disbursement	Finance Section
Health Support	Diapers	For information	NEF	NEF confirm disbursement	Paysheet – Diapers
Health Support	Sanitary Towels	For information	NEF	NEF confirm disbursement	Paysheet – Sanitary Towels

3.2.5 Creation and Management of Programme

- Eligibility to the programme should be defined by data in consolidated register of beneficiaries (SRM/SIMIS data only) or by SRM/SIMIS and NEF data.

a. Creation of Programme

- The proposed solution should allow the definition and parameterization of programmes and support aid.
- For each programme to be created in the system, the following information should be completed
 - Eligibility criteria
 - Benefits
 - Cost
 - Start date and End date of programme
 - Application form (Mandatory Information)
 - Sub Contract template (if applicable)
- For instance,

Programme - School Materials Support Aid	
Eligibility criteria	Children age: 5 -16 years/Scholarised: yes/Birth Certificate: Submitted
Benefits	School bag: 1 per year
Cost detail	Cost of programme per individual and per event: (select from cost table)

- Further to the definition of a programme, the Project Manager should be able to generate a system-compiled list of eligible beneficiaries.

b. Management of Programme

- The proposed solution should
 - Provide view list of eligible beneficiaries per month/district
 - Forecast the cost of programme per time period/district
 - Allow modification of list of eligible beneficiaries by authorized users
 - Provide view of list of approved beneficiaries per month/district (for previous period)
 - Generate report. Illustrative example below
 - List of approved beneficiaries per CMO/time period/district
 - Cost associated per cases/month/time period/district
 - Graphics representation of cost per district/time period
 - List of rejected beneficiaries per CMO/time period/district
 - List of terminated beneficiaries per CMO/time period/district

3.2.6 Application Forms

The system should digitalize all application forms by providing an intuitive, secure, and straight forward way to capture data. The online form will provide users with the option to use predefined data, collect the required data and uploading of documents.

The forms will be responsive across mobile devices and tablets and allow CMOs to access them outside NEF premises. In addition, it will use standardized features and eliminates the risk of forgetting to capture certain information which could result in calling the beneficiary for a second time.

The 'Family Empowerment Plan ' form consist of:

1. Visit Details
2. Respondent Details
3. Family Members
4. Assessment of present family conditions
5. Training & Employment
6. Education & Training
7. Health Issues
8. Assistance and Support by any institution
9. Family Empowerment
10. Family Situational Analysis
11. Social Housing Needs
12. Additional relevant information and observation on other needs and situation of the family
13. Goals of the household
14. E- signatures

The "Monthly Case Management" form consists of the below details:

1. Visit Details
2. Respondent Details
3. Other members involved in the Family Empowerment Plan
4. Plan to translate needs into actions: Economic, Education, Health, Family Empowerment and Housing
5. Compliance to core conditions of MPSC: Employment & Training, Education, Health, Family Empowerment and Social Housing
6. E- signatures
7. Recommendation of CPE and verification and approval from CPC

The following online application forms should also be designed for NEF

15. Referral form (To other stakeholders)
16. Training Agreement
17. Application under TEDPB
18. Application for Free Examination fees / School Premium Scheme/School Materials
19. Selection of 3 children under child allowance scheme
20. School Materials Application Form
21. Application under waiving of Administration Fees for Tertiary Students
22. Parent agreement creche scheme
23. Day Care Centre Agreement

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24. Consent Form – Unveiling Talent
 25. Consent Form - Recreational Activity
 26. Consent Form – Psychological session
 27. Agreement for LEEP
 28. Invitation Letter – Medical Screening
 29. Agreement Diapers
 30. Agreement Sanitary Towels
 31. Social Housing- FCH/Upgrading/Landless NHDC
 32. Referral to MSS for socio economic change
 33. Consent form for optical glasses

3.2.7 Appointment/Site visits Scheduling

- The system should have an online calendar feature to schedule site visits, keep track of staff movement, get reminders and task assignment.
- The system should provide a calendar to view, manage and planned visit, including surveys and reports for needs assessment, family empowerment plan and household case management as well as generate reports on updated data pertaining to Beneficiaries based on user roles.
- Upon creation of a case, the system should automatically record details for the different tasks to be conducted in the calendar of the assigned officer. These include Contract signature, Family EmpowermentPlan etc.
- All visits will be linked to either a survey (E.g. Family needs analysis, monthly site visit) or an application form to be filled.
- All visits must be approved by CPC/CPE prior actual visits are undertaken. Visits can be rescheduled and cancelled; however, reasons will have to be captured.
- The proposed solution should provide the following functionality
 - Create Appointment/Visit

There are two ways of creating appointment

 1. Automatic - This is created automatically as per the established protocol. The events are scheduled for the CMO/ACMO who is responsible for the Case.
 2. Manual – Appointment can be created/edited manually by the CMO/ACMO for a particular Case
 - Re-Schedule Appointment
 - Cancellation of Visit
 - View Group Schedules – to show the schedules of a group of people example by District, by locality etc. It helps to arrange for transport services
 - Create, view and manage event types (eg, appointments/site visits) or Activities not related to a Case (E.g. Training, Leave, Staff Meeting, etc...)
- Enter information about each appointment such as client details, date, time, appointment reason, and more.
- Define custom time blocks for each officer.
- Print scheduled appointment with officers.
- Each Officer should be able to schedule update, postpone and cancel his/her appointments.
- The Manager and CPC/CPE can schedule and view appointments for all Officers.
- A read only view of the appointments should be available to users with limited authority.
- View appointment calendars (daily, weekly, monthly) organised by officer name

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- Allow users to set up notification period, hint text to alert users of forthcoming events. The calendar entry will already have saved: Date, time, location, list of attendees, case file id, event title.

3.2.8 Alerts/Notifications

The proposed solution should monitor case information and alert caseworkers of key milestones, events, and triggers.

a. Notification to system-users

Some examples of alerts (non-exhaustive) are:

- Internal notification generated by the system and displayed on user dashboards for assigned/outstanding tasks (example but not limited to)
 - CPC for new cases registered for their districts
 - CMO for deadlines of contract signatures
 - For calendar events such as planned tasks
 - All social contracts will have an expiry date. System will prompt CMOs/ACMO in advance on social contract renewal subject to policy decision.
- movement in workflows also generate notifications by the system (example but not limited to)
 - CMO submitting consolidated data to CPE/CPC. The CPE/ CPC receive a notification.
 - CMO are assigned new family cases. The system notifies the CMO of new assignment

b. Notification to Beneficiaries

Leveraging on NEF existing SMS gateway, the system should be able to generate SMS with corresponding information to be forwarded to beneficiaries as notification for action they require to undertake.

Some examples of alerts (non-exhaustive) are:

- SMS notification for site visit.
- SMS notification as reminders to document submission etc

NEF should be able to parameterise notifications with respect to frequency of notification, notification time with respect to event, etc.

3.2.9 Disbursement to Beneficiaries

- The system should be able to import cost of different items that are provided to beneficiaries as support. The system should have an import utility allowing import of (cvs, xls) files containing the cost of these items such as training, diapers, school materials etc.
- For each of these items, the system should be able to apportion the cost per beneficiary and associate them with beneficiaries to whom they have been allocated.
- All support provided to beneficiaries will be triggered from a scheme or a programme.
- The system should allow preview of monthly disbursement, either one-off grant payment, programme or support aid.
- The payment list should include one-off grants and monthly payment inclusive of all programme or support aid, however, the system should also allow generating list upon selection of different criteria such recurring payment and one-off grant, programmes or support aid, district, CMO, time period amongst other.
- Similarly, the system should allow generation of view/report of cost allocated per each family, person for specific programmes, support aid, for required time period.
- For payment to beneficiaries by Finance Section of NEF, the system should generate payment (cvs, xls) files per beneficiary on monthly basis to be uploaded in the existing accounting system.
- Moreover, certain payment is carried out directly by the parent ministry for which the information is currently transferred to NEF via paysheet files. These latest paysheet status should updated in NEF system.

3.2.10 Cost Associated to Beneficiary Case

- For the monitoring of NEF programmes and support aids, cost is associated to each beneficiary who is granted these programmes and support aids.
- Therefore, the system should be able to provide information on the total cost incurred per case/ per member over period of time or selected period of time.
- Following the family empowerment plan and identification of potential programmes and support aids for which members of a family case are eligible, the system should be able to forecast the total cost to be disbursed for the concerned family over period of time or selected period of time per member/family case.

3.2.11 Programme Monitoring/Evaluation

Following the Family Empowerment Plan defined through consultation of both NEF and the beneficiary, the CMO/ACMO will set development goals within the 4 axes, namely;

1. Education Support
2. Health Support
3. Economic Empowerment
 - a. Community Empowerment
 - b. Social Housing Support
4. Family Empowerment

Each of these verticals has its own set of programmes and support aid, which is presently defined, as detailed below:

<u>Education Support</u> <ul style="list-style-type: none"> o Creche voucher scheme o School materials scheme o Child allowance scheme o Free examination scheme o School premium scheme o Tablets (G9 to G13) o Free Exams Fees (MITD, Tertiary studies) 	<u>Health Support</u> <ul style="list-style-type: none"> o Medical Screening o Sensitization/Health Campaigns o Optical Glasses o Referrals
<u>Economic Empowerment/Support - Community Empowerment</u> <ul style="list-style-type: none"> o Job Referral o Training Programmes o Registration with TEDPB o Registration with EIC 	<u>Economic Empowerment/Support - Social Housing Support</u> <ul style="list-style-type: none"> o Full Concrete Housing Scheme o 10 % of NHDC Units Scheme o Upgrading of houses o Fire/Natural Calamities victims o Referrals
<u>Family Empowerment</u> <ul style="list-style-type: none"> o Psychological Support o Life Enhancement Education Programme o Recreational Activities o Broadband Internet o Sanitary Pads (Grades 6 – 13) o Diapers (Day 1 – 12 months) 	

To be able to monitor the progress of each beneficiary, the system should allow NEF to define Key Performance Indicators to benchmark for each support aid in the axes.

For each scheme per axis, the system should allow NEF to populate predefined evaluation criteria and an example is provided within the table below.

Monitoring and evaluation of Education support at month 6. / Compliance Reporting

Criteria	Eligible for monitoring purposes	Weightage (%)	Goal (6 months)	Achieved by beneficiary?	Source for verification	Score earned per scheme
* Economic Empowerment - Refer Note 1						
Registered with EIC	Yes	25	Registered with EIC	Yes / No	Action taken (Referral Form) & Outcome of Action taken under Monthly Case Management Form	25 or 0
Job Referral	Yes	25	Accepted Job Offer	Yes / No	Action taken (Referral Form) & Outcome of Action taken under Monthly Case Management Form	25 or 0
Registration under TEDPB	Yes	25	Registered with TEDPB	Yes / No	Action taken & Outcome of Action taken under Monthly Case Management Form	25 or 0
Attended Training Programmes	Yes	25	Attendance – 90 %	Yes / No	Training Agreement Signature	25 or 0

Note 1: If ever a beneficiary benefit more than one service amongst the others under each category, the weightage will be sub-divided accordingly.

Criteria	Eligible for monitoring purposes	Weightage (%)	Goal (6 months)	Achieved by beneficiary?	Source for verification	Score earned per scheme
<u>Education Support</u>						
Child under 16 yrs old attending registered school	Yes	25	In school	Yes / No	Child Allowance Scheme	25 or 0
90% average child attendance at school	Yes	25	Complying 90% attendance	Yes / No	Child Allowance Scheme	25 or 0
<u>Health</u>						
Medical Screening	Yes	25	Attended medical screening programme	Yes / No	Action taken & Outcome of Action taken under Monthly Case Management Form	25 or 0
Provision of Optical Glasses	Yes	25	Attended screening exercise	Yes / No	Action taken & Outcome of Action taken under Monthly Case Management Form	25 or 0
Child under 7 years old vaccinated	Yes	25	Child is following vaccination programme-card available	Yes / No	Dump Report and Outcome of Action taken under Monthly Case Management Form	25 or 0
Diapers	Yes	25	Submitting proof of purchase	Yes / No	Eligibility criteria under Diapers Scheme	25 or 0
Sanitary Towels	Yes	25	Submitting proof of purchase	Yes / No	Eligibility criteria under	25 or 0

					Sanitary Towel Scheme	
Pregnant Women under Prenatal Care	Yes	25	Pregnant Women following prenatal care – card available	Yes / No	Action Taken & Outcome of Action taken under Monthly Case Management Form	25 or 0
Family Empowerment						
Psychological support	Yes	25	Attended psychological session	Yes / No	Action taken & Outcome of Action taken under Monthly Case Management Form	25 or 0
Recreational Activity (Signed consent form)	Yes	25	Attended recreational activity	Yes / No	At Family Empowerment Section	25 or 0
Unveiling Talent (Signed consent form)	Yes	25	Attended Unveiling Talent	Yes / No		25 or 0
LEEP (Signed consent form)	Yes	25	Attended LEEP	Yes / No		25 or 0

- Similarly, each axis will have predefined schemes and their corresponding goals, weightages and scores. Score earning may vary from Pass/Fail (zero value to full value) to assigning a specific value within the predefined range based on performance.
- For each beneficiary, the CMO/ACMO would update the required information in the system either collected during site visits/follow-up calls or collected from other sources, for example school attendance of children would be provided by the Ministry of Social Integration, Social Security and National Solidarity.
- These updated information would be used by the system to compute/generate the evaluation process.

(The bidder would have to work with NEF to understand the evaluation mechanism for each of the axes, its criteria for evaluation, the required source of information)

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- For each scheme, the system should allow NEF to input predefined weightages and scores. Upon generation of the compliance report for a specific beneficiary, the system should automatically assign the scores of each applicable scheme; aggregate scores (where appropriate) for each axis.

3.2.12 User Dashboard

The proposed system should have a dashboard functionality where users will be allowed to view all the important items that need their attention after they have logged in the application.

Application Dashboard for each user (usergroups) should provide visualization of major components and upon clicking on any of the components, corresponding information should be displayed.

Manager Dashboard

- Contracts
- Tasks
- Programmes
- Reports

CPC/CPE User Dashboard

- View assigned tasks for a period duration (eg daily/weekly)
- View outstanding tasks
- New SRM cases (Month: Number of cases
Month – 1: Number of cases)
- New Contract created (Month: Number of cases
Month – 1: Number of cases)
- Contract Management (Notification)
- Case Management (Notification)
- Reports
- Number of recommended case management to be effected
- Number of case management visits effected

CMO User Dashboard

- View assigned tasks for a period duration (eg daily/weekly)
- View outstanding tasks
- New SRM cases assigned (Month: Number of cases
Month – 1: Number of cases)
- New Contract created (Month: Number of cases
Month – 1: Number of cases)
- Active Contract (Month: Number of cases
Month – 1: Number of cases)
- Contract Management (Sent for Approval/Pending Actions/....)
- Case Management (preliminary report/Family Empowerment Plan etc)
- Visits/Surveys (Preliminary Visit/Family profiling/Recurrent visit)

Ministry User Dashboard

- Assigned contracts for approval
- Number of signed marshall plan contracts

3.2.13 Workflow Management

The system should propose a workflow system to

- Allow processes/subprocesses to follow a predefined workflow where it will move from one Officer to another for validation and approval/rejection
- Trigger notifications on the dashboard as well as via email at predefined milestones in the file processing life cycle for information or necessary action and/or there is delayed response at a user-end.
- Workflow should be parameterised such that tasks can be delegated when users are on leave

3.2.14 Light browser-based version or Mobile App

A light browser-based version or Mobile App should be proposed for use on tablet by the field Officer.

The proposed system should provide the following features;

- view of historic information for each household
- search, view, update facilities
- predefined forms/prepopulated data to facilitate data input (where applicable)
- upload attachment (photos, documents)
- support electronic signature of beneficiaries on tablet with a digital pen (signature of contract/signature of form)
- a checklist of documents collected and their corresponding information to facilitate data input/ inventory.
- In the event that there is no live connectivity, the CMO should be able to capture beneficiary. data on-site which will be synchronized with the database once connection is restored.
- The light browser-based version or Mobile App should support adaptive design.
- Geo-location will be automatically captured when saving a survey.

3.2.15 Query/Search facility

- The proposed system should support generating queries for various purposes. These queries should be static (pre-defined) or dynamic. The authorised users could query the system by giving various parameters.
- The successful bidder should work on the detailed query requirements and parameters for the queries with the users, after the award of the project.
- The applications should allow administrators to manage the user or user group rights for accessing the queries with respect to their roles and responsibilities as well as generate data exports.
- The proposed system should allow for exact search, partial search, wild card search as per section.

3.2.16 Reporting module

The reporting module should provide both predefined reports and flexibility to user to generate report customised to their needs.

For both reports type, the system should provide the following basic features:

- Generation of reports for a given time period and also for fixed time frequencies (daily, weekly, monthly, yearly, etc). Users should be able to select datefrom and dateto
- It should be possible for end users to easily generate their own adhoc reports without any coding required.
- The proposed system should allow administrators to provide access to reports by user rights, different user groups, courts, etc
- Authorised users at the NEF should be provided with query forms, reports as identified during the requirement-gathering phase.
- All reports should be parameter driven and should be easily customizable by the administrator (refer to administrator section for more details).
- **Report should be fully customizable to allow easy addition/removal of column or creation of adhoc report by authorized users.**
- Reports should be generated on screen for viewing online and then exportable to several formats for e.g **excel, csv, word and pdf format.**
- It should be possible for users to export reports in open data format and generate dashboard for cases/files.

Reporting module should generate indicators for case management monitoring based on the following:

- Number of families registered and eligible under SRM
- Number of families benefitting from educational support facilities/services
- Number of beneficiaries benefitting from health support services
- Number of beneficiaries empowered economically
- Number of beneficiaries followed through family empowerment programmes

Some detailed reporting requirement has been detailed in the below section. However, The following reports should be available in the proposed system, however, the bidder would have to work with NEF to identify any others during the requirement gathering phase:

Registration & Eligibility Report

- Number of families registered and eligible under SRM
- Number of vulnerable families (disaggregated by gender, age and geographical location) registered under SRM and NEF eligible for programme and support aid.
- Number of families who have signed the Marshall Plan Social Contract.
- Number of families who have completed the Needs Assessment and expressed their needs to benefit from pro-poor services.
- Number of families who have completed the Family Empowerment Plan, who have agreed to participate in meeting set goals for their empowerment and who have achieved at least 50 % of goals set.
- Number of families satisfied by the pro-poor services provided to them.
- No of families who complied with updating of socio-economic changes following issue of Memo at the Social Security Division.

Education Support Report

- Number of Beneficiaries benefitting from Education Support facilities/services
- Number of infants aged 3 months to 3 years enrolled in registered Crèches
- Number of infants having 75% attendance at Crèches, benefitting from payment
- Number of children aged 3 to 23 years enrolled at Pre-Primary, Primary, Secondary, Prevocational and Tertiary levels.
- Number of children provided with school materials.
- Number of children attending school and having 90% attendance in normal stream and having 75 % attendance for those suffering from chronic disease or having disability, and benefitting from Child Allowance Scheme.
- Number of children who drop out of school under age of 16 years.
- Number of students benefitting from School Premium and Free Exams Scheme

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- Number of students who benefitted from Free Exams Scheme and successfully sat for exams and passed same.

Health Support Report

- Number of pregnant women attending prenatal and post-natal care.
- Number of babies and infants below 5 years being immunized and having vaccination (health) cards.
- Number of beneficiaries attending medical screening and attending Hospital or Area Health Centre upon referral for further treatment.
- Number of beneficiaries attending sensitization campaigns on health issues
- Number of beneficiaries referred to the nearest hospital following free medical checkup in Medical Screening.
- Number of surgery /interventions held following medical screening
- Health issues related to children aged below 5 years

Economic Empowerment Report

- Number of beneficiaries benefitting from Subsistence Allowance.
- Number of beneficiaries who followed training with an attendance of 90% or above and secured BRN to start a business or any income generating activities.
- Number of beneficiaries who secured job/placement following participation in Job Fairs.
- Number of beneficiaries who secured job/placement following referral to potential employers.
- Number of beneficiaries who have applied at EIC.
- Number of beneficiaries who secured job/placement following registration at Employment Information Centre (EIC).
- Number of families who have increased income and who exit the system following graduation.
- Number of beneficiaries who did not comply with the attendance rate of 90 % +,
- Number of beneficiaries who refused twice a placement or job offer which matches their profiles

Empowerment Programmes Report

- Number of beneficiaries who attended Life Enhancement Education Programme (LEEP).
- Number of children who participated in recreational activities.
- Number of children who participated in Unveiling Talent Programmes
- Number of beneficiaries who attended Educational Programmes/ sensitization sessions e.g. on substance abuse, talks on social issues and other social problems
- Number of beneficiaries following psychological support

Some other key reports provide an insight on the Qualitative Indicators:

- Budget Records: To provide indication of funds invested
- Assessments Reports : Quality assessment, impact of interventions, outcome of interventions, service performance feedback assessment.
- Quarterly Monitoring Report : To follow up performance of staff and track progress on implementation and achievements per programme.

3.2.17 Digital Signature Certificates (DSC)

Digital Signature Certificates (DSC) (procured from a Certification Authority in Mauritius and stored in a crypto token) will be required to enable officers to digitally sign documents, emails etc. However, the number of DSC and associated cost will be borne by NEF.

The proposed system should be compatible with Digital Signature Certificates issued by licensed Certification Authorities in Mauritius.

3.2.18 Digital Signature

Documents/sub-contract/application form/agreement approved at NEF should bear the digital signature of the user. The signature replaces the current physical signature of documents. The document will be signed by the users' private key. Upon signing the document, the user will upload the document along with his public key.

Thus, whenever the document is viewed its authenticity can be verified by matching the uploaded signed document with the hash generated by the public key of the user. This ensures that the document is not tampered with. As if anyone changes the contents of the documents the public key generated hash will no longer match with the hash of the signed document.

The public keys will also help in validating and authenticating the creator and uploader of the relevant document.

The number of Digital Signature Certificates will be decided by NEF and the associated cost will be borne by NEF.

3.2.19 Electronic Signature

- The proposed system should allow authorised users to collect the signature of beneficiary on the tablet.
- The electronic signature should be affixed to the document/sub-contract/application form/agreement/checklist, where appropriate, after acceptance of the beneficiary.
- The electronic signature should be encrypted and stored in the database to avoid any tampering.

3.2.20 Application Security Features

1. The proposed system will have to comply with security standards. The software must allow multi-level security to ensure that each user is restricted to the portion of the system to which he/she has been granted access.
2. An audit trail of all users and their activities should be maintained and a supervisor will have sole access to this activity log file
3. The proposed System should provide antivirus programs to continuously monitor the data integrity. Documents containing viruses or damaged files should not be uploaded to the system.
4. In order to maintain a safe and virus-free working environment, Bidders are requested to quote anti-virus software where applicable to protect the servers and VMs

3.2.21 Audit Trail

The following non-exhaustive list of properties is required in the Audit Trail module:

- The Audit trail information should be accessible to authorised users only.
- Auditing of all user logins to the system.
- Auditing of all unsuccessful login attempts.
- Auditing of all user action/operations within the system so as to capture and preserve all information associated with the creation, update and deletion of data within the system. For instance, audit on who has carried out a particular transaction, received payments or modification brought to any data showing how the fields have been modified (e.g. before and after) and by whom, on which date, etc.
- Auditing of all changes effected on a user profile and access rights.
- The audit trail module should allow generation of the above reports or any report that is deemed necessary for a transparent and tamper proof system.
- Authorised users should be able to search audit trail information via a user-friendly search facility and by filtering fields such as User ID, Transaction Date and Time, Operation Type, Activity amongst others. Authorised users should be able to print the resulting view.
- Audit trail data must be stored in a secured manner and must not be editable by any user
- The system should also have a functionality to archive audit trails data and logs.

3.2.22 SSL/TSL Certificate

The proposed solution should support configuration of SSL/TSL certificate in order to transmit the document in secure manner through SSL over internet.

The TLS certificate should be provided by the bidder and should not be a self-signed certificate.

3.3 Hardware (Tablet)

It is recommended that tablets be used by staff going onsite for family visit and data collection onsite. Apart from being portable, tablets are largely the preferred equipment for the following reasons:

- They are light and portable, hence travel convenient. Tablets are often about one third the weight of a standard laptop, so the physical strain of carrying a lightweight tablet is far less.
Moreover, the typical screen size on a tablet is around 7-10 inches, which means they easily fit into backpacks, carry bags, or briefcases. This makes tablets a great asset for commuters and professionals who have to travel .
- Sometimes accessing website using mobile phone may not be the best option due to mobile phone adaptability and therefore the great thing about a tablet is more responsive to website and it can get the internet anywhere.
- Tablets support connectivity anywhere with cellular connectivity (4G or 5G).
- A tablet is more affordable than a laptop. If your application is devoped on light web browsing, a tablet might is a better option as it is cheaper when compared to the same specifications for a computer.
- Tablets 'wake up' instantly. Most laptop computers generally take around 10-30 seconds to start up. However, the initial start up on a tablet is generally around 2-10 seconds. Once powered on, a tablet can "wake" from a sleep mode instantaneously.

A light browser-based version or Mobile App of the Case Management Information System would be used on the tablets.

