



**Terms of Reference (TOR)**  
**Consultant for System Development and review of IT at SIFB**

**1. Introduction**

The Sugar Insurance Fund Board (SIFB) is a parastatal organization operating under the aegis of the Ministry of Agro Industry and Food Security. SIFB is self-funded and provides covers to all insured for losses in sugar production against insurable risks.

**2. Overview of actual applications**

SIFB acquired Uniface (a development tool) in 1997 to develop its mission critical applications namely Insurance system, Payroll system and HR system developed using Uniface in Client / Server environment.

**3. Purpose**

SIFB is planning to redevelop the applications that were developed on Uniface. SIFB intends to outsource the redevelopment and once the applications are stable, SIFB will take over the development internally. The goal of redeveloping these systems is to take advantage of latest technologies such as cloud base and the new applications that are available to users anywhere anytime. Among others, our officers performing field duties must be able to enter data in real time or access any information from the sugarcane fields. Planters must be able to make their own registration or complaint. Other stakeholders must be able to access the system securely. The application should have an attractive graphical representation of the information to facilitate management decision making.

**4. Objectives / Scope of Work**

The objective to appoint a Consultant is to help SIFB to redevelop its mission critical applications and to include among others the following:

- Analyze and understand detailed SIFB requirements
- Document business requirements, gatherings and issues and updated business process flows
- Interface with Management, IT Staff, end-user, and the service provider
- Develop strategy with goal achievement in mind
- Provide software (modern technology / state of art) solutions
- Provide recommendations for software development tools
- Prepare tender document for the above purpose
- Evaluate tender received
- Prepare tender evaluation and recommendation
- Planning a project timeline and the resources needed
- Involve in design, code, debug, testing process and implementation
- Make sure the application is user friendly and highly secured system
- Review and evaluate technical design and technical quality issues and processes
- Train end-users
- Train the SIFB developer
- Perform parallel
- Integration with exiting software such as Navision, Laserfiche, etc
- Proper handover the software to SIFB
- Prepare end user manual hard/Soft copy of the software
- Prepare technical manual hard/Soft copy of the software for Developers

- Prepare necessary policies (hard/Soft copy)
- Provide a warranty on the software for a period of one year from the date of successful implementation of software.
- Prepare a log of modifications and changes
- Ensure the data security and timely backup of the software and data
- Propose the new IT structure, including staffing needs
- Review all existing servers and propose the appropriate servers
- Review SIFB network
- Review and propose alternative or enhance the existing software such as Navision, Laserfiche, Attendance System, etc
- Implement Office 365 at SIFB

The Consultant will be required to review all applications currently in use (such as Laserfiche, Navision, etc), procedures, other system in place (hardware such as all servers, storage, software, active directory, etc.), network, security, and policies; understands the work process and requirements of the Organization; refer to the present internal system and processes for understanding its practicality and shortcomings; refer to the existing database.

#### **5. Terms and Conditions**

- The Consultant (IT Consulting Firm / individual) agrees to provide his service to SIFB until final sign off of the project. The Consultant will work closely with Head of Department, end-users and IT Staff and reports to the IT Steering Committee.
- The Consultant shall ensure to the best of their ability, knowledge, skill, competence and professionalism to ensure that the services provided is to the full satisfaction of SIFB.
- All systems, source codes and documents developed during the assignment should meet the requirements of SIFB. They will be the sole property of SIFB. System, source codes and documents or any part, therefore, cannot be sold, used and reproduced in any manner and it should be treated as confidential data / information at all times.
- SIFB reverse the right to replace the consultant if the work performed is not as per the expectation of the SIFB.
- The Consultant should ensure that the project is completed with reasonable time.
- The Consultant should split the project into different phases.
- The Consultant will have to define the duration of the project including its different phases.
- The Sugar Insurance Fund Board reserves the right to accept or reject any proposal and to annul the bidding process and reject all proposals at any time prior to award the Contract, without thereby incurring any liability to any Bidder.
- The Consultant will have to specify the starting date with the assignment as from the date of award of contract.

#### **6. Eligibility Criteria**

- Service providers should submit a statement on past and present declaration of ineligibility, if any, by any agency or any termination of contract for unsuccessful completion of assignment, giving adequate details to enable a fair assessment.
- The Consultant (IT Consulting Firm / individual) should have been exposed to similar consulting exercise and possess the necessary skills in IT-related areas.
- Proof of past experience / previous assignments should be submitted for evaluation purposes and the Consultant should submit a list of companies and their contact details for references.
- Past experience of the Consultant shall be considered as the paramount requirement.

#### **7. Financial Proposal**

The Consultant should submit a phased financial proposal covering all stages of the project until final commissioning / sign off.

#### **8. Closing Date**

The proposal from the Consultant shall be submitted in sealed envelope, marked '**Consultant for System Development and review of IT at SIFB**' and addressed to Officer-In-Charge. The proposal have to be deposited in the Tender Box situated at the 1<sup>st</sup> Floor, Sugar Insurance Fund Board, 18 Sir Seewoosagur Ramgoolam, Port Louis, Mauritius by **Friday, 30 September 2022 at 13:00 hrs** (local time) latest.

Proposals should not be forwarded by electronic mail and proposals received after the deadline set for submission shall not be considered.

**9. Validity of the offer**

The offer should be valid for at least 120 days as from the closing date

**10. SIFB reserves the right to :-**

- a) accept or reject any proposal
- b) annul the request for proposal process and reject all proposals at any time prior to award of contract.