



SBM Bank (Mauritius) Ltd

Request for Proposal

**Procurement of Corporate Laptops &
Desktops**

Ref: PROC/SB/IT/2026/001

31st January 2026

Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to service provider(s) or applicants whether verbally or in documentary form by or on behalf of SBM Bank (Mauritius) Ltd, is provided to the service provider(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by SBM Bank (Mauritius) Ltd to the interested parties for submission of proposals. The purpose of this RFP is to provide the service provider(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each service provider may require. Each service provider should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. SBM Bank (Mauritius) Ltd makes no representation or warranty as to the correctness or completeness of the information contained herein and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.

SBM Bank (Mauritius) Ltd may in its absolute discretion, but without being under any obligation to do so, update, amend the terms of, or supplement the information in this RFP. In addition, further information may be sought from all or any of the service provider(s) whether before or post the RFP deadline.

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INTRODUCTION

This is a Request for Proposal (RFP) issued by SBM Bank (Mauritius) Ltd, referred to as 'the Bank' or 'SBM' throughout this document. SBM is hereby inviting your company to submit its written proposal with regards to products/services required under this RFP.

This Request for Proposal exercise aims at selecting a supplier with proven track record, experience and capability for the **Supply, Installation, Configuration and Maintenance of Corporate Laptops & Desktops & Desktops**.

It is part of a competitive procurement process to enable SBM to assess suppliers both in financial and qualitative terms. At the same time, it provides suppliers with a fair opportunity for their services to be considered. With this structured tender process in place, SBM aims at obtaining the best value from suppliers.

In addition to highlighting the best alternative for SBM, this evaluation will increase SBM's confidence in, and understanding of the product that will be implemented, and the effort required to perform the implementation.

For ease of reference, this RFP is structured as follows:

- Section 1 – Company Overview
This section provides an overview of SBM company profile.
- Section 2 – SBM Bank (Mauritius) Ltd Requirements
This section provides SBM's functional and technical service provider requirements. It also outlines the financial costing of this RFP.
- Section 3 – Service provider Response
This section outlines the instructions to the service provider in responding to this RFP.
- Section 4 – General Information About this RFP
This section provides general information on the RFP.
- Section 5 – Terms and Conditions
This section highlights the normal terms and conditions along with the Service Level Agreement required by SBM.
- Section 6 – Evaluation and comparison of proposals
This section highlights the method SBM will use to evaluate proposals.

1 COMPANY OVERVIEW

SBM Bank (Mauritius) Ltd (“Bank” or “Company”) is the flagship of SBM, a leading financial services Group in Mauritius. SBM’s journey started in 1973, with the primary goal of making financial services accessible to a larger share of the population, both urban and rural, in Mauritius. It provides all services of a universal bank within a diversified business model. The lines of business include Retail Banking, Small and Medium Enterprises, Wealth Management & Private Banking, Corporate Banking and International Banking & Global Business, Treasury services, eBusiness, Fiduciary services, Asset Financing, Stockbroking and Asset Management.

Further information on SBM can be obtained from our website: <https://www.sbmgroup.mu>

2 SBM REQUIREMENTS

2.1 BACKGROUND

The Bank invites proposals from eligible companies for the acquisition of Corporate Laptops & Desktops & Desktops as per table below. The solution should address immediate needs and cater for a long-term plan to extend across all Bank premises while addressing the detailed requirements explained in the following sections.

2.2 ELIGIBILITY

Bidders must meet all of the following:

2.2.1 Legal & Regulatory

- Registered legal entity in Mauritius or authorized to do business in Mauritius
- Valid Business Registration Number (BRN)
- Valid VAT Registration Certificate (if applicable)

2.2.2 Financial Capacity

- Minimum 3 years of audited financial statements
- Positive net worth in the last financial year
- Evidence of financial stability to fulfill the contract

2.2.3 Technical & Experience

- Minimum 3 years' experience supplying corporate IT equipment
- At least two (2) similar contracts of comparable scale (≥ 100 units) in the last 5 years
- Authorized reseller or partner of the proposed laptop manufacturer