The tablets should have the minimum features of:

- At least 10 inches display
- Minimum of 8 TB hard disk and 1 TB RAM
- High performance processor (at least quad core processor with minimum 2.0 GHz processing speed
- Good quality camera, without video recording capabilities
- Support LTE 4G or 5G connectivity and Wifi enabled
- Should be water and dust proof (min IP 66) and should be protected with rugged casing
- Should have GPS facilities
- Anti-theft locking mechanism
- Should be equipped with application for
 - Scanning and storing documents

-
- Allowing user to sign on completed form
 - Antivirus and anti-malware

The successful bidder will have to validate the provided technical specifications of the tablets to be used for light browser-based version or Mobile App. The tablets will have to be covered by a minimum 3 years warranty and equipped with either 4G or 5G unlimited connectivity.

Should a tablet of different specification be required for the proposed solution, the bidder should provide the full Technical Specification of the proposed tablets and quote accordingly in the price schedule form.

3.4 Hosting Infrastructure

The proposed system will be hosted at a private Cloud service providers. The bidder would have to provide its hosting requirement for its application as part of its proposal.

The architecture of the system should be deployed as Highly Available (HA) for the production environment whereas deployment on test environment would not involve HA. Infrastructure such as Hypervisor, Load Balancer, among others required to the Production HA deployment would be provided by NEF cloud service provider. However, it is expected that the selected bidder will work in close collaboration with NEF to assist in any configuration that may be required. It is also expected that bidder take cognizance of the existing infrastructure during Pre-bid meeting, highlight and quote for any additional components that may be required for the proper functioning of its proposed solution.

Bidder should also provide NEF with a list of prerequisite software(OS and utilities) for installation of their proposed application.

All the license cost (except for Operating System) should also be included within the price schedule.

The cloud service provided already caters for

- High Availability architecture (However, selected bidder may need to carry out required configuration)
- Back-up and transfer of data
- Upgrade and maintenance of Operating System
- Provisioning and maintenance of Antivirus and anti-malware
- Provisioning of Public IP (However, bidder would need to mention number of Public IP required for their application)

A template for the requirement for hosting is proposed below.

Environment	VM	Number of VMs	Processor per VM (virtual CPUs)	RAM per VM	Hard Disk Capacity per VM
Production	Web Server	X	X vCPU	Up to X GB	X GB
	Application Server				
	Database Server				
Test	Web Server	Y	Y vCPU	YGB	Y GB
	Application Server				
	Database Server				

The successful bidder will be expected to deploy the proposed solution on both environment.

- Successful bidder should propose its Operating System considering existing infrastructures such as Backup solution existing and to be used by NEF.
- Successful bidder should also apply OS tuning and hardening as required for system efficiency and security and need to be quoted for
- Bidders should quote for the installation and configuration of all server services (e.g. web server software, database software, etc.) and any related activities to make the system operational.
- The bidder should provide a solution compatible with the used Backup software for backup and recovery. The Supplier should quote for and provide client license (if required) necessary to backup Virtual Machines and the Database.

The successful bidder will be need to quote for the following licenses:

- Application licenses for 40 concurrent users and 200 users overall.
- RDBMS licenses and associated tools, if required
- Web service licenses/IIS, if required
- Any other related licenses

It is the responsibility of the bidder to quote for any additional licenses pertaining to their bids, which form part of a workable solution.

- Bidder should also quote for support and maintenance of the operating system and antivirus.
- The bidder should perform necessary configuration on compression and memory tuning in the web server.

3.5 Data Migration

The successful bidder should ensure that data imported in NEF database either from files/API transfers are successfully migrated to the proposed system.

Successful bidder should carry out appropriate quality control to ensure:

- 100% reliability (complete) and
- 100% correctness of data migrated.

All errors due to data migration would have to be corrected by the successful bidder.

Bidders are expected to give details on the procedures they will put in place to ensure quality control in the data migration exercise. Proper documentation on migration procedures should be provided to the satisfaction of the user.

Bidders are required to quote all relevant charges that shall be applicable for this migration and should explain their migration strategy.

3.6 Application Programming Interface

Application Programming Interface (API) are mechanisms that enable two software components to communicate with each other using a set of definitions and protocols.

Following the Data Migration from the SRM/SIMIS application to the Case Management Information System, periodic data transfers should be scheduled through API. It is required that the supplier elaborate on the API to be implemented within its proposal.

The API should update the:

Consolidated register of beneficiaries from SRM/SIMIS application

- Update of all records pertaining to beneficiaries information
- Payment for different schemes for concerned beneficiaries

NEF transactional database

- Update information of schemes (materials, training provided) and cost associated
- Payment file (monthly etc)

Additional information on the API, such as they should be automatically scheduled, execute on certain event or triggered manually would be discussed during the requirement gathering phase.

3.7 Interfacing with other systems

File server

- The Bidder will required to supply, install and commission a file server on the Cloud Infrastructure for storing the documents related with the case management and others.
- Users should be able to access, create, modify and delete documents on the file server from the case management system only.
- Access to the file server should restricted to authorised users.

ICT system

The following interfaces (among others) may be created to transfer data in and out of the system

From System	To System	Type of Data
SIMIS	Case Management	SRM Data
SIMIS	Case Management	Contingency allowance
SIMIS	Case Management	School Attendance
SIMIS	Case Management	Paysheet
Case Management	NEF ERP /Finance	Beneficiary Details
Case Management	NEF ERP /Finance	Payment Transactions
Case Management	NEF ERP /Finance	Invoice Transactions
NEF ERP /Finance	Case Management	Actual Cost for Scheme & Programmes

SMS Gateway

Bidder will be required to leverage on the existing SMS Gateway and will be required to work in close collaboration with the relevant stakeholders for the successful integration with proposed system.

4.0 Project Requirements

4.1 Interoperability principles

There are a number of interoperation principles and attributes required in the proposed solution from the user perspective to enhance efficiency and productivity. These principles are listed below.

- Use for data sharing
- No duplication of input
- Seamless transition between the different application modules
- Common capabilities to import and export data in standard formats (e.g. CSV)
- Common single approach to the authorisation of user access throughout the proposed system
- Provision of system wide maintenance
- Multi-user
- Data archiving and purging facilities

To allow for interoperability with other systems in the future, the design of the proposed system should be compliant with Service Oriented Architecture (SOA) and should support standards-based technologies to realise SOA such as XML, Web Services, among others.

4.2 User interface

User interface is the combination of menus, screen design, keyboard commands, command language and online help, through which a user interacts with a computer. The following are key attributes that the user interface should have:

- Web-based UI with a consistent overall design
- Consistent, user-friendly overall design
- Common or consistent approaches to task selection
- User friendly and efficient data entry capabilities (including use of lists and look-ups where appropriate)
- Definition of validated fields to enable appropriate range checking on data entered where appropriate
- Easy and consistent access to context sensitive help

4.3 System performance and reliability

System performance is a key consideration. The system must provide reasonably fast response to user-initiated transactions.

- Proposed solutions should be scalable with increasing numbers of data records.
- System should support concurrent users and be scalable with increasing workload.

- Functional components must include appropriate features with regards to fault tolerance, data integrity, automated recovery capabilities and other necessary reliability features to minimise any downtime.
- Systems must have a high availability rate
- Systems maintenance functions must be automated and schedulable at user defined times as far as possible.

4.4 Additional Application Design Considerations

The application system should be designed to provide modular and efficient framework that support at least the following:

- Must be multi-user concurrently accessible
- Must provide help facility through use of Function keys.
- Automatic session time out.
- Prompt facility in searching for the correct code for coded parameters.
- Ability to discard all data when the transaction is incomplete (Should not save).
- To carry forward data from a previous screen.
- An audit trail for all transactions must be generated.
- Procedures for data exchange with interfaced applications
- Optimal response time
- Highly available, reliable and scalable application
- Efficient error handling mechanism and viewable via application

Moreover, Bidders are strongly recommended to consider the following key design principles in their proposed solution:

SN	Design Consideration	Description
1	Service Oriented Architecture	The system should conform to a Service Oriented Architecture (SOA) for both development and integration with other external applications based on XML and Web Services Technologies.
2	Interoperability	The proposed system should easily interface with other systems in a manner that allows it to operate within one environment. Whenever possible, open standards should be adopted while establishing technical specifications. Standards that are vendor and product neutral should be considered in favour of their proprietary alternatives.

3	Seamless Integration	The application should be architected to ensure that current and new systems can be seamlessly integrated into the existing application architecture with minimal impact and changes. The proposed solution has to integrate with systems across various peripherals consisting of heterogeneous platforms and databases.
4	Scalability	The proposed system should be proven to be highly scalable and capable of delivering high-performance as when the transaction volume increase. Scalability of the system should be achieved at least in terms of: - <ul style="list-style-type: none"> ▪ Number of concurrent users ▪ Addition of new services / modules ▪ Addition of new features in the existing e-Services ▪ Integration and interfacing systems of external stakeholders
5	Accessibility and Usability	The application should be easy to use and underlying technology enabled processes are transparent to end-users. This implies 'Help and Support' facilities should be integrated and usability testing should involve end users.
6	Agility and Flexibility	The system should be easily adjustable to new frames of reference as well as upgrades at a predictable cost. The solution must be designed so that modifications or amendments can easily support future updates and process optimization or new.
7	Fault and Error Tolerance	The application should be capable of handling unforeseen and invalid system states. Unpredictable system behaviour negatively affects adoption of online services and has the potential for data loss or corruption. Clear, well-communicated design and coding standards, as well as robust integration and testing regime should be required for each implementation.
8	Data Confidentiality	The Bidder must design the solution so as to: - <ul style="list-style-type: none"> ▪ Deploy all necessary security mechanisms to have role based authorization and access control over the user's records; ▪ Deny access to any non- authorized user and take all possible steps to prevent unauthorized access to such data and information;

		<ul style="list-style-type: none"> ▪ Maintain the safety and security of users' records and information at all times; ▪ Comply with all the legal requirements to protect the data privacy and confidentiality of the information, required by the general laws in this regard or the specific terms of agreement relating to this.
9	Data Integrity	<p>The Bidder must ensure the integrity of the application. It is expected that the Bidder shall: -</p> <ul style="list-style-type: none"> ▪ Ensure that the system retains the data integrity across all the modules; ▪ Ensure that data is of high quality, correct, consistent and accessible throughout the lifecycle of the project; ▪ Ensure that appropriate data backup and recovery measures are configured; ▪ Perform data integrity checks time to time and report results.

4.5 Customisation

The Bidder should have already developed, thoroughly tested and implemented successfully the proposed software on at least two sites. The software should work without any significant customisation except for some essential modifications to make the system fully compatible with NEF operational procedures. The cost of such customisation should form part of the price schedule form.

4.6 License and Documentation

The expected number of users for the Case Management Information System is 200. The number of concurrent users is estimated to be around 40 users. Bidders must provide adequate number of licenses (as appropriate) and must explain clearly its licensing policy.

Appropriate charges should be quoted for the maintenance and support of software proposed in the Price Schedule forms.

Any cost associated with the licensing policy should be included in the Price Schedule.

4.7 Project Management Plan

Bidders will also submit a Project Plan describing, among other things, the methods to carry out overall management and co-ordination responsibilities if awarded the contract, and the human and other resources the bidders propose to use.

The plan must include

- Project methodology
- a detailed implementation schedule in a Gantt chart, showing the tasks, estimated duration, sequence, interrelationship of all key activities and resource assigned needed to complete the contract
- list of deliverables and Milestones
- Project Governance structure (steering committee, technical committee etc)

4.8 Project Reporting

The project manager of the selected bidder shall conduct regular review meeting with the client or any other team / committee identified by NEF for this purpose. The project manager shall also submit the following reports in a timely manner:

- Weekly Status Reports
- Monthly Progress Reports, summarizing:
 - Results accomplished during the period
 - Any risks on the project delivery
 - Any deviations on the scheduled milestones as specified in RFP
 - Corrective actions to be taken to return to planned schedule of progress
 - Proposed revisions to planned schedule
 - Other issues and outstanding problems, and actions proposed to be taken
 - Feedback report from participant of training program

4.9 Presentation of Application System Prototype

After award of the project, the successful bidder will hold working sessions with the users to study their requirements in detail and then come up with a SRS document (or equivalent). The successful bidder will be required to make prototype presentations of the application system before finalising the SRS with the users. The purpose of this presentation is to trigger discussions and give visibility to all parties involved in the project.

4.10 Pre-User Acceptance Testing Training

Prior to User Acceptance Testing (UAT), the successful bidder should provide Pre-UAT training to all the users who have been selected by NEF for carrying out the UAT exercise. The Pre-UAT training should ensure that the users are trained on the following:

- How to proceed with the testing of their respective modules/screens/functionalities.
- How to log/report issues found during UAT.

User acceptance tests (UATs) including performance testing will be done on the testing instance. Accordingly, training sessions will be done on the training instance.

4.11 User Acceptance Testing (UAT)

The Purchaser will designate participants in the UAT. Participants may include officers of the Purchaser as other members.

4.12 Operational Acceptance Testing

Operational Acceptance Testing refers to tests to be carried out to ascertain whether the system in the Production environment, or a specified subsystem, is able to meet the requirements stated in the technical specifications.

The supplier shall ensure that operational acceptance of the system is achieved within 1 month after commissioning and Go-Live of the system

Operational acceptance includes the following, inter alia:

- Attain functional requirements specified in the Technical Requirements and Agreed and Finalised Project Plan and within the Software Requirement Specification document (or equivalent).
- Resolution of Priorities for Bugs to be fixed within Operation Acceptance phase (After Notification to supplier)

- **Priority 1 (P1-Critical):**

A defect that completely hampers or blocks testing of the product/ feature is a critical defect. An example would be in case of User Interface (UI) testing where after going through a wizard, the UI just hangs at one pane or doesn't go further to trigger the function. Or in some other cases, when the feature developed itself is missing from the build.

To be fixed within 6 hours

- **Priority 2 (P2-Major):**

A major defect occurs when the functionality is functioning grossly away from the expectations or not doing what it should be doing.

To be fixed within 2 days

- **Priority 3 (P3-Moderate):**

A moderate defect occurs when the product or application doesn't meet certain criteria or still exhibits some unnatural behavior, however the functionality as a whole is not impacted.

To be fixed within 4 days

- **Priority 4 (P4-Minor):**

A minor bug occurs when there is almost no impact to the functionality but is still a valid defect that should be corrected.

To be fixed within 2 weeks

Successful bidder will have to submit a performance standard report specifying expected performance for Search results, opening of documents, Navigation from one screen amongst other.

4.13 Rate for Application Modifications, Enhancements and/or Development

Bidders will also have to fill the "Rate for Application Modifications, Enhancements and/or Development" table in the Price Schedule Form.

This cost will be used as a basis for entrusting any additional work regarding Modifications, Enhancements and/or Development to applications software and will be fixed for the first 5 years in line with the conditions stipulated in Section 4.0 – Upgrades, Updates, Modifications and Enhancements (Normal software maintenance) of Schedule II of the "Application Software Maintenance Agreement (ASMA with KPI) for application systems version August 2018" (downloadable at <http://cib.govmu.org>).

4.14 Project Methodology and Milestones

The client may propose various project methodologies, however preference would be given to project methodologies that will produce early deliverables of full application/partial working modules (functionalities) for which complete testing cycles have been executed and completed successfully.

The Successful Bidder is expected to deliver, install, configure and commission the Case Management Information System, Light browser-based version or Mobile App and tablets within **eight (8) months** after date of signature of contract.

Indicative lists of activities for supply, installation, configuration and commissioning are given below:

SNo	Activity	Remarks
1	Award of Contract	Successful bidder to provide Performance Security and detailed project plan
2	Process Manual	Process manual enumerating To-Be process to be submitted
3	Preparation of Software Requirements Specifications (SRS) or equivalent document (depending on project methodology)	Successful Bidder will hold working sessions with the users to study their requirements and then submit a draft of SRS document(or equivalent).
4	Technical specifications for tablets	Should a tablet of different specification be required for the proposed solution, the bidder should provide the full updated Technical Specification (complying to project requirements).
5	Validation/Correction of SRS or equivalent document (depending on project methodology)	User/Steering Committee will validate/approve the SRS and the Successful Bidder will make appropriate modifications (if required) to the documents.
6	Preparation of Software Design Description (SDD) or equivalent document (depending on project methodology)	The SDD should be detailed included <ul style="list-style-type: none">- Interfaces to be used- Database design- API etc

SNo	Activity	Remarks
7	Validation/Correction of SDD, presentation of updated version of prototype	User/Steering Committee will validate/approve the SDD and the Successful Bidder will make appropriate modifications to the documents.
8	Customisation/development of application system, installation and Configuration	Successful bidders will have to configure the flow of events, files structures, file indexing etc
9	Data Import	After agreeing with the NEF, the successful bidder should undertake to migrate the data dump to the new system.
10	Testing/Acceptance	<p>Successful bidder will provide test plan & test reports together with results of comprehensive testing performed at their end.</p> <p>Selected bidder will carry out pre-UAT training for both registry and non-registry users before the start of UAT.</p> <p>User will perform acceptance testing which can also cover certain tests performed and documented by the Successful Bidder. Following testing, Successful Bidder will make necessary amendment to software.</p> <p>Complete testing and System Review</p>
11	Training	Training on the application software to system administrators & users software/database
12	System and user manual and other documentation etc	manuals enumerating functionalities & process flow of system and the administrative task.
13	Commissioning of complete system	Sign off of User acceptance testing and commissioning of tablets
14	Go-Live of the Proposed System	Deployment of system in the production environment and operational

SNo	Activity	Remarks
15	Operational Acceptance	Sign off of User Operational Acceptance testing

Upon award of contract, the successful bidder may be requested to modify the proposed workplan after consultation and mutual agreement between both parties.

5.0 Making the Case Management Information System fully operational

It will be the responsibility of the selected bidder to make the whole system fully operational, in collaboration with NEF.

5.1 Implementation Team

The Bidders should describe using appropriate diagrams the role and responsibilities of the different teams who will be working on the project. This document should specify the role allocation for each team and include the role allocation of each key team member in the project.

Furthermore, the role and responsibilities of each partner/organisation in the association during the implementation should be clearly spelt out. Profile of team members should be included in the proposal.

5.2 System Documentation

System documentation provided by the successful Bidders should include:

- Acceptance Test Plans & Test Data
- Migration Plans
- Performance and Reliability Tests Procedures & Reports
- Training Manuals
- User Manuals
- System administrations documentation and other Configurations

5.3 Test Reports

Test reports should be provided by the selected bidder during commissioning phase. Also, successful bidder should use appropriate tools for defect recording and resolution.

5.4 Demonstration of Proposed Solution during evaluation stage

1. During the evaluation stage, the **technically shortlisted bidders** may be called upon to give a demonstration of the proposed solution at their own costs at NEF, which may be within **TWO (2) weeks** after the closing date of the procurement exercise. The evaluation team reserves the right to call bidders starting from the lowest bid that is

technically responsive until a successful demonstration has been obtained. The purpose of the demonstration is to describe the major contents and highlights of the technical proposal submitted. During the demonstration, the evaluating team together with future users of the system will be present. The evaluating team may make a Video and/or Audio recording of the full demonstration for the purpose of the evaluation of the proposal. The implementation team (as mentioned in the proposal) of the bidders should conduct the demonstration. The demonstration will be a simulation of the live environment of the application as proposed by the bidders.

2. The demonstration should be a prototype of the system and not a PowerPoint or video presentation. Moreover, the Bidders will have to make use of the items proposed in the bid for the purpose of the demonstration.
3. The overall system will have to be presented and supported by appropriate demonstration of the proposed solution. The demonstration would include the following **non-exhaustive** features:

During Bid Evaluation” of main document			
In case bidders fail to demonstrate the following features, their bid may not be retained.		Compliance of Specification Offered	Details of non-compliance if applicable
Features to be demonstrated	Required		
Features of the Proposed System as requested in section 3 – Application Requirements at NEF, including the following:			
Case Management Information System			
-Capture of information related to Beneficiaries and family member			
- Record of benefits to each family member			
- Record of Interventions by NEF field workers			
- User Dashboard			
- Use of Digital signature /eSignature			

In case bidders fail to successfully and satisfactorily demonstrate the requested features of the solution, their bid will not be retained.

6.0 Training

Bidders will have to dispense training so that there is appropriate and adequate technology transfer that would make end-users fully conversant with the proposed system. Training should encompass System administration as well as use of equipment, Application Software.

All training will be held at the Purchaser's site.

6.1 Training for System Administrator on Application Software

Training on application software for system administrators should consist of the following:

- Installation and configuration of the software/solution
- Administration of the software/solution
- Database Administration tasks
- Tuning
- Troubleshooting

6.2 Training for users on Application Software

Training of the application software developed should be dispensed to users. The objective of the training is to give the users a comprehensive practical know-how for effective operation of the application software. Comprehensive training material will have to be provided to the staff being trained. NEF reserves the right to reproduce the training materials for subsequent in-house training of other staff.

Bidders are expected to amend their usual training proposed to match the above requirements.

6.3 Training Delivery

Participants must at the end of the course be able to train other users in standard use of the system. All necessary documentation for the system must be available at the start of the course. Reference/Training materials will have to be provided to the staff being trained.

Training should be timed with the availability of equipment to allow staff to put their newly acquired skills in practice.

Comprehensive training material will have to be provided to the staff being trained. The customer reserves the right to reproduce the training materials for subsequent in-house training of other staff.

7.0 Other Requirements

7.1 Software Implementation Methodology

Bidders are required to explain the Software Implementation Methodology to be employed. This includes an outline of all the standards pertaining to customisation, testing and implementation. Working sessions will also be carried out with the users following award of the contract to clearly define any customisation that might have to be carried out. Following this activity, bidders will be expected to submit a comprehensive Software Requirements Specifications/Design Description document and a Process manual, which will be validated by the user prior to any customisation work.

7.2 Testing and Test data

The successful bidder should ensure a smooth implementation of the proposed system. They should provide the set of test data to be used to test all the functionalities of the system. The set of test data must include all possible scenarios so as to test the system fully. For each identified scenario, the expected results should be clearly defined.

It is expected that, prior to the start of UAT, the successful bidder would have carried out full-fledged testing (unit testing, integration and system regression testing) to ensure all bugs have been resolved. Test plans with test data used and test results should be submitted.

Before the UAT, the successful bidder will have to ensure that existing application data has been captured and migrated to the new system. This will enable users to test the performance of the system with real data.

7.3 Support Services

The response time of the Bidders for any problem and the maximum down time should be as per the Support and Maintenance Contract.

The Bidders shall provide preventive and remedial maintenance to keep the proposed application in good operating conditions. The successful bidder will be able to react to contingency and setting up the application software if required.

The Bidders will provide details of its maintenance and support strategy and the working arrangements with partners (if any) to support the solution. In case of any contingency, the successful bidder will be responsible for transferring the application software to the replacement server environment. The successful bidder will have to provide full co-operation to suppliers of other services (if any) at the site.

7.4 Pre-bid Meeting

A pre-bid meeting would be conducted on **22 January 2023** where bidders would have the opportunity to clarify on requirements (functional and non-functional) as set within the bidding documents.

Bidders may contact the IT Manager/Procurement Manager of the NEF on telephone no: 405 5163/ 405 5100 at the National Empowerment Foundation to make necessary arrangement prior to the meeting.

8.0 IT Security Considerations

- A. Provide a secure solution that will allow protection of data against unauthorised access. The solution proposed should also maintain the confidentiality, availability and integrity of data within the system.
- B. Provide an IT Risk Assessment document for the solution proposed. An initial draft of the document should be submitted for review to the user representatives prior to the testing stage of the project.

The IT Risk Assessment document should include amongst others the following:

- 1. A description of the solution and its architecture, detailing any links to existing IT Systems.
- 2. A structured escalation process workflow (call tree) that lists persons, roles and/or organisations to be contacted as a part of a notification/activation procedure to detect and assess damage, and to activate recovery procedures. Roles and responsibilities of all the various stakeholders involved in the call tree should be clearly defined.
- 3. Listing of all critical components of the solution implemented (e.g. server, application software, network equipment, telecommunications line, database etc which may cause the non-availability of the solution.
- 4. List the relevant threats for each of the critical components identified above and their potential impact.
- 5. For each of the identified threats, the following should be elaborated:
 - i. The allowable outage time taking into consideration any existing agreements (e.g. Warranty and/or Maintenance Contracts)
 - ii. Recovery procedures that need to be followed if the threat identified occurs and any remedial measures

Note: Elements 3, 4 and 5 of the IT Risk Assessment document can be presented in a table as per the model below:

#	Critical Components	Threats	Potential Impact	Recovery Procedures	
				Allowable Outage Time	Procedures
1.	Document Management System	Application Failure	Disruption of service	[x] hours as per existing agreement	<ul style="list-style-type: none"> ▪ Supplier to troubleshoot and identify cause of problem ▪ Initiate action for fixing the issue ▪ ...
		Unauthorised Access			
				
2.	Web Server				
3.	Database				
4.				

9.0 Reference Sites

Complete column '**Compliance of Specification Offered**' with the specification of the supplies offered. Also state "comply" or "not comply" and give details of any non-compliance to the specification required. Attach detailed technical literature if required. Authorise the specification offered in the signature block below.

Experience of Bidder & support staff. (Bidders should mandatorily submit all information on customer reference sites & staff profiles as per Tables for Reference sites & Profiles of Technical Support Staff. Incomplete or non submission will entail rejection of proposal).

