BOTSWANA COMMUNICATIONS REGULATORY AUTHORITY



CLARIFICATION DOCUMENT

INVITATION TO TENDER

FOR

SUPPLY, INSTALLLATION AND COMMISSIONING OF AN INTEGRATED E-PROCUREMENT SYSTEM

REFERENCE NO: BOCRA/PT/004/2026.27

23 October 2026

BOTSWANA COMMUNICATIONS REGULATORY AUTHORITY
PRIVATE BAG 00495
GABORONE
PLOT 50671, INDEPENDENCE AVENUE, GABORONE

Below are Clarifications to Questions provided by bidders.

Clarification Request	**BOCRA Response**
Q1. Citizen contractor definition (Annexure I, Form M, paragraphs 3a and 6; Annexure II Part B; Section 1, 20.5 f). Please confirm how BOCRA applies the definition "wholly owned and controlled by persons who are citizens of Botswana" to a company whose shares are 100% held by Botswana citizens but whose board includes non-citizen directors. Is such a company eligible to sign Form M, and does it qualify as a 100% citizen-owned company for the price preference?	The definition of Citizen Contractor will be applied as per Form M (Declaration of Beneficial Owners) sections 3a to 3c, with particular attention to 3b. Preference Margins do not apply to the Board of Directors as they do not have direct control of the company. Therefore, such company qualifies as a 100% citizen owned entity. Form M should be completed by all citizen-owned companies or citizen owned companies in a joint venture with a non citizen owned contractor.
Q2. Intellectual property (Section 3, clause 21, sub-clauses 20.2 and 20.2.1). Please confirm that where the solution is based on pre-existing licensed software, the licence model in sub-clause 20.2.1 applies: the bidder and its licensors retain intellectual property in the software, and BOCRA receives a perpetual, royalty-free licence to the BOCRA-specific configurations, reports and deliverables.	The software owners retain IP of their software.
Q3. Draft contract (Section 3, preamble; clauses 5.2.2 and 16.2). The preamble refers to "Provision of Insurance Brokerage Services". Please confirm it will refer to this tender, and	The preamble should refer to the Supply, Installation and Commissioning of an Interegrated eProcurement System, not Insurance Brokerage Services.

advise the delay penalty rate under clause 16.2 and the minimum key-personnel hours under clause 5.2.2.	The finer details of the contract will be finalized with the winning bidder.
Q4. Performance security (Section 3, clause **10).** Please confirm whether a performance bond or professional indemnity cover will be required, and the value and duration.	The ITT document does not refer to Performance Security. Therefore, it will not be applicable to this tender.
Q5. BOCRA internal processes (Section 2, 3.1 B(a)). This clause refers to "Annexure ii" for BOCRA's internal processes, but Annexure II of the ITT is the Declaration Form. Please issue the intended annexure, including the Delegation of Authority thresholds and approval levels for BOCRA and UASF.	Section 2, subsection 5 outlines BOCRA's internal procurement processes. There will not be a separate annexure. The Delegation of Authority thresholds and approval levels for BOCRA and UASF will be shared with the winning bidder.
Q6. IDU budgeting system (Section 2, 2.1 b, 3.1 B c, 3.1 E b, 3.2 A). Please identify the IDU product and version, where it is hosted, whether it provides an API or database interface for budget availability checks and commitment updates, and whether BOCRA's support arrangement with the IDU vendor will cover the vendor's participation in the integration (test environment, API documentation and testing).	IDU Client v.5.10.0.5 is hosted at BOCRA. The system allows for interface for budget availability checks. BOCRA's support arrangement with the IDU vendor will cover the vendor's participation in the integration (test environment, API documentation and testing).
Q7. Sage 300 (Section 2, 3.2 A and 4.4.1). Please state the Sage 300 version and edition, the modules in use, whether BOCRA and UASF are separate Sage 300 companies, whether the Sage 300 Web API is licensed and enabled, and	Sage 300 Premium (v.2022) BOCRA uses AP, AR, Admin Services, Asset Management, CB, Common Services, GL and Purchase Order as the main modules while some sub-modules remain unused.

any existing third-party procurement or workflow add-ons.	BOCRA and UASF are separate Sage 300 companies. Sage 300 Web API's if required will be licensed by BOCRA.
Q8. Infrastructure (Section 2, 3.2 E(a) and 4.4.3). Please confirm that BOCRA will provide the production and disaster recovery infrastructure (virtual machines, operating system and database licences, storage, network, firewall, DMZ and public DNS for the supplier-facing portal). If bidders must supply hardware or server and database licences, please confirm the sizing basis and the Table 4 line in which these should be priced. Please also name the virtualisation platform in use.	BOCRA shall provide all Production and Disaster Recovery Infrastructure required to host the solution. BOCRA uses VMWare virtualisation platform.
Q9. Enterprise systems (Section 2, 3.2 B). Please name the document management system to be integrated; state whether SigniFlow is deployed on premises or as a cloud service and whether its API is licensed; and confirm whether BOCRA uses on-premise Active Directory, Microsoft Entra ID (Azure AD) or both.	Alfresco Version 7.2.1 Electronic Document and Record Management System for Document Management SigniFlow is deployed on premises and API licensed BOCRA uses both on-premises AD and Microsoft Entra ID
Q10. Security monitoring (Section 2, 3.2 C(e)). Please confirm the SIEM platform and version and the preferred log transport (Syslog, API or Windows Event Forwarding).	**SIEM Platform** – Elastic Stack (Elasticsearch / Kibana) version 8.10.3 **Preferred Log Transport** - Windows event Forwarding for windows server machines (winlogbeat or Elastic Agent) and Elastic Agent / Syslog (TCP) for Linux servers. **Documentation** -

	https://www.elastic.co/docs/solutions/observability/logs/stream-any-log-file
Q11. Payment gateway (Table 3 criterion 5.4; Section 2, 3.1 D(b), 4.2.8 and 4.2.9). Criterion 5.4 refers to card, mobile money and banking, while 3.1 D(b) refers to credit and debit cards. Please confirm the payment channels required at go-live, whether BOCRA already holds a merchant account with a payment service provider, and that transaction fees are not borne by the solution provider.	BOCRA uses PayGate and all fees associated with using this are outside the scope of the tender.
Q12. Pricing structure (Table 4; Section 2, 3.2 G(f)). Please confirm: (a) whether BOCRA prefers perpetual licences with annual maintenance or annual subscriptions; (b) whether the 100 active users are internal BOCRA and UASF staff only, with supplier users unlimited; and (c) whether bidders may show sub-lines under item 2 for training, integration and data migration, or should include them within item 2.	a) Bidder is at liberty to propose b) 100 active users cover internal BOCRA and UASF staff, suppliers unlimited c) Sub lines preferable
Q13. Payment terms (Section 1, 23.1). Would BOCRA consider payment milestones, for example licences on delivery and installation, implementation on go-live, and support annually	Payment for the Supply, Installation and Commissioning of an Integrated E-Procurement System shall be made to the Contractor upon successful completion of the project and acceptance by BOCRA.