2.3 FUNCTIONAL REQUIREMENTS

Item	Specifications	Compliance to Specifications (Yes or No)	Quantity
Corporate Laptops	Processor: Intel Core i7 11th Gen or Higher.		310
	Display: 16 inch FHD Screen - Antiglare LED Monitor		
	Memory: 32 GB (1 memory stick) and 1 free memory slot – DDR4 or higher		
	Storage: 1Tb PCIe Gen 3.0 via SSD NVME + 1 Free Slot for SSD NVME		
	Operating System: Free DOS		
	Wireless Branded Mouse (similar to make of laptop)		

Corporate Desktops (Mini Desktop)	Integrated Gigabit LAN Network Connection 10/100/1000 Mbps NIC with RJ45/UTP Interface, min 3 USB ports, HDMI port, WiFi 6 – IEEE 802.11ax		145
	Camera : - 1080p FHD		
	Fingerprint scanner + IR Camera		
	Integrated Intel Iris Graphics		
	Hardware should support USB headset		
	Backpack should be same make as laptop		
	Power cord to be both French and English type		
	Warranty : 5 years on laptop inclusive of battery, charger and adaptor		
	Laptop stand.		
	HDMI to VGA Convertor		
	Processor: Intel Core i7 11th Gen onward		
	Display: 21 inch		

* Bidders to state whether they comply with the above requirements.

SBM will only consider makes/brands from top vendors in Gartner Leaders quadrant such as HP, Lenovo and Dell. Moreover, only vendors who are certified premium partners of the quoted brand(s) would be considered.

2.4 OTHER REQUIREMENTS

The initial set is to be deployed within SBM Bank (Mauritius) Ltd including SBM Branches.

2.5 SECURITY REQUIREMENTS

Minimum Security Requirement:

SN	Security requirements	Laptop	Desktop
1	UEFI (Unified Extensible Firmware Interface)	Mandatory	Mandatory
2	BIOS/ UEFI password protection	Mandatory	Mandatory
3	Power on password	Desirable	Not Applicable
4	Built-in Encrypted Hard Disk	Desirable	Not Applicable
5	Hard Disk password	Mandatory	Mandatory
6	Boot sequence configuration	Mandatory	Mandatory

7	TPM (Trusted Platform Module) 2.0	Mandatory	Mandatory
8	Fingerprint scanner + IR Camera	Mandatory	Not Applicable
9	Universal Security Slot (USS)	Desirable	Not Applicable
10	webCamera cover/ shutter	Desirable	Not Applicable
11	Secure boot option can be enabled and disabled	Mandatory	Not Applicable
12	USB ports enable/disable at hardware level	Mandatory	Mandatory
13	Operating System	As per functional requirement	As per functional requirement
14 Compatibility with Security tools		CrowdStrike EDR 6.7	CrowdStrike EDR 6.7
		Forescout NAC 11.1.02 (as a minimum)	Forescout NAC 11.1.02 (as a minimum)
		Symantec DLP 15.7	Symantec DLP 15.7
		Windows Bitlocker	Windows Bitlocker
		Symantec Endpoint Encryption (SEE version 12.5)	N/A

* Bidders to state whether they comply with the above requirements

2.6 SERVICE LEVEL AGREEMENT

- Coverage: 08:00 to 17:00 during working weekdays

For the IT Logistics, we are looking for SLA on resolution time as follows:

Response Times	Resolution Times
2 hours	4 hours

2.7 HARDWARE SUPPORT REQUIREMENTS

- Comprehensive maintenance policy covering all spare parts (inclusive of battery, charger and adaptor), labour and transport.
- Same model of hardware to be provided in case of replacement.
- All critical parts necessary for non-stop operation of equipment to be readily available. Minimum of 10% of value of equipment to be kept as spare parts in stock.
- Guarantee to have engineers available at all times specialised in the servicing of the supplied equipment.
- Undertaking to provide maintenance (parts and services) for a minimum period of 5 years.
- Undertaking that if hardware failure not deemed to be repairable, the vendors to secure intervention from overseas at own cost.
- Vendor to provide all necessary labor and test equipment to maintain the equipment in good operating condition.

2.8 PREVENTIVE MAINTENANCE

- Service provider will perform annual visits/health checks on hardware and system software.