		Compliance of Specification Offered	Details of non-compliance if applicable
Reference Sites	Required		
No. of reference sites where the bidder has supplied, installed and configured the Web based application related to family empowerment/poverty alleviation, case management within the last 5 years.	2 sites together with testimonial from customers as evidence of satisfactory performance. In case of non-submission of testimonial, reference sites may not be considered. The Purchaser reserves the right to query the referenced customer and any misinformation from the Bidder may lead to debarment.		
Support Staff Qualifications & Experience			
No. of IT related technical staff (Same number of IT related staff should be available during implementation stage). (CVs should be submitted. In case of non-submission of CVs, staff may not be considered)	4 - Out of which: A. At least 2 should be degree holders in an IT related field. B. At least 2 should have at least 2 years of experience in designing, developing and implementing the proposed solution.		
Total person-year IT related technical experience of the above 4 staff	20 years – the degree holders should have at least 4 years IT related technical experience each		
Minimum Support Staff onsite presence			
One (1) Project Leader.	Present and be available at the Client's site during the full implementation period		
One (1) System Architect.	Present and be available at the Client's site during the design phase		
One (1) database expert (or equivalent) and One (1) developer.	Present and be available at the Client's site during the development and commissioning phase		

Evidence in respect of qualifications and experience claimed should be clearly provided in the proposal. Curriculum Vitae (CV) for Proposed Professional Staff should be provided in this regard. Non-availability of information pertaining to qualifications and experience will

impact allocation of marks/points during bid evaluation. Evaluation process will consider the full proposed team (onsite/offsite), however the minimum requested onsite presence will to be mandatorily complied with.

During the term of the contract, if substitution of proposed staff is required, the qualifications of the newly appointed staff will need to meet or exceed the competencies of those staff previously identified in this endeavor. Any substitutions should be accompanied with proper reasons/justifications and will be subject to Client's approval in writing.

Tables for reference sites & profiles of Technical Support Staff

Customer site – Company Name, Address, Fax	Customer – Contact person, telephone no.	Document Management software name	RDBMS and Operating System	Architectur e (Host based, client server, thin client)	No. of users	Date of implementation		Testimonial Submitted (Y/N)
						Month	Year	

1. Technical Support Staff profiles

Person		Qualifications			Experience			Date of appointment		CV submitt ed
Name	Designation	Date	Institution	Qualifications	Company	Duration	Nature of work	Month	Year	(Yes or No)

10.0 Technical Tables

Application Software & other requirements

A. Case Management Information System			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
Web based software supporting major browsers such as Firefox, Google Chrome, Internet Explorer and Safari, but not limited to.	Yes		
Light browser-based version or Mobile App	Yes		
HTTPS enabled	Yes, whole site		
Application to be hosted through the client's Cloud Service provider	Yes		
Proposed solution should be support functionalities/process (non-exhaustive) listed in			
- Section 3.1 Process Manual	Yes		
- Section 3.2.1 Login module	Yes		
- Section 3.2.2 Administration Module	Yes		
- Section 3.2.3 Case Creation From SRM/SIMIS register			
- Section 3.2.4 Case Management by NEF officers	Yes		
- Section 3.2.5 Creation and Management of Programme	Yes		
- Section 3.2.6 Application Forms	Yes		
- Section 3.2.7 Appointment/Site visits Scheduling	Yes		
- Section 3.2.8 Alerts/Notifications	Yes		
- Section 3.2.9 Disbursement to beneficiaries	Yes		
- Section 3.2.10 Cost associated to beneficiary case	Yes		
- Section 3.2.11 Programme Monitoring/Evaluation	Yes		
- Section 3.2.12 user Dashboard	Yes		
- Section 3.2.13 Workflow Management	Yes		
- Section 3.2.14 Light browser-based version or Mobile App	Yes		
- Section 3.2.15 Query/Search facility	Yes		
- Section 3.2.16 Reporting Module	Yes		
- Section 3.2.17 Digital Signature Certificates	Yes		
- Section 3.2.18 Digital Signature	Yes		
- Section 3.2.19 Electronic Signature	Yes		
- Section 3.2.20 Application Security Features	Yes		

A. Case Management Information System			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
- Section 3.2.21 Audit trail	Yes		
- Section 3.2.22 SSL/TSL Certificate	Yes		
- Section 3.3 Hardware (Tablet)	Yes		
- Section 3.4 Hosting Infrastructure	Yes		
- Section 3.5 Data Migration	Yes		
- Section 3.6 Application Programming Interface	Yes		
- Section 3.7 Interfacing with other systems	Yes		
- Section 4.0 Project requirements	Yes		
- Section 4.1 Interoperability principles	Yes		
- Section 4.2 User Interface	Yes		
- Section 4.3 System performance and reliability	Yes		
- Section 4.4 Additional Application Design Considerations	Yes		
- Section 4.5 Customisation	Yes		
- Section 4.6 License and Documentation	Yes		
- Section 4.7 Project Management Plan	Yes		
- Section 4.8 Project Reporting	Yes		
- Section 4.9 Presentation of Application Prototype (Finalisation of software Requirement Specifications)	Yes		
- Section 4.10 Pre-user Acceptance Testing Training (Pre-UAT)	Yes		
- Section 4.11 User Acceptance Testing (UAT)	Yes		
- Section 4.12 Operational Acceptance Testing	Yes		
- Section 4.13 Rate for Application Modifications, Enhancements and/or Development	Yes		
- Section 4.14 Project Methodology and Milestones	Yes		
- Section 4.15 Project Governance	Yes		
- Section 5.0 Making the system fully Operational	Yes		
- Section 5.1 Implementation Team	Yes		
- Section 5.2 System Documentation	Yes		
- Section 5.3 Test Reports	Yes		
- Section 5.4 Demonstration of Proposed Solution during Evaluation stage	Yes		

A. Case Management Information System			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
- Section 6.0 Training	Yes		
- Section 6.1 Training for System Administrator on Application Software	Yes		
- Section 6.2 Training for users on Application Software	Yes		
- Section 6.3 Training Delivery	Yes		
- Section 7.0 – Other requirements	Yes		
- Section 7.1 Software Implementation Methodology	Yes		
- Section 7.2 Testing and Test data	Yes		
- Section 7.3 Support Services	Yes		
- Section 7.4 Pre-bid Meeting	Yes		
- Section 8.0 - IT Security Considerations	Yes		
- Section 9.0 – Reference Sites	Yes		
Documentation			
System Documentations	Yes		
Online help facility	Yes		
Online tutorials	Yes		
User manuals	Yes		
Others facilities/features provided by the software	Specify		
Build prototype/customise and validate with users through presentations and work sessions	Yes		
Access Control			
Only authorised users should be able to access the system via an authentication mechanism.	Yes		
All access to the application should be based on a role-based model.	Yes		
All access roles defined should be implemented via a centralized access control matrix module with ability to restrict access at the level of menu/function.	Yes		
User ID to be of a minimum of 7 characters. Upon creation of a User ID, the system must accept both alphabetical and numeric characters.	Yes		

A. Case Management Information System			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
User accounts that have been inactive for a predefined number of days should be disabled. The predefined number of days should be a parameter available only to the system administrator.	Specify		
Unnecessary user accounts (e.g. test or guest accounts) must be disabled.	Yes		
All default passwords should be changed upon installation and null passwords should not be used for any account.	Yes		
The application should not allow a user to have more than one active session	Yes		
Upon login, the user should be presented with date and time of last login and logout, along with contact information of the system administrator	Yes		
A predefined number of successive authentication failures should result in a user's account being locked; they should not be able to login until their account is unlocked and the password reset. An account unlocking mechanism will be reviewed by the user representatives and other stakeholders prior to implementation. The predefined number of authentication failures should be a parameter available only to the system administrator.	Yes		
Password to be of a minimum of 8 alphanumeric characters and should not contain the user name or user ID. Password should be able to accept special characters such as ! @ # \$ % ?	Yes		
Passwords must be encrypted prior to storage and saved in an encrypted format.	Yes		
Initial password provided to any user and on any password reset request should be an auto generated one-time password.	Yes		
Passwords should be configured to expire after a predefined number of days with prior notifications to the user. The predefined number of days should be a parameter available only to the system administrator. A password resetting mechanism will be reviewed by the user representatives and other stakeholders prior to implementation.	Specify		

A. Case Management Information System			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
Availability of an interface for users to change their password (after authentication). Users should be prompted to enter the current password. The system should not allow users to retain their current password as their new password.	Yes		
After authenticating with an initial or a one-time password the user should be automatically forced to change the password.	Yes		
User access to application will be locked after an agreed idle time and user will be required to re-authenticate to access the system.	Yes		
All user access to the system should be encrypted via TLS.	Yes		
Audit Trails and Logs			
An audit trail module should be available and accessible to authorised users only.	Yes		
Auditing of all user logins to the system.	Yes		
Auditing of all unsuccessful login attempts.	Yes		
Auditing of all user action/operations within the system so as to capture and preserve all information associated with the creation, update and deletion of data within the system.	Yes		
Auditing of all changes done on a user profile and access rights.	Yes		
Authorised users should be able to search audit trail information via a user-friendly search facility and by filtering fields such as User ID, Transaction Date and Time, Operation Type, Activity amongst others. Authorised users should be able to print the resulting view.	Yes		
Audit trail data must be stored in a secured manner and must not be editable by any user	Yes		
Archiving of audit trails data and logs to be available in the system.	Yes		
Error Handling			

A. Case Management Information System			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
An appropriate error handling scheme should be devised. For all errors encountered in the application, the user should be directed to an appropriate error message/page that does not disclose technical details like error codes, hosting platform details, software version details, or database records information.	Yes		
Appropriate logs should be generated for all application errors that allow identification and source of the error. These logs should be accessible to authorised users only.	Yes		
All application failures and exceptions should be handled in a secure way.	Yes		
Web Application Controls			
All user inputs should be validated at the client side level with appropriate error messages	Yes		
All user inputs should be validated at server-side level with appropriate error messages so as to prevent Web attacks (e.g buffer overflow)	Yes		
All user inputs should be validated and processed which includes filtering of meta characters so as to detect and block potential SQL Injection and Cross-Site Scripting (XSS) attacks	Yes		
Implementation of measures deemed applicable from the OWASP Guide to Building Secure Web Applications & Web Services	Yes		

B. PROJECT REQUIREMENTS			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
Project Requirements			
Bidders should submit detailed work plan aligned with the project milestones as per Section 4.0	Yes		
Bidders should describe using appropriate diagrams the role and responsibilities of the different teams who will be working on the project	Yes		
Bidder should proactively collaborate with other suppliers (if required) to make the system fully operational	Yes		
System documentation should be provided by the successful Bidders	Yes		
Elaborate an IT Risk Assessment document for the system.	Yes		

C. Training & Documentation			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
Training			
Training should include both hands on and classroom sessions with appropriate training guide and documentation.	Yes		
<i>System Administration Tasks</i>			
- Number of training session	Specify		
- Duration of each training session	Specify		
<i>Operation and Standard use of the system</i>			
- Number of training session	Specify		
- Duration of each training session	Specify		
<i>Troubleshooting procedures</i>			
- Number of training session	Specify		
- Duration of each training session	Specify		
<i>Other Trainings required</i>			
- Number of training session	Specify		
- Duration of each training session	Specify		

D. Operating Systems Hardening (for ALL OS installed)			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
Install all the latest patches and updates for the OS.	Yes		
Install only required services and applications as per user requirements.	Yes		
Close all unnecessary network ports.	Yes		
Remove all guest and unnecessary account for login to the OS.	Yes		
Enable logs to record all logins/logout from the OS.	Yes		
User ID to be of a minimum of 7 alphanumeric characters.	Yes		
User accounts that have been inactive for more than 60 days should be disabled.	Yes		
Shared user IDs should not be issued to multiple users when it is technically feasible to provide individual IDs.	Yes		
Five successive failures should result in a user's account being locked; they should not be able to login until their account is unlocked and the password reset.	Yes		
Password to be of a minimum of 8 alphanumeric characters and should not contain the user name or user ID. Password should be able to accept special characters such as ! @ # \$ % ?	Yes		
Passwords should be configured to expire after a maximum of 60 days and a new password created.	Yes		
Initial password provided to any user and on any password reset request, should be a one-time password (user is forced to change the password on first log in).	Yes		

E. Web Server Software Hardening			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
Install all latest patches and updates for the specific version of Web server that will be used.	Yes		
Ensure that all the IT Security settings of the Web server software have been properly configured.	Yes		
Remove all guest accounts and unnecessary account on the Web server.	Yes		
Enable logs to record all access to the Web Server.	Yes		
Facility to archive Web server access logs.	Yes		
All default passwords should be changed upon installation and null passwords should not be used for any account.	Yes		
Password to be of a minimum of 8 alphanumeric characters and should not contain the user name or user ID. Password should be able to accept special characters such as ! @ # \$ % ?	Yes		
Disable unused services.	Yes		
Unbind or remove unnecessary protocols.	Yes		
For errors encountered, the user should be presented with an appropriate error message that does not disclose technical details like software version details.	Yes		

F. Database Hardening			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
Install all the latest patches for the database.	Yes		
Install only required services as per user requirements.	Yes		
Remove all unnecessary accounts for login to the database.	Yes		
All default passwords should be changed upon installation and null passwords should not be used for any account.	Yes		
Password to be of a minimum of 8 alphanumeric characters and should not contain the user name or user ID. Password should be able to accept special characters such as ! @ # \$ % ? as may be applicable for the specific database being used.	Yes		
Enable logs to record all logins/logout from the database.	Yes		
All access to the database should be secured and encrypted.	Yes		

G. Other IT Security Specifications			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
Prior to uploads in the system, all files (e.g. documents, images) should be scanned for malware	Yes		
Elaborate an IT Contingency Plan for the system	Yes		

Other Requirements			
Technical Specification Required		Compliance of Specification Offered	Details of non-compliance if applicable
Install, configure and commission the proposed equipment (if required)	Yes		
All software proposed should come with valid licenses and certificate of authenticity (where applicable).	Yes		
All software licenses proposed should be able to cater for previous versions of the software at no additional cost. Bidder has to submit relevant evidence to this effect.	Yes		
Adequate licenses should be provided for software proposed with appropriate information about its licensing policy Any cost associated with the licensing policy should be included in the Price Schedule Form.	Yes		
Bidders should provide the latest version of all software proposed at the time of delivery without any change in cost.	Yes		
Relevant technical brochure (Original documentation) for all items proposed to be submitted.	Yes		
WARRANTY and Maintenance Agreement	<p>The Maintenance Services should cover the services requested in Maintenance Contract Bidders are to comply with all these requirements unless specifically waived by the Purchaser.</p> <p>During the warranty period, the services provided by the Bidder should cover at least all the requirements mentioned in the Maintenance Contract.</p>		

Bidder undertakes to maintain the equipment for a period of up to five years (inclusive of warranty) should the purchaser wish to enter into a maintenance contract as per conditions of Specimen Maintenance Contract at the CIB Download Centre http://cib.govmu.org (both for Software Maintenance Agreement and Hardware Maintenance Agreement)	The maintenance charges quoted in the Price Schedule should include labour, parts & transport for first 5 years (inclusive of warranty) For the financial Evaluation, the overall cost of the proposal will be the sum of the cost of equipment, software, installation & commissioning and the maintenance charges for the first five years (inclusive of warranty) and any other cost involved.		
Support service in the absence of a maintenance contract	The Bidder should undertake to provide parts over at least 5 years following the purchase of the equipment. Bidders should also provide maintenance services for the equipment at least on an intervention basis for the 6th and 7th year of operation		
Maintenance of antivirus software after the warranty period should the purchaser wish to enter into a maintenance contract	Software upgrade, virus definition upgrade should be delivered to the purchaser by the Bidder		

Specification and Compliance Sheet Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____

(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

PART 3 - Contract

Section VI. General Conditions of Contract

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Section VI. General Conditions of Contract

1. Definitions

1.1 The following words and expressions shall have the meanings hereby assigned to them:

- (a) “Contract” means the Contract Agreement entered into between the Purchaser and the Supplier, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- (b) “Contract Documents” means the documents listed in the Contract Agreement, including any amendments thereto.
- (c) “Contract Price” means the price payable to the Supplier as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract.
- (d) “Day” means calendar day.
- (e) “Completion” means the fulfillment of the Related Services by the Supplier in accordance with the terms and conditions set forth in the Contract.
- (f) “GCC” means the General Conditions of Contract.
- (g) “Goods” means all of the commodities, raw material, machinery and equipment, and/or other materials that the Supplier is required to supply to the Purchaser under the Contract.
- (h) “Purchaser” means the entity purchasing the Goods and Related Services, as specified in the **SCC**.
- (i) “Related Services” means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other such obligations of the Supplier under the Contract.
- (j) “SCC” means the Special Conditions of Contract.
- (k) “Subcontractor” means any natural person, private or government entity, or a combination of the above, to whom any part of the Goods to be supplied or execution of any part of the Related Services is subcontracted by the Supplier.
- (l) “Supplier” means the natural person, private or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the

Purchaser and is named as such in the Contract Agreement.

- (m) “The Project Site,” where applicable, means the place named in the SCC.

2. Contract Documents

- 2.1 Subject to the order of precedence set forth in the Contract Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory. The Contract Agreement shall be read as a whole.

3. Fraud/Corruption and Integrity Clause

- 3.1 If the Purchaser determines that the Supplier and/or any of its personnel, or its agents, or its Subcontractors, consultants, service providers, suppliers and/or their employees has engaged in corrupt, fraudulent, collusive, coercive or obstructive practices, in competing for or in executing the Contract, then the Purchaser may, after giving 14 days notice to the Supplier, terminate the Supplier's employment under the Contract and cancel the contract, and the provisions of Clause 35 shall apply as if such expulsion had been made under Sub-Clause 35.1.

- (a) For the purposes of this Sub-Clause:

- (i) “corrupt practice” is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party⁷;
- (ii) “fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation⁸;
- (iii) “collusive practice” is an arrangement between two or more parties⁹ designed to achieve an improper purpose, including to influence improperly the actions of another party;
- (iv) “coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party¹⁰;

⁷ “Another party” refers to a public official acting in relation to the procurement process or contract execution. In this context, “public official” includes Public Body’s staff and employees of other organizations taking or reviewing procurement decisions.

⁸ “Party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

⁹ “Parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

¹⁰ “Party” refers to a participant in the procurement process or contract execution.

(v) “obstructive practice” is

- (aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Public body’s investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
- (bb) acts intended to materially impede the exercise of the Public body’s inspection and audit rights provided for under Clause 11 [Inspections and Audits by the Public body].

3.2 Should any employee of the Supplier be determined to have engaged in corrupt, fraudulent, collusive, coercive, or obstructive practice during the purchase of the Goods, then that employee shall be removed.

3.3 The Supplier shall take steps to ensure that no person acting for it or on its behalf will engage in any type of fraud and corruption during the contract execution.

Transgression of the above is a serious offence and appropriate actions will be taken against such supplier.

4. Interpretation

4.1 If the context so requires it, singular means plural and vice versa.

4.2 Incoterms

- (a) Unless inconsistent with any provision of the Contract, the meaning of any trade term and the rights and obligations of parties hereunder shall be as prescribed by Incoterms.
- (b) The terms EXW, CIP, FCA, CFR and other similar terms, when used, shall be governed by the rules prescribed in the edition of Incoterms specified in the SCC and published by the International Chamber of Commerce in Paris, France.

4.3 Entire Agreement

The Contract constitutes the entire agreement between the Purchaser and the Supplier and supersedes all communications, negotiations and agreements (whether written or oral) of the parties with respect thereto made prior

to the date of Contract.

4.4 Amendment

No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.

4.5 Non-waiver

- (a) Subject to GCC Sub-Clause 4.5(b) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.
- (b) Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

4.6 Severability

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

5. Language

- 5.1 The Contract as well as all correspondence and documents relating to the Contract exchanged by the Supplier and the Purchaser, shall be in English. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified, in which case, for purposes of interpretation of the Contract, this translation shall govern.
- 5.2 The Supplier shall bear all costs of translation to the governing language and all risks of the accuracy of such translation, for documents provided by the Supplier.
- 5.3 Notwithstanding the above, documents in French submitted with the bid may be accepted without translation.

6. Joint Venture, Consortium or Association

- 6.1 If the Supplier is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association. The composition or the

constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the Purchaser.

7. Eligibility

- 7.1 The Supplier and its Subcontractors shall have the nationality of an eligible country. A Supplier or Subcontractor shall be deemed to have the nationality of a country if it is a citizen or constituted, incorporated, or registered, and operates in conformity with the provisions of the laws of that country.
- 7.2 All Goods and Related Services to be supplied under the Contract shall have their origin in Eligible Countries. For the purpose of this Clause, origin means the country where the goods have been grown, mined, cultivated, produced, manufactured, or processed; or through manufacture, processing, or assembly, another commercially recognized article results that differs substantially in its basic characteristics from its components.

8. Notices

- 8.1 Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the **SCC**. The term “in writing” means communicated in written form with proof of receipt.
- 8.2 A notice shall be effective when delivered or on the notice’s effective date, whichever is later.

9. Governing Law

- 9.1 The Contract shall be governed by and interpreted in accordance with the laws of Mauritius, unless otherwise specified in the **SCC**.

10. Settlement of Disputes

- 10.1 The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- 10.2 If, after twenty-eight (28) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under the Contract. Arbitration proceedings shall be conducted in accordance with the rules of procedure **specified in the SCC**.
- 10.3 Notwithstanding any reference to arbitration herein,
- (a) the parties shall continue to perform their respective

obligations under the Contract unless they otherwise agree;
and

- (b) the Purchaser shall pay the Supplier any money due the Supplier.

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| 11. Inspections and Audit | 11.1 The Supplier shall permit, and shall cause its Subcontractors and consultants to permit, the Public Body and/or persons appointed by the Public Body to inspect the Supplier's offices and all accounts and records relating to the performance of the Contract and the submission of the bid, and to have such accounts and records audited by auditors appointed by the Public Body if requested by the Public Body. The Supplier's and its Subcontractors and consultants' attention is drawn to Clause 3 [Fraud and Corruption], which provides, inter alia, that acts intended to materially impede the exercise of the Public Body's inspection and audit rights provided for under this Sub-Clause 11.1 constitute a prohibited practice subject to contract termination. |
| 12. Scope of Supply | 12.1 The Goods and Related Services to be supplied shall be as specified in the Schedule of Requirements. |
| 13. Delivery and Documents | 13.1 Subject to GCC Sub-Clause 33.1, the Delivery of the Goods and Completion of the Related Services shall be in accordance with the Delivery and Completion Schedule specified in the Schedule of Requirements. The details of shipping and other documents to be furnished by the Supplier are specified in the SCC . |
| 14. Supplier's Responsibilities | 14.1 The Supplier shall supply all the Goods and Related Services included in the Scope of Supply in accordance with GCC Clause 12, and the Delivery and Completion Schedule, as per GCC Clause 13. |
| 15. Contract Price | 15.1 Prices charged by the Supplier for the Goods supplied and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier in its bid, with the exception of any price adjustments authorized in the SCC . |
| 16. Terms of Payment | <p>16.1 The Contract Price, including any Advance Payments, if applicable, shall be paid as specified in the SCC.</p> <p>16.2 The Supplier's request for payment shall be made to the Purchaser in writing, accompanied by invoices describing, as appropriate, the Goods delivered and Related Services performed, and by the documents submitted pursuant to GCC Clause 13 and upon fulfillment of all other obligations stipulated in the Contract.</p> <p>16.3 Payments shall be made promptly by the Purchaser, but in no case later than sixty (60) days after submission of an invoice or request for payment by the Supplier, and after the Purchaser has accepted it.</p> |

16.4 The currencies in which payments shall be made to the Supplier under this Contract shall be made subject to the following general principle:

- (a) payment will be made in the currency or currencies in which the the bid price is expressed.
- (b) Local bidders will be paid in fixed Mauritian Rupees or Mauritian rupees adjusted to the fluctuation in the rate exchange at the time of delivery, as specified in the SCC.

16.5 In the event that the Purchaser fails to pay the Supplier any payment by its due date or within the period set forth in the SCC, the Purchaser shall pay to the Supplier interest on the amount of such delayed payment at the rate shown in the SCC, for the period of delay until payment has been made in full, whether before or after judgment or arbitrage award.

17. Taxes and Duties

17.1 For goods manufactured outside Mauritius, the Supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside Mauritius.

17.2 For goods Manufactured within Mauritius, the Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.

17.3 If any tax exemptions, reductions, allowances or privileges may be available to the Supplier in Mauritius, the Purchaser shall use its best efforts to enable the Supplier to benefit from any such tax savings to the maximum allowable extent.

18. Performance Security

18.1 If required as specified in the SCC, the Supplier shall, within twenty-eight (28) days of the notification of contract award, provide a performance security for the performance of the Contract in the amount specified in the SCC.

18.2 The proceeds of the Performance Security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.

18.3 As specified in the SCC, the Performance Security, if required, shall be denominated in the currency(ies) of the Contract, or in a freely convertible currency acceptable to the Purchaser; and shall be in the form of a bank guarantee or in another format acceptable to the Purchaser.

18.4 The Performance Security shall be discharged by the Purchaser and returned to the Supplier not later than twenty-eight (28) days following the date of Completion of the Supplier's performance obligations under the Contract,

including any warranty obligations, unless specified otherwise in the **SCC**.