in advance? If not, please confirm how support and maintenance will be invoiced.	Maintenance will be billed monthly.
Q14. Experience (Table 3 criterion 1). Will BOCRA accept evidence of implementations of the proposed products delivered by the bidder or by the software manufacturer? Will live procure-to-pay implementations integrated with Sage 300 that do not include a tendering module be credited in part?	Only evidence of implementations of the proposed products delivered by the bidder will be accepted. Marks will be allocated based on the submitted evidence against the outlined tender requirements. The tendering module is a core requirement of the tender.
Q15. Team reference letters (Table 3 criterion 2.1). Will BOCRA accept letters from clients of the bidder that name the individual and describe the role performed?	Yes.
Q16. Sub-contracting (Section 3, clause 26.1; Annexure II Part B, paragraphs 6 and **7).** Please confirm that the supply of software licences and manufacturer support by the software manufacturer is not treated as sub-contracting of the Services. Part B paragraph 6 refers to 30% and paragraph 7 to 25%; please confirm which limit applies.	Supply of software licences and manufacturer support by the software manufacturer is not treated as sub-contracting of the Services. The bidder shall not subcontract more than 30% of the Net Amount.
Q17. Volumes (Section 2, 3.2 D and 4.5.3). For sizing, please indicate the approximate number of tenders and RFQs per year, registered suppliers, requisitions and purchase orders per month, and document storage per year.	The bidder will be required to provide the estimated storage requirements to BOCRA which will be supported by the infrastructure. The requested information will be shared with the winning bidder during project initiation stage.
Q18. Training (Section 2, 3.2 F; Table 3 criterion 4.1). Please give the number of users to be	End user training: ~100 Administrator Training: 15

trained per role and confirm that BOCRA will provide the training venue and equipment.	BOCRA shall provide training venue
Q19. Data migration (Section 2, 4.5.6). Please confirm the data to be migrated at go-live (for example supplier master records, open purchase orders and active contracts) and approximate volumes.	The requested information will be shared with the winning bidder during project initiation stage.
Q20. Presentation (Section 1, 20.4; Stage 2B). Please advise the expected date, venue, duration and format of the presentation and system demonstration, and whether it may be run from the bidder's demonstration environment.	BOCRA will communicate with the successful bidders logistics for the demonstration. Demonstrations may run from the bidder's environment.
Q21. Delivery period (Table 4; Section 2, 3.2 G(a)). Please confirm that the 3-month delivery period starts from contract signature and access to BOCRA infrastructure, and that it includes user acceptance testing and commissioning.	It commences from contract signing and includes all milestones
Q22. External services (Section 2, 3.2 C(d) and 4.4.3). Please confirm that hosting in BOCRA's data centre satisfies the data residency requirement, and whether services the system calls outward (email relay, SMS gateway, payment gateway) may be external services.	Confirmed.
Q23. Backup and DR (Section 2, 3.2 E(c) and (d), 4.5.5). Please confirm the backup technology at the Phakalane DR site that the	BOCRA shall provide all necessary backup infrastructure.

solution should use, and whether a standby server at Phakalane is required or backups only.	
Q24. Query is What does “IDU” stand for, and what are its product name, vendor, version and modules currently deployed? Is this one Software / one REST - API / http API that we have to call Budget check? We believe that this is part of Purchase Request validation process and once Purchase Request has been approved by Authorized user and it become a RFQ after that there is no impact of this check assuming that budget has been reserved for this purchase request before it was approved.	IDU is the name of the system (not an acronym) from IDU Africa Pty Ltd. This is our current budgeting tool with Financial budgeting and reporting modules, and is one software. The API will be provided during integration.
Q25. Supplier master data is being kept in Sage 300 then new ePS will have only User ID / Password for that supplier? No New supplier creation module? Or you expect new supplier creation to happen in eProcurement and then this info is to be passed to Sage 300. Please clarify.	Sage 300 currently hosts BOCRA supplier Master data. The requirement is for the master data to be integrated with the new system. The new system should allow for supplier self registration. There should be synchronization between the new system and the existing Sage 300.
Q26. Please clarify whether the Contractor is expected to provide Level 1 support, acting as the first point of contact for users, answering questions concerning the use of the system,	This will be addressed post implementation as part of the support and maintenance contract.

resolving issues where possible and escalating other issues to higher levels of support provided by the Contractor. If so, please clarify: a. whether Level 1 support is required for (a) BOCRA and UASF users only, or (b) both BOCRA and UASF users and suppliers (companies); b. the hours during which Level 1 support must be available, including whether it is required only during normal working days and hours or also outside those hours; c. the expected average monthly number of support requests, based on available support service statistics; and d. whether Level 1 support may be provided remotely by qualified technical personnel located outside Botswana, supplemented by local support where required.	
Q27. The Public Tender Notice requires international bidders to submit a Tax Exemption Certificate issued by the Botswana Unified Revenue Services (BURS), whereas the Compliance Checklist refers to a valid BURS Tax Clearance Certificate or the corresponding	International bidders must obtain a Tax Exemption Certificate from BURS.

Certificate Number and Tax Identification Number (TIN). Please confirm whether international bidders must obtain a Tax Exemption Certificate from BURS before submitting their tenders, or whether equivalent tax compliance documentation issued by the competent authorities in their country of incorporation will be accepted.	
Q28. Please confirm whether the alternative intellectual property rights provision set out in clause 20.2.1 may be applied to solutions based on pre-existing commercial off-the-shelf (COTS) products. In particular, please confirm that the Contractor will retain ownership of all pre-existing software, standard product components, underlying technology and reusable intellectual property, while BOCRA will receive the agreed licence rights necessary to use and maintain the delivered solution.	The contractor will retain ownership of all pre-existing software, standard product components, underlying technology and reusable intellectual property
Q29. Please clarify whether previous implementations must specifically have included integrations with the IDU Budgeting Module and Sage 300 financial system, or whether implementations of comparable full	Previous implementations do not have to include integrations to IDU Budgeting or Sage 300, and implementations of comparable full Source-to-Pay solutions integrated with other enterprise budgeting and financial management systems, in other countries, will be accepted