- Service provider will provide a report detailing root cause analysis and recovery procedures for all failures.
- Warranty for all hardware supplied should be for a minimum period of 5 years inclusive of parts, battery, charger and adaptor.
- Service provider will provide fixed cost for support services (labour) for a minimum period of 5 years.
- Service provider will need to offer the hardware & software quote for implementing this distributed architecture which will include: -
 1. In-country spare hardware of similar capacity / interfaces to be kept at service provider premises to allow immediate replacement. Service provider to provide all necessary labor and spare parts to maintain the equipment in good operating condition during the warranty period
 2. All critical parts necessary for non-stop operation of equipment to be readily available.
 3. Onsite installation, configuration and management, including but not limited to:
 - a. Hardware setup
 - b. Test the hardware and provide training to users
- Costs for labour, professional charges, transport, air flight, accommodation and all parts to be included in the proposal, unforeseen costs will not be accepted.
- Service provider is required to produce evidence of back-to-back agreements with OEMs for hardware and software supplied and related accreditation in the RFP response.

2.9 PROJECT MANAGEMENT

The service provider will be required to setup a dedicated project team who will report to SBM Project Manager to drive this project end-to-end till stabilization period of the solution aligning to project management standards and who will be responsible to deliver the documentations listed below: -

Project Stage	Deliverables
• A. Issue of Purchase Order	Project plan Project schedule Project Approach Document Project team constitution Work Breakdown Structure Responsibility Assignment Matrix Status report
• B. Delivery of equipment	Document signing-off Updated Project schedule User signoff document Status report
• C. Implementation	Final project plan Setup guide System Administration guide / Operational guide Technical guide/ User Manual Status report
• D. Closure	Status report Project closure sign-off Minutes of meetings

2.10 ADDITIONAL INFORMATION

The service provider is welcome to provide any additional information that will help to provide a better understanding of its proposed solution and of its relevance to SBM's requirements. This information must be provided in the Solution Response in such a manner that it is easily understood in relation to the RFP. The service provider must be available to discuss the solution proposed by phone and/or email.

2.11 COST REQUIREMENTS

The proposed quote should include hardware, software, license, installation, configuration, customization, development of interfaces, testing, training, commissioning, operation and any other items required.

The service provider should provide a complete solution on a CAPEX model with the financial proposal based on the template below.

Financial Proposal Template

Bidders to submit their quote based on the following template:

#	Item	Qty	Unit Cost	Total Cost	Yearly Support/Recurring Cost					Total Cost 5 Years
					Yr1	Yr2	Yr3	Yr4	Yr5	
MUR incl. VAT										
1	Corporate Laptops	310								
1	Corporate Desktops (Desktop Mini)	145								

The quote should be in MUR and fixed for the period the proposal is valid and should not be affected by any fluctuations in exchange rate. **Both the initial and any ongoing costs will need to be in MUR.**

The following details need to be provided: -

- The Service Provider to provide full cost requirements as regards hardware, software, license, installation, testing, commissioning, and any other items required.
- Costing should be broken down yearly under Initial Costs and Maintenance Costs before VAT, and after VAT, if applicable
- The terms of payment & Warranty period
- Applicable taxes
- Cost schedules should specify the total amount and terms/schedule of payment
- It should follow a tabular format and in the same sequence as the stated requirements and supported by an Excel document as far as possible.

Initial Costs

Initial costs should include one-time cost that will not be re-incurred in the future as follows: -

- Hardware requirement,
- Software
- Delivery, installation and commissioning of hardware and software.
- Consultancy cost for implementation
- Training
- Any requirement of 3rd party Licenses

- Any other additional items required

Maintenance Costs

SBM expects that the support services for Infrastructure and applications proposed will be fully comprehensive and that the fees include labor, transport, professional charges, air flight and accommodation (as option if applicable) etc... as well as all the minor, major upgrades, versions upgrades. Unforeseen costs will not be accepted.

The service provider is expected to elaborate on its upgrade process to demonstrate the benefit of such upgrades to the bank.

Licensing Requirements

The service provider must disclose all licenses used on the project, if any. Any licenses procured are owned by the bank. In case the service provider is the vendor of the solution, the licensing details must be specified and include any upgrades, minor as well as major for future compatibility.

The following details should be provided for each product: -

- Licensing structure (Cost structure and dependencies).
- Any other relevant information

Confirmation of the above is expected in writing in the response to the RFP.

