

**Ministry of Information Technology, Communication and Innovation**

**Request for Information (RFI)**

**from**

**Qualified Suppliers for the Implementation of a Sovereign Cloud for the Government of Mauritius**



**Reference No: MITCI/RFI/01/2025-26**

**Date Issued: 01 September 2025**

**Project Overview**

The **Ministry of Information Technology, Communication and Innovation** (MITCI) is seeking information from qualified suppliers with capabilities to **implement a Sovereign Cloud system** governed by the laws of the Republic of Mauritius to achieve the following objectives amongst others: -

* **Data location and residency**
* **Data Privacy**
* **Strict compliance standards**
* **Operational support policies**
* **Dedicated and secure networking Advanced encryption**

**Purpose of this RFI**

The primary objective of the RFI is to:

* Gain a comprehensive understanding of available market solutions for acquiring a sovereign cloud for the Government of Mauritius.
* Gather information on potential technologies, solutions, and platforms, service model including billing, deployment, migration, managed services amongst others.
* Evaluate the financial and technical capabilities, experience and qualifications of potential Suppliers.

Identify approaches to ensure scalability, security and compliance with privacy regulations

**Description of Requirements and Scope of Project**

The Sovereign Cloud for the Government of Mauritius should be

1. strictly **governed by Laws of the Republic of Mauritius**. Government of Mauritius should have the total control over all the digital assets associated with the infrastructure including (but not limited to):
   1. Management of Infrastructure
   2. Deployment of compliance regulations and standards
   3. Implementation/enhancement of logging mechanism (Access Control)
   4. Implementation/enhancement of system auditing including audit trails
2. deployed **locally and managed by local staff**. The infrastructure should be located within a Tier 3 equivalent or better Data Centre that meet the following criteria:

* Multi-layer access controls
* 24/7 on-site security with CCTV monitoring and retention
* firewalls and intrusion detection/prevention
* patching, vulnerability scanning, and penetration testing
* Redundant power sources (Grid + UPS + Generators)
* Redundant precision cooling systems
* Direct, secure links to government networks (GINS)
* Continuous monitoring and audit logging

1. providing **Managed Services** including (but not limited to):
2. Migration activities
3. Allocation and Management of Public IP,
4. Testing and commissioning,
5. Monitoring services,
6. Run upgrades and patches,
7. Troubleshooting

**Presentation or Demonstration**

The MITCI reserves the right to invite any respondent(s) to carry out a presentation or demonstration of a prototype of their proposed solution within **two weeks** following formal notification from the Ministry.

All costs associated with the presentation or demonstration shall be borne by the respondents.

**Important Note**

**It is important to note that:**

1. **Any financial information provided will be used to assist in budgetary estimation for the project and will be kept confidential.**
2. **Respondents may be requested to provide additional information, carry out a presentation, to demonstrate a prototype should MITCI wishes to.**
3. **Respondents are responsible for all costs associated with the preparation and submission of their response.**
4. **Publication of RFI not constitute an Invitation for Bid and does not oblige Government of Mauritius to procure services referred in the RFI.**
5. **Your response will assist in the conception of technical specifications to be included in the bidding document for the Sovereign Cloud project.**

**Review Criteria**

The MITCI will review all responses received according to the key criteria below.

* **Financial Capabilities: check the financial soundness of the supplier and the ability to support the project over long term**
* **Technical Capabilities: Existing infrastructure such as Data Centre, Feasibility of providing the sovereign cloud with associated services, security, and interoperability of the proposed solution.**
* **Experience and Expertise**: Experience in providing cloud solution, local staff experience, experience with multi hosting technologies, Operating System etc.
* **Scalability and Flexibility**: Ability to scale up the infrastructure, support services
* **Compliance**: Adherence to ISO regulations, data protection Act and other Laws of Mauritius.

Should the MITCI thereafter decide to carry out a bidding exercise, same would be conducted in accordance with the Public Procurement Act 2006.

**Confidentiality**

All responses to this RFI will be treated as confidential and used solely for the purpose of gathering insights for this project. Potential Suppliers should not include any proprietary or sensitive information unless clearly labeled as such.

**Potential suppliers are requested to review all the information provided in this RFI and submit their responses using the designated Response Form/Questionnaire.**

**Instructions to Prospective Suppliers/firms**

**Proposal Submissions**

Proposals in response to this RFI, together with any additional information and / or supportive documents, shall be addressed to the **Permanent Secretary, Ministry of Information Technology, Communication and Innovation, 6th Floor, SICOM Tower, Wall Street, Ebene** and must be placed in a sealed envelope, clearly marked:

**“REQUEST FOR INFORMATION FROM POTENTIAL SUPPLIERS /FIRMS INTERESTED IN THE IMPLEMENTATION OF A SOVEREIGN CLOUD FOR THE GOVERNMENT OF MAURITIUS Ref: MITCI/RFI/01/2025-26**

The sealed envelope should bedeposited in the Tender Box situated **on 6th Floor, SICOM Tower** at the **Ministry of Information Technology, Communication and Innovation, Wall Street, Ebene** or submitted/sent by registered post or Courier Service located at the **Registry of the Ministry of Information Technology, Communication and Innovation, 6th Floor, SICOM Tower**, **Wall Street, Ebene** on or before **01 October 2025 at 13.30 hrs (Mauritian time)**.

Prospective Suppliers/firms requiring any clarification on this RFI shall notify the **Ministry of Information Technology, Communication and Innovation** by addressing a written request to the **Permanent Secretary**, **Ministry of Information Technology, Communication and Innovation,** through email at [**prampadarath@govmu.org**](mailto:prampadarath@govmu.org) **with copy to Secretary, Departmental Bid Committee, on e-mail address: mmaureemootoo@govmu.org** 14 days before the closing date of the RFI.