Source-to-Pay solutions integrated with other enterprise budgeting and financial management systems, in other countries, will be accepted as relevant experience.	
Q30. We wish to draw the Authority's attention to the fact that the stipulated three-month delivery period appears insufficient in view of the complexity and extensive scope of the required system. In particular, the system analysis and design phase alone, including detailed requirements analysis and the configuration and adaptation of the proposed solution to BOCRA's and UASF's specific procurement processes, workflows and approval procedures, is expected to require at least two months. Furthermore, the project requires several complex integrations with existing enterprise systems, including Sage 300, IDU Budgeting, Active Directory, the SigniFlow e-signature platform and the payment gateway, involving substantial implementation and testing effort. In addition, as the system must be deployed on BOCRA's existing on-premises infrastructure, a detailed infrastructure assessment and gap analysis will be required to establish whether the	The implementation timeline has been revised to six (6) months.

available hardware and software resources meet the system requirements and to identify any necessary upgrades or additional equipment. In view of the above, and taking into account the time required for system configuration, integration testing, user acceptance testing, training and commissioning, we respectfully request that the Authority reconsider the three-month delivery period and extend it to a more realistic timeframe, ideally at least six (6) months, to enable successful implementation of the complete solution.	
Q31. We understand that: 1. BOCRA will be responsible for providing the necessary hardware, infrastructure software and networking equipment, including servers, operating systems, storage, database systems, network and security equipment, and any additional hardware or infrastructure software required to ensure that the infrastructure meets the technical requirements of the proposed system. 2. The Contractor will be responsible for installation, configuration, operation, support,	Confirmed

maintenance and application-level administration of the supplied system. To enable the Contractor to fulfil these responsibilities, BOCRA will provide secure remote access to its on-premises infrastructure during implementation and throughout the three-year support and maintenance period. Please confirm whether our understanding is correct.	
Q32. Please confirm that BOCRA will make available, in a timely manner, all necessary technical specifications, API documentation, system access, test environments and technical assistance, including the cooperation of relevant third-party providers, to enable integration with Sage 300, IDU Budgeting, Active Directory and the SigniFlow e-signature platform. Please also confirm whether delays resulting from the unavailability or late provision of these prerequisites will entitle the Contractor to a corresponding extension of the project delivery period.	Confirmed.

Q33. Please confirm whether BOCRA already has a payment gateway provider with which the proposed system is expected to integrate.	BOCRA has a payment gateway provider, i.e. PayGate.
Q34. To enable us to prepare an appropriate training plan and an accurate cost estimate, please clarify: a) the estimated number of users to be trained, preferably broken down by user category (e.g. system administrators and end users); b) the expected duration of training, expressed in days; and c) the anticipated number of training sessions for each user category.	a) End users: ~100, Administrators: 15 b) To be defined by bidder c) To be defined by bidder
Q35. Please clarify whether all individual requirements set out in the above paragraphs are mandatory and must be fully implemented in the proposed e-procurement system. If not, please identify which requirements are mandatory and which are desirable, and clarify whether failure to comply with an individual requirement would lead to disqualification or would instead be taken into account in the technical evaluation and scoring process.	All requirements are mandatory

Q36. Please provide indicative annual procurement and transaction volumes for BOCRA and UASF, including the numbers of Invitations to Tender (ITTs), Requests for Quotation (RFQs), purchase requisitions, purchase orders and contracts awarded, together with the current number of registered or active suppliers.	The requested information will be shared with the winning bidder during project initiation stage.
Q37. To better understand the expected scale of the contract and prepare an appropriately costed financial proposal, could the Authority please disclose the estimated contract value?	The Authority cannot disclose the estimated contract value.
Q38. As demonstrated by the preceding questions, several matters require clarification and may necessitate corresponding amendments to the ITT. We therefore respectfully request an extension of at least four (4) weeks to the tender submission deadline to allow bidders sufficient time to take the clarifications and any amendments into account when preparing their proposals.	The extension has been granted as per Addendum 1.

Q39. How many numbers of concurrent users. Is it the 100 users with growth capacity to 250+ as noted by the ITT	100 users with growth capacity to 250+ as per the ITT.
Q40. UASF, would there be other user or they will be the same users with BOCRA	UASF and BOCRA users are the same.
Q41. Can the client consider cloud-based hosting	The solution should be on-premises.
Q42. Where a local citizen-owned company bids as the prime contractor/lead bidder partnering with a global solution provider/OEM, please confirm that the past project credentials, client reference letters, and deployment track record of the solution provider/OEM will be fully evaluated and credited towards meeting this criteria.	Both partners (in line with paragraph 18 of Section 1 of the ITT) should demonstrate experience in delivering Similar Systems.
Q43. There is a conflict between Clause 6 (30% cap) and Clause 7 (25% cap) regarding non-citizen subcontracting limits. Furthermore, when a local citizen company bids as the lead contractor with a foreign technology provider, how are proprietary software license fees treated in relation to this	The bidder shall not subcontract more than 30% of the Net Amount. Licenses shall not be treated as subcontracting.

cap? Please clarify if license fees are excluded from the subcontracting threshold calculation of the service value.	
Q44. Please confirm whether BOCRA has a prescribed Manufacturer's Authorization Form (MAF) template, or if an official authorization letter on the OEM/solution provider's corporate letterhead (authorizing the local partner to bid, customize, implement, and support the platform) is acceptable.	Any official authorization letter on the OEM/solution provider's corporate letterhead (authorizing the local partner to bid, customize, implement, and support the platform) is acceptable.
Q45. When a local citizen company bids as the prime contractor with a foreign OEM as a technical subcontractor/partner, please clarify which compliance documents are strictly required from the foreign entity. Specifically, does the foreign partner require a BURS Tax Exemption Certificate, or does the prime local bidder's valid BURS Tax Clearance Certificate suffice?	For Joint Ventures, Consortium, Associations or any type of partnerships, each party shall be required to submit its compliance documents accordingly. The foreign partner is required to submit a BURS Tax Exemption Certificate while the local partner is required to submit a valid BURS Tax Clearance Certificate .
Q46. For international key personnel and experts deployed by the foreign technology partner, please confirm that notarized copies of their national passports from their home country are acceptable as certified proof of identity/nationality.	Notarized copies of national passports for foreign personnel from their home country are acceptable as certified proof of identity/nationality.
Q47. Can the proposed team be a blended delivery model comprising local resources (e.g., Project Manager, On-site Business	Yes.