All licensing requirements will be done to include the parent company of the bank (currently called SBM Holdings Ltd) as well as all Group entities

Other Requirements

In addition, the proposal should include if applicable the following:

- The guarantees given by your company against substantial future price increase, particularly in relation to support, upgrade to new releases/ versions, and increase in the number of sites, interfaces or hardware
- Protection offered by your company in the event of inadequate support or withdrawal of your company from the market.
- Maximum increase % in support/product maintenance after duration of initial contract.
- Solution version lifetime and duration of support of previous versions.

3 SERVICE PROVIDER RESPONSE

3.1 RESPONSE CONTENT

By responding to the RFP, the applicant agrees and will commit in writing.

The response should be as clear and concise as possible while providing all information necessary to understand the feature or procedure being described.

Applicant(s) are requested to carefully examine the RFP Documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy between any of the RFP documents, they should forthwith refer the matter to SBM for necessary clarifications.

To facilitate consistent evaluation and understanding of the response, we request that the following guidelines be adhered to:

- It should follow a tabular format and in the same sequence as the stated requirements and supported by an Excel document as far as possible
- Response should indicate for each of SBM's requirements, whether the proposed solution complies with the requirement and to what degree.
- More detailed explanations and Cross-references must be provided to support the response wherever appropriate.
- The proposal must be signed by an authorized person.
- All pages must be signed.

3.2 **SOLUTION RESPONSE**

This response should be structured into the following sections:

Section I: Executive Summary - This section is an overview of the response and is provided by your company's senior management. The summary should contain a statement of the relative strengths of your company and a brief description of your proposed solution, clearly identifying the main benefits, overall indicative cost and time frames.

In addition, the following details shall be required:

1. Registered company name
2. Business Registration Number
3. Registered Address
4. Contact details of authorized person to discuss on proposal
5. Date of incorporation of company
6. Nature of Organization (Proprietary / Partnership /Pvt. Ltd. Co / Public Ltd. Co)
7. Number of Employees experienced on the systems provided
8. Support Centre details
9. Any affiliates / associated businesses
10. Company's audited financial statements for the last 3 years
11. Number of persons to be assigned to this project
12. CVs of Project Manager and team members
13. Brief history of the company
14. A reference document
 - i. Showing the trust that other flagship clients have granted you for similar products
 - ii. Showing your best / impressive achievements
 - iii. Honestly explaining your responsibility in each of these projects.
15. A list of customers where your solution with regards to similar products has been successfully implemented and working.
16. Certification attesting being a premium partner of equipment brand proposed and duly authorized to sell and maintain the quoted equipment.
17. Evidence of financial stability to fulfill the contract.
18. Evidence of a minimum 3 years' experience supplying corporate IT equipment
19. Evidence of at least two (2) similar contracts of comparable scale (≥ 100 units) in the last 5 years.

Section II: Response to Service Provider's Technical Proposal. A full fledge technical proposal addressing SBM's needs under this RFP particularly section 2 should be submitted under this section. Bidders to advise how far they comply to each of the requirements and if possible in a tabular format.

Section III: Response to Support Structure and conditions – This section should contain your response to the support and maintenance requirements as applicable.

Section IV: Response to Additional Information Requirements - This section should contain any additional information that you wish to provide about your support structure that you view as being beneficial to SBM

Section V: Non-Disclosure Agreement

This section should contain the **Non-Disclosure Agreement** executed by service provider on its behalf and those of its employees, consultants, agents, subcontractors or other third parties who are involved (directly and indirectly) with this RFP.

3.3 FINANCIAL RESPONSE

This response documents the costing of your solution, and essential contract terms.

This response should consist of three sections:

Section I: Solution Costing Requirements - This section sets out your detail costing for the supply and after-sales services as per our request as applicable. The costing should be as per template spelt out in section 2.11 above.

Section II: Licensing Structure Requirements - This section provides details of the licensing structure for each of the proposed products

Section III: Contract Requirements - This section sets out your proposed contract terms and conditions, including your ability to comply with the contract requirements of SBM. SBM would expect that part of the contract to be performance based to give SBM the comfort on the service provider's ability to deliver its services as per its Service Agreement.

This section should also include any disengagement level costs and coverage of support to migrate out of the proposed solution.