19. Copyright

- 19.1 The copyright in all drawings, documents, and other materials containing data and information furnished to the Purchaser by the Supplier herein shall remain vested in the Supplier, or, if they are furnished to the Purchaser directly or through the Supplier by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party

20. Confidential Information

- 20.1 The Purchaser and the Supplier shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract. Notwithstanding the above, the Supplier may furnish to its Subcontractor such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier under GCC Clause 20.
- 20.2 The Purchaser shall not use such documents, data, and other information received from the Supplier for any purposes unrelated to the contract. Similarly, the Supplier shall not use such documents, data, and other information received from the Purchaser for any purpose other than the performance of the Contract.
- 20.3 The obligation of a party under GCC Sub-Clauses 20.1 and 20.2 above, however, shall not apply to information that:
- (a) the Purchaser or Supplier need to share with institutions participating in the financing of the Contract;
 - (b) now or hereafter enters the public domain through no fault of that party;
 - (c) can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
 - (d) otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- 20.4 The above provisions of GCC Clause 20 shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the Supply or any part thereof.
- 20.5 The provisions of GCC Clause 20 shall survive completion or

termination, for whatever reason, of the Contract.

21. Subcontracting

- 21.1 The Supplier shall notify the Purchaser in writing of all subcontracts awarded under the Contract if not already specified in the bid. Such notification, in the original bid or later shall not relieve the Supplier from any of its obligations, duties, responsibilities, or liability under the Contract.
- 21.2 Subcontracts shall comply with the provisions of GCC Clauses 3 and 7.

22. Specifications and Standards**22.1 Technical Specifications and Drawings**

- (a) The Goods and Related Services supplied under this Contract shall conform to the technical specifications and standards mentioned in Section V, Schedule of Requirements and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is appropriate to the Goods' country of origin.
- (b) The Supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.
- (c) Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the Schedule of Requirements. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with GCC Clause 33.

23. Packing and Documents

- 23.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract. During transit, the packing shall be sufficient to withstand, without limitation, rough handling and exposure to extreme temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 23.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract, including additional requirements, if any, specified in the SCC, and in any other instructions ordered by the

Purchaser.

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| 24. Insurance | 24.1 Unless otherwise specified in the SCC , the Goods supplied under the Contract shall be fully insured—in a freely convertible currency from an eligible country—against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery, in accordance with the applicable Incoterms or in the manner specified in the SCC . |
| 25. Transportation | 25.1 Unless otherwise specified in the SCC , responsibility for arranging transportation of the Goods shall be in accordance with the specified Incoterms. |
| 26. Inspections and Tests | <p>26.1 The Supplier shall at its own expense and at no cost to the Purchaser carry out all such tests and/or inspections of the Goods and Related Services as are specified in the SCC.</p> <p>26.2 The inspections and tests may be conducted on the premises of the Supplier or its Subcontractor, at point of delivery, and/or at the Goods' final destination, or in another place in Mauritius as specified in the SCC. Subject to GCC Sub-Clause 26.3, if conducted on the premises of the Supplier or its Subcontractor, all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser.</p> <p>26.3 The Purchaser or its designated representative shall be entitled to attend the tests and/or inspections referred to in GCC Sub-Clause 26.2, provided that the Purchaser bear all of its own costs and expenses incurred in connection with such attendance including, but not limited to, all travelling and board and lodging expenses.</p> <p>26.4 Whenever the Supplier is ready to carry out any such test and inspection, it shall give a reasonable advance notice, including the place and time, to the Purchaser. The Supplier shall obtain from any relevant third party or manufacturer any necessary permission or consent to enable the Purchaser or its designated representative to attend the test and/or inspection.</p> <p>26.5 The Purchaser may require the Supplier to carry out any test and/or inspection not required by the Contract but deemed necessary to verify that the characteristics and performance of the Goods comply with the technical specifications codes and standards under the Contract, provided that the Supplier's reasonable costs and expenses incurred in the carrying out of such test and/or inspection shall be added to the Contract Price. Further, if such test and/or inspection impedes the progress of manufacturing and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Delivery Dates and Completion Dates and the other obligations so affected.</p> <p>26.6 The Supplier shall provide the Purchaser with a report of the</p> |

results of any such test and/or inspection.

26.7 The Purchaser may reject any Goods or any part thereof that fail to pass any test and/or inspection or do not conform to the specifications. The Supplier shall either rectify or replace such rejected Goods or parts thereof or make alterations necessary to meet the specifications at no cost to the Purchaser, and shall repeat the test and/or inspection, at no cost to the Purchaser, upon giving a notice pursuant to GCC Sub-Clause 26.4.

26.8 The Supplier agrees that neither the execution of a test and/or inspection of the Goods or any part thereof, nor the attendance by the Purchaser or its representative, nor the issue of any report pursuant to GCC Sub-Clause 26.6, shall release the Supplier from any warranties or other obligations under the Contract.

27. Liquidated Damages

27.1 Except as provided under GCC Clause 32, if the Supplier fails to deliver any or all of the Goods by the date(s) of delivery or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in the **SCC** of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in those **SCC**. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to GCC Clause 35.

28. Warranty

28.1 The Supplier warrants that all the Goods are new, unused, and of the most recent or current models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.

28.2 Subject to GCC Sub-Clause 22.1(b), the Supplier further warrants that the Goods shall be free from defects arising from any act or omission of the Supplier or arising from design, materials, and workmanship, under normal use in the conditions prevailing in Mauritius.

28.3 Unless otherwise specified in the **SCC**, the warranty shall remain valid for twelve (12) months after the Goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the **SCC**, or for eighteen (18) months after the date of shipment from the port or place of loading in the country of origin, whichever period concludes earlier.

28.4 The Purchaser shall give notice to the Supplier stating the nature of any such defects together with all available evidence thereof, promptly following the discovery thereof. The

Purchaser shall afford all reasonable opportunity for the Supplier to inspect such defects.

- 28.5 Upon receipt of such notice, the Supplier shall, within the period specified in the **SCC**, expeditiously repair or replace the defective Goods or parts thereof, at no cost to the Purchaser.
- 28.6 If having been notified, the Supplier fails to remedy the defect within the period specified in the **SCC**, the Purchaser may proceed to take within a reasonable period such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.

29. Patent Indemnity

- 29.1 The Supplier shall, subject to the Purchaser's compliance with GCC Sub-Clause 29.2, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of:
- (a) the installation of the Goods by the Supplier or the use of the Goods in the country where the Site is located; and
 - (b) the sale in any country of the products produced by the Goods.

Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the Supplier, pursuant to the Contract.

- 29.2 If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to in GCC Sub-Clause 29.1, the Purchaser shall promptly give the Supplier a notice thereof, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- 29.3 If the Supplier fails to notify the Purchaser within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser

shall be free to conduct the same on its own behalf.

29.4 The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim, and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

29.5 The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Supplier may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

30. Limitation of Liability

- 30.1 Except in cases of criminal negligence or willful misconduct,
- (a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser and
 - (b) the aggregate liability of the Supplier to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the supplier to indemnify the purchaser with respect to patent infringement

31. Change in Laws and Regulations

- 31.1 Unless otherwise specified in the Contract, if after the date of 28 days prior to date of Bid submission, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in Mauritius (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions where

applicable, in accordance with GCC Clause 15.

32. Force Majeure

- 32.1 The Supplier shall not be liable for forfeiture of its Performance Security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 32.2 For purposes of this Clause, “Force Majeure” means an event or situation beyond the control of the Supplier that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- 32.3 If a Force Majeure situation arises, the Supplier shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

33. Change Orders and Contract Amendments

- 33.1 The Purchaser may at any time order the Supplier through notice in accordance GCC Clause 8, to make changes within the general scope of the Contract in any one or more of the following:
- (a) drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
 - (b) the method of shipment or packing;
 - (c) the place of delivery; and
 - (d) the Related Services to be provided by the Supplier.
- 33.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier’s performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery/Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this Clause must be asserted within twenty-eight (28) days from the date of the Supplier’s receipt of the Purchaser’s change order.
- 33.3 Prices to be charged by the Supplier for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties

by the Supplier for similar services.

- 33.4 Subject to the above, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

34. Extensions of Time

- 34.1 If at any time during performance of the Contract, the Supplier or its subcontractors should encounter conditions impeding timely delivery of the Goods or completion of Related Services pursuant to GCC Clause 13, the Supplier shall promptly notify the Purchaser in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, in which case the extension shall be ratified by the parties by amendment of the Contract.
- 34.2 Except in case of Force Majeure, as provided under GCC Clause 32, a delay by the Supplier in the performance of its Delivery and Completion obligations shall render the Supplier liable to the imposition of liquidated damages pursuant to GCC Clause 26, unless an extension of time is agreed upon, pursuant to GCC Sub-Clause 34.1.

35. Termination

- 35.1 Termination for Default
- (a) The Purchaser, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Supplier, may terminate the Contract in whole or in part:
 - (i) if the Supplier fails to deliver any or all of the Goods within the period specified in the Contract, or within any extension thereof granted by the Purchaser pursuant to GCC Clause 34;
 - (ii) if the Supplier fails to perform any other obligation under the Contract; or
 - (iii) if the Supplier, in the judgement of the Purchaser has engaged in fraud and corruption, as defined in GCC Clause 3, in competing for or in executing the Contract.
 - (b) In the event the Purchaser terminates the Contract in whole or in part, pursuant to GCC Clause 35.1(a), the Purchaser may procure, upon such terms and in such manner as it deems appropriate, Goods or Related Services similar to those undelivered or not performed, and the Supplier shall be liable to the Purchaser for any additional costs for such similar Goods or Related Services. However, the Supplier shall continue

performance of the Contract to the extent not terminated.

35.2 Termination for Insolvency.

- (a) The Purchaser may at any time terminate the Contract by giving notice to the Supplier if the Supplier becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Purchaser

35.3 Termination for Convenience.

- (a) The Purchaser, by notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.
- (b) The Goods that are complete and ready for shipment within twenty-eight (28) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:
 - (i) to have any portion completed and delivered at the Contract terms and prices; and/or
 - (ii) to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the Supplier.

36. Assignment

- 36.1 Neither the Purchaser nor the Supplier shall assign, in whole or in part, their obligations under this Contract, except with prior written consent of the other party.

37. Export Restriction

- 37.1 Notwithstanding any obligation under the Contract to complete all export formalities, any export restrictions attributable to the Purchaser, to Mauritius, or to the use of the products/goods, systems or services to be supplied, which arise from trade regulations from a country supplying those products/goods, systems or services, and which substantially impede the Supplier from meeting its obligations under the Contract, shall release the Supplier from the obligation to provide deliveries or services, always provided, however, that the Supplier can demonstrate to the satisfaction of the Purchaser that it has completed all formalities in a timely manner, including applying for permits, authorizations and licenses necessary for the export of the products/goods, systems or services under the terms of the Contract.

Termination of the Contract on this basis shall be for the Purchaser's convenience pursuant to Sub-Clause 35.3.

Section VII. Special Conditions of Contract

The following Special Conditions of Contract (SCC) shall supplement and / or amend the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.

GCC 1.1(h)	The Purchaser is: National Empowerment Foundation
GCC 1.1 (m)	The Project Site is: Mauritius and Rodrigues
GCC 4.2 (a)	The meaning of the trade terms shall be as prescribed by Incoterms. If the meaning of any trade term and the rights and obligations of the parties hereunder shall not be as prescribed by Incoterms, they shall be as prescribed by: <i>Not Applicable</i>
GCC 4.2 (b)	The version edition of Incoterms shall be Incoterms 2010: <i>Not Applicable</i>
GCC 8.1	For <u>notices</u> , the Purchaser's address shall be: Attention: Officer In Charge, National Empowerment Foundation Street: La Poudriere Street Floor: 7th Floor City: <i>Port-Louis</i> Country: <i>Mauritius</i> Telephone: (230) 405 5190 Facsimile number: (230) 212 1376 Electronic mail address: contact@nef.mu
GCC 13.1	Details of Shipping and other Documents to be furnished by Suppliers are: <i>For 106 Tablets, NEFs</i> The shipping and other documents to be furnished by the Supplier are: <ul style="list-style-type: none"> (a) signed delivery note; (b) Acceptance Certificate (c) Certificate of origine emanated from the country's Chamber of Commerce and Industry
GCC 15.1	The prices charged for the Goods supplied and the related Services performed <i>shall not</i> be adjustable.

GCC 16.1	<p>The structure of payments (on submission of an invoice) shall be as follows:</p> <ul style="list-style-type: none"> • 20% of contract value after signature of contract against a Bank Guarantee for Advance Payment of equivalent value valid for 4 months beyond the delivery period specified above (Delivery and Documents). The bank guarantee can be cancelled should successful commissioning of the proposed system by the user be completed before the four months period. Similarly, the bidder may be required to extend the bank guarantee should there still be pending issues after the four months period. • 50% of contract value after installation of the system and completion of User Acceptance Testing and commissioning of tablets (including Light browser-based version or Mobile App). • 20% of the contract value after successful completion of Operational Acceptance Testing • 10% of contract value after one-year warranty period of the complete system. This amount may be released against a Bank Guarantee of equivalent value valid throughout the warranty period. Warranty will start as from the last date of successful completion of Operational Acceptance Testing and settlement of any pending issue <p>Kindly note that the payment structure (mainly the 50% - completion of UAT and 20% - completion of Operational Acceptance Testing) may be changed/adapted to the submitted project plan and project methodology proposed.</p>
GCC 16.4 (b)	Local Suppliers shall be paid in Mauritian Rupees only. The prices <i>shall not</i> be adjustable to fluctuation in the rate of exchange.
GCC 16.5	<p>Interest shall be payable immediately after the due date for payment.</p> <p>The interest rate shall be the legal rate by the Bank Of Mauritius</p>
GCC 18.1	<p>A Performance Security shall be required</p> <p>The amount of the Performance Security shall be 10% of the Contract Price. The performance security should be in the format as Section VI and shall be from a reputable bank.</p>
GCC 18.3	The Performance Security may be denominated in: Mauritian Rupees or in EURO, Dollars or Pound Sterling.
GCC 18.4	Discharge of the Performance Security shall take place: 2 months beyond the operational acceptance for the proposed System and no critical issues of the system is noted

GCC 23.2	The packing, marking and documentation within and outside the packages shall be: <i>Not Applicable</i>
GCC 24.1	<p>The insurance coverage shall be as specified in the Incoterms.</p> <p>If not in accordance with Incoterms, insurance shall be as follows:</p> <p>The insurance coverage shall be for the transportation of the goods to the NEF, Port Louis shall be for 100% the value of the goods ordered covering for all risks.</p>
GCC 25.1	<p>Responsibility for transportation of the Goods shall be as specified in the Incoterms:</p> <p>If not in accordance with Incoterms, responsibility for transportations shall be as follows: “The Supplier is required to transport the Goods to a specified place of final destination within Mauritius, defined as the Project Site. Transport to such place of destination in Mauritius, including insurance and storage, as shall be specified in the Contract, shall be arranged by the Supplier, and related costs shall be included in the Contract Price</p>
GCC 26.1	The inspections and tests shall be: <i>1. Test data to test functionalities of the system, 2. Full-fledged testing (unit testing, integration and system testing), 3. Testing the performance of the system with real data.</i>
GCC 26.2	The Inspections and tests shall be conducted at <i>NEF</i> .
GCC 27.1	The liquidated damages shall be 1% of the contract value per week.
GCC 27.1	The maximum amount of liquidated damages shall be 10% of the contract value
Delivery and Documents	The Purchaser expects to have the solution to be delivered, installed, and commissioned within 8 months from the date of signature of contract. Appropriate training will also have to be conducted within the specified timeframe.
GCC 28.5	The period for repair or replacement shall be: <i>as per Hardware Maintenance Agreement</i>

Acceptance of the Application Software	<p>The following will have to be addressed to the satisfaction of the users prior to acceptance of the system:</p> <p>All requirements of the users (including IT Security requirements) have been catered for in the Application Software.</p> <p>All identified scenarios are fully and comprehensively tested by the successful bidder and test results showing successful completion of tests are submitted.</p> <p>All bugs identified during UAT have been dealt with.</p> <p>All Trainings have been delivered to the satisfaction of users.</p> <p>All updated and latest documentations for the whole project are provided.</p>
Taxes and duties	<p>As regards to VAT, if the Supplier fails to quote separately for VAT in the Price Schedule of tender as instructed, his tendered price shall be deemed to be inclusive of VAT and no adjustment will be made to his price in respect thereof.</p>
Performance Security	<p>A performance security valid for 2 months beyond the operational acceptance for the proposed System (Delivery and Documents) in the form of a bank guarantee representing (10 %) of the contract price shall be required.</p>
Inspections and Tests	<p>The Successful bidder will have to deliver, install software and perform configuration & commissioning of proposed system and tablet. It is the responsibility of the supplier to make the entire system fully operational.</p>
Warranty	<p>Warranty period for the tablets shall be of a minimum duration of three 3 years.</p> <p>Warranty period for the PROPOSED SYSTEM will start from the last date of successful completion of Operational Acceptance Testing and settlement of any pending issue. Warranty period for the application software shall be of a minimum duration of one 1 year.</p> <p>Effective start date of the licenses (if applicable) for all software will be the date of start of warranty of the PROPOSED SYSTEM.</p> <p>During the warranty period, the company should undertake to attend to problems reported inline with the Software Maintenance Agreement and Hardware Maintenance Agreement.</p>

Section VIII. Contract Forms

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1. Contract Agreement

[The successful Bidder shall fill in this form in accordance with the instructions indicated]

THIS CONTRACT AGREEMENT is made

the *[insert: **number**]* day of *[insert: **month**]*, *[insert: **year**]*.

BETWEEN

- (1) *[insert complete name of Purchaser]*, a *[insert description of type of legal entity, for example, an agency of the Ministry of of the Government of { Mauritius }, or company incorporated under the laws of {Mauritius}]* and having its principal place of business at *[insert address of Purchaser]* (hereinafter called “the Purchaser”), and
- (2) *[insert name of Supplier]*, a company incorporated under the laws of *[insert: country of Supplier]* and having its principal place of business at *[insert: address of Supplier]* (hereinafter called “the Supplier”).

WHEREAS the Purchaser invited bids for certain Goods and related services, viz., *[insert brief description of Goods and Services]* and has accepted a Bid by the Supplier for the supply of those Goods and Services in the sum of *[insert Contract Price in words and figures, expressed in the Contract currency(ies)]* (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement, words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall constitute the Contract between the Purchaser and the Supplier, and each shall be read and construed as an integral part of the Contract:
 - (a) This Contract Agreement
 - (b) Special Conditions of Contract
 - (c) General Conditions of Contract
 - (d) Technical Requirements (including Schedule of Requirements and Technical Specifications)
 - (e) The Supplier’s Bid and original Price Schedules
 - (f) The Purchaser’s Notification of Award
 - (g) *[Add here any other document(s)]*
3. This Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.
4. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide

the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

5. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Mauritius on the day, month and year indicated above.

For and on behalf of the Purchaser

Signed: *[insert signature]*
in the capacity of *[insert title or other appropriate designation]*
in the presence of *[insert identification of official witness]*

For and on behalf of the Supplier

Signed: *[insert signature of authorized representative(s) of the Supplier]*
in the capacity of *[insert title or other appropriate designation]*
in the presence of *[insert identification of official witness]*

2. Performance Security

[The bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]

Date: *[insert date (as day, month, and year) of Bid Submission]*
Procurement Reference No. and title: *[insert no. and title of bidding process]*

Bank's Branch or Office: *[insert complete name of Guarantor]*

Beneficiary: *[insert complete name of Purchaser]*

PERFORMANCE GUARANTEE No.: *[insert Performance Guarantee number]*

We have been informed that *[insert complete name of Supplier]* (hereinafter called "the Supplier") has entered into Contract No. *[insert number]* dated *[insert day and month]*, *[insert year]* with you, for the supply of *[description of Goods and related Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a Performance Guarantee is required.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum(s) not exceeding *[insert amount(s)¹¹ in figures and words]* upon receipt by us of your first demand in writing declaring the Supplier to be in default under the Contract, without cavil or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This Guarantee shall expire no later than the *[insert number]* day of *[insert month]* *[insert year]*,¹² and any demand for payment under it must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758.

[signatures of authorized representatives of the bank and the Supplier]

¹¹ The Bank shall insert the amount(s) specified in the SCC and denominated, as specified in the SCC, either in the currency(ies) of the Contract or a freely convertible currency acceptable to the Purchaser.

¹² Dates established in accordance with Clause 18.4 of the General Conditions of Contract ("GCC"), taking into account any warranty obligations of the Supplier under Clause 16.2 of the GCC intended to be secured by a partial Performance Guarantee. The Purchaser should note that in the event of an extension of the time to perform the Contract, the Purchaser would need to request an extension of this Guarantee from the Bank. Such request must be in writing and must be made prior to the expiration date established in the Guarantee. In preparing this Guarantee, the Purchaser might consider adding the following text to the Form, at the end of the penultimate paragraph: "We agree to a one-time extension of this Guarantee for a period not to exceed [six months] [one year], in response to the Purchaser's written request for such extension, such request to be presented to us before the expiry of the Guarantee."

3. Bank Guarantee for Advance Payment

[The bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated.]

Date: *[insert date (as day, month, and year) of Bid Submission]*
Procurement No. and title: *[insert number and title of bidding process]*

[bank's letterhead]

Beneficiary: *[insert legal name and address of Purchaser]*

ADVANCE PAYMENT GUARANTEE No.: *[insert Advance Payment Guarantee no.]*

We, *[insert legal name and address of bank]*, have been informed that *[insert complete name and address of Supplier]* (hereinafter called "the Supplier") has entered into contract with you - Contract No. *[insert number]* dated *[insert date of Agreement]* - for the supply of *[insert types of Goods to be delivered]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance is to be made against an advance payment guarantee.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *[insert amount(s)]*¹³ *in figures and words* upon receipt by us of your first demand in writing declaring that the Supplier is in breach of its obligation under the Contract because the Supplier used the advance payment for purposes other than toward delivery of the Goods.

It is a condition for any claim and payment under this Guarantee to be made that the advance payment referred to above must have been received by the Supplier on its account *[insert number and domicile of the account]*

This Guarantee shall remain valid and in full effect from the date of the advance payment received by the Supplier under the Contract until *[insert date]*¹⁴.

This Guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 758.

[signature(s) of authorized representative(s) of the bank]

¹³ The bank shall insert the amount(s) specified in the SCC and denominated, as specified in the SCC, either in the currency(ies) of the Contract or a freely convertible currency acceptable to the Purchaser.

¹⁴ Insert the Delivery date stipulated in the Contract Delivery Schedule. The Purchaser should note that in the event of an extension of the time to perform the Contract, the Purchaser would need to request an extension of this Guarantee from the bank. Such request must be in writing and must be made prior to the expiration date established in the Guarantee. In preparing this Guarantee, the Purchaser might consider adding the following text to the Form, at the end of the penultimate paragraph: "We agree to a one-time extension of this Guarantee for a period not to exceed [six months][one year], in response to the Purchaser's written request for such extension, such request to be presented to us before the expiry of the Guarantee."

ANNEX – FORMS USED BY NEF

THE MARSHALL PLAN SOCIAL CONTRACT

(Hereinafter referred to as “Contract”)

BY AND BETWEEN

The Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division), as represented by the National Empowerment Foundation, having its registered office at Garden Tower, La Poudrière Street, Port-Louis (Hereinafter referred to as the “Foundation”).

ON THE ONE HAND

AND

Mr/Mrs/Ms..... bearing National Identity Card No. and SRM No. and residing at (Hereinafter referred to as the “Beneficiary”)

ON THE OTHER HAND

WHEREAS –

- A. The Foundation was set up in July 2008 to widen the circle of opportunities so that the low-income and the vulnerable households could integrate the mainstream economy and society through Social Integration and Empowerment.**
- B. The terms and conditions of this Contract are as laid down below:**

THE PARTIES HEREBY AGREE AS FOLLOWS –

1. Definitions

“Account” means the bank account number of the Beneficiary;

“Subsistence Allowance” means, in relation to the Beneficiary, the financial allowance calculated in accordance with his/her monthly income and living conditions;

“Ministry” means the Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division).

2. Obligations of Beneficiary

2.1 The Beneficiary shall comply with all the terms and conditions of this Contract.

2.2 The Beneficiary undertakes to communicate all relevant details with respect to the name of his/her bank and his/her Account in which payment of the Subsistence Allowance shall be credited on a monthly basis by the Ministry.

2.3 The Beneficiary agrees that payment of the Subsistence Allowance, amounting to Rupees (amount in words), shall be credited to his/her Account No..... at Bank.

2.4 The Beneficiary shall comply with such other terms and conditions that the Foundation may, on behalf of the Ministry, communicate in writing to the Beneficiary as and when so required, provided reasonable notice is given to the Beneficiary.