Analyst, Change Management) and foreign OEM specialists (e.g., Enterprise Solution Architect, Core Integration Lead)? Additionally, for individual team member references, can project completion certificates or employer verification letters citing the specific projects handled by the resource be submitted if separate client-issued letters for individual personnel are unavailable?	Reference letters for individual personnel from clients are required.
Q48. If a 100% citizen-owned Botswana entity participates as the main bidder, please confirm that the 9% citizen price preference margin will be applied to the bid, provided it complies with local procurement regulations, notwithstanding the engagement of an international solution provider.	The relevant price margins will be applied for 100% citizen owned contractors as prescribed in the ITT.
Q49. Given the strict Two-Envelope system prohibiting commercial/price disclosures in the Technical Proposal, please confirm if bidders should submit an unpriced or redacted version of the Subcontracting / Teaming Agreement (showing scope and technical commitments only) within the Technical Proposal, while reserving the commercial subcontracting agreement with monetary values strictly for the Financial Proposal envelope.	The sub-contracting agreement **(to be included in the Financial Proposal envelope package)** should reflect the scope of works sub-contracted and the monetary and percentage value of the works sub-contracted.
Q50. While all application servers, databases, and production/DR environments will reside	Secure remote access will be availed.

entirely on-premise within BOCRA's local data centers, will BOCRA facilitate secure, encrypted remote access (e.g., site-to-site VPN with MFA) to allow offshore OEM technical architects and support engineers to assist with configuration, complex API integration, and Tier-3 maintenance support?	
Q51. Since standard enterprise e-procurement platforms utilize proprietary pre-existing intellectual property and software code owned by the OEM, please confirm that the alternative Clause 20.2.1 applies (where the solution provider retains core software IPR and grants BOCRA a perpetual, non-exclusive license to use the system), while custom workflow configurations or specific client deliverables belong to BOCRA.	The Contractor and its licensors shall retain ownership of all intellectual property rights.
Q52. Given the extensive scope encompassing end-to-end Source-to-Pay, multi-entity BOCRA & UASF synchronization, bidirectional integration with Sage 300 and IDU Budgeting, Signiflow e-signature, Payment Gateway, and on-site user training/UAT, a 3-month timeline is exceptionally compressed. Will BOCRA permit a phased delivery schedule (e.g., Phase 1: Requisitions, Sourcing, Tendering, and Evaluation within 3 months; Phase 2: Full	Delivery period has been revised to 6 months.

Financial Integrations, Invoicing, and 3-Way Match within months 4–5)?	
Q53. The draft contract preamble mistakenly references "Provision of Insurance Brokerage Services." Please confirm this will be updated to "Supply, Installation and Commissioning of an Integrated E-Procurement System."	The preamble should refer to the Supply, Installation and Commissioning of an Interegrated eProcurement System, not Insurance Brokerage Services.
Q54. Will BOCRA provide all underlying hardware infrastructure (e.g., Servers, Virtual Machines, Operating Systems, Storage) based on the successful bidder's specifications, or is the bidder expected to supply physical/virtual hardware as part of this tender?	BOCRA shall provide all underlying infrastructure.
Q55. Could BOCRA specify the estimated number of technical administrators and standard users who will require on-site training to help bidders accurately scope the training sessions?	End users: ~100 Administrators: 15
Q56. Is the successful bidder responsible for setting up automated replication of backups to the Phakalane DR site, or will BOCRA's IT team handle the replication once the local backups are generated by the system?	BOCRA will assist in setting up replication.
Q57. Will international bidders be permitted to conduct their system presentations and demonstrations virtually (e.g., via MS Teams/Zoom), or is physical attendance at the BOCRA head office mandatory for this stage?	Virtual demonstration is allowed.

Q58. Since the exact percentage limit for the performance bond is not specified in the draft contract, could BOCRA provide the anticipated percentage (e.g., 5% or 10%) so bidders can account for the cost of securing this bond?	The finer details of the contract will be finalized with the winning bidder.
Q59. Does BOCRA require any specific mandatory professional certifications for the Key Personnel (e.g., PMP/PRINCE2 for the Project Manager, or specific IT security certifications) to attain maximum technical points?	BOCRA does not require any specific mandatory professional certifications for Key Personnel.
Q60. Given the strict on-premise hosting requirement, can BOCRA clarify if Azure AD (a cloud-based service) is currently in use for authentication, and if the system must securely reach out to the cloud for SSO, or if local Active Directory will be the sole identity provider?	Yes, BOCRA has Azure AD currently available.
Q61. Regarding the online tender fee payment gateway: (a) Does BOCRA have an existing merchant account/preferred payment gateway provider to integrate with, or should the bidder propose and provide a new gateway solution? (b) Will BOCRA absorb the merchant/payment gateway transaction convenience fees, or should the proposed system be configured to	a) BOCRA currently uses PayGate b) BOCRA will absorb the fees

automatically calculate and pass these transaction fees onto suppliers at checkout?	
Q62. For the financial proposal, should bidders quote system licenses for the current 100 active users or for the full growth capacity of 250+ users? Furthermore, are there distinct user license profiles (e.g., administrator vs. standard approver)?	Bid for current 100 but allowing for future increase to 250.
Q63. Regarding the BOCRA Signiflow e-Signature Platform: (a) Will BOCRA provide the necessary API documentation and access to a testing environment during implementation? (b) For dual-party contract signing, will external suppliers also be required to use BOCRA's Signiflow platform, and does BOCRA hold sufficient licensing for external guest signers, or must the system handle external signatures separately?	a) Yes, API's will be provided b) Yes, system allows for guest signing
Q64. Should ongoing software license renewals (if proposing a subscription model) be bundled into the Support & Maintenance line items for Years 1, 2, and 3, or separated entirely?	Licenses should be separately quoted.
Q65. Are BOCRA and UASF configured as separate company entities within a single shared instance of Sage 300 and IDU, or are	BOCRA and UASF are configured as separate entities.

they hosted on completely separate instances/databases that will require the e-procurement system to manage multi-endpoint API connections?	
Q66. To allow the foreign technology partner / solution provider to accurately size the on-premise hardware architecture recommendations for BOCRA, please provide the approximate annual volume of transactions (e.g., expected number of PRs, RFQs, published tenders, active contracts, and invoices processed per year).	The bidder will be required to provide the estimated storage requirements to BOCRA which will be supported by the infrastructure.
Q67. Could BOCRA clarify the exact percentage of the delay penalty and confirm if there is a maximum cumulative cap (e.g., typically capped at 10% of the total contract value) for such liquidated damages?	The requested information will be shared with the winning bidder during contracting.
Q68. As we are participating as a Prime Contractor (Local Citizen Company) subcontracting the technical delivery to a foreign solution provider / OEM rather than forming a formal Joint Venture or Partnership, please confirm that the Prime Contractor will bear sole legal liability to BOCRA and that the joint and several liability clause does not apply.	The liability lies with the party to the contract with BOCRA.
Q69. The Stage 1 compliance checklist and Section 1 do not mention a requirement for a Bid Bond or Tender Security. Please confirm	Bidders are not required to submit any financial tender security or bid bond with their proposals.