4 GENERAL INFORMATION ABOUT THIS RFP

4.1 RESPONSE SUBMISSION

Proposals must be signed by duly authorized person(s) and submitted in English language. Each proposal must include all information as outlined in this RFP document and must be sent in PDF format **exclusively** to our secured electronic tender email address:

tender2@sbmgroup.mu at latest by Friday 20th February 2026 at 14:00 Mauritius Time.

Technical proposal and financial/commercial proposals to be submitted in separate emails with following reference in the subject line of your emails:

Technical Proposal: **“Procurement of Corporate Laptops & Desktops – Technical Proposal”**

Financial Proposal: **“Procurement of Corporate Laptops & Desktops – Financial Proposal”**

The maximum receiving capacity of the mailbox is **10 MB** per e-mail. Should your proposal exceed this size limit, you are requested to send same in two or more parts.

Proposals received after the closing date and time will not be considered. Proposals shall be considered to have been received within the closing date and time when it has been successfully opened by SBM. The burden of proof for the successful sending and time of sending of such proposals shall be on the party sending such proposals.

Once proposals are submitted at the above mentioned electronic tender email address, applicants are advised to notify the contact person stipulated in Section 2.2 below of the submission of the bid (**WITHOUT ATTACHING THE PROPOSAL**).

All queries on this RFP should reach the Bank by **06th February 2026**

Each applicant must include in its proposal all requirements and should not assume that another opportunity will be available to add any such matter after the proposal is submitted.

SBM reserves the right to request for any further information required at any time where RFPs' proposals are incomplete or SBM is of the view that further information is required from an applicant.

In addition, SBM reserves the right neither to accept the proposal or any proposal or any part of the proposal nor to assign any reason whatsoever for the non-acceptance or rejection of any proposal.

4.2 RESPONSE CONTACT PERSON

Any queries or clarifications with regards to the RFP should be sent to the following address:

Name of Company	SBM Bank (Mauritius) Ltd
Contact for proposal submission	Mr. Sailendra Kumar Booluck and Mrs. Shanita Bussawon Finance Division, SBM Tower, 1 Queen Elizabeth II Avenue, Port Louis Mauritius. Email : sailendrakumar.booluck@sbmgroup.mu Email : Shanita.Bussawon@sbmgroup.mu Tel : (230) 202-1454/ 202-1024 Fax : (230) 211-8838

4.3 CONDITIONS

RFP & Response Validity

This RFP is not an offer to contract. Instead, it represents a definition of specific requirements and an invitation to submit a response addressing such requirements.

Your formal response shall constitute an offer to SBM and shall be deemed to be valid for a period of **6 months** from the response due date.

Misrepresentation of any fact during the RFP process, inaccurate or misleading information in whatever form shared by the applicant with the Bank, will lead to the disqualification of the applicant without prejudice to other actions that the Bank may take.

The responses to this RFP and any accompanying documents will become the property of the Bank and the Bank shall be free to reproduce the whole or part of any response, for evaluation purposes, to disclose the contents of submitted responses to other applicants and/or to disclose and/or use the contents of submitted responses as the basis for the RFP process. Applicants must advise the Bank immediately in writing of any material change to the information contained in their RFP, including any substantial change in their ownership or their financial or technical capacity. Copies of the relevant documents must be submitted with their advices.

The Bank reserves the right to not accept the lowest or any quotation and shall not have to assign any reason for the rejection of the quotation. The Bank also reserves the right to annul the bidding process and reject all

quotations, even the lowest, at any time prior to award of contract without thereby incurring any liability towards any bidder and any obligation to inform any bidder of the grounds for the Bank's action.

The Bank reserves the right, at any time, to make any amendment or waive any of the requirements of this RFP document.

During the RFP evaluation process, applicants may be asked to make a presentation of the solution and demonstrate proof of concepts. Applicants shall bear all costs associated therewith.

SBM shall be under no obligation to consider, evaluate or accept your response notwithstanding that the requirements in the RFP have been met in your formal response. Should a contract be awarded, SBM may, at its option, incorporate all or any part of your offer in the formal response to this RFP in the contract. SBM's acceptance thereof shall be valid only upon the execution of a written contract and shall be subject to SBM's standard contracting terms and conditions.

