



REPUBLIC OF MAURITIUS

**MINISTRY OF INFORMATION TECHNOLOGY, COMMUNICATION AND  
INNOVATION**

**File Ref: MITCI/RFI 01/2025-26**

**Addendum/ Corrigendum/ Clarification No. 2**

**Dear All Potential Suppliers,**

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

Please refer to the Invitation for Proposal - “Request for Information from Qualified Suppliers for the Implementation of a Sovereign Cloud for the Government of Mauritius” launched on **04 September 2025** through the Procurement Policy Office Portal.

**2. Extension of Bid**

Kindly note that the new deadline for submission of bids is re-scheduled for **13 October 2025 at 13.30 hrs (Mauritian time)**.

**3. Submission**

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

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

The sealed envelope should be deposited in the **Tender Box** situated on **6<sup>th</sup> Floor, SICOM Tower** at the **Ministry of Information Technology, Communication and Innovation, Wall Street, Ebene** or submitted/sent by registered post or Courier Service to the **Registry of the Ministry of Information Technology, Communication and Innovation, 6<sup>th</sup> Floor, SICOM Tower, Wall Street, Ebene** on or before **13 October 2025 at 13.30 hrs (Mauritian time)**.

4. **Clarification**

Also note that following request dated 17 September 2025 from a potential supplier via email, kindly find hereunder the queries and their corresponding replies:

**Queries/ Replies**

<b>Query No.</b>	<b>Queries</b>	<b>Comments/ Replies to Queries</b>
<b>A.</b>	<b>Legal, Jurisdiction &amp; Governance</b>	
1.	Please confirm that all data, metadata, operational/support data (e.g., logs, telemetry, diagnostic dumps) and cryptographic keys must remain within Mauritius and under exclusive Mauritian jurisdiction (including for backups and DR).	All data mentioned must remain within Mauritius and under exclusive Mauritian jurisdiction (including for backups and DR).
2.	Are there requirements regarding the legal ownership/control of the cloud operator entity (e.g., local incorporation/board control) and nationality/security clearance of operational personnel?	Legal ownership of the cloud operator entity is to be local incorporation/board control. It is advisable for the cloud provider to ensure the security clearance of operational personnel.
3.	Will MITCI require bidders to evidence protections against extraterritorial access to data (e.g., measures that ensure immunity from non-Mauritian laws)?	These requirements will be incumbent on the cloud provider.
4.	Will the Ministry prescribe specific contractual clauses/standards for sovereign cloud use by public bodies (e.g., high-assurance operational clauses, security attestations, audit and termination rights)?	Cloud provider may propose or specify.
<b>B.</b>	<b>Data Residency, Key Management &amp; Access</b>	
5.	Must customer-managed encryption keys be held in Mauritius-hosted HSMs? Is split-knowledge/split-control or double-key encryption expected for certain datasets?	[Please refer to note below – Same would be addressed during procurement exercise]
6.	Is a “Customer-Lockbox” - style approval workflow required for any vendor support access to systems/data? Please confirm audit trail content and retention periods.	[Please refer to note below – Same would be addressed during procurement exercise]
7.	Do residency requirements also apply to all metadata and support artifacts (including ticket attachments, crash dumps, telemetry indices and backup catalogs)?	[Please refer to note below – Same would be addressed during procurement exercise]

<b>C.</b>	<b>Architecture, Facilities &amp; Resilience</b>	
8.	Will MITCI pre-approve eligible Mauritian data centres (e.g., Tier III/TIA-942 Rated-3 or higher, ISO 27001), and require dual-site deployment? If yes, please share the minimum acceptance criteria.	<p>The Government Online Centre (GOC) may be considered as the designated hosting site.</p> <p><i>The GOC is a Tier III compliant data centre and is currently under the implementation of ISO 27001 standards.</i></p> <p>MITCI – Tier IV certified secondary site fully compliant with ISO 27001 may also be considered as part of the deployment strategy.</p>
9.	Please confirm minimum HA/DR objectives (RPO/RTO), inter-site separation, network path diversity, and “immutable” golden-copy expectations for backups.	<ul style="list-style-type: none"> <li>· RPO/RTO: Recovery Point Objective (RPO) and Recovery Time Objective (RTO) will be aligned with criticality of services, with near-zero data loss tolerance and rapid recovery for mission-critical systems.</li> <li>· Inter-site separation: The existing GOC and the Tier IV certified secondary sites are geographically separated to mitigate risks from common failure zones.</li> <li>· Network path diversity: Route diversity has already been implemented at the GOC primary site in Ebene and same will be replicated at the GOC secondary site at Rose-Belle.</li> <li>· Backups (“immutable” golden copy): A secure, immutable backup copy will be maintained, safeguarded against alteration or deletion, to ensure data integrity and availability for recovery.</li> </ul>
10.	Are there sustainability obligations (e.g., target PUE, renewable energy mix, environmental reporting) applicable to the sovereign cloud facilities?	Please propose best practices according to international standard.
<b>D.</b>	<b>Security Controls &amp; Assurance</b>	
11.	Which baseline certifications are required at go-live (e.g., ISO/IEC 27001, 27017, 27018), and should respondents also map to higher-assurance/“trusted cloud” controls adapted to Mauritius?	[Please refer to note below – Same would be addressed during procurement exercise]