2.5 The Beneficiary also agrees to the following conditions: -

- (i) To provide information on the family members pertaining to education, health issues, housing conditions, employment and judicious use of the Subsistence Allowance, and any other information specified at paragraph (ii) of this Clause.
- (ii) To call at the nearest Social Security Office of the Ministry of Social Integration, Social Security and National Solidarity for updating of information concerning any aspect of this Contract as well as, inter alia, any school changes and changes in the composition of the Beneficiary family in case of birth, death, marriage or incorporation of any direct relatives of the Beneficiary and his or her partner, and provision of official documents relating to the change in school and family status, such as, birth certificate, death certificate, marriage certificate or any other documents indicating civil identity, change in income, job status and residential address. Failure to notify within fifteen days of such changes may lead to the suspension, cancellation or termination of support.
- (iii) To receive periodic visits - monthly in the first six months, and every two months after that period – from the Case Management Officers of the Foundation who will provide guidance and support to the Beneficiary in relation to the family development objectives through increased access to the following services offered by Government agencies and any other approved bodies/stakeholders:
 - Education and vocational training offered by the Ministry of Education, Tertiary Education, Science and Technology, the Mauritius Institute of Training and Development (MITD);
 - Employment and livelihoods offered by the Ministry of Labour, Human Resource Development and Training;
 - Healthcare in the Health Service Points closest to the Beneficiary's residence; and
 - Programmes offered by the Ministry of Gender Equality and Family Welfare geared towards the promotion of family welfare.

- (iv) With the assistance of the Case Management Officers of the Foundation, to be involved in the writing of a Family Development Plan for the Beneficiary and

his/her family that sets goals for family's socio-economic empowerment (including, income generation, education, parenting, health, community life, living environment, etc.) and agreeing on steps toward its fulfilment, and to provide feedback to the Case Management Officers of the Foundation on the Empowerment Programmes, its implementation and services provided.

EDUCATION OF CHILDREN

- (v) To ensure that no child under 16 years should leave educational and/or vocational training institutions against remuneration.
- (vi) To ensure that the school attendance for dependent children and youth of 3-23 years old, who are attending a registered school or institution, is as follows:
where in 2 consecutive months, the child/youth has in either month been in attendance for not less than 90 percent of the number of days he is required to be in attendance; or for not less than 75 percent of the number of days he is required to be in attendance where the child/youth is suffering from a chronic disease or a disability as certified by a medical practitioner.

ECONOMIC EMPOWERMENT

- (vii) To ensure the registration of:
 - a) unemployed working-age adults, who are able to work, with the Employment Exchange of the Ministry of Labour, Human Resource Development and Training or the setting up of a micro business or any income generating activity; and
 - b) Unemployed working-age adults, who are suffering from any form of disabilities, with the Training and Employment of Disabled Persons Board.
- (viii) To comply, where applicable, with at least 90 percent attendance in training/placement with a view to enhancing employability skills.
- (ix) To accept, where applicable, a training, placement or job offer which match the profile of the Beneficiary.

HEALTHCARE

- (x) To keep current medical card records with proof of vaccination/immunizations for all family members as required by the Ministry of Health and Wellness, regular prenatal and postnatal check-ups as well as other preventive medical care and Family Planning.

FAMILY EMPOWERMENT

- (xi) To participate actively in training and programmes geared towards family welfare under the guidance of the Case Management Officers of the Foundation on available life-skill training.

3. Obligations of the Ministry and the Foundation

3.1 The Ministry shall ensure the prompt payment of the Subsistence Allowance in accordance with this Contract.

3.2 The Ministry, through the Foundation, shall act as facilitator to provide opportunities for employment, training, education of younger members and any other support to the Beneficiary as a means of empowerment.

3.3 The Case Management Officers of the Foundation are responsible for:

- (i) Accompanying, guiding, advising and supporting the Beneficiary on the elaboration of the Family Development plan, meeting the Contract's requirements as well as on the available Complementary Services;
- (ii) Referring the Beneficiary to core service providers and ensure proper follow-ups;
- (iii) Monitoring the family's progress by means of regular visits as mentioned at paragraph 2.5(iii);
- (iv) Collecting feedback from the family regarding concerns and problems about its participation in the Programme;
- (v) Monitoring periodically the compliance of the Beneficiary with the conditions of this Contract and progress achieved by the family during the term of this Contract.
- (vi) Reviewing the compliance to the conditions of this Contract and progress achieved by the family after a period of one year of the signing of the Contract.

4. Complementary Services

4.1 The Case Management Officers of the Foundation will advise the Beneficiary on complementary services which are available for the furtherance of the Family Development Plan. The available services are provided by the following institutions, among others:

- (i) Ministry of Gender Equality and Family Welfare
 - National Women Entrepreneur Council
 - National Women Council
 - Child Development Unit
 - National Children Council

- (ii) Ministry of Education, Tertiary Education, Science and Technology
 - Mauritius Institute of Training and Development
 - Human Resource Development and Training Schools
 - Special Educational Needs Authority
- (iii) Ministry of Labour, Human Resource Development and Training;
- (iv) Ministry of Youth Empowerment, Sports and Recreation
- (v) Ministry of Health and Wellness
- (vi) Ministry of Housing and Land Use Planning and National Housing Development Company Ltd
- (vii) Ministry of Industrial Development, SMEs and Cooperatives
 - SME Mauritius Ltd

5. Modalities of payment of Subsistence Allowance

- 5.1 The Subsistence Allowance will be payable to the Beneficiary the following month after the date of signature of this Contract by both Parties for a period of twenty four (24) months.
- 5.2 The Subsistence Allowance may continue to be provided to the beneficiary for a maximum period of another twelve (12) months, if the latter is found compliant after an assessment.
- 5.3 In case of any unlawful use of the Subsistence Allowance or non-adherence to any of the terms and conditions of this Contract as set out under Section 2 above, payment of the Subsistence Allowance as well as other support may be withdrawn and the Contract may even be cancelled or terminated in accordance with provisions under the Social Integration and Empowerment Act 2016.

6. Execution, Variation and Termination of Contract

- 6.1 This Contract shall enter into force on the date of signature of this Contract by both Parties.
- 6.2 This Contract shall be valid for a period of twenty four(24) months as from the date of signature of this Contract by both Parties.
- 6.3 This Contract may be extended for an additional period of twelve (12) months from the date of expiration of the present Contract, subject to the beneficiary being found eligible under the Social Register of Mauritius after re-assessment.
- 6.4 The terms and conditions of this Contract may be varied unilaterally, at any point in time, by the Foundation.
- 6.5 The Ministry reserves the right to take up any action it deems fit if the beneficiary does not comply with the conditions stipulated in this Contract.
- 6.6 The Foundation reserves the right to recommend for the termination of the Contract once it comes to its knowledge that the household income has exceeded the threshold.

- 6.7 The Ministry reserves the right to request the Social Security and National Solidarity Division to re-assess any registered household at any point in time after the signature of the contract whenever any family member reaches the age of 60 years or has passed away.

7. Dispute resolution and Jurisdiction.

- 7.1 This Contract shall be governed by and construed in accordance with the laws of the Republic of Mauritius.

- 7.2 In the event of any dispute and differences arising from the application of this Contract, the Parties shall attempt to resolve the disputes and differences amicably by mutual consultation and/or negotiation.

8. Contact Person, correspondence and service of legal documents

FOR THE FOUNDATION	FOR THE BENEFICIARY
<p>.....</p> <p>Chief Executive Officer</p> <p>National Empowerment Foundation</p> <p>8th Floor, Garden Tower,</p> <p>La Poudrière Street,</p> <p>Port Louis</p> <p>Tel: 405 5100 / Fax: 212 3325</p>	<p>.....</p> <p>.....</p> <p>.....</p>

9. Counterparts

This Contract has been executed in three (3) counterparts, each of which shall be deemed to be an original and all of which shall together constitute one and the same instrument.

10. Duly Authorised Signatories

FOR AND ON BEHALF OF THE CHIEF EXECUTIVE OFFICER

Mr/Mrs/Ms.:

Position held:

Signature :

Date :

FOR THE BENEFICIARY

Mr/Mrs/Ms.:

Signature :

Date :

The contents of this Contract have been read over and explained to the Beneficiary in creole language by the duly authorised signatory of the Foundation and the Beneficiary agrees that he/she fully understands and is agreeable to all terms and conditions contained herein.

Beneficiary:

.....

Signature:

Date :

**NATIONAL EMPOWERMENT FOUNDATION
PRELIMINARY REPORT ON INITIAL VISIT TO FAMILY**

DISTRICT	
SRRM NUMBER	
SURNAME OF CLAIMANT	
NAME OF CLAIMANT	
ID OF CLAIMANT	
ADDRESS:	
MVCA	
CONTACT NUMBER	
DATE OF MP SOCIAL CONTRACT	

DEMOGRAPHIC HOUSEHOLD MEMBER/S CHARACTERISTICS			
SN	NAME OF FAMILY MEMBERS REGISTERED ON SRM	RELATIONSHIP TO CLAIMANT	AGE
1		Claimant	
2			
3			
4			
5			
6			
7			
8			

EMPLOYMENT STATUS					
SN	NAME OF MEMBERS	PRESENT OCCUPATION	MONTHLY INCOME	IS MEMBER REGISTERED @ EIC (REGISTRATION NUMBER)	REASONS FOR UNEMPLOYMENT
1					
2					
3					
4					
5					

EDUCATIONAL STATUS			
SN	NAME OF MEMBERS	NAME OF INSTITUTION	GRADE
1			
2			
3			
4			
5			

D. LIVING AND HOUSING CONDITION		
SN	LIVING CONDITION	DETAILS
1	Type of Building	
2	Number of Rooms	
3	Type of Tenure - Specify: i) Name of owner/landlord ii) Rented Book verified	
4	Availability of Kitchen (Inside/Outside)	
5	Toilet / Bathroom facilities (Inside/Outside)	
6	Access to Utilities (CWA, CEB) – Specify Name of Utilities' Owner	
7	Assets: i) Land- Title deed verified ii) Vehicles- Horse Power Number	
8	Facilities Available - Canal Sat / Parabole / My.T/ADSL/Emtel Airbox Name of Applicant:	

I, Mr/Miss/Mrs....., bearing NIC Number, hereby confirm that I have provided all correct information to the Case Management Officer (CMO).

Name & Signature of Beneficiary :

Name & Signature CMO :

Date of Visit:

SECTION 1 – HOUSEHOLD DETAILS

DISTRICT	
SRRM NUMBER	
SURNAME OF CLAIMANT	
NAME OF CLAIMANT	
SURNAME OF HEAD OF FAMILY	
NAME OF HEAD OF FAMILY	
ADDRESS	
MUNICIPAL / VILLAGE COUNCIL AREA	
CONTACT NUMBER	
NUMBER OF MEMBERS REGISTERED ON SRM	
DATE OF SOCIAL CONTRACT SIGNED	
SUBSISTENCE ALLOWANCE (Rs)	

HOUSEHOLD RESIDENTIAL LOCATION

NICK NAME OF CLAIMANT:

ADDRESS:

HOUSE NUMBER:

HOUSING STRUCTURE:

HOUSE COLOUR:

LANDMARK:

MAP OF RESIDENTIAL AREA OF HOUSEHOLD

SECTION 2 – HOUSEHOLD COMPOSITION

MEMBER CODE	SURNAME	NAME	GENDER	RELATIONSHIP TO HEAD	DOB	AGE
1						
2						
3						
4						
5						
6						
7						
8						

9						
10						

SECTION 3 – EMPLOYMENT STATUS OF HOUSEHOLD MEMBERS

DETAILS	Claimant Member Code:	Member Code:
PRESENT OCCUPATION		
PRESENT STATUS ¹⁵		
PRESENT EMPLOYER		
PLACE OF WORK		
CONTACT NUMBER FOR PLACE OF WORK		
MONTHLY INCOME (Basic Salary)		
VERIFICATION OF INCOME (Payslip)		
PAST WORK EXPERIENCE		
REGISTRATION AT EIC – SPECIFY REGISTRATION CARD NUMBER		
NEEDS ¹⁶		
DETAILS	Member Code:	Member Code:
PRESENT OCCUPATION		

¹⁵ F/T – Full Time Employment, P/T, Part Time Employment, U – Unemployed, CW – Casual Worker

¹⁶ Needs – To specify (Employment Interested and Sector)

PRESENT STATUS		
PRESENT EMPLOYER		
PLACE OF WORK		
CONTACT NUMBER FOR PLACE OF WORK		
MONTHLY INCOME		
VERIFICATION OF INCOME (Payslip)		
PAST WORK EXPERIENCE		
REGISTRATION AT EIC – SPECIFY REGISTRATION CARD NUMBER		
NEEDS		

SECTION 4 – EDUCATIONAL/TRAINING STATUS OF HOUSEHOLD MEMBERS

A. PREVIOUS EDUCATIONAL/TRAINING DETAILS OF HOUSEHOLD MEMBERS

DETAILS	Member Code:	Member Code:	Member Code:	Member Code:
EDUCATIONAL LEVEL & GRADE ¹⁷				
TRAINING FOLLOWED / YEAR				

¹⁷ To specify – Primary / Prevoc / Secondary / Tertiary

TRAINING INSTITUTION				
SKILLS				
TRAINING NEEDS¹⁸				

B. PRESENT EDUCATIONAL DETAILS OF HOUSEHOLD MEMBERS AGED 3 TO 23 YEARS

DETAILS	Member Code:	Member Code:	Member Code:
EDUCATIONAL INSTITUTION			
LEVEL¹⁹			
GRADE			
LAST TERM ACADEMIC RESULTS²⁰			
SCHEMES BENEFITTED – Specify Year			
PRESENT SUPPORT FROM RELEVANT INSTITUTIONS/NGOS²¹			
NAME OF NGOS/ INSTITUTION			

¹⁸ To specify – Field / Sector

¹⁹ To specify – Pre Primary / Primary / Prevoc / Secondary / Tertiary

²⁰ To specify – Pass/Fail/Aggregate/Overall Percentage

²¹ To specify – Follow up by Institutions / NGO for Remedial Education/Food Support/Logistic Support; Follow up by Educational Psychologists/Social Worker, ETC

PARTICIPATION/NEEDS FOR EXTRA CURRICULAR ACTIVITIES			
NEEDS – EDUCATIONAL/TRAINING SUPPORT			

DETAILS	Member Code:	Member Code:	Member Code:
EDUCATIONAL INSTITUTION			
LEVEL²²			
GRADE			
LAST TERM ACADEMIC RESULTS²³			
SCHEMES BENEFITTED – Specify Year			
PRESENT SUPPORT FROM RELEVANT INSTITUTIONS/NGOS²⁴			
NAME OF NGOS/ INSTITUTION			
PARTICIPATION/NEEDS FOR EXTRA CURRICULAR ACTIVITIES			
NEEDS – EDUCATIONAL/TRAINING SUPPORT			

C. DETAILS ON HOUSEHOLD MEMBER/S OUT OF SCHOOL (Below 16 Years)

²² To specify – Pre Primary / Primary / Prevoc / Secondary / Tertiary

²³ To specify – Pass/Fail/Aggregate/Overall Percentage

²⁴ To specify – Follow up by Institutions / NGO for Remedial Education/Food Support/Logistic Support; Follow up by Educational Psychologists/Social Worker, ETC

MEMBER CODE	AGE	REASON/S	CURRENT ACTIVITY	NEEDS ²⁵

SECTION 5 – HEALTH STATUS OF HOUSEHOLD MEMBERS²⁶

A. HEALTH DETAILS OF HOUSEHOLD MEMBERS HAVING HEALTH PROBLEMS/ISSUES

DETAILS	Member Code :	Member Code :	Member Code :	Member Code :
PRESENT HEALTH PROBLEM ²⁷				
HEALTH INSTITUTION ATTENDED FOR TREATMENT				
AVAILABILITY OF HEALTH CARD ²⁸				

²⁵ To specify - Entrepreneurship / Small Business, Training, Enrollment to Specialised School, Employment, Referral to integrate School/College, Other

²⁶ To fill in details for members having health problems, babies/infants and pregnant women, disability

²⁷ To Specify - Suffering from Non- Communicable Diseases (NCDs)/ Pregnant/ Suffering from Terminal Illness, Suffering from Skin Infections, Heart Patient, Physical Impairment, Mental Impairment, Others

²⁸ To Specify – Yes/No and Health Card Number

AVAILABILITY OF VACCINATION CARD ²⁹				
AVAILABILITY OF PRENATAL CARE CARD ³⁰				
PRESENT FOLLOW UP³¹				
NEEDS³²				

SECTION 7 – HOUSING AND LIVING ENVIRONMENT STATUS

A. HOUSING DETAILS

DETAILS	SPECIFY	NEEDS³³
HOUSING TENURE³⁴		
TYPE OF HOUSING³⁵		
NUMBER OF ROOMS		
AVAILABILITY OF KITCHEN³⁶		
SANITATION FACILITIES – TOILET ³⁷		
SANITATION FACILITIES – BATHROOM³⁸		
AVAILABILITY OF ABSORPTION PIT OR ACCESS TO WASTE WATER SYSTEM		

²⁹ To Specify – Yes/No, Health Card Number and last Vaccination Date

³⁰ To Specify – Yes/No/Not Applicable, Health Card Number and Last Checkup date

³¹ To specify – Nature of follow up and name of NGO/Institutions for Health & Psychological Support

³² Referral to Healthcare Service for Treatment, counselling on Healthy Diet, Pre-Natal Care, Family Planning Services, Immunization, Counselling on Personal Hygiene, Sensitisation on Healthy Lifestyles, Home Visits by Health Care Specialist, Medical Screening, HIV Treatment, Others

³³ To specify - New house in concrete from NEF, New house from NHDC, New house in CIS, Upgrading of present housing unit, State Land Lease for land ownership, Regularization of squatting condition, Demolition of Asbestos house, Legal support to secure own Title Deed, others.

³⁴ To specify – Own, Free Sheltered (by Whom), Renting (Amount Paid and name of landlord), NHDC/CHA/EDC House, Squatter, Homeless/Living in Shelter

³⁵ To specify – CIS, CCIS, Concrete, Asbestos, Improvised Structure, Others

³⁶ To specify - OWN (CIS, CCIS, CONCRETE, IMPROVISED STRUCTURE), Shared (with whom), No Access (Where they use)

³⁷ To specify - OWN (CIS, CCIS, CONCRETE, IMPROVISED STRUCTURE), Shared (with whom), No Access (Where they use)

³⁸ To specify - OWN (CIS, CCIS, CONCRETE, IMPROVISED STRUCTURE), Shared (with whom), No Access (Where they use)

B. LIVING ENVIRONMENT AND OTHER DETAILS

DETAILS	SPECIFY	NEEDS
ACCESS TO UTILITIES (CWA, CEB) ³⁹		
MONTHLY PAYMENT EFFECTED FOR CWA, CEB		
AVAILABILITY OF COMPUTER/LAPTOP/SMARTPHONE/TV		
AVAILABILITY OF ASSETS – LAND, VEHICLES, ETC		
FACILITIES AVAILABLE - CANAL SAT / PARABOLE / MY.T / INTERNET BROADBAND ⁴⁰		
MONTHLY PAYMENT EFFECTED FOR INTERNET FACILITIES		
AVAILABILITY OF LAND FOR PROJECTS / SPECIFY APPROX. AREA		
ANY HURDLES/RISKS OBSERVED IN THE LIVING ENVIRONMENT		

SECTION 8 – SOCIO ECONOMIC DETAILS OF THE HOUSEHOLD

A. SOCIAL PROBLEMS FACED BY THE HOUSEHOLD

MEMBER CODE	PROBLEM FACED ⁴¹	ACTION TAKEN BY FAMILY FOR PROBLEM	FOLLOW UP DONE ⁴²	NEEDS

³⁹ To specify – Own, Shared (with whom), No Access (How they manage)

⁴⁰ To specify – Own, Shared (with whom), No Access (How they manage)

⁴¹ To specify – Domestic Violence, Child Abuse, Substance Abuse, Alcoholism, Disruptive Behaviour, HIV/AIDS, Homelessness, School Drop Out, Others

⁴² To specify – Support provided and Institutions/NGOs involved

B. FAMILY EMPOWERMENT – ASSISTANCE BENEFITTED BY THE HOUSEHOLD

MEMBER CODE	TYPE OF ASSISTANCE / SUPPORT ⁴³	TIME PERIOD	INSTITUTIONS/NGOS	NEEDS ⁴⁴

SECTION 9 - SITUATIONAL ANALYSIS OF THE HOUSEHOLD

STRENGTHS IN THE HOUSEHOLD - SPECIFY VISIBLE INDICATORS ⁴⁵

--

WEAKNESSES IN THE HOUSEHOLD - SPECIFY VISIBLE INDICATORS⁴⁶

--

⁴³ To specify type of assistance (Social Aid, Grant, and quantum (if any)

⁴⁴ To specify - Social Aid, Carer's Allowance, Invalid Allowance, Support for Purchase of Books, Others

⁴⁵ To specify - All Adults are working, Unemployed members have registered with Employment Information Centre, Children are attending school/college/university/training, Good Housing Condition, Hygienic Living Environment, Support of family members for child care (Presence of Caring Adults), Family willing to provide all information during the visit, Effort to generate income through Agriculture or Farming, Others.

⁴⁶ Head or Spouse not willing to work, No effort to generate income or register for employment, Children less than 16 years out of school, Signs of child neglect, Signs of domestic violence, Spouse fearful to give information in absence of head, Unhygienic Living Environment, Alcoholism, Any offence, Others

--

SECTION 10

SUMMARY ON NEEDS AND GOALS OF THE HOUSEHOLD

SN	AREA OF INTERVENTION	NEEDS IDENTIFIED	GOALS SET	PROPOSED TIMEFRAME FOR INTERVENTIONS	ANY CONSTRAINTS/ HURDLES TO MEET NEEDS
ECONOMIC EMPOWERMENT					
1	Employment				
2	Training				
3	Self-Employment /Entrepreneurship				
EDUCATION					
1	School Materials				
2	Coaching/ Remedial Education				
3	Pedagogical Materials				
4	School Dropouts				

5	Psychological Support				
HEALTH					
1	Screening				
2	Medical Aid				
3	Sensitisation				
4	Family Planning				
5	Urgent Referral				
FAMILY EMPOWERMENT					
1	Life skills				
2	Extra – Curricular Activities				
3	Psychological Support				
4	Any other Support to Household				

I, **Mr/Miss/Mrs.....**, bearing **ID Number**, hereby confirms that I have provided all correct information to the Case Management Officer (CMO) on details, needs and

goals of my household. I also acknowledge that the CMO has explained to me the purpose of collecting information on my household in Creole language and has ensured that confidentiality will be maintained. I also agree to participate fully in reaching all goals set herein together with the CMO, for the empowerment of my household.

Surname & Name of Respondent :

Signature of Respondent :

Surname & Name of CMO :

Signature of CMO :

Date of Visit :

Recommendation of Community Project Executive:

NEEDS	ACTIONS TAKEN	FURTHER ACTIONS PROPOSED	STAKEHOLDERS	REMARKS

Certified by:

Name & Signature of CPE :

Date :

HOUSEHOLD DETAILS

SRRM NUMBER	
MVCA / VCA NAME	
ADDRESS	
CLAIMANT SURNAME	
CLAIMANT NAME	
DATE OF MPSC	
CONTACT NUMBER	
CURRENT EMPLOYMENT STATUS OF CLAIMANT AND SPOUSE AND ANY OTHER ADULT MEMBER	1. CLAIMANT OCCUPATION: MONTHLY INCOME:
	2. SPOUSE OCCUPATION: MONTHLY INCOME:

	3. MEMBER OCCUPATION: MONTHLY INCOME:
	4. MEMBER OCCUPATION: MONTHLY INCOME:
CHANGES OBSERVED IN FAMILY COMPOSITION/ SITUATION/ADDRESS (SUBMIT PROOF ON CHANGE)	
ACTION TAKEN FOR CHANGES OBSERVED – SPECIFY DATE OF MEMO ISSUED	
DETAILS ON USE OF SUBSISTENCE ALLOWANCE	
DETAILS ON USE OF CHILD ALLOWANCE (Where Applicable)	

ECONOMIC EMPOWERMENT STATUS – EMPLOYMENT

INITIAL NEEDS / PROBLEM IDENTIFIED (SPECIFY NAME OF MEMBER CONCERNED)	
ACTION TAKEN	
OUTCOME OF ACTION TAKEN	
PROGRESS/EFFORT MADE BY HOUSEHOLD	
CONSTRAINTS TO SUPPORT THE HHLD	
FURTHER ACTION TO BE TAKEN	

**ECONOMIC EMPOWERMENT STATUS - TRAINING &
ENTREPRENEURSHIP**

INITIAL NEEDS / PROBLEM IDENTIFIED (SPECIFY NAME OF MEMBER CONCERNED)	
--	--

ACTION TAKEN	
OUTCOME OF ACTION TAKEN	
PROGRESS/EFFORT MADE BY HOUSEHOLD	
CONSTRAINTS TO SUPPORT THE HHLD	
FURTHER ACTION TO BE TAKEN	

EDUCATION STATUS

NAME OF CHILDREN ATTENDING SCHOOL	
ATTENDANCE OF EACH CHILD FOR THE CORRECT MONTH (SPECIFY DATE OF ABSENCE AND REASONS)- SUBMIT PROOF FOR ABSENCE (FOR MEDICAL REASON, IF ANY)	<ol style="list-style-type: none"> 1. 2. 3. 4. 5.