Incomplete responses may be a reason for **outright rejection** of the proposal. However, SBM reserves the right to seek further information or clarification from you in the event your proposal is incomplete.

Any deviations from the specifications, terms and conditions of this RFP and/or alternative proposals must be distinctly pointed out by the applicant.

The applicant shall bear all costs associated with submission of RFP, presentation / Proof of Concept / additional information as designed by the Bank.

Confidentiality

You will be required to execute the Non-Disclosure Agreement, which will form part of your formal response to this RFP. Please read the terms thereof carefully and note that the obligation of confidentiality contained therein is to extend to all your employees, agents and third parties involved (directly or indirectly) with this RFP.

All responses to this RFP shall become the property of SBM. All materials contained within your formal response, as well as the materials and information distributed during the service provider presentations, if any, will be made available to all project team members including external parties appointed by SBM to assist in the evaluation process. This group of people will be bound by the same confidentiality obligations.

You should not announce, discuss or disclose to any third party the existence of this RFP or any information contained therein, other than a third party or parties selected by your company to assist you in the preparation of your proposal. Such third parties should be bound equally by the confidentiality obligations of the confidentiality agreement. Failing to abide to the above will lead to automatic disqualification and could even jeopardize the existing and future business relationship between your company and SBM.

Correct and Complete Requirement Interpretation

It is the responsibility of the service provider to properly interpret and understand all SBM's requirements prior to submission of the response. During preparation of the response to the RFP, the applicant may contact SBM for clarification, from the contact persons specified under Section 4.2.

Potential service providers shall notify SBM in writing for clarification of any inconsistency, discrepancy or conflict within the content thereof or any figures and wording, or any ambiguity regarding any part of this RFP document.

Sub-Contracting

The service provider must identify and describe the role of any subcontractor employed in providing a solution to SBM. These roles include subcontracting for specific tasks, partnering with other tool service providers to

provide solutions, and the roles of all third-party tool service providers where there are services or procurements made during the implementation of the solution. The payment and management responsibilities of SBM should be clearly delineated with regard to each of the planned subcontractors. SBM will need to approve the hiring of all subcontractors. Such subcontractors will be bound by the same contractual obligations of the selected service provider to SBM. However, the service provider will remain liable for any non-performance by the sub-contractor.

The service provider should disclose all proposed subcontractors for SBM's approval by: -

Friday 20th February 2026 at 14:00 Mauritius Time (GMT+4).

No information to be disclosed to any third party, without the prior consent of SBM.

Project Materials

Any material prepared by SBM, the service providers, or the subcontractors in connection with the development and/or delivery of the project will be the sole property of SBM. The service provider may not use such materials for any purpose other than for the Bank solution. Response to the RFP and other supporting documentation submitted by service providers will become the property of SBM and will not be returned.

Incurred Costs

SBM is not responsible for the costs of preparing, presenting and attending the RFP. All expenses incurred by the service provider, whether selected or not, for the preparation and submission of the RFP, presentation and product demonstration is the responsibility of the service provider and will not be reimbursed by SBM. All equipment required during the presentation, demonstration and/or prototyping will be provided by the service provider, unless specifically agreed to by SBM prior to the presentation.

Misrepresentation

The answers given in your response to the questions raised in this RFP and the information provided and/or obtained in discussions, presentations, further clarification and site visits will be accepted in good faith by SBM, and SBM's decisions will be based on the same.

Should SBM have reason to believe that you have misrepresented, fabricated, exaggerated or lied about any information contained in your response, you will be immediately disqualified from the process.

Bank Obligations

SBM reserves the right to accept **whole or part of any proposal**, which could under certain circumstances lead to the service provider being asked to consider an alternative provider as part of their total solution. In which case, options and terms of any engagement will be discussed with the appropriate service providers in order to achieve an acceptable conclusion.

SBM is under no legal obligation to accept the response of the RFP as a binding contract with the applicant.

SBM reserves the right to accept, split or reject any or all proposals received or cancel the tendering exercise without incurring any liability towards any service provider and/or any obligation to inform any applicant of the grounds of its action.

Non-acceptance of a service provider's proposal will mean that other proposal(s) were deemed more advantageous to SBM or that all proposals were rejected. Applicants whose proposals are not accepted, will be notified after the issuance of a letter of offer to the selected applicant and its acceptance thereof or in the event SBM rejects all proposals.