The **Ministry of Information Technology, Communication and Innovation** will respond to any request for clarification **within 7 days before the deadline for submission** of the RFI. Replies to all requests for clarification received from respondents shall be made available to all prospective firms.

**Information Required**

As stated above, the objective of this RFI exercise is to compile as much useful information as possible from prospective suppliers on the **Implementation of a Sovereign Cloud for the Government of Mauritius**. In this respect, suppliers are required to fill in the Questionnaire as detailed hereunder:

Response Form/Questionnaire

To be filled by the Provider (All fields to be filled)

Please feel free to expand the answer box as needed or attach additional pages if more space is required.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No | General Company Information | | | |
|  | Name of Company | |  | |
|  | Company’s Authorised Representative | | | |
| * Name: | |  | |
| * Address: | |  | |
| * Telephone/Fax Numbers: | |  | |
| * Email Address: | |  | |
|  | Experience   * Implementation of Sovereign Cloud Solution   Include examples of  Projects implemented for which country/states etc,  Project Scope,  Project cost,  Project Start Date   * List Platform supported * List Technologies supported (Operating System) amongst others   Virtual Machine platforms (VMware vSphere, Microsoft Hyper-V, LDOM, etc.)   * List Managed services * List the compliance standards implemented   e.g: Local Regulatory Compliance:  Data Protection Act 2017 (DPA 2017), Cybersecurity and Cybercrime Act (CCA) 2021  International Security & Cloud Standards:  ISO/IEC 27001:2022 – Information Security Management System (ISMS)  ISO/IEC 27017 – Cloud-specific security controls    Access Management:  e.g: Least Privilege, Zero Trust Model, Segregation of Duties (SoD), Identity & Access Management (IAM) Framework, etc. | |  | |
|  | Staff Details  key personnel that could be assigned to the project  relevant skills, expertise and experience. | |  | |
|  | Financial capability  Provide the last 3 published/audited financial statement of companies | |  | |
|  | Data Centre  Provide information on Data Centre hosting the Sovereign Cloud   1. Location 2. Internet Connectivity redundancy – list ISP (Multi -ISP) 3. Service Isolation - always available – connected to GINS 4. Associated services    1. Disaster Recovery    2. Monitoring Services    3. Migration Services    4. Testing and commissioning,    5. Monitoring services,    6. Run upgrades and patches,    7. Troubleshooting | |  | |
| A | | Required Information and Minimum Requirement | |
|  | | Service Model  The potential supplier should specify the business model for implementation of the Sovereign Cloud   * Service Model (such as IaaS) including associated requested services * Billing Model (such as PaYG) | Specify |
|  | | Associated Services  The potential supplier should provide additional information on associated services   * Security equipment * Access Control * Internet Connectivity Redundancy – list ISP (Multi -ISP), bandwidth * Service Isolation - always available – connected to GINS * Disaster Recovery | Specify |
|  | | Managed Services  The potential supplier should specify how requested services associated with of the Sovereign Cloud as listed are achieved   * Infrastructure Management * Monitoring services * Migration services * Testing and Commissioning * Specify any additional services | Specify |
|  | | Security and Privacy  The Sovereign Cloud should abide by all the Laws of the Republic of Mauritius including the Data Protection Act and other industry norms and standards such as ISO 27001, 27017, 27018.  The potential supplier should provide additional information on how whether Laws and Standard are complied with and describe how (amongst others)   * Physical security - 24/7 monitoring, access logs, CCTV, biometric access controls. * access control techniques for infrastructure (Multi layered, zero trust) * encryption mechanism (at rest and in transit – TLS/mTLS etc) | Specify |
| C | | Scalability |  |
|  | | Potential supplier should provide information on proposed infrastructure can be scale up on request | Specify |
| D | | Implementation Timeline |  |
|  | | Estimated Timeline for implementation of a Sovereign Cloud for the Government of Mauritius | Specify |

**Responses are Authorised By:**

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Name: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Position: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Authorised for and on behalf of: | |  | *(DD/MM/YY)* |
| Company: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |

**NOTE:**

1. The above list of information is not exhaustive and suppliers may submit additional information or support documents including brochures, catalogue and pamphlets to enable the **Ministry of Information Technology, Communication and Innovation** to better assess their experience and capabilities.
2. All information submitted shall be in English.
3. The **Ministry of Information Technology, Communication and Innovation** may request further clarifications from potential project firms during the assessment of the information received in response to the RFI.
4. All costs incurred in the preparation of the proposal for the RFI shall be borne solely by the project firm.

**Way Forward**

Following the receipt of the information resulting from the RFI exercise, the **Ministry of Information Technology, Communication and Innovation** will carry out a detailed assessment / examination of the information obtained. On the basis of these findings, the **Ministry of Information Technology, Communication and Innovation** will compile a list of potentially qualified suppliers in terms of the project of **Implementing a Sovereign Cloud for the Government of Mauritius** detailed in this RFI.

The **Ministry of Information Technology, Communication and Innovation** may, thereafter, proceed with a competitive bidding exercise by launching a procurement exercise to invite potential firms to submit binding offers.

**Procurement Process**

In the event the Client intends to carry out a competitive bidding exercise, the **Ministry of Information Technology, Communication and Innovation** shall provide along with the procurement document, all the terms and conditions governing the contract.

**NOTE**:

This RFI is not a tender exercise and the **Ministry of Information Technology, Communication and Innovation** reserves the right:

1. to annul this RFI exercise without incurring any liability to any party; and / or
2. not to proceed with a formal procurement exercise subsequent to this RFI.