INITIAL NEEDS / PROBLEM IDENTIFIED (SPECIFY NAME OF MEMBER CONCERNED)	
ACTION TAKEN	
OUTCOME OF ACTION TAKEN	
PROGRESS/EFFORT MADE BY HOUSEHOLD	
CONSTRAINTS TO SUPPORT THE HHLD	
FURTHER ACTION TO BE TAKEN	

HEALTH STATUS

INITIAL NEEDS / PROBLEM IDENTIFIED (SPECIFY NAME OF MEMBER CONCERNED)	
ACTION TAKEN	
OUTCOME OF ACTION TAKEN	
PROGRESS/EFFORT MADE BY HOUSEHOLD	
CONSTRAINTS TO SUPPORT THE HHLD	

FURTHER ACTION TO BE TAKEN	
-----------------------------------	--

FAMILY EMPOWERMENT STATUS

INITIAL NEEDS / PROBLEM IDENTIFIED (SPECIFY NAME OF MEMBER CONCERNED)	
ACTION TAKEN	
OUTCOME OF ACTION TAKEN	
PROGRESS/EFFORT MADE BY HOUSEHOLD	
CONSTRAINTS TO SUPPORT THE HHLD	
FURTHER ACTION TO BE TAKEN	

HOUSING STATUS

PRESENT HOUSING STATUS	1. TYPE: Of House; 2. TENURE: Land Ownership....., House Ownership..... 3. UTILITY AVAILABILITY: Water - Electricity – Waste Water Connection (If Applicable)- 4. MONTHLY UTILITY REPAYMENT: Water - Electricity -
CHANGES OBSERVED IN HOUSING STATUS / STRUCTURE	
NEEDS / PROBLEM IDENTIFIED	
ACTION TAKEN / TO BE TAKEN	
OUTCOME OF ACTION TAKEN	
PROGRESS/EFFORT MADE BY HOUSEHOLD	
CONSTRAINTS TO SUPPORT THE HHLD	
REPAYMENT STATUS – FCH/NHDC/UPGRADING (Where Applicable)	

COMPLIANCE TO CORE CONDITIONS OF MPSC

AREA OF INTERVENTION	COMPLIANCE (Yes/No)	REASONS FOR NON-COMPLIANCE	REMEDIAL ACTION TAKEN /TO BE TAKEN FOR NON COMPLIANCE (Secure written agreement
----------------------	---------------------	----------------------------	--

			with HHLD)
EMPLOYMENT & TRAINING			
EDUCATION			
HEALTH			
FAMILY EMPOWERMENT			
SOCIAL HOUSING			

NAME/SURNAME OF RESPONDENT:

RELATIONSHIP OF RESPONDENT TO CLAIMANT

SIGNATURE OF RESPONDENT:

NAME/SURNAME OF CMO/ACMO:

SIGNATURE OF CMO/ACMO:

DATE OF VISIT:

PROPOSED DATE FOR NEXT VISIT:

RECOMMENDATION OF CPE:

SIGNATURE OF CPE:

DATE OF VERIFICATION BY CPE:



MEMO

From :
Date:
Case Management Officer

To : **The Social Security Officer**
 **Social Security Office**

Re – Request to change details of beneficiary on SRRM

The below mentioned person is a beneficiary of the National Empowerment Foundation (NEF) and is eligible on the Social Register of Mauritius (SRM). He/she has been requested to attend the Social Security Office to update details on the socio-economic situation of his/her family, on the SRM. Details on the beneficiary are as follows:

SRRM No:
Surname of Beneficiary:
Name of Beneficiary:
ID Number:
Home Address:
Contact Number:

Details to be updated are as follows:

1.

.....

2.

.....
.....

3.

.....
.....

4.

.....
.....

Signature of Case Management Officer

.....



REFERRAL FORM

The below mentioned person is a beneficiary of the National Empowerment Foundation (NEF) and is eligible on the Social Register of Mauritius (SRM). We are hereby referring the Household/Beneficiary to your department/institution for assistance/support/facility. Details on the Household/Beneficiary are as follows:

SRRM No:

Surname of Beneficiary:

Name of Beneficiary:

ID Number:

Home Address:

Contact Number:

Problem(s) Identified:

1.

.....
.....

2.

.....
.....

3.

.....
.....

Recommendations for action/ intervention:

1.

.....
.....

2.

.....
.....

3.

.....
.....

Kindly revert back to the National Empowerment Foundation for any actions/interventions carried out for the Beneficiary referred to your Institution. The Case Management Officer will follow up with your institution.

Referred by:

Surname of Case Management Officer:

.....

Name of Case Management Officer:

.....

Signature:

Contact Number:

Date:

FREE DIAPER SCHEME

AGREEMENT

(hereinafter referred to as “Agreement”)

BY AND BETWEEN

The National Empowerment Foundation (NEF), having its registered Office at 8th Floor, Garden Tower, La Poudriere Street, Port Louis (Hereinafter referred to as the “Foundation”)

ON THE ONE HAND

AND

_____ bearing National Identity Card No _____, residing at _____, registered and eligible under the Social Register of Mauritius, with SRM Number - **SRRM** _____, and Parent/Responsible Party of infant/s as below:
(Hereinafter referred to as the “Beneficiary”)

SN	Surname and Other Name of Infant	Date of Birth	Age as at 01 July 2022	Date of Social Contract / Addendum signed by the Beneficiary	Expiry of Social Contract / Addendum signed by the Beneficiary
1					
2					
3					
4					

ON THE OTHER HAND

PREAMBLE –

A. One of the pro-poor measures announced in the Budget Speech 2022 -2023 is the “Provision Free Diapers to infants up to one year (0 to 12 months) from families found eligible under the Social Register of Mauritius (SRM)”.

B. The Foundation will provide a cash grant of Rupees One Thousand (Rs 1000) per infant to meet costs solely in respect of the purchase of diapers for infants up to one-year-old (0-12 months).

WHEREAS –

THE PARTIES HEREBY AGREE AS FOLLOWS –

1. Obligations of the Beneficiary:

- (i) The Beneficiary shall comply with all the terms and conditions of this Agreement;
- (ii) The Beneficiary shall provide a copy of the birth certificate of the infant;
- (iii) The Beneficiary undertakes to communicate all relevant details with respect to the name of his/her bank and his/her Account in which payment of the Cash Grant shall be credited on a monthly basis by the Foundation;
- (iv) The Beneficiary agrees that payment of the Cash Grant, amounting to Rupees One Thousand (Rs 1000), shall be credited in his/her Bank Account in which the monthly Subsistence Allowance is paid monthly;
- (v) The Beneficiary undertakes the responsibility to use the amount received solely for the purchase of diapers for the infant(s) as mentioned above on a monthly basis; and
- (vi) The Beneficiary shall keep receipts of purchase of diapers and undertakes to submit same to Case Management Officers during case management visits.

2. Obligations of the Foundation:

- (i) Ensure provision of a Cash Grant of Rupees one thousand (Rs 1000) per infant aged 0-12 months old and registered under SRM by the 20th of each month as from July 2022 to be used for purchase of diapers only; and
- (ii) Use the bank details provided by the Beneficiary as provided at paragraph 1(iv) of this Agreement.

3. Execution, Variation and Termination of the Agreement:

- (i) This Agreement shall enter into force from the date of signature by both Parties.
- (ii) This Agreement shall be valid until 30 June 2023, unless the Marshall Plan Social Contract/ Addendum expires before 30 June 2023.

(iii) Failure to present receipt of purchase of diapers shall entail immediate termination of this Agreement and shall be reinstated upon submission of proof of purchase of diapers.

(iv) The Foundation reserves the right to take up any action deemed necessary in case the beneficiary fails to comply with the conditions stipulated in this Agreement.

4. Counterparts:

This Agreement has been executed in three (3) counterparts, each of which shall be deemed to be an original and all of which shall together constitute one and the same instrument.

5. Duly Authorised Signatories

The contents of this Agreement have been read over and explained to the Beneficiary in creole language by the duly authorised signatory of the Foundation and the Beneficiary agrees that he/she fully understands and is agreeable to all terms and conditions contained herein

6. Duration

This Agreement is valid up to 30th June 2023.

FOR AND ON BEHALF OF THE CHIEF EXECUTIVE OFFICER

Mr/Mrs/Ms.:

Position held:

Signature :

Date :

FOR THE BENEFICIARY

The contents of this Agreement have been read and explained to me in creole language and I agree and undertake to comply with all the terms and conditions contained herein.

Mr/Mrs/Ms.:

Signature :

Date :



APPLICATION FORM - Full Concrete Housing Support
Section A

Surname of Applicant :

Forename of Applicant :

SRM NUMBER (ELIGIBLE) :

N.I.C :

Age :

Gender: M ☐ F ☐

Marital Status: Married ☐ Free union ☐ Single ☐ Widow ☐ Separated ☐ Divorced ☐

Residential Address :

Tel/ Mobile :

Occupation :

.....

Total Monthly Income : Rs

Social Aid (if any) : Rs

Monthly Repayment Capacity: Rs

Land Ownership:

- Owner Yes ☐ No ☐

- Owner of State Land Lease Yes ☐ No ☐

Address where the housing unit will be built:

.....

Details on dependents

SN	Name	Gender	D.O.B	Age	Relationship to Head

I Mr/Mr /Ms

.....hereby

certify that all the above information provided to the National Empowerment

Foundation in connection with my request for social housing support is true and

correct. However, if any information provided above turns out to be false, I agree that I shall be automatically disqualified for benefits under NEF programmes.

Signature /Thumbprint of Applicant :

Signature of Witness :

Date:

SECTION B

For official use : (to be filled by Community Project Executive)

Name of Community Project Executive

:.....

1. Date of visit by Community Project Executive :

.....

2. Name of Applicant or Person contacted during visit) :

.....

3. Brief description of proposed site where the house will be constructed

.....

.....

.....

4. Actual Living Condition:

Present condition

.....

Existing Facilities:	Water point	<input type="checkbox"/>	Electricity	<input type="checkbox"/>
	Toilet facilities	<input type="checkbox"/>	Kitchen	<input type="checkbox"/>

5. Remarks of Community Project Executive:

.....
.....
.....

I hereby certify that I have personally visited the above applicant and the information provided under this section B is true and correct.

Signature of Community Project Executive :

Date:

CHECKLIST FCH WORKS

Name **of**
applicant:.....

Address:.....

.....

Documents available: YES

NO

- | | | |
|--|--------------------------|--------------------------|
| ➡ Copy of Birth Certificate of applicant | <input type="checkbox"/> | |
| ➡ NIC of Applicant (original verified) | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Copy of birth certificate of spouse / partner | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Copy of birth certificate of children & dependent | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ N.I.C of spouse/partner (original verified) | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Marriage / Death Certificate / Affidavit / Divorce Paper | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Copy of title deed of land/Lease agreement | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Copy of site plan | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Authorization letter from relative and registered (Prescribed
Format - specified relationship to applicant) | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Documents of authorizer : NIC and birth certificate | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Evidence of income | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Affidavit (stating that applicant is not owner of any
concrete/ CCis House) | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Copy of Board Approval and Guidelines for Upgrading | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Fact Sheet - Upgrading | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ BOQ (PMU) | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Site Visit Report of Field Officer | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Report of MPU | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Approval | <input type="checkbox"/> | <input type="checkbox"/> |

- | | | |
|-------------------------------------|--------------------------|--------------------------|
| ➤ Copy of Social Contract Signed | <input type="checkbox"/> | <input type="checkbox"/> |
| ➤ Any other relevant document:..... | <input type="checkbox"/> | <input type="checkbox"/> |

Name of NEF officer:.....
applicant:.....
Signature of NEF officer:.....
applicant:.....
Date:.....
Date:.....

Name of
Signature of

FC- FORM 3

NATIONAL EMPOWERMENT FOUNDATION
ACCEPTANCE LETTER FROM APPLICANT OF FULL CONCRETE HOUSING
SUPPORT

I, Mr/Mrs/Miss

.....,
 bearing ID Number, residing
 at, hereby confirm that I am
 agreeable to the following:

- a) to obtain a housing support in full concrete of sq/m from the National Empowerment Foundation ,
- b) to fill in an application form accordingly and provide genuine information to officers during site visits,
- c) to submit all required documents for processing of my application,
- d) to produce an affidavit stating that I am not owner of any other concrete housing unit,
- e) to effect a monthly repayment as part of my contribution/participation for the housing unit to be constructed, relative to the two repayment periods explained to me (20 or 25 years) as well as the options for either Flat monthly repayment or Monthly staggered repayment.
- f) to submit proof on Income/Social Aid, to ascertain that I have repayment capacity for the house over a time period to be communicated to me by the NEF

Name of Applicant :

Signature of Applicant :

Date :

REFUSAL LETTER FOR FULL CONCRETE HOUSING SUPPORT

I, Mr/Mrs/Miss, bearing ID
Number, residing at
....., hereby inform that I am not
agreeable to obtain the Full Concrete Housing Support proposed by the National
Empowerment Foundation for the following reason(s):

.....
.....
.....

Name of Applicant :

Signature of Applicant :

Date :

APPLICATION FORM
Upgrading of Housing Support

Section A

STATE WHETHER FIRE VICTIM OR NATURAL CALAMITY

Details:

Surname of Applicant :

Name of Applicant :

State whether Applicant is SRM beneficiary: Yes ☐ or No ☐

If yes, SRM No:

N.I.C D.O.B Age

.....

Gender: M ☐ F ☐

Marital Status: Married Free union Single Widow Divorced

Separated ☐ ☐ ☐ ☐ ☐ ☐

Residential Address :

.....

Tel/ Mobile :

Occupation :

Name & Address of Employer (if Applicable) :

Monthly Income : Rs

DETAILS OF SPOUSE

Name of Spouse / Partner:

N.I.C: D.O.B:

Age:

Occupation:

.....

..

Name & Address of Employer (if applicable):

Monthly income:

Total Monthly Household Income (excl Social Aid):

.....

Details on dependents

SN	Name	Sex	D.O.B	Age	Relationship

Land Ownership:

- Owner Yes ☐ No ☐
- Lessee State Land Yes ☐ No ☐
- Authorized by relative / owner of Land Yes ☐ No ☐

House Ownership

- Owner Yes ☐ ☐
No
- Authorized to construct by relative / owner of Land Yes ☐ ☐
No

Address where the house is to be upgraded

.....

I Mr. / Mrs. / Ms

.....am

providing the above information to NEF in connection with assistance to me/my family. I do hereby certify that my housing/sanitation condition needs to be improved and the above information given by me is true and correct. However, if information provided above turns out to be false, I would be automatically disqualified for benefits under NEF programmes. I also understand that I may be liable to prosecution.

Signature of Applicant:

Signature of witness if thumbprint of applicant:

Date:

SECTION B

FOR OFFICE USE - TO BE FILLED BY FAMILY SOCIAL WORKER

- Name of CMO/ ACO :
- Date of visit :

- Name of Applicant (or person) contacted during visit:

- Description of Actual Living Condition:

➤

➤ **Facilities available :** Water point ☐ Electricity ☐
 Toilet ☐ Bathroom ☐
 Absorption Pit ☐ Kitchen ☐

Others, please specify:

.....
 .

Brief description of proposed upgrading works to be carried out

.....

I hereby certify that I have personally visited the above applicant and the information inserted by me under this section B is true and correct.

Signature of CMO/ ACO :

Date :

SECTION C

OFFICE USE - TO BE FILLED BY COMMUNITY PROJECT EXECUTIVE

Report of Community Project Executive:

1. The family is eligible under SRM, to benefit from the services of the NEF.

2. Date of visit :

3. Details of services benefitted from NEF in the past 3 years (Specify Years):
.....
.....
.....
.....
.....

4. The applicant is owner of land and house or has been authorized to construct her/his house by her/his parents/relatives.

5. The beneficiary has agreed to any of the following conditions (tick as appropriate):
Contribution of % of upgrading cost (Prior to Implementation) ☐
Contribution of % of upgrading cost (On an installment over 18 months) ☐

6. The present housing condition is as follows:
a)
.....
.....
b)
.....
.....

- c).....

 d).....

7. Justification for the upgrading works:

.....

5. Based on the present housing condition of the family and in line with the guidelines of Upgrading of Housing Scheme, the following upgrading works are being recommended:

- a).....

 b).....

 c).....

 d).....

6. The necessary documents have been submitted as per checklist at **Annex 1**.

7. Recommendation for Upgrading of the Housing Unit

Recommended ☐
 Not recommended ☐

Name of Community Project Executive :

Certified by Community Project Executive :

Date:

Name of Community Project Coordinator :

.....

Application Form Verified by Community Project Coordinator :

.....

Date:.....

SECTION D

OFFICE USE - TO BE FILLED BY PROJECT MANAGEMENT UNIT

- **Name of officer** :
- **Date of Visit** :
- **Name of Field Staff present during visit:**
- **Scope of Work (Upgrading works to be carried out) :**

a)
.....

b)
.....

c)
.....

d)
.....

e)
.....

f)
.....

g)
.....

h)
.....

i)
.....

j)
.....

- **List of Materials for Upgrading Works**

a)
.....

b)
.....

c)
.....

d)
.....

e)
.....

f)
.....

g)
.....

h)
.....

i)
.....

j)
.....

Submitted by:

Name :

Signature :

Approved by:

Name of Project Manager :
.....

Signature of Project Manager :
.....

Date :
.....

Amélioration des Logements Pour Les Ménages Vulnérables

Accord De Contrat

Entre les soussignés,

La **National Empowerment Foundation**, représenté par l'officier responsable, Mons/ Mme
..... ;

D'une part,

Et Monsieur /Madame ci-appelé le bénéficiaire
demeurant à et détenteur d'une carte d'identité
nationale portant le numéro Et portant le numéro SRM
.....

D'autre part,

Il a été dit, arrêté et convenu ce qui suit :-

- A. La NEF dont le siège se trouve au Garden Tower, à la rue La Poudrière, Port Louis est représentée par M en sa capacité du
- B. La NEF s'engage à améliorer et rénover la maison du dites bénéficiaire. Les étendues des travaux sont à l'Annex 1.
- C. Le montant des travaux est estimé à un montant de Rs Donc, M/Mme doit contribuer de la valeur dépenser incluant les matériaux et main d'œuvres.

En contrepartie, le bénéficiaire doit considérer et respecter les conditions ci-dessous:

1. Effectuer des mensualités égales régulièrement et consécutives à compter de la finition des travaux pour une durée maximale de 18 mois.
2. le paiement doit être effectué au plus tard le 04^e jour du mois.
3. Informer immédiatement la Section des Finances de la NEF, les (CMO) en cas de difficultés et donner des raisons valables de ne pas pouvoir payer le montant dû.
4. Payer des intérêts au taux de Cinq pour cent (5%) par an sur le montant mensuel dû en cas de retard de paiement. La NEF se réserve le droit de demander et de réclamer des intérêts.
5. Le bénéficiaire sollicitera l'assistance de NEF et propose une solution en cas de remboursement différé dès que cela est raisonnablement possible

3. D'autres conditions à respecter

Le bénéficiaire:

- I. doit entretenir son unité de logement en bon état.
- II. doit' assurer que tous les matériaux de construction livrés sur le site sont en sécurité et protégés afin d'éviter les pertes des matériaux. Dans le cas où les matériaux sont volés, la personne doit obligatoirement rapporter le cas au poste de police le plus proche et aussi informer la **National Empowerment Foundation** par écrit dans un délai de 24 heures.

4. Le non respect d'une des conditions de ce contrat

- 4.1 En cas de récidive, un avertissement formel lui sera servi.
- 4.2 S'il n'y a aucune amélioration, le bénéficiaire sera convoqué à un Comité de Suivi constitué de trois membres notamment un membre de la NEF et de deux membres indépendants.
- 4.3 Dans l'éventualité où le non-respect des conditions est confirmé, les dispositions de ce contrat seront par conséquent révoquées et toutes formes d'assistance seront interrompues.
- 4.4. Le bénéficiaire sera dans l'obligation de rembourser tous les frais et dépenses encourus par la NEF dans un délai d'un mois.

5. Arbitration

- 5.1 Les deux partis s'engagent à résoudre assidûment tout contentieux à travers la négociation. A défaut d'un accord, la dispute sera référée à un arbitre, notamment, le chef du cabinet du Ministère de l'Intégration Sociale et de l'Autonomisation Economique.
- 5.2 La décision de ce dernier sera finale et sans appel.
- 5.3 Toute décision doit être respectée par Le bénéficiaire faute de quoi des actions légales seront prises pour demander l'exequatur de la décision de l'arbitre.
- 5.4 Il est expressément convenu que, dans le cas où une action judiciaire doit être engagée pour le recouvrement de toute somme de loyer ou de toute autre somme due pour dommages et intérêts, le Bénéficiaire sera solidairement responsable du paiement de la commission de 10% au avocat/ avoué/ notaire.

Lu et approuvé

Signature	Signature
Nom du bénéficiaire:
Date:/...../.....	Chef Administrateur de la NEF Date:/...../.....

En présence de :

Signature :

Nom du Témoin :

Date:/...../.....



Contract Agreement- Upgrading

CHECKLIST UPGRADING WORKS

STATE WHETHER FIRE VICTIM OR NATURAL CALAMITY

DETAILS:

Name of

applicant:.....

Address:.....

.....

Documents available:

YES

NO

- | | | |
|--|--------------------------|--------------------------|
| ➡ Copy of Birth Certificate of applicant | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ NIC of Applicant (original verified) | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Copy of birth certificate of spouse / partner | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Copy of birth certificate of children & dependent | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ N.I.C of spouse/ partner (original verified) | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Marriage / Death Certificate / Affidavit / Divorce Paper | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Copy of title deed of land/Lease agreement | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Copy of site plan | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Authorization letter from relative and registered (Prescribed
Format - specified relationship to applicant) | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Documents of authorizer : NIC and birth certificate | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Evidence of income | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Affidavit (stating that applicant is not owner of any
concrete/ CCis House) | <input type="checkbox"/> | <input type="checkbox"/> |
| ➡ Copy of Board Approval and Guidelines for Upgrading | <input type="checkbox"/> | <input type="checkbox"/> |
| | <input type="checkbox"/> | <input type="checkbox"/> |

➡ Fact Sheet – Upgrading		
➡ BOQ (PMU)	<input type="checkbox"/>	<input type="checkbox"/>
➡ Site Visit Report of Field Officer	<input type="checkbox"/>	<input type="checkbox"/>
➡ Report of MPU	<input type="checkbox"/>	<input type="checkbox"/>
➡ Approval	<input type="checkbox"/>	<input type="checkbox"/>
➡ Copy of Social Contract Signed	<input type="checkbox"/>	<input type="checkbox"/>
➡ Any other relevant document:.....	<input type="checkbox"/>	<input type="checkbox"/>

Name of NEF officer:.....
 applicant:.....
 Signature of NEF officer:.....
 applicant:.....
 Date:.....
 Date:.....

Name of
 Signature of



Date: 06 October 2020

Drawing of Lot - NHDC

It is hereby certified that we, below mentioned are both agreeable for the swapping of Housing units as follows;

HOUSING UNIT	HOUSING UNIT NO	HOUSING UNIT NO
INITIALLY ALLOCATED TO		
NEWLY ALLOCATED TO		

SRM.....

SRM.....

Name:.....

Name:.....

ID Number:.....

ID Number:.....

Address:.....

Address.....

Signature:

Signature:



Date: 06 October 2020

SRM.....

Name:.....

ID Number:.....

Address:.....

Drawing of Lot - NHDC

I certify that I have attended a Drawing of Lot Exercise today 06 October 2020 at the seat of the National Empowerment Foundation at Hours under the presence of a court usher for the allocation of a housing unit under the scheme of 10% NHDC.

I hereby certify that I picked up the following **Housing No**

Signature:

AGREEMENT**Between**

The **National Empowerment Foundation**, having its registered office at Garden Tower, La Poudriere Street, Port Louis (Hereinafter referred as to the “**Lessor**”)

ON THE ONE HAND

and

bearing National Identity Card
No and Social Register of Mauritius (SRM)
No and presently residing at (Hereinafter referred as to the “**Lessee**”)

ON THE OTHER HAND

PREAMBLE

- (i) The Lessor is empowered to enter into the present Lease Agreement pursuant to Section 5 (1) (e) of the Social Integration and Empowerment Act.
- (ii) The Lessor is the owner of a residential housing unit of **50** square meters being lot of built on a portion of State land of the extent of square meters situated at (hereinafter referred as to the “**Premises**”).
- (iii) The Lessee is registered under the Social Register of Mauritius, has signed the Marshall Plan Social Contract and is in need of housing support.
- (iv) In the fulfilment of its duty to provide support to the vulnerable households eligible under the Social Register of Mauritius, the Lessor intends to lease the Premises to the Lessee at a discounted monthly rental.
- (v) The Lessee will have an option to buy the Premises after a period of two years of occupancy from the date of signature of the present Lease Agreement subject to him /her complying with all the conditions of this Lease Agreement, including effecting regular payment of the monthly rental due during the two-years period or such period of occupancy which should not be less than two years.

It is hereby agreed and covenanted as follows:

1. PURPOSE OF LEASE

- 1.1 The Lessor hereby leases the Premises to the Lessee **exclusively for residential purposes** for himself/herself and his/her immediate family members.
- 1.2 For the avoidance of doubt, the Lessee’s immediate family members are his/her spouse and children.

2. DURATION OF LEASE

- 2.1 This Lease Agreement is for a period of five (5) years starting from the date of signature of the Lease Agreement ending on **29th April 2027**.
- 2.2 This Lease Agreement may be renewed at the discretion of the Lessor for another period of five (5) years under the same terms and conditions, except for the rent which will be revised upwards as per Article 3.
- 2.3 The renewal of this Lease Agreement will be subject to the Lessee being still in need of housing support.
- 2.4 There shall be no ‘tacite reconduction’ of this Lease Agreement and any renewal of the lease shall be made in writing.