that bidders are not required to submit any financial tender security or bid bond with their proposals.	
Q70. Please clarify the technical interface for IDU Budgeting System: 1. Does IDU expose native RESTful APIs/Web Services for real-time pre-encumbrance queries and commitment posts? 2. Will BOCRA provide direct API documentation and sandbox access during the implementation phase?	1. IDU supports RESTful APIs/Web Services 2. BOCRA shall provide direct API documentation and sandbox access during the implementation phase
Q71.1. Which exact version and database structure of Sage 300 (Accpac) is currently deployed at BOCRA? 2. Are the Sage 300 Web API/Web Screens licenses already available, or should the bidder quote for integration middleware/SDK licenses? 3. Please confirm if SigniFlow API credentials and license keys will be provided by BOCRA.	1. Sage 300 Premium (v.2022) and Microsoft SQL database. 2. Bidder should provide Sage Licenses requirements for their solution that BOCRA shall procure from Sage separately 3. SigniFlow API credentials and license keys will be provided by BOCRA.
Q72.1. Does BOCRA have an existing merchant account / payment gateway provider (e.g., First National Bank Botswana / BSB/ local acquirer) that the system must plug into?	BOCRA uses PayGate and all fees associated with using this are outside the scope of the tender.

2. Should the payment gateway transaction processing fees be borne by the bidder or integrated directly with BOCRA's commercial bank account?	
Q73. Please clarify if historical supplier transaction data from Sage 300 / manual records needs to be migrated into the new e-Procurement database, and if so, how many years of historical data must be migrated.	No historical supplier transaction data from Sage 300 / manual records needs to be migrated into the new e-Procurement database.
Q74. Please confirm the decryption key policy for Two-Envelope submissions. Is financial unsealing executed automatically by the system upon Accounting Officer approval flag, or via a dual-key/multi-custodian digital key ceremony?	Financial unsealing should be executed via a dual-key/multi-custodian digital key ceremony.
Q75.1. Does the system need to perform live API lookups against the online databases of BURS, PPRA, and CIPA for real-time certificate validation? 2. If live government APIs are not available, is document upload with manual verification workflow acceptable?	The system does not need to perform live API lookups against the online databases of BURS, PPRA, and CIPA for real-time certificate validation. This is outside of the scope of this tender.
Q76. Does BOCRA have a pre-defined matrix of conflicting roles (SoD Rules Matrix) according to the Public Procurement	BOCRA does not have a pre-defined matrix of conflicting roles (SoD Rules Matrix) that should be pre-configured into the system.

Act/Regulations that should be pre-configured into the system out-of-the-box?	User roles will be shared with the winning bidder.
Q77. Please clarify the exact user breakdown: 1. Out of 100 active users, how many are internal administrative/staff users versus external registered suppliers? 2. Is licensing required on a Named User, Concurrent User, or Unlimited Supplier Portal model?	1. All 100 active users are internal staff. 2. Licensing model to be determined by bidder but should support the user requirements
Q78. Please confirm if BOCRA and UASF operate as two separate entities in Sage 300 and IDU (separate database instances/company IDs) requiring dual ledger mapping per entity transaction.	BOCRA and UASF operate as two separate entities.
Q79.TOR Implementation Timeline Gap: Considering that the scope includes 4 major enterprise integrations (Sage 300, IDU, SigniFlow, Payment Gateway), multi-entity workflows, UAT, and physical on-site training, is BOCRA open to a phased rollout within the 3-month timeline (e.g., Core S2P in Month 3, followed by Hypercare)?	The timeline has been extended to 6 months.
Q80. Please clarify whether bidders who have implemented full Source-to-Pay (S2P) systems integrated with equivalent Enterprise ERP Financial systems in live environments, rather	Marks will be allocated based on the submitted evidence against the outlined tender requirements.

than specifically Sage 300, will be deemed fully compliant and awarded full marks under this evaluation criterion, given that both Sage 300 and major enterprise ERPs connect to Source-to-Pay (S2P) platforms via standard REST/SOAP APIs.	
Q81. When does the 3-month delivery period start: at contract signature, or once BOCRA has provided the servers, network access and Sage 300 and IDU test environments? Does it end at go-live and commissioning, with hypercare (p37, 4.5.6) and the 36-month support period (p31) following? Will delays caused by BOCRA or its third-party vendors extend the period	Delivery period commences from contract signing and includes all milestones. The finer details of the contract will be finalized with the winning bidder.
Q82. Will BOCRA supply the production and DR server infrastructure (compute, storage, operating system, database licences and backup software)? If the bidder must supply it, which line of Table 4 (p18) should it go on?	BOCRA will supply the production and DR server infrastructure.
Q83. Table 4 (p18) skips item 3. Please confirm the complete list of price items	The pricing schedule is a guide only. There was an omission of item three in numbering.
Q84. The ITT requires support for "100 active users with growth capacity to 250+" (p30 D(a); p37, 4.5.3). Will licensing be by named or concurrent users? Are supplier portal users excluded from licensing?	The bidder should propose a licensing solution. Supplier portal users are excluded from licensing

Q85.IDU is referred to as "IDU (Budgeting Module)" (p14) and "IDU (budgeting)" (p23). Please name the IDU product and version. Is it on-premise, and does it provide an API?	IDU Client v.5.10.0.5 is hosted at BOCRA. The system is hosted on-premise and has API's.
Q86. Please confirm the Sage 300 version in use and whether it is on-premise. Will BOCRA arrange API access and any integration licences from Sage and IDU?	Sage 300 Premium (v.2022) BOCRA will arrange API access and any integration licences from Sage and IDU.
Q87. Which payment service provider does BOCRA use for tender fees? Is a PSP-hosted payment page acceptable under the on-premise hosting requirement?	BOCRA uses PayGate.
Q88. When and where will the system presentation (Stage 2B) be held? Will bidders receive sample data or test scenarios beforehand?	This will be discussed with the bidders who are shortlisted for the presentation stage.
Q89. The draft contract preamble refers to "Insurance Brokerage Services" (p41). Please confirm it will be amended to this tender's scope.	The preamble should refer to the Supply, Installation and Commissioning of an Interegrated eProcurement System, not Insurance Brokerage Services.
Q90. Wanted to get clarity if the system should be tried and tested or it should be developed from scratch.	The system should be developed and in use.