12.	Should bidders provide a control-by-control compliance mapping to the Data Protection Act 2017 and relevant national cyber guidance (incl. CERT-MU), evidencing privacy-by-design and auditability?	[Please refer to note below – Same would be addressed during procurement exercise]
13.	What are the expectations for continuous assurance (e.g., continuous compliance monitoring, independent audits), vulnerability assessments, penetration tests and red-team exercises (scope/frequency)?	[Please refer to note below – Same would be addressed during procurement exercise]
<b>E.</b>	<b>Identity, Network &amp; Monitoring</b>	
14.	What integration is expected with GINS, MauPass and national PKI for federated identity, privileged access management and zero-trust?	[Please refer to note below – Same would be addressed during procurement exercise]
15.	Please provide interconnect specifications for GINS (bandwidth, encryption, segmentation), edge security controls and the accepted TLS termination domains.	[Please refer to note below – Same would be addressed during procurement exercise]
16.	Must all security/operational logs stream to a national SOC and/or CERT-MU in near-real time? Please confirm log retention periods and chain-of-custody requirements.	[Please refer to note below – Same would be addressed during procurement exercise]
<b>F</b>	<b>Service Model, Interoperability &amp; Exit</b>	
17.	Will MITCI accept both (a) air-gapped/fully sovereign stacks and (b) “wrapped” hyperscaler models with central guardrails? If both, what additional safeguards are mandated for each?	<p>Fully sovereign stacks – hosted in Mauritius, isolated from external networks, with local admin control, sovereign key management, and SOC oversight.</p> <p>Wrapped hyperscaler models – based on global platforms but with local guardrails such as data localisation, sovereign key ownership, RBAC, and auditability.</p>
18.	What are the data/application portability and exit requirements (open formats, API export), exit-assistance timelines and certified data destruction/verification steps?	[Please refer to note below – Same would be addressed during procurement exercise]

19.	Are there expectations for interoperability/federation with other national or regional platforms (e.g., future regional SOC collaboration) and/or hybrid usage with selected public cloud services?	[Please refer to note below – Same would be addressed during procurement exercise]
<b>G</b>	<b>Migration, Operations &amp; Skills Transfer</b>	
20.	Will the Ministry run a central migration programme (waves and priorities) and provide standard runbooks/playbooks for onboarding ministries and agencies?	[Please refer to note below – Same would be addressed during procurement exercise]
21.	Please confirm the scope of required managed services (e.g., patching, backup/DR tests, vulnerability management, capacity/FinOps) and the reporting cadence/SLGs.	[Please refer to note below – Same would be addressed during procurement exercise]
22.	Are knowledge-transfer and certification plans for in-country staff expected (e.g., a Build-Operate-Transfer model and target localisation timeline)?	[Please refer to note below – Same would be addressed during procurement exercise]
<b>H</b>	<b>Performance, SLA &amp; Incident Handling</b>	
23.	Please provide target SLAs/SLGs (service availability, response and restore times, severity definitions) and associated service credits/penalties for critical workloads.	[Please refer to note below – Same would be addressed during procurement exercise]
24.	24) Kindly confirm incident/breach notification timelines, authority contacts, templates and the interface to MAUCORS for statutory reporting.	[Please refer to note below – Same would be addressed during procurement exercise]
<b>I.</b>	<b>Procurement Process, Submissions &amp; Demonstration</b>	
25.	The press notice indicates that no pricing should be submitted, whereas the RFI notes that financial information may be used confidentially for budgetary estimation. Please confirm whether high-level budgetary inputs are permitted in the RFI response and, if so, the preferred format. <sup>1 2</sup>	No pricing should be submitted but a rough estimated cost will be much appreciated.
26.	Please reconfirm the clarification deadline (the RFI states 14 days prior to closing) and whether a consolidated Q&A will be issued to all prospective respondents seven days before the RFI deadline. <sup>2</sup>	Clarifications should reach this Ministry 14 days before the closing date of the RFI. The Ministry will respond within 7 days before the deadline for submission and will be made available to all prospective bidders.

27.	The RFI mentions that MITCI may request a presentation/prototype within two weeks of notification. Could you clarify the expected scope, environment pre-requisites, evaluation criteria and any reference datasets for that demonstration?²	<p>We encourage bidders to provide detailed insights, best practices, and possible implementation approaches in response to the queries raised. In particular, we welcome comprehensive explanations on:</p> <ul style="list-style-type: none"> <li>• Core architectural requirements (Architecture, Facilities &amp; Resilience) and recommended deployment models for sovereign cloud;</li> <li>• Data Residency, Key Management &amp; Access;</li> <li>• Mechanisms to ensure data residency, compliance, security controls, Assurance, Legal, Jurisdiction &amp; Governance;</li> <li>• Interoperability considerations with existing infrastructure;</li> <li>• Operational governance and service management approaches;</li> <li>• Identity, Network &amp; Monitoring;</li> <li>• Service Model, Interoperability &amp; Exit;</li> <li>• Migration, Operations &amp; Skills Transfer;</li> <li>• Performance, SLA &amp; Incident Handling;</li> <li>• Potential challenges and lessons learned from prior implementations.</li> </ul>
28.	Taking into consideration the above, we request an extension of the submission deadline by two (2) weeks.	Kindly note that the new deadline for submission of bids is re-scheduled for <b><u>13 October 2025 at 13.30 hrs (Mauritian time)</u></b> .

**Note:**

Following the Request for Information, a procurement exercise would be carried out by the Ministry of Information Technology, Communication and Innovation specifying the requirement for its desired solution. Clarifications to queries from supplier would be catered for the procurement exercise.

**Date: 19 September 2025**