Botswana Development Corporation

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CLARIFICATIONS TO BIDDER'S ENQUIRIES NO.2

PROVISION OF AN INTEGRATED INFORMATION MANAGEMENT SYSTEM (IIMS) FOR BDC

Date Issued:19/04/2024.

ITEM No	QUESTION	BDC RESPONSE
1.	Are there specific technological constraints or preferences we should consider when integrating with existing systems?	As stated in the EOI, there is a Statement of User Requirements (SOUR) document that is currently being updated. It is this document that will specify constraints, preferences, integration, performance metrics and all other variables that the solution should respond to. The SOUR document will be made available to the preferred vendor/solution provider upon completion of the procurement process.
2.	What types of data are prioritized for management and security within the IIMS?	Same as 1 above
3.	Are there any functionalities not currently mentioned that you foresee needing in the future? Are there any expected operational/ expansions that the system should accommodate?	The EOI states that the solution should be scalable and flexible to allow for future developments.
4.	What are the specific access and usability requirements for different user roles using the IIMS?	Same as 1 above
5.	What are the critical reporting and analytics features needed for decision-making?	Same as 1 above
6.	What is the expected timeline for implementing the IIMS?	The project is scheduled to be completed by January 2026 as per the Clients timeline however, this does not mean the bidder cannot propose a different timeline in line with their proposed solution.
7.	What level of ongoing support and maintenance do you expect from the vendor after implementation?	Same as 1 above
8.	What functionalities are expected from client interfaces like web portals, intranets, and mobile apps? (As we don't have SOUR with us)	Same as 1 above
9.	Are there existing APIs or interfaces with third-party systems that we must use, or will we need to develop new ones?	Same as 1 above
10.	What functionalities are expected for workflow and communication management within the IIMS?	Same as 1 above

11.	Considering the existing IT infrastructure, do you anticipate any challenges during system integration?	Same as 1 above
12.	Does the firm have a preference for specific development methodologies such as Agile or Waterfall?	The Client is not prescriptive in the methodology the bidder wishes to adopt, but the methodology should be in line with the delivery approach.
13.	What are the current key performance indicators for the development phase, and who are the main stakeholders in the testing phase?	Same as 1 above.
14.	What is the current technical stack of the existing ERP system and other critical applications?	Same as 1 above.
15.	Are there specific programming languages, databases, or development tools you prefer to be used in the new system?	Same as 1 above
16.	Can you provide details on the current server infrastructure and how the IIMS should integrate with it?	Same as 1 above
17.	What are the security protocols and standards currently in place that the new system will need to comply with?	BDC has adopted ISO27001 Standard. However, the new system should comply with the Botswana Data Protection Act of 2018.
18.	How do you handle data backup and disaster recovery in your current setup, and what expectations do you have for the IIMS in these areas?	Same as 1 above
19.	What is the current approach to data integration and middleware services within your IT environment?	Same as 1 above
20.	Are there specific performance metrics or service level agreements (SLAs) that the new system should meet?	Same as 1 above
21.	How do you manage and monitor system performance and scalability in your existing environment?	BDC has a wide range of tools for managing and monitoring systems performance. But in the case of the IIMS, it is expected that the successful bidder will provide guidance and/or tools for performance management and monitoring.
22.	What are the compliance requirements that the new system must adhere to, especially with regards to data privacy and security?	The system should adhere to the Botswana Data Protection Act of 2018
23.	Is there a preference for cloud-based services versus on-premises solutions, or a combination of both?	Same as 1 above

24.	In terms of Accreditation (Point 7.1.2, Page 8 of EOI), does accreditation pertain to the developed solution or accreditation of the participating company & team members.	The solution provider should as a company and team, be accredited to deliver the proposed solution.