Q91. Please advise the online submission channel: email address, portal, or file-transfer link.	International bidders may use an online submission link. Upload a password protected file and only share the password on the day of tender opening. Bidders who opt for online submission are still required to send the original hard copies of the Technical Proposal and the Financial Proposal via Courier Services by the closing date and attach proof of shipping to the online submission. Failure to submit proof of dispatch of hard copies will result in disqualification.
Q92. Please confirm the deadline for the online submission (10:00 hrs Botswana time, 26 October 2026?).	The deadline for the online submission is the same as the physical submission on 13 November 2026 at 1000hrs Botswana time.
Q93. How should the two-envelope requirement be preserved online? For example, may we send two separate files or emails, with the Financial Proposal password-protected and the password released only on request	Send two separate files or emails, with the Financial Proposal password-protected and the password released only on request.
Q94. Please indicate any limits on file format or size.	We prefer the pdf format. The online depository will prescribe the size limit.
Q95. Is there a deadline for the courier hard copy to reach the Tender Box? Please confirm that a bid submitted online on time will not be rejected if the hard copy arrives after the closing date.	A bid submitted online on time will not be rejected if the hard copy arrives after the closing date.

Q96. Should the hard copy keep the same Technical/Financial envelope and USB structure described in the ITT?	The hard copy must keep the same Technical/Financial envelope and USB structure described in the ITT.
Q97. For an international bidder without a Botswana presence, will BOCRA accept a valid tax clearance certificate from the bidder's home country, plus an undertaking to obtain the BURS Tax Exemption Certificate or TIN upon award?	The BURS Tax Exemption Certificate is mandatory for all International bidders
Q98. Please confirm that CIPA and PPRA registration (Table 2, items 2 and 4) do not apply to international bidders, and that home-country company registration documents with an English translation are sufficient.	CIPA and PPRA registration do not apply to international bidders. Home-country company registration documents with an English translation are sufficient.
Q99. Annexures I and III must be sworn before a Commissioner of Oaths. Will certification by a Notary Public in the bidder's country be accepted, and is embassy legalisation required?	Certification by a Notary Public in the bidder's country will be accepted. Embassy legalisation is not required.
Q100. Who may certify passport copies of foreign directors, shareholders and team members?	A Notary Public or Commissioner of Oaths may certify the copies.
Q101. Where the bidder is the owner and developer of the proposed software, will a self-declaration of ownership satisfy the Manufacturer's Authorization requirement (Table 2, item 9)?	Self-declaration of ownership will satisfy the Manufacturer's Authorization requirement.

Q102. The notice says foreign companies "shall be required to subcontract up to 30%" to citizen-owned companies. ○ Is this mandatory, or does it only attract a price preference? ○ Is there a minimum percentage? ○ Is a signed MoU or teaming agreement acceptable at bid stage, with the full subcontract agreement concluded on award?	Foreign-owned companies shall be required to subcontract up to 30% of the contract to citizen-owned companies. A subcontracting agreement is a requirement at bidding stage.
Q103. Please confirm that no bid security is required.	The ITT document does not refer to Bid Security. Therefore, it will not be applicable to this tender
Q104. Evaluation Criterion 1 asks for evidence of Sage 300 and IDU integration. Will evidence of equivalent integrations with other ERP, financial or budgeting systems (for example, government financial management systems) be accepted?	Evidence of equivalent integrations with other ERP will be sufficient.
Q105. Does the five-year limit on reference letters apply to the contract start date or the completion date?	The five-year limit on reference letters applies to the contract completion date.
Q106. Should the two reference letters for each key team member come from clients, or are letters from employers acceptable?	The two reference letters for each key team member should come from clients for similar services they have undertaken.
Q107. Please advise the versions of Sage 300 and IDU in use, and whether APIs or SDKs are available and licensed. Will any third-party	Sage 300 Premium (v.2022). IDU Client v.5.10.0.5

licence or vendor fees for integration be borne by BOCRA or by the bidder?	Web API's will be licensed by BOCRA if required and any third-party licence or vendor fees for integration will be borne by BOCRA.
Q108. Does BOCRA hold an API licence for SigniFlow? Which environment is in use?	SigniFlow is deployed on premises and API licensed.
Q109. For on-premise hosting, will BOCRA provide the servers, virtualisation, operating system and database licences at both the head-office and Phakalane DR sites? If not, please specify where hardware and infrastructure should be priced.	BOCRA will provide the servers, virtualisation, operating system and database licences at both the head-office and Phakalane DR sites.
Q110. For the payment gateway: ○ Which acquiring bank or provider does BOCRA use, and is mobile money required? ○ Who bears transaction fees? ○ Who bears PCI-DSS certification costs?	BOCRA uses PayGate and all fees associated with using this are outside the scope of the tender.
Q111. Please confirm whether BOCRA uses on-premise Active Directory or Azure AD, and which version of ELK.	BOCRA uses both on-premises AD and Microsoft Entra ID Elastic Stack (Elasticsearch / Kibana) version 8.10.3
Q112. The ToR refers to "Annexure ii" for BOCRA's internal processes, but Annexure II in the ITT is the Declaration Form. Please share the intended process document and the Delegation of Authority thresholds.	Section 2, subsection 5 outlines BOCRA's internal procurement processes. There will not be a separate annexure
Q113. Is migration of existing data in scope, such as supplier master data, active contracts	The requested information will be shared with the winning bidder during project initiation stage.

and open purchase orders? If so, please indicate approximate volumes.	
Q114. Does the 3-month delivery period run from contract signature, and does it include UAT? Is a phased go-live acceptable?	Delivery period has been revised to 6 months from contract signing including all milestones.
Q115. Will the presentation and system demonstration be held in Gaborone or virtually? What is the expected date?	BOCRA will communicate with the successful bidders logistics for the demonstration
Q116. Please indicate the expected number of trainees for technical (administrator) training and for end-user training.	All users will be trained.
Q117. May bidders add itemised lines to Table 4 for integration, training, data migration, third-party licences and travel? Item 3 also appears to be missing from the table.	The pricing schedule is a guide only. There was an omission of item three in numbering.
Q118. Licensing basis: • Should licences be priced as perpetual or subscription? • Should they be priced per named BOCRA user (100, scalable to 250+)? • Are supplier and bidder portal users excluded from licensing?	• Bidder is at liberty to propose • 100 active users cover internal BOCRA and UASF staff, suppliers unlimited • Sub lines preferable
Q119. Must payment be made in BWP only, or may part be paid in USD? The draft contract refers to US$ and to a foreign-currency breakdown (Appendix D).	Payment will be made in Botswana Pula (BWP).