Amendment of RFP Document

- a) SBM reserves the right to amend the RFP process by notice to the applicant.
- b) At any time before the deadline for submission of proposals, SBM may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidders, modify or amend the conditions of this RFP Document.
- c) All applicants who have received this RFP shall be notified of the amendment in writing by e-mail or fax or post, and all such amendments shall be binding on them.
- d) If required in order to allow applicants reasonable time in which to take the amendment into account in preparing their bids, SBM reserves the rights to extend the deadline for the submission of proposals. Any request to extend the said deadline shall be entertained at SBM's sole discretion.

Legal

It is hereby agreed that this RFP, and all matters arising there from, shall be governed by the laws of Mauritius, and it is agreed that the applicant and SBM shall submit to the non-exclusive jurisdiction of the courts of Mauritius.

Access control

Access by the service provider or any of the service provider's employees, subcontractors, officers, auditors and officials of any regulatory or supervisory authority, to the Bank's servers and computing environment (consisting of hardware, firmware and software) shall at all times be subject to the Bank's prior approval and access shall be on such terms as the Bank, in its sole discretion, may require.

Warranty

All service providers are required to **include the following warranty** as part of their formal response to this RFP:

"I/We hereby warrant and represent to SBM Bank (Mauritius) Ltd that: -

1. All my/our statements herein are true, correct and complete, and shall remain so for 9 months from the response due date;
2. The product and services package described, proposed and presented herein is the latest operational and stable release of the same;
3. All my/our services described, proposed and presented shall be conducted in accordance with good industry practice, and I/we are willing, ready and able to perform the same; and
4. I/we will inform SBM in writing within seven (7) days of our receipt of notice of any litigation, arbitration or administrative or bankruptcy/insolvency proceedings threatened or instituted against us, and which may adversely affect the use, delivery or performance of any deliverable set out herein."

Service Provider Selection Criteria

The Service Provider will be selected according to a set of criteria

- b. Its capabilities to fulfill the mission
- c. Its ability to demonstrate its "fair play" spirit where the result goes before the administrative bottlenecks.
- d. Its ability to encompass the entire project in a reasonable overall budget.
- e. Its ability to demonstrate a strong expertise in this field.
- f. Its ability to demonstrate successful and satisfactory customer references.
- g. Its ability to demonstrate its delivery commitment with penalty-backed service levels

5 TERMS AND CONDITIONS

The terms listed below represents SBM's Standard Service Requirements. These requirements are not exhaustive and will be supplemented and/or by the final contractual documents. Please tick as appropriate to indicate your compliance to these requirements. In case of a 'No' or 'Partly' answer, please specify the alternative arrangements provided by your organization, or your comments in case you feel that such an arrangement is not required.

5.1 TERMS OF SERVICE CONTRACT - GENERAL		YES	NO	Partly
1.	Coverage: 08:00 to 17:00 on working weekdays			
2.	Service premium to be paid after Delivery and Commissioning of the equipment			
3.	SBM may terminate service contract with 90 days written notice to the Service provider.			
4.	The service provider will provide a report detailing possible causes of failure and recovery procedures in case of attendance to a problem.			
5.	Service premium rate to be fixed for a period of 5 years and to be calculated on cost of each individual product excluding VAT.			
6.	The Letter of Credit for the purchase of the solution should be done via SBM.			
7	All payments will be done in MUR and will be fixed for the initial and maintenance costs. These costs will not be negotiated for any exchange rate fluctuations			
8.	A penalty of 2% of the value of contract will be charged per week for non-compliance with delivery dates.			
9.	Non-compliance of the SLA (response time of 2 hrs and a resolution time of 4 hrs , inclusive of the response time), a penalty fine of MUR 200 per hour (vat excl) after the four hours resolution time will be applicable until the time the issue is resolved.			
10.	System introduced for SBM must be virus free and free of malicious codes. The service provider will be liable, accountable and contribute to the cost of recovering from the harm caused by the software provided which includes cash payment for any documented expenses incurred by SBM in removing virus, any costs of rebuilding machines or restoring things to their original condition, and any costs for lost productivity during cleanup.			
11.	In the event the commissioning of the proposed solution/hardware/software/accessories is not successful, as per specifications and to the satisfaction of SBM, SBM reserves the right to cancel the whole order and the supplier should refund any part payment effected after confirmation of order and any costs borne by SBM.			
12.	The service provider shall commit in writing that the licenses for the proposed solution will be provided at enterprise level based only for unrestricted use across organization, irrespective of locations.			