3. MONTHLY RENTAL

- 3.1 The monthly rental for the Premises shall be one rupees (MUR) payable in advance and at latest on the 5th day of each month.
- 3.2 The monthly rental shall be revised in case of renewal of this Lease Agreement taking into consideration the socio-economic situation of the Lessee. In any event, the revised rent will not exceed an amount of five thousand rupees (MUR 5,000.00) monthly.

4. UTILITY CHARGES

- 4.1 The Lessee shall transfer the CWA and CEB meters on his/her name within a delay of one week from signature of this Lease Agreement.
- 4.2 The Lessee shall pay the monthly CWA and CEB bills promptly.
- 4.3 The Lessee shall pay all charges for telephone, satellite TV, internet and other services used by the Lessee on the Premises during the term of this Lease Agreement unless otherwise expressly agreed in writing by the Lessor.

5. TERMINATION

- 5.1 The Lessee may terminate this Lease Agreement for any reason whatsoever by giving **three (3) months'** notice to the Lessor by way of registered post.
- 5.2 The Lessor may terminate this Lease Agreement for any reason whatsoever by giving **six (6) months'** notice to the Lessee by way of registered post. The Lessor shall not incur any liability towards the Lessee as a result of such termination.
- 5.3 The Lessor may terminate this Lease Agreement in the event of the Lessee's breach of any obligation under this Lease Agreement and a notice 'mise en demeure' served upon the Lessee to remedy the breach within a delay of 14 days has remained uncomplied with.
- 5.4 This Lease Agreement shall terminate at the Lessee's death and the Lessor, at its own discretion, reserves the right to assign this Lease Agreement to the heirs of the Lessee taking into consideration their eligibility and their socio-economic situation.

6. ABANDONEMENT OF DOMICILE

- 6.1 This Lease Agreement shall be cancelled "de plein droit" in the event the Premises have remained unoccupied for a period of two(2) months and the Lessee cannot be traced. The Lessor shall have the right to enter the Premises and remove all the belongings of the Lessee and the Premises shall be allocated to another lessee.

7. LESSOR'S OBLIGATIONS

- 7.1 The Lessor shall:
- (i) deliver the Premises in tenantable conditions;
 - (ii) ensure the Lessee's peaceful enjoyment of the Premises;
 - (iii) effect structural repairs as and when required; and
 - (iv) provide a rent book to the Lessee.

8. LESSEE'S OBLIGATIONS

8.1 Without prejudice to the other conditions of this Lease Agreement, the Lessee shall:

- (i) pay the monthly rental regularly on or before its due date;
- (ii) not change the purpose of this Lease Agreement without the written consent of the Lessor;
- (iii) maintain the Premises in good conditions and effect repairs as and when required;
- (iv) not make any addition or alteration to the Premises without the written consent of the Lessor;
- (v) inform the Lessor in the event the Premises remains unoccupied for a period of more than two months and the reasons thereof;
- (vi) allow the Lessor to undertake, without any indemnity, reparation works to the Premises;
- (vii) allow the Lessor to enter the Premises for inspection; and
- (viii) comply with the "Cahier des Charge" of the Residence at Annex 1.

9. PENALTY AND INDEMNITY

9.1 In the event of non-payment of rent on its due date and a notice 'mise en demeure' served upon the Lessee to pay any amount due, the Lessor reserves the right to charge a penalty fee of 10% on the total amount due and all legal fees disbursed by the Lessor shall be compensated by the Lessee.

9.2 In the event the Lessee continues to occupy the Premises after the expiry or termination or cancellation of this Lease Agreement, the Lessee shall pay an indemnity fee for unlawful use and occupation equivalent to twice the amount of the monthly rental prorated.

10. OPTION FOR PURCHASE

10.1 The Lessor hereby grants to the Lessee a firm and irrevocable option to purchase the

Premises after two years of occupancy from the date of signature of this Lease Agreement provided the latter has the capacity to effect the remaining payment due for the housing unit.

10.2 The Lessee may at his/her discretion exercise his/her option to purchase the Premises after the period of two years of occupancy and after compliance with all the conditions of this Lease Agreement including effecting regular payment of the monthly rental.

10.3 The purchase price of the Premises shall be rupees (MUR) and all rent paid by the Lessee, on a regular monthly basis, for the previous years shall be deducted from the purchase price.

10.4 Arrears due on monthly rental by the Lessee at the time of the exercise of the option to purchase will not be deducted from the purchase price.

10.5 Upon signature of the deed of sale, this Lease Agreement shall be terminated “de plein droit”

11. SUB-LEASE AND ASSIGNMENT

11.1 The Lessee shall not sub-lease all or any part of the Premises or assign this Lease Agreement in whole or in part without informing and obtaining the prior written consent of the Lessor.

12. REPAIRS

12.1 During the term of this Lease Agreement, the Lessee shall make at his/her expenses, all necessary repairs to the Premises. Repairs shall include items such as routine repairs of floors, walls, ceilings, and other parts of the Premises damaged or worn through normal occupancy, except for structural repairs.

13. ALTERATIONS AND IMPROVEMENTS

- 13.1 The Lessee shall not make any alteration or improvement to the Premises without having the prior written consent of the Lessor. All personal property whether acquired by the Lessee at the commencement of this Lease Agreement or placed or installed on the Premises by the Lessee, thereafter, shall remain the Lessee's property free and clear of any claim by the Lessor.
- 13.2 The Lessee shall have the right to remove same at any time during the term of this Lease Agreement provided that all damages to the Premises caused by such removal and which has been duly acknowledged in writing by both Parties before the termination of this Lease Agreement shall be repaired by the Lessee at his/her expenses, to the satisfaction of the Lessor.

14. ENTRY

- 14.1 The Lessor shall have the right to inspect the Premises at reasonable hours with a 48 hours' notice given to the Lessee and provided the Lessor shall not thereby unreasonably interfere with the Lessees' occupation of the Premises.

15. DAMAGE AND DESTRUCTION

- 15.1 If the Premises or any part thereof are damaged so that same cannot be used for the Lessee's purposes, then the Lessee may within thirty (30) days following the damage elect by notice to the Lessor to terminate this Agreement. In the event of minor structural damage of the Premises, and if such damage does not render the Premises unusable for the Lessee's purposes, the Lessor shall promptly arrange to repair such damage at the cost of the Lessor. The Lessee shall be relieved from paying rent during the time that the Premises remain unfit for occupancy. Rental paid in advance shall be credited on the next ensuing payments, if any, but if no further payments are to be made, any such advance payment shall be refunded to the Lessee. The provisions of this paragraph shall

extend not only to the matters aforesaid, but also to any occurrence which is beyond the Lessee's reasonable control and which renders the Premises unfit for occupancy or use, in whole or in part, for the Lessee's purposes.

16. NOTICE

16.1 Unless otherwise specified, any notice required or permitted under this Lease Agreement shall be deemed sufficiently given or served if sent by Registered Post with "Avis de Reception" addressed as follows:

To Lessor:

Officer-in-Charge

National Empowerment Foundation

Level 8, Garden Tower

La Poudrière Street

Port Louis

To Lessee:

17. WAIVER

17.1 Neither the failure nor any delay on the part of the Lessor to exercise any right, remedy or power under this Lease Agreement shall operate as a waiver thereof, nor shall any single or partial exercise of any right, remedy or power preclude any other or further exercise of the same or of any right, remedy or power, nor shall any waiver of any right, remedy or power with respect to any occurrence be construed as a waiver of such right, remedy or power with respect to any other occurrence. No waiver shall be effective unless it is in writing and is signed by the Party asserted to have granted such waiver.

18. HEADINGS

18.1 The headings used in this Lease Agreement are for convenience of both Parties only and shall not be considered in interpreting the meaning of any provision of this Lease Agreement.

19. COMPLIANCE WITH LAW

19.1 The Lessee shall comply with all laws, regulations and other public requirements now or hereafter pertaining to the Lessee's use of the Premises.

20. FINAL AGREEMENT

20.1 This Lease Agreement terminates and supersedes all prior understandings or agreements on the subject matter hereof.

20.2 This Lease Agreement may be modified only by a further writing that is duly executed by both Parties.

21. GOVERNING LAW AND JURISDICTION

21.1 This Lease Agreement shall be governed, construed and interpreted in accordance with the Laws of Mauritius. The Parties hereby agree that any suit, action or proceeding seeking to enforce any provision of, or based on any matter arising out of or in connection with, this Lease Agreement or the transactions contemplated hereby shall be brought in the Courts of Mauritius.

IN WITNESS WHEREOF, both Parties have executed this Lease agreement in three originals on the **29th** day of **April 2022**.

.....

Name:

Name:

For the LESSOR

LESSEE

ANNEX

"CAHIER DES CHARGES"

- (i) Each resident shall have the right to peaceful enjoyment of his/her residential property and its private area, provided that he/she does not harm the rights of other residents and does nothing that could compromise the security of the property or impair its destination.
- (ii) The said residential complex is exclusively intended for **residential use** and no business whatsoever, as well as any professional services, can be exercised thereat.
- (iii) A corporate body under the control of the NHDC, the promoter of the residential complex, shall be set up for the upkeeping and maintenance of the common areas in collaboration with the executive members of the Association of the residential complex.

The Residents (including Lessee) agree and undertake as follows: -

- (a) to join the said Association, to abide by its rules and to pay any contribution or share necessary for the proper functioning and maintenance of the sewer system as well as for the security, cleaning and maintenance of the common areas; and
- (b) not to throw any garbage of any type into the sewer system. However, any resident (including Lessee) who, by his/her acts and doings, causes any damage to the said sewer system or the common areas, shall bear all costs and expenses incurred for the rehabilitation of the said system or common areas.
- (iv) Any noise or disturbance at night, of any kind, even though it would take place inside the house, causing disturbance or nuisance to other residents and neighborhoods are strictly forbidden.
- (v) The use of radio, television (including satellite TV), Hi Fi system, security cameras and tape recorders are permitted subject to compliance with the applicable laws.
- (vi) Domestic animals are permitted as long as they are kept in the private areas, they are carried or kept on a leash and the cleanliness of the common areas is strictly respected. However, hunting dogs or other domestic animals which are noisy, unpleasant, harmful or smelly are strictly prohibited. In the event of a dispute, the association shall take all necessary decisions on this matter. Any loss or damage that would be caused by any animal would entail the responsibility of its owner.
- (vii) The installations of antennas or special outdoor radio, television, satellite devices should not be attached or fixed on the roof of the house. Any damage done to the roof or its impermeability will have to be repaired by the owner or its lessee. The NHDC and/or the Lessor will not be responsible for such damage.

- (viii) Parking areas can only be used to park vehicles. It shall not be used as a repair shop or for any other non-parking purposes.
- (ix) Any obstructions, groupings for games of any kind on common areas including the passages or traffic lanes, whether inside and outside of the residential complex, are strictly prohibited.
- (x) The complex is exclusively for residential purposes, any sign, signage or advertisement of a commercial/political nature are strictly prohibited in the common areas as well as outside the residential complex.
- (xi) The garbage dumping area shall be maintained by users and shall be used for its intended purpose, by avoiding the dumping of liquids, brittle objects, old furniture, refrigerators, ovens and others, or too bulky which are likely to block the garbage dumping area.
- (xii) The resident of the complex (including any lessee) shall be personally responsible for damages caused to the common areas and, in general, for any harmful consequences that may result from misuse or use that do not conform to the purpose of the common areas, either by his or her doing or by his/her dependents.
- (xiii) No illegal construction is allowed in the private and common areas.
- (xiv) There shall be no “accaparement” of the common areas for any reason whatsoever. Any such action will be reported to the police and legal action will be initiated by the association or any owner against a resident or any unlawful occupier to vacate any common space illegally occupied.

.....
Name:

.....
Name:

LESSOR

LESSEE



CHECKLIST UPGRADING WORKS

Name _____ of _____

applicant:.....

Address:.....

.....

Documents available:	YES	NO
➡ Copy of Birth Certificate of applicant	<input type="checkbox"/>	<input type="checkbox"/>
➡ NIC of Applicant (original verified)	<input type="checkbox"/>	<input type="checkbox"/>
➡ Copy of birth certificate of spouse / partner	<input type="checkbox"/>	<input type="checkbox"/>
➡ Copy of birth certificate of children & dependent	<input type="checkbox"/>	<input type="checkbox"/>
➡ N.I.C of spouse/partner (original verified)	<input type="checkbox"/>	<input type="checkbox"/>
➡ Marriage / Death Certificate / Affidavit / Divorce Paper	<input type="checkbox"/>	<input type="checkbox"/>
➡ Copy of title deed of land/ Lease agreement	<input type="checkbox"/>	<input type="checkbox"/>
➡ Copy of site plan	<input type="checkbox"/>	<input type="checkbox"/>
➡ Authorization letter from relative and registered (Prescribed Format - specified relationship to applicant)	<input type="checkbox"/>	<input type="checkbox"/>
➡ Documents of authorizer : NIC and birth certificate	<input type="checkbox"/>	<input type="checkbox"/>
➡ Evidence of income	<input type="checkbox"/>	<input type="checkbox"/>
➡ Affidavit (stating that applicant is not owner of any concrete/ CCis House)	<input type="checkbox"/>	<input type="checkbox"/>
➡ Copy of Board Approval and Guidelines for Upgrading	<input type="checkbox"/>	<input type="checkbox"/>
➡ Fact Sheet - Upgrading	<input type="checkbox"/>	<input type="checkbox"/>
➡ BOQ (PMU)	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

➡ Site Visit Report of Field Officer

➡ Report of MPU

☐
☐

➡ Approval

☐
☐

➡ Copy of Social Contract Signed

☐
☐

➡ Any other relevant document:.....

☐
☐

Name of NEF officer:.....
applicant:.....

Signature of NEF officer:.....
applicant:.....

Date:.....

Date:.....

Name of

Signature of

AUTHORISATION FORM – UPGRADING OF HOUSING SUPPORT

I/We the undersigned, authorize

bearing ID Number and living

at..... to carry out upgrading of a **CIS /**

CONCRETE CUM CIS / CONCRETE housing unit on a plot of land at

.....

I/We certify that I/we /am/ are owner/s/co-owners/tenants by a deed with

Registration No.....Dated.....

SN	Names	National I.D Number	Signature	Date
1				
2				
3				

4				
5				
6				

I/We also authorize any representative of **THE NATIONAL EMPOWERMENT FOUNDATION** to carry out any visit/inspection of any project being financed by this organization on the above plot of land.

Verified by..... Title.....

Signature..... Date.....

Remark, if any.....

Amélioration des Logements Pour Les Ménages Vulnérables

Accord De Contrat

Entre les soussignés,

La **National Empowerment Foundation**, représenté par l'officier responsable, Mons/Mme ;
D'une part,

Et Monsieur/Madame ci-appelé le bénéficiaire
demeurant à et détenteur d'une carte d'identité
nationale portant le numéro Et portant le numéro SRM
.....

D'autre part,

Il a été dit, arrêté et convenu ce qui suit :-

- La NEF dont le siège se trouve au Garden Tower, à la rue La Poudrière, Port Louis est représentée par M en sa capacité du
- La NEF s'engage à améliorer et rénover la maison du dites bénéficiaire. Les étendues des travaux sont à l'Annex 1.
- Le montant des travaux est estimé à un montant de Rs Donc, M/Mme doit contribuer 15% de la valeur dépenser incluant les matériaux et main d'œuvres.

En contrepartie, le bénéficiaire doit considérer et respecter les conditions ci-dessous:

6. Effectuer des mensualités égales régulièrement et consécutives à compter de la finition des travaux pour une durée maximale de 18 mois.
7. le paiement doit être effectué au plus tard le 04^e jour du mois.
8. Informer immédiatement la Section des Finances de la NEF, les (CMO) en cas de difficultés et donner des raisons valables de ne pas pouvoir payer le montant dû.
9. Payer des intérêts au taux de Cinq pour cent (5%) par an sur le montant mensuel dû en cas de retard de paiement. La NEF se réserve le droit de demander et de réclamer des intérêts.
10. Le bénéficiaire sollicitera l'assistance de NEF et propose une solution en cas de remboursement différé dès que cela est raisonnablement possible

4. D'autres conditions à respecter

Le bénéficiaire:

- J. doit entretenir son unité de logement en bon état.
- JJ. doit assurer que tous les matériaux de construction livrés sur le site sont en sécurité et protégés afin d'éviter les pertes des matériaux. Dans le cas où les matériaux sont volés, la

Page |
1

Contract Agreement- Upgrading

personne doit obligatoirement rapporter le cas au poste de police le plus proche et aussi informer la **National Empowerment Foundation** par écrit dans un délai de 24 heures.

4. Le non respect d'une des conditions de ce contrat

- 4.1 En cas de récidive, un avertissement formel lui sera servi.
- 4.2 S'il n'y a aucune amélioration, le bénéficiaire sera convoqué à un Comité de Suivi constitué de trois membres notamment un membre de la NEF et de deux membres indépendants.
- 4.3 Dans l'éventualité où le non-respect des conditions est confirmé, les dispositions de ce contrat seront par conséquent révoquées et toutes formes d'assistance seront interrompues.
- 4.4. Le bénéficiaire sera dans l'obligation de rembourser tous les frais et dépenses encourus par la NEF dans un délai d'un mois.

6. Arbitration

- 5.1 Les deux partis s'engagent à résoudre assidûment tout contentieux à travers la négociation. A défaut d'un accord, la dispute sera référée à un arbitre, notamment, le chef du cabinet du Ministère de l'Intégration Sociale et de l'Autonomisation Economique.
- 5.2 La décision de ce dernier sera finale et sans appel.
- 5.3 Toute décision doit être respectée par Le bénéficiaire faute de quoi des actions légales seront prises pour demander l'exequatur de la décision de l'arbitre.
- 5.4 Il est expressément convenu que, dans le cas où une action judiciaire doit être engagée pour le recouvrement de toute somme de loyer ou de toute autre somme due pour dommages et intérêts, le Bénéficiaire sera solidairement responsable du paiement de la commission de 10% au avocat/ avoué/ notaire.

Lu et approuvé

Signature	Signature
Nom du bénéficiaire:
	Chef Administrateur de la NEF
Date:/...../.....	Date:/...../.....

En présence de :

Signature :

Nom du Témoin :

Date:/...../.....

APPLICATION FORM
Upgrading of Housing Support

Section A

Surname of Applicant :

Name of Applicant :

N.I.C **D.O.B**

Age

Gender: M ☐ F ☐

Marital Status: Married Free union Single Widow Divorced

Separated ☐ ☐ ☐ ☐ ☐ ☐

Residential Address :

.....

Tel/Mobile :

Occupation :

Name & Address of Employer (if Applicable) :

Monthly Income : Rs

DETAILS OF SPOUSE

Name of Spouse / Partner:

N.I.C: **D.O.B:**

Age:

Occupation:

.....

.....

Name & Address of Employer (if applicable):

Monthly income:

Total Monthly Household Income (excl Social Aid):

.....

Details on dependents

SN	Name	Sex	D.O.B	Age	Relationship

Land Ownership:

- Owner Yes ☐ No ☐
- Lessee State Land Yes ☐ No ☐
- Authorized by relative / owner of Land Yes ☐ No ☐

House Ownership

- Owner Yes ☐ No ☐
- Authorized to construct by relative / owner of Land Yes ☐ No ☐

Address where the house is to be upgraded

.....

I Mr. / Mrs. / Ms

.....am

providing the above information to NEF in connection with assistance to me/my family. I do hereby certify that my housing/sanitation condition needs to be improved and the above information given by me is true and correct. However, if information provided above turns out to be false, I would be automatically disqualified for benefits under NEF programmes. I also understand that I may be liable to prosecution.

Signature of Applicant:

Signature of witness if thumbprint of applicant:

Date:

SECTION B

FOR OFFICE USE - TO BE FILLED BY FAMILY SOCIAL WORKER

- **Name of FSW/CMO** :
- **Date of visit** :
.....
- **Name of Applicant (or person) contacted during visit:**
.....

- **Description of Actual Living Condition:**

➤
.....
.....

➤ Facilities available :	Water point	<input type="checkbox"/>	<input type="checkbox"/>
	Electricity		
	Toilet	<input type="checkbox"/>	<input type="checkbox"/>
	Absorption	<input type="checkbox"/>	Pit <input type="checkbox"/>
	Kitchen		

Bathroom

Others, please specify:
.....
.....

Brief description of proposed upgrading works to be carried out
.....
.....

.....

I hereby certify that I have personally visited the above applicant and the information inserted by me under this section B is true and correct.

Signature of Family Social Worker :

Date :

SECTION C

OFFICE USE - TO BE FILLED BY COMMUNITY PROJECT

EXECUTIVE

Report of Community Project Executive:

8. The family is eligible under SRM, to benefit from the services of the NEF.

9. Date of visit :

10. Details of services benefitted from NEF in the past 3 years (Specify Years):

.....

11. The applicant is owner of land and house or has been authorized to construct her/his house by her/his parents/relatives.

12. The beneficiary has agreed to any of the following conditions (tick as appropriate):

Contribution of 15 % of upgrading cost (Prior to Implementation)



Contribution of 15 % of upgrading cost (On an installment over 18 months)

☐

13. The present housing condition is as follows:

a)

.....
.....

b)

.....
.....

c)

.....
.....

d)

.....
.....

14. Justification for the upgrading works:

.....
.....
.....
.....

5. Based on the present housing condition of the family and in line with the guidelines of Upgrading of Housing Scheme, the following upgrading works are being recommended:

a)

.....
.....

b)

.....
.....

c)

.....
.....

d)

.....
.....

6. The necessary documents have been submitted as per checklist at **Annex 1**.

8. Recommendation for Upgrading of the Housing Unit

Recommended ☐

Not recommended ☐

Name of Community Project Executive :

.....

Certified by Community Project Executive :

.....

Date:

Name of Community Project Coordinator :

.....

Application Form Verified by Community Project Coordinator :

.....

Date:.....

SECTION D

OFFICE USE - TO BE FILLED BY PROJECT MANAGEMENT UNIT

- **Name of officer** :
- **Date of Visit** :
- **Name of Field Staff present during visit:**
- **Scope of Work (Upgrading works to be carried out) :**

k)
.....

l)
.....

c)
.....
.....

k)
.....

l)
.....

m)
.....

n)
.....

o)
.....

p)
.....

q)
.....

- **List of Materials for Upgrading Works**

c)
.....

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r)
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s)
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t)
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Submitted by:

Name :

Signature :

Approved by:

Name of Project Manager :

.....
Signature of Project Manager :

.....
Date :

.....

TRAINING AGREEMENT
COMPLIANCE OBLIGATIONS FOR TRAINING

BENEFICIARY DETAILS

Surname:
Names:
NIC No:
Relation to Claimant:
SSRM No.:
Address:
Contact Number:

This is a binding agreement between the National Empowerment Foundation (NEF) and the beneficiary for **Training in Fabrication of Aluminium Openings** offered by the **Mauritius Institute of Training and Development (MITD)**. In signing this Agreement, the Parties are bound by the obligations detailed below.

OBLIGATIONS OF THE BENEFICIARY

The Beneficiary agrees to the following:

- a) to attend the Training and comply to the Training Plan, failing which, the cost incurred for the Training will have to be refunded;
- b) full attendance;
- c) to undertake placement opportunities provided within the Training Plan; and
- d) to register for BRN after the Training in order to start small business to generate income.

OBLIGATIONS OF THE NATIONAL EMPOWERMENT FOUNDATION

The NEF shall ensure the following:

- a) act as facilitator to provide training entrepreneurship opportunities, and any other support to the Beneficiary as a means of empowerment;
- b) to offer training, free of charge through the NEF Training Scheme, to allow the Beneficiary to acquire necessary skills to start a small business;
- c) to provide equipment/tools/materials to the Beneficiary during the training; and
- d) Upon successful completion of the training, the beneficiary will be awarded an MQA Approved Certificate.

The content of this Agreement has been read over and explained to the Beneficiary in creole language by the duly authorized officer of the Foundation and the Beneficiary agrees that he/she fully understands and is agreeable to all terms and conditions contained herein.

	Beneficiary
Name	
Surname	
Signature	
Date	

National Empowerment Foundation	
Name	
Surname	
Signature	
Date	

CRECHE SCHEME

SRM NO.

AGREEMENT

This Agreement is between:-

The Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division), as represented by the National Empowerment Foundation (hereinafter referred to as NEF),

And

.....(hereinafter referred to as the Beneficiary) residing at

.....

PREAMBLE

Whereas the Beneficiary has under her care child

.....aged.... D.O.B... / .../..... and is currently employed asat (employer's details)/running the business of/enrolled for training course at for a period of(duration) as from to

Whereas the NEF is willing to assist the Beneficiary by providing for the care of the child in the manner set out in the present Agreement.

A. OBLIGATIONS OF THE BENEFICIARY

1. The Beneficiary hereby agrees for child..... to be admitted to , a registered institution under the Institutions for Welfare and Protection of Children Regulations 2000, (hereinafter referred to as the Institution), situated at..... as from//up to **Expiry date of Social Contract.**
2. The monthly fees charged by the Institution in respect of a child are Rs.

If Applicable

The Beneficiary of the child agrees to pay any sum in excess of Rs. 2,000/- which in the present case amounts to Rs.