Q120. How should a non-VAT-registered foreign bidder present the 14% VAT? Will BOCRA apply withholding tax to payments to non-resident suppliers, and at what rate?	non-VAT-registered foreign bidder do not quote the 14% VAT BOCRA apply withholding tax to payments to non-resident suppliers. The standard rate is 15%
Q121. The ITT provides for payment on completion and acceptance. Will milestone payments be considered? Will support and maintenance be paid annually in advance or in arrears?	Payment for the Supply, Installation and Commissioning of an Integrated E-Procurement System shall be made to the Contractor upon successful completion of the project and acceptance by BOCRA. Maintenance be paid in arrears.
Q122. Please advise the values left blank in the draft contract: ○ the performance bond percentage and validity period; ○ the delay penalty rate.	The ITT document does not refer to Performance Security. Therefore, it will not be applicable to this tender.
Q123. Which intellectual property alternative in the draft contract will apply: full assignment to BOCRA, or a licence to BOCRA with the contractor keeping its pre-existing IP?	The software owners retain IP of their software.
Q124. The draft contract preamble refers to “Provision of Insurance Brokerage Services”.	The preamble should refer to the Supply, Installation and Commissioning of an Interegrated eProcurement System, not Insurance Brokerage Services.
Q125. Annexure II Part B gives the subcontracting cap to non-citizen contractors as 30% in one place and 25% in another. Please confirm the applicable figure.	The bidder shall not subcontract more than 30% of the Net Amount.

Q126. Firm Experience (Page 14, Table 3): Will BOCRA evaluate the combined JV experience to meet the "2 live environments" requirement, or must the local partner alone meet this threshold?	BOCRA will evaluate the combined JV experience to meet the "2 live environments" requirement.
Q127. Project Team (Page 14, Table 3): Can the minimum 4 key personnel be a blended team of foreign OSV engineers and local Kudu staff?	The minimum 4 key personnel can be a blended team of foreign OSV engineers and local personnel.
Q128. Financials (Page 11, Table 2): The ITT is silent on audited financials. Are they required? If so, must both JV partners submit them?	Audited financials are not a requirement.
Q129. Power of Attorney (Page 83, Annexure III): Is a signed Joint Venture Agreement (nominating the Lead Partner as signatory) sufficient, or is a separately notarized Power of Attorney mandatory?	A signed Joint Venture Agreement (nominating the Lead Partner as signatory) is sufficient.
Q130. Declarations & OSV Auth (Pages 70, 74, 95 & Page 12, Table 2): Should both JV partners sign separate declaration forms, or can the Lead Partner sign for the JV? Since our JV includes the OSV, is a formal OSV self-declaration acceptable for the Manufacturer's Authorization?	Both JV partners sign separate declaration forms.
Q131. CIPA REGISTRATION NAME REFERENCE: Invitation to Tender document, par. 20.3 'Stage 1: Compliance check', Table 2,	Confirmed

Requirement no.2 We understand that CIPA registration does not apply to foreign bidders (i.e. bidders not incorporated in Botswana). International companies should submit the Trade Register certificate of their country of establishment instead. Kindly confirm.	
Q132. CERTIFIED PROOF OF NATIONALITY FOR DIRECTORS, PARTNERS, SHAREHOLDERS AND TEAM MEMBERS (CERTIFIED COPY OF BOTSWANA NATIONAL IDENTITY (OMANG) OR PASSPORT). REFERENCE: Invitation to Tender document, par. 20.3 'Stage 1: Compliance check', Table 2, Requirement no.3 We understand that a certified copy of the passport is required for Authorised Signatory/Managing Director, Board of Directors Members and Team Members. Kindly confirm.	Confirmed
Q133. Declaration Form for Tendering Purposes, PART B REFERENCE: Invitation to Tender document, par. 20.3 'Stage 1: Compliance check', Table 2, Requirement no.5 The Part B of the Form refers to '100% Citizen Owned Contractor / Companies and other Entities'. We understand that the Part B is not required/does not apply to foreign bidders. Kindly confirm or advise if otherwise.	Part B should be completed by 100% Citizen Owned Contractor / Companies to establish Eligibility for Reservation and Price Preferences.

Q134. DULY COMPLETED DECLARATION FOR BENEFICIAL OWNERSHIP REFERENCE: Invitation to Tender document, par. 20.3 'Stage 1: Compliance check', Table 2, Requirement no. 6 The formulation/wording of this Schedule seems to apply to citizen contractors. We understand that it is not required by foreign bidders. Kindly confirm or advise if otherwise.	The form should be completed by a citizen owned contractor or a joint venture with a non-citizen owned contractor to establish beneficial owners.
Q135. Purchase Requisition Management – automatic routing by "Project" The ToR requires automatic routing based on procurement threshold, cost centre, project and Delegation of Authority. a) What does "Project" refer to? For example: donor- or grant-funded projects, UASF-funded projects, or BOCRA internal or capital projects. b) Do donor- or grant-funded projects follow different procurement rules, approval routes or thresholds? c) Are projects maintained as a separate dimension in IDU or Sage 300, and should the system read the project list from there?	All projects regardless of fun ding source follow the same process.
Q136. RFQ – automated adjudication and award Please describe what "automated RFQ adjudication and award" is expected to cover: a) Should the system recommend the award to	The system should have this capability to be defined by the customer as and when needed

the highest-ranked compliant bidder, with final approval by the authorised officer? b) Or should the award be fully automatic below a set value threshold, without human approval? c) Who adjudicates RFQs at BOCRA (for example a committee, the Procurement Unit or the POU), and what are the RFQ value thresholds?	
Q137. ITT – additional evaluation stages The system should "allow users to define any additional stages that may be required for tender evaluation". Please give examples of such stages, for example: a preliminary or compliance stage, post-qualification, due diligence, a presentation or system demonstration (as in this tender), negotiation, or a best-and-final-offer stage.	The system should have the capability to define additional stages by the customer as and when needed
Q138. User & Role Structure – divisional requisition and contracting roles Please provide BOCRA's organisational structure as it should be set up in the system: a) the departments, divisions and units that will raise requisitions and manage contracts; b) the roles within each (for example requisitioner, departmental approver, project or contract manager); c) the Delegation of Authority thresholds and	This will be provided to the successful bidder

approval levels; d) whether UASF has a separate structure from BOCRA.	
Q139. Tender evaluation module – online evaluation a) Please confirm that the Tender Evaluation Committee will carry out the evaluation online in the system (individual scoring, moderation and approval), rather than recording the results of an offline evaluation. b) Will members score individually, with the system calculating the average or consensus score, or will the committee enter a single consensus score? c) Will any external (non-BOCRA) evaluators need access to the system?	a) Members will score online b) Individually c) confirmed
Q140. Dashboards The ToR lists dashboards for procurement cycle time, spend visibility, open commitments and supplier performance. Please provide: a) the full list of dashboards and reports required at go-live; b) the KPIs for each, with their definitions (for example, the start and end points of procurement cycle time); c) the user groups who should see each dashboard (for example the CE, POU, Finance and departments).	This will be provided to the successful bidder