5.2 TERMS OF SERVICE CONTRACT - SERVICE		YES	NO	Partly
1.	Comprehensive maintenance policy covering all spare parts, labor and transport. Coverage: 08:00 to 17:00 on working weekdays			
2.	Preventive Maintenance to be performed annually.			
3.	All consumable parts to be clearly defined, with an indication of the cost and rate of replacement.			

4	All critical parts necessary for non-stop operation of equipment to be readily available. Minimum of 10% of value of equipment to be kept as spare parts in stock.			
5.	Undertaking to provide services and parts for a minimum of 7 years, backed by a similar undertaking by manufacturer.			
6.	Guarantee to have engineers available at all times specialized in the servicing of the supplied equipment.			
7.	Undertaking to provide maintenance (parts and services) for a minimum period of 5 years.			
8.	Undertaking that if hardware failure not deemed to be repairable, the service providers to secure intervention from overseas at own cost.			
9.	Service provider to provide all necessary labour and test equipment to maintain the equipment in good operating condition.			

	5.3 TERMS OF SERVICE CONTRACT - SOFTWARE	YES	NO	Partly
1.	Undertakes to provide support services from 08:00 to 17:00 on working weekdays			
2.	Guarantee to have engineers available at all times specialized in the supplied software.			
3.	Throughout the duration of the contract, SBM will receive all product updates (both major and minor), maintenance releases, and any patches, fixes and error corrections for the product for which customer purchased the solution. The service provider undertakes to inform the customer about the availability of any updates, deliver and install all software updates.			
4.	All upgrades and updates should be installed after office hours (time to be communicated by SBM) at no additional cost.			
5.	Undertakes to schedule frequent (at least once every month) preventive maintenance visits to help in fine-tuning of software performance including security aspects, analysis of usage logs, error logs, etc. and capacity planning and taking remedial / preventive measures thereon.			

6 EVALUATION AND COMPARISON OF PROPOSALS

- a. A screening committee will be constituted by SBM for the purpose of selection of the best proposal/alternatives.
- b. The company profile, past experience of the bidder in the area of supply, installation, commissioning and maintenance of the solution, technical features, hardware/software requirements, delivery schedule, service, support, price, etc. shall be some of the important criteria in selecting the bidder.
- c. During the period of evaluation, applicants may be asked to provide more details and explanations about information they have provided in the proposals. Service providers should respond to such requests within the time frame indicated in the letter/fax/ e-mail seeking the explanation. Service providers will be required to make a presentation of the proposals to the screening committee.
- d. SBM reserves the right to modify / amend the evaluation process at any time during the process, without assigning any reason, whatsoever, with notice to the applicant.
- e. SBM will adopt the evaluation methodology as given below:
 - i. The functional and technical requirement

ii. The applicants should provide their response to the questionnaire and enter their remarks in the last column, if any.

Scale	Description
Y	Required features readily available and will be provided by the service provider.
N	Functionality is not available and will not be provided by the service provider.
C	Required feature not available in the present version. Service provider needs 15 elapsed days to implement it within the quoted cost.
F	Required feature cannot be available in current version. Additional cost may be incurred for incorporating same in solution provided or the required feature is within the product roadmap.

f. Marks will be allocated to the responses provided in the questionnaire and also to the following:

- Formatting and clarity of the proposal
- Acceptance to the terms and conditions
- Deadline for submission of the proposal
- Response to all information requested as per this RFP
- Documentation provided to evidence responses among others

g. SBM shall notify the successful applicant by email. The applicant shall acknowledge receipt of the email notification.

h. The acknowledgment by the applicant shall be followed by execution of the services agreement. The applicant accepts and acknowledges that its appointment is subject to the execution of a binding services agreement, on such terms and conditions as may be acceptable to SBM. SBM reserves the right to withdraw from the negotiations at any time, should the parties not be successful in reaching a mutual agreement on the final terms and conditions.

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