3. The Beneficiary shall ensure that the child has at least 75% monthly attendance at the Institution (unless absence of the child can be justified on grounds acceptable to the NEF) and shall comply with all the conditions that the Institution may set for the benefit of the child.
4. **The Beneficiary shall remain in employment/maintain his/her business/pursue the training course as specified above until completion, unless termination can be justified on reasonable grounds.**
5. Upon the offer of any employment or placement opportunities made by the NEF to the Beneficiary, the latter shall accept the offer within the set delay.

B. OBLIGATIONS OF THE NEF

1. The NEF shall assist the Beneficiary in taking up opportunities for employment related training or any work placement or employment.
2. The Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division) shall ensure the timely payment of the fees directly to the Institution at which the child is admitted.
3. The NEF shall monitor the progress of the Beneficiary with regard to his/her training and/or employment.
4. The NEF shall monitor the attendance of the child at the Institution.
5. The NEF shall provide such support as may be deemed appropriate to the family of the child involved in the Scheme so as to ensure its effectiveness
6. The NEF shall, at no point in time, be liable, responsible or obligated in any manner for the health, safety, security or well being of the child or for any loss or damage arising directly or indirectly from the child attending the Institution.

C. TERMINATION

1. The present Agreement shall automatically expire on the ***Expiry date of Social Contract***.
2. **At any time prior to the *Expiry date of Social Contract***, upon giving one-month prior notice of such termination to the Beneficiary and without any further obligation or necessity for compensation, the NEF may terminate the present Agreement for any reason whatsoever and, in particular, where: -
 - (i) the Beneficiary unjustifiably fails to satisfy the condition of the child's 75% attendance;
 - (ii) the Beneficiary fails to ensure that the child has been properly

cared for before attending the Institution; or

(iii) the Beneficiary fails to comply with any of the conditions of the Institution.

3. This Agreement may be modified or terminated by mutual consent between the Parties.

The contents of the present Agreement have been fully explained to the Beneficiary by the NEF representative and the Beneficiary agrees that he/she fully understands and is agreeable to all terms and conditions contained herein.

Done in two originals on

Signature:
.....

Signature:

Name:
.....

Name:

Representative of NEF

Beneficiary

**MINISTRY OF SOCIAL INTEGRATION, SOCIAL SECURITY AND
NATIONAL SOLIDARITY
(SOCIAL INTEGRATION DIVISION)
CHILD ALLOWANCE SCHEME APPLICATION FORM**

SECTION A

Name of Claimant / Signatory of Social Contract :

NID of Claimant / Signatory of Social Contract :

SRM Number :

Social Contract signed date :

Full Residential Address :

Contact Number :

District :

Important Notes as per the Social Integration and Empowerment (Child Allowance Scheme) Regulations 2019

- 1) In order to benefit from the Child Allowance Scheme, the child must attend a school/institution registered by the appropriate authority or under the relevant law.
- 2) No application for the Child Allowance Scheme is to be made for a child who has not yet reached 3 years old or is above 23 years old.

SECTION B

SN	Name of Child	NID of Child	Date of Birth of Child	Age	Full Name of school	Full Address of School	School Code	Grade/ Level of Education	Any other information, e.g., Child is officially certified by the relevant authority as a child with disability.

1									
2									
3									

SECTION C

I agree to the following conditions which conform to the provisions of the Social Integration and Empowerment Act 2016 (Child Allowance Scheme Regulations 2019):

- i. The payment of Child Allowance will be effected in the bank account held in my name with account number
in favour of the selected children (a maximum of three (3) children).
- ii. I undertake to ensure that my child/children will comply with the condition of school attendance which should be at least 90% (or 75% in respect of a child with disability) as specified in Section 3 (a) or (b) of Social Integration and Empowerment (Child Allowance Scheme) Regulations. I am also bound by the same condition of school attendance by virtue of paragraph 2.5 (vi) of the Marshall Plan Social Contract which bears my signature dated
- iii. I have the responsibility to inform the Ministry of Social Integration, Social Security and National Solidarity (Social Security Division) in case my child has changed or stopped school, as per the condition stipulated in Section 2.5 paragraph (ii) of the Marshall Plan Social Contract. I understand that failure to comply with this condition will result in non-payment of child allowance in respect of the child concerned with any school changes.
- iv. I have an obligation to provide an official statement issued by the school/ institution to confirm that my child is attending the institution specified in Section B. In case my child has changed school, I must provide an official confirmation from the new school.
- v. In the event that my child is disabled and the school attendance must be at least 75%, I must provide an official document to confirm the disability.

Signature of Claimant:

Date:

SECTION D

Application Form completed by: NEF Officer
Certified Correct by CPC:

Name:

Name:

Designation:

Signature:

Signature:

Date:

Date:

Requirements checked by NEF:

- 1-Selected child/children confirmed as members of household and SRM Number checked
- 2-Name and Address of school confirmed correct as per updated list from the Ministry of Education, Tertiary Education, Science and Technology
- 3-School Code correct
- 4-Letter of confirmation from school where the child is attending verified by NEF and a copy submitted to the Ministry (along with the Child Allowance Scheme Application Form)
- 5-In case of submission of a new Child Allowance Scheme Application Form, NEF to submit a copy of the top part of the bank statement of the claimant to the Ministry
- 6-A copy of the Birth Certificate of the child/children to be verified by NEF and a copy of same submitted to the Ministry along with the Child Allowance Scheme Application form

Name of Officer at Empowerment Schemes Section verifying the details on the Child Allowance Scheme Application Form and SIMIS

Name _____ **of** _____ **Officer** _____ **1:**
Name of Officer 2: _____
Signature: _____
Signature: _____
Date: _____
Date: _____

Creche Scheme

CONTRACT

This Contract is between: -

The Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division) as represented by the National Empowerment Foundation (hereinafter referred to as the NEF)

And

..... (hereinafter referred to as the Institution) bearing registration number..... and situated at

.....

.....

A. PREAMBLE

Whereas the NEF is offering its support to eligible households under the Social Register of Mauritius in the form of financial assistance towards the provision of child-care services for children up to the age of 3:

Whereas the Institution is a registered institution under the *Institutions for Welfare and Protection of Children Regulations 2000* and is willing and able to provide child care services to children up to the age of 3:

Hence the present Contract.

B. OBLIGATIONS OF THE INSTITUTION

The Institution shall:

- (i) submit to the NEF a copy of a Certificate of Registration issued under the *Institutions for Welfare and Protection of Children Regulations 2000*;
- (ii) keep complete and accurate records of attendance of all children benefitting from the Scheme and shall, by the 2nd of every following month, submit a record of attendance of each child for the previous month to the representative of NEF together with its claim for the payment of fees which amount to Rs..... per child. Should this sum be in excess of Rs2,000/-, the Responsible Party of each child shall be responsible for the payment of the difference;

- (iii) shall not increase the amount charged per child for the duration of the present Contract;
- (iv) promptly inform the NEF of any irregularity noted in the attendance of any child admitted under the Scheme as well of any shortcoming on the part of the Responsible Party likely to have a bearing on the Scheme;
- (v) treat the children admitted under the Scheme at par with other children with due professionalism;
- (vi) inform the Responsible Party of every child admitted under the Scheme of the terms and conditions under which the Institution operates especially those that would necessitate compliance on their part;
- (vii) notify the NEF one month in advance in case it intends to cancel or discontinue the enrolment of any child admitted under the Scheme;
- (viii) provide to the NEF a copy of any contract or agreement between the Institution and the Responsible Party; and
- (ix) at any time during opening hours, allow representatives of the NEF access to its premises and make available for inspection to them all relevant records, registers and accounts.

C. OBLIGATIONS OF NEF

The NEF shall:

- (i) effect visits on a monthly basis at the Institution and obtain from the latter an official record of attendance of the child;
- (ii) communicate promptly to the Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division) such records necessary for it to effect payment of the monthly fees at latest by the end of the following month upon the Institution complying with its obligations under section B above. The amount due as fees to the Institution shall be credited to the Bank Account below:

Name _____ of _____ Bank:

Name _____ of _____ Account _____ Holder:

.....

Account

Number:

.....

D. TERMINATION

1. The present Contract shall automatically expire on the **Expiry Date of Social Contract** signed between the NEF and the beneficiary.
2. At any time prior to the Expiry Date of the Social Contract, upon giving one month notice of such termination to the Institution and without any further obligation or necessity for compensation, the NEF may terminate the present Contract for any reason whatsoever and, in particular, where:
 - (i) the monthly child's attendance falls below 75%;
 - (ii) the Institution breaches any condition of the present Contract;
 - (iii) the Institution fails, in any manner, to comply with the provisions of the Child Protection Act, the Institutions for Welfare and Protection of Children Regulations 2000 or any other applicable law; or,
 - (iv) the Institution ceases for any reason to be a registered institution under the Institutions for Welfare and Protection of Children Regulations 2000.

This Contract may be amended by consent through an exchange of official correspondence between the Parties.

Done in two originals on

Signature:

Signature:

.....

Name:

Name:

.....

Representative of NEF

Representative of the Institution

ANNEX 1

Certifying Statement

The information below is to be certified by the Educational Institution where the student will sit for the Examination at second attempt, or the Mauritius Examinations Syndicate (MES). The Certified Statement will be used by the Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division) to process the application for the Free Examination Fees Scheme.

I, the undersigned certify as true and correct the following:

- ☐ The copy of the Statement of Results – with stamp of the institution and date
- ☐ Examination result of 1st attempt– **Please state PASS or FAIL:**
- ☐ If the result is for GCE O/A Level examination - **Please state whether equivalent**

SC/HSC PASS:

- ☐ Examination to be taken at second attempt:
- ☐ Subjects to be taken at second attempt:

1. 2.

..... 3.

..... 4.

..... 5.

..... 6.

..... 7.

.....

8.

(For HSC examination – please state the subjects to be taken at ‘A’ and ‘AS’ Levels)

- ☐ Name of Student (as per Statement of Results– Please write in capital letters):

.....

- ☐ NID of Student:

- ☐ Name of Educational Institution
or MES (If ANNEX 1 is certified by MES, please circle “MES”)

- ☐ Telephone Number:..... Fax Number:.....

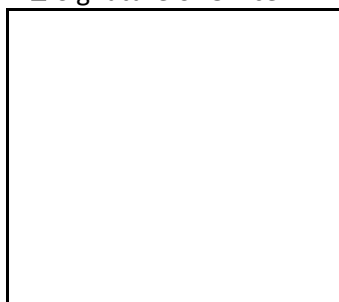
- ☐ Full address of Educational Institution:.....

- ☐ Name of Officer completing ANNEX 1:

.....

- ☐ Job title of Officer:

- ☐ Signature of Officer:



Seal of Educational

/ MES

Date: Institution

**Ministry of Social Integration, Social Security and National
Solidarity (Social Integration Division)**

**Application Form for Free Examination Fees Scheme
(For Academic Year.....)**

*This Application Form consists of five (5) pages and an ANNEX.
Part A consists of the preliminary details of the applicant and of the
child. Part B consists of the processing of the application at NEF.*

PART A

PRELIMINARY DETAILS

- (1) Have you applied to the Ministry for the School Premium Scheme in respect of the examination results obtained in August/September 2021?

If Yes, you cannot apply for the Free Examination Fees Scheme.

If No, you may proceed with the application for the Free Examination Fees Scheme.

- (2) Have you applied to the Ministry for the Free Examination Fees Scheme in the preceding years? **Yes** or **No**. (Please circle as appropriate) If **Yes**: -

(i) Year :

(ii) Name of Child :
..... for whom the application was
made

(iii) Examination - SC or HSC :
.....

- (3) After obtaining the SC or HSC results in August/September 2021, which Grade/Form is your child currently attending?
(Please state SC or HSC and the actual Grade/Form which is currently attended by the child)

.....

- (4) (If the child sat for the SC examination in 2021) –Is your child currently promoted to Lower VI? - **Yes** or **No** (Please circle as appropriate)

- (5) If yes, the child cannot apply for the Free Exam Fees Scheme to re-sit for SC whilst attending Lower VI class.

(NEF Officer: Please seek confirmation before proceeding with this application form)

**For office use: Ministry of Social Integration, Social Security and National
Solidarity -**

Social Integration Division: Registry Office

Name of Officer receiving the Application

Form:

Signature of Officer:

**For Office Use (SID)
Serial Number by District:**

.....

SRRM No:

District:

Name of Applicant:

.....
.....

Name of Student:

.....
.....

Examination level:

Application Status:

☐
☐

Eligible

Not Eligible

Date of receipt of application form:

Seal of Ministry

1

Details of Applicant:

	Mother	Father	Legal Guardian
SRRM No.			
Social Contract Signed date			
Surname			
First name			
NIC No.			
Contact No.			
Full residential address			

I,

.....
, hereby apply for exemption from payment of examination fees for a second attempt of the **Cambridge School Certificate/Cambridge Higher School Certificate** in the year 2022 in respect of my child who has **passed /not passed** the SC/HSC examination at first attempt in 2021.
(Please strikethrough the details in bold and underlined which do not apply)

Details of child:

Surname of child :

First name of child :

Age :

NID of child :

Date of birth :

Gender :

Examination taken in 2021:

Form or Grade the child is currently
: **studying** *(specify Form V*
(Grade 11) or Form VI (Grade 13)

Name of school attended at the first :

attempt of examination

**Name of school the child is currently attending:
..... and at which the examination will be taken
at second attempt**

(please provide the full name and address of school)

CONDITIONS TO BENEFIT FROM THE FREE EXAMINATION FEES SCHEME

(1) Cambridge School Certificate

The full cost (100%) of the Cambridge School Certificate March/April examination fees for up to eight (8) subjects will be met by the Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division) provided that the student meets the requirement of at least 90% school attendance during the academic year in which the examination will be taken at a second attempt.

(2) Cambridge Higher School Certificate

The full cost (100%) of the Cambridge Higher School Certificate October/November for a maximum of four (4) subjects at Principal Level and General Paper (GP) will be met by the Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division) provided that the student meets the requirement of at least 90% school attendance during the academic year in which the examination will be taken at a second attempt.

(3) Responsibility of the applicant and of the child for whom this application is being made:

The Mother/Father/Legal Guardian must refund the Mauritius Examinations Syndicate (MES) the full amount of the examination fees paid in favour of the child, and any applicable cancellation fees or penalty charges, in one of the following circumstances:

- (a) non-compliance with the requirement of 90% school attendance which is computed by the school at the end of the academic year;
- (b) withdrawal from one or more subjects/withdrawal from the examination in case the Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division) has already effected payment to MES.

- (c) absence from the examinations for one or more subjects except for absence due to illness which is supported by a medical certificate.

Declaration

I..... hereby, declare that I understand and agree to the conditions specified on this application form to benefit from an exemption of payment of fees under the Free Examinations Fees Scheme for my child to take a second attempt at the SC/HSC examination in 2022.

Signature of mother / father / legal guardian :

.....

Date :

DOCUMENTS WHICH ARE REQUIRED TOGETHER WITH THIS APPLICATION FORM:

- (i) a copy of statement of results and certifying statement by the educational institution or the Mauritius Examinations Syndicate (ANNEX 1);
- (ii) a copy of the birth certificate or NIC of the student;
- (iii) a copy of the NIC of the applicant; and
- (iv) if applicable, a copy of the official legal guardianship letter.

B. Processing of Application

National Empowerment Foundation

B1. Collection and Verification of Application Form by the National Empowerment Foundation (to be completed by NEF officer collecting/filling this application form).

1.1. Application form and other documents collected by:

Name: Job title:
.....

1.2. Date of collection of application form: / / 2021

1.3. Has the applicant **freshly signed** the social contract or a **recertified** beneficiary?

Freshly Signed ☐ Date of Signature of Social Contract:
..... ☐

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c
e
d

1.4. Has the applicant applied for the School Premium Scheme in respect of SC or HSC results obtained for examination of 2021: **YES or NO** (Please circle as appropriate)

1.5. Has the applicant applied for the Free Examination Fees Scheme in the preceding year:

YES or NO (Please circle as appropriate)
(if yes, please state the year.....)

1.6. All details including SRRM number, SRM eligibility status and validity of Social Contract verified and confirmed as correct:

1.7. Any remarks:

Signature:

Date:

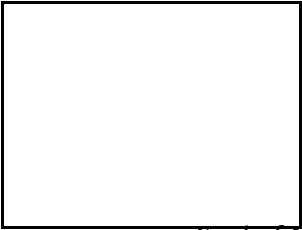
B2. This part is to be completed by the CPC or CPE.

All information on this application form has been verified and confirmed as correct by:

Name of CPC/CPE:.....

Signature :.....

Date:



Seal of NEF

Ministry of Social Integration, Social Security and National Solidarity

(Social Integration Division)

Application Form for School Premium Scheme

(For Academic Year.....)

)

This Application Form consists of four (4) pages and an ANNEX.

Part A consists of the preliminary details of the applicant and of the child. Part B consists of the processing of the application at NEF.

A. Preliminary Details

For Office Use (SID)	
Serial Number by District:	
SRRM No:	
District:	
Name of Applicant:	
Name of Student:	
Examination level:	
Application Status:	
Eligible	Not <input type="checkbox"/>
Eligible	<input type="checkbox"/>

- (1) *(The question below is not applicable to applicants of the School Premium Scheme at the Tertiary and NCE levels)*

Have you applied to the Ministry for a re-sit for the SC (G 11) or HSC (G 13) examination in next academic year/2022 under the Free

Examination Fees Scheme: **YES or NO** (Please circle as applicable) If Yes, you cannot further apply for the School Premium Scheme.

If No, you may proceed with the application for School Premium Scheme.

- (2) *(The question below is not applicable to applicants for the School Premium Scheme at the Tertiary and NCE levels)*

Is the SC or HSC result obtained in August/September 2021 the outcome of examination taken at first or second attempt? **Please specify first or second attempt + year of exam**

.....

- (3) Have you applied to the Ministry for the Cash Award offered under the School Premium Scheme in the preceding years? **YES or NO** (Please circle as applicable)

(3.1) If yes, please specify the following:

(i) Year you received the Cash Award:

(ii) Name/s of child/ren who benefitted from the Cash Award:

.....

.....

(iii) Examination – SC/HSC/Tertiary

.....

For office use: Ministry of Social Integration, Social Security and National Solidarity -

Social Integration Division: Registry Office

Name of Officer receiving the Application

Form:

Signature of Officer:

Date of receipt of application form:.....

Seal of Ministry

(1) Details of Student:

Surname of student:

.....

First name of student:

.....

[illegible]

		/			/				
--	--	---	--	--	---	--	--	--	--

NID of student:

Date of Birth:

Age:

Gender:

Name and address of the school/educational institution where the examination was taken:

.....

.....

.....

.....

(2) Details of Applicant:

	Mother	Father	Legal Guardian
SRRM No.			
Social Contract Signed date			

Surname			
First name			
NIC No.			
Contact No.			
Full residential address			

Documents which are required together with the application form:

- (i) a copy of statement of results and certifying statement by the educational institution or the Mauritius Examinations Syndicate (ANNEX 1);
- (ii) a copy of the birth certificate or NIC of the student;
- (iii) a copy of the NIC of the applicant; and
- (iv) if applicable, a copy of the official legal guardianship letter.

Upon approval of the application by the Ministry of Social Integration, Social Security and National Solidarity (Social Integration Division), a Cash Award will be offered under the School Premium Scheme in favor of the child amounting to:

(Please tick as applicable)

NCE – Rs 15 000

SC – Rs 25 000

HSC – Rs 35 000

Tertiary – Rs 40 000

The School Premium Cash Award should be made in an existing or new savings account of the child at MauBank Ltd. The amount credited will be placed on hold (restricted) until the child attains 18 years old and it must only be used for her/his benefit either to pursue further education/training or for her/him to start up a small business.

Declaration

I,

.....
, hereby declare that I understand and agree to the conditions specified
 on this application form for the receipt of the School Premium Cash Award.

Signature of mother / father / legal Date: guardian:

.....

B. Processing of Application

National Empowerment Foundation

B1. Collection and Verification of Application Form by the National Empowerment Foundation (to be completed by NEF officer collecting/filling this application form).

1.1. Application form and other documents collected by:

Name: Job title:

1.2. Date of collection of application form: / / 2021

1.3. Has the applicant **freshly signed** the social contract or a **recertified** beneficiary?

Freshly Signed ☐ Date of Signature of Social Contract:
 ☐

Rec
 erti
 fied

1.4. Any remarks:

.....

1.5. All details including SRRM number, SRM eligibility status and validity of Social Contract verified and confirmed as correct:

Signature:

Date:

B2. This Part must be completed by the CPC or CPE.

**All information on this application form has been verified and certified as correct by
*CPC/CPE***

Name of CPC/CPE :

Signature of CPC/CPE:

Date :



Seal of NEF

**Ministry of Social Integration, Social Security and National
Solidarity (Social Integration Division)**

**Application Form for Waiving of the Administration Fee for
full time courses at the MITD and other recognized Public
Tertiary Institutions for the Financial Year 2022-2023**

Details of Student:

Full name of student:

.....

NIC No. of student:

.....

Gender: Male ☐

Female ☐

Date of Birth:

Age:

Name of Institution:

..... **Address of**

Institution:

Full Name of Course and Level:

Administration Fee for the period of:

For Office Use (SID)

SN:

Verified by;

Officer 1:

Signature:

Date:

Officer 2:

Signature:

Date:

Letter of Offer ☐

Application Status:

Eligible ☐

Not Eligible ☐

Details of Responsible Party(Applicant):

Household SRM No.:

Social Contract Signed Date: **Is social contract valid: Yes**

No ☐

Name of Responsible Party:

.....

NIC No. of Responsible Party:

Contact No.:

Full Residential Address:

Signature of Responsible Party:

Date:

.....

This section is to be completed by National Empowerment Foundation (NEF).

<p>This application form has been filled in by -</p> <p>Name of officer:</p> <p>Job Title:</p> <p>Signature:</p> <p>Date:</p> <p>District:</p>	<p>This application form has been verified and confirmed as correct by -</p> <p>Name of CPC/CPE:</p> <p>Signature:</p> <p>Date:</p> <div data-bbox="1198 295 1500 499" style="border: 1px solid black; width: 150px; height: 80px; margin: 10px auto;"></div> <p style="text-align: center;"><i>Seal of NEF</i></p>
--	---

For office use only: Ministry of Social Integration, Social Security and National Solidarity -Social Integration Division: Registry Office *Name of Officer receiving the Application Form:*

.....

Signature of Officer: Date of receipt of Application Form:



Seal of Ministry

LIFE SKILLS PROGRAM AGREEMENT
COMPLIANCE OBLIGATIONS FOR LIFE ENHANCEMENT AND EDUCATION
PROGRAM

BENEFICIARY DETAILS

Surname:
Name :
NID:
Relation to Head:
SRM No.:
Address:
Contact Number:

This is a binding agreement between the National Empowerment Foundation (NEF) and the beneficiary for LEEP Program (Life Enhancement and Education Program) offered by the **National Empowerment Program (NEF)- Life skills Trainer for 14 weeks**. In signing this Agreement, the Parties are bound by the obligations detailed below.

OBLIGATIONS OF THE BENEFICIARY

The Beneficiary agrees the following:

- e) To attend the Life skills Program (LEEP) and comply to the conditions induced by the Life Skills Trainer.
- f) To have at least 90% attendance;
- g) To implement the modules discussed in the 14 Sessions in their daily routine
- h) To provide a written explanation (valid reason) for any absence during the 14 sessions,

Failing which actions will be taken for non- compliance of Marshall Plan Social Contract.

The content of this Agreement has been read over and explained to the Beneficiary in creole language by the duly authorized officer of the Foundation and the Beneficiary agrees that he fully understands and is agreeable to all terms and conditions contained herein.

Beneficiary	
Name	
Surname	
Signature	
Date	

National Empowerment Foundation	
Name	
Surname	
Signature	
Date	

CONSENT FORM

I, the undersigned, authorize my child/ward

.....

..... to participate in the activity organized by the
National Empowerment Foundation (NEF) each (day)..... from (date)..... to
(date)..... at (venue)....., from (time)..... to (time).....

I also take the responsibility to brief him/her accordingly and advise him/her to abide by all instructions given to him/her by officers responsible for the whole duration of the activity.

I authorize NEF to take the most appropriate action within its capacity in case of emergency, unless otherwise expressed.

I have no objection that the event in which my child/ward is participating be covered by the media.

Name of Responsible Party:

.....

Address:

.....

.....

.....

Contact Number/s:

.....

Remarks (any allergies/ medical problem etc):

.....

Signature of Responsible Party:

Date:

NEF Officer: **Signature:** **Date:**

.....

CONSENT FORM

I, the undersigned, authorize my child/ward

.....

..... to participate in the **RECREATIONAL**
ACTIVITIES organized by the National Empowerment Foundation (NEF) on
..... of 20.... at

I also take the responsibility to brief him/her accordingly and advise him/her to abide by all instructions given to him/her by officers responsible for the organisation of the event on that day.

I authorize NEF to take the most appropriate action within its capacity in case of emergency, unless otherwise expressed.

I have no objection that the event in which my child/ward is participating be covered by the media.

Name of Responsible Party:

.....

Address:

.....

.....

Contact Number/s:

.....

Remarks (any allergies/ medical problem etc):

.....

Signature of Responsible Party:

Date:

NEF Officer: **Signature:** **Date:**