Q141. Security & Compliance – BOCRA IT Security Policy The ToR requires audit logs to be retained in line with the BOCRA IT Security Policy. Please share the policy or its relevant extracts, in particular: a) the required log retention period; b) password, session and access-control rules; c) backup and data-classification requirements. If the policy cannot be shared at bid stage, please confirm that bidders may assume a configurable retention period of not less than seven (7) years, as stated elsewhere in the ToR.	This will be provided to the successful bidder
Q142. Please confirm the event that starts the three-month delivery period: contract signature, purchase order, kick-off, or written notice to proceed. Please confirm whether this means three calendar months and indicate the anticipated commencement date.	Revised to 6 months from contract signature
Q143. Please confirm whether all modules, integrations, testing, UAT, training, documentation, production deployment and commissioning must be completed within three months. Is a phased module rollout permitted within that period, and may any deliverables continue beyond it? Please identify the mandatory delivery and acceptance milestones.	All deliverables to be completed within 6 months as per revised timelines

Q144. Please specify the required hypercare duration, staffing and service hours. Must hypercare finish within the three-month delivery period, or does it overlap the 36-month support period? Please confirm the event and date from which support Year 1 begins.	Bidder to define
Q145. Please provide the UAT and final acceptance procedure, including test-case preparation and approval responsibilities, required cycles and duration, entry/exit criteria, defect severity and closure thresholds, authorised signatories, and BOCRA turnaround time for acceptance. Is module-wise acceptance followed by end-to-end UAT acceptable?	This will be provided to the successful bidder
Q146. Please confirm whether formal As-Is and To-Be process documents, BRD/FSD or a configuration blueprint are required. If so, please specify the deliverables, approving authority and approval turnaround time, and whether signed approval is required before configuration/customisation or whether work may proceed progressively on confirmed requirements.	Handover documentation required. This will be provided to the successful bidder
Q147. Please provide the approved Delegation of Authority, thresholds, BOCRA/UASF workflows,	This will be provided to the successful bidder

role and segregation-of-duties matrices, RFQ and tender templates, evaluation formats and report samples. Please identify the intended “Annexure ii”, as Annexure II is a tender declaration form, and confirm when these configuration inputs will be available.	
Q148. Please confirm BOCRA resource availability and turnaround times for requirements decisions, infrastructure provisioning, third-party access and UAT approvals. Where delivery is affected by BOCRA or its existing vendors, what process will apply for extending milestones and addressing associated costs and delay penalties?	This will be provided to the successful bidder
Q149. Please confirm whether independent VAPT, penetration testing, application security testing or a third-party security audit is required before go-live. If required, please specify the scope, standards, appointing and paying party, acceptance authority, and whether remediation and re-testing must be completed within the three-month delivery period.	This will be provided to the successful bidder
Q150. Please confirm the planned scope, frequency, timing and cost allocation of BOCRA/authorised-auditor inspections. Are these contractual data-protection audits separate from any pre-go-live security certification, and what evidence and remediation times will be required?	This will be provided to the successful bidder

Q151. Please specify the number and categories of trainees for BOCRA, UASF and citizen partners, locations, required training days/sessions, technical training depth, train-the-trainer expectations and assessment criteria. Please confirm whether BOCRA provides venues, computers and connectivity, and whether repeat/refresher training during support must be included.	Training will be done for BOCRA employees only, bidders to come up with training plan including Bidders shall discuss how they will ensure skills transfer to BOCRA employees and citizen owned partners or sub-contractors, covering the required training and other means necessary during and after project implementation. Course outline for the training session(s) should be provided. Training shall be physical and onsite. Yes, BOCRA provides venues, computers and connectivity. Repeat or refresher trainings will be quoted as and when there is need therefore should not be included.
Q152. Please confirm the required timing of user and technical training relative to UAT/go-live, and the expected documentation set and approval process. Must the bidder provide recorded courses or an online training platform, or will integrated help and printable manuals satisfy the online/self-training requirement?	This will be provided to the successful bidder
Q153. Please confirm who will provide and pay for servers/virtual machines, storage, networking, firewalls/load balancers, operating systems, database licences, certificates, backup software and associated infrastructure support. Please identify any components the bidder must supply	All required infrastructure to host the solution will be provided by the customer.

and where these costs should be shown in the pricing schedule.	
Q154. Please provide Sage 300 and IDU versions, enabled modules, API specifications, authentication methods, available API licences, sandbox access and current integration architecture. Will BOCRA and its existing vendors provide necessary access, assistance and licences, and who pays for vendor integration charges?	As provided above
Q155. Please confirm the system of record, data-flow direction, transaction triggers and real-time/batch requirements for each interface. In particular, are budget checks/commitments managed in IDU, Sage 300 or both, and does payment integration mean payment-status synchronisation, invoice posting or payment initiation? Please provide reconciliation and failure/retry requirements.	Budget checks/commitments are managed in IDU. Payment integration mean payment-status synchronisation, invoice posting or payment initiation. Please provide reconciliation and failure/retry requirements. The rest of the information to be shared with the successful bidder
Q156. Please provide BOCRA and UASF company structures, charts of accounts, cost centres, currencies and segregation requirements. Are supplier masters, users, contracts and reporting shared or separate? Please confirm the number of company databases/entities and cross-entity/consolidated reporting requirements.	This will be provided to the successful bidder
Q157. Please identify the AD/Azure AD, email/Outlook, document management and	This will be provided to the successful bidder. Customer shall pay for all necessary API licenses

SigniFlow versions, protocols and licences. Please provide API documentation/test access and signing workflows, and confirm who provides and pays for connector/API licences, signing certificates and transaction charges. Is an equivalent signing platform acceptable?	
Q158. Please identify the preferred payment gateway/acquiring bank and required card, mobile money and banking channels. Who contracts with the provider and pays setup, recurring and transaction fees? Please confirm merchant accounts for BOCRA/UASF, settlement/refund/reconciliation requirements and the bidder's required PCI-DSS evidence.	PayGate
Q159. Please confirm whether supplier compliance verification requires live interfaces to BURS, PPRA and CIPA or document upload with manual review. If live interfaces are required, please provide their availability, specifications, access approvals, fees and responsibility for obtaining access.	No
Q160. Please confirm the data migration scope: supplier/master data only, or also active/historical requisitions, tenders, bids, contracts, purchase orders, invoices, payments and audit records. Please provide volumes, source formats, migration cut-off, required history, cleansing/validation ownership and expected trial migration cycles.	The requested information will be shared with the winning bidder during project initiation stage.

Q161. Please define performance-test conditions, concurrency, transaction/document volumes, network conditions, maximum file sizes and benchmark data. Which operations are subject to the general three-second target versus the specific thresholds, and who supplies the test environment and approves performance results?	This will be provided to the successful bidder
Q162. Please provide BOCRA IT Security, data retention, access control and data-protection policies applicable to this project. Please confirm retention periods for logs, bids, supplier records and financial documents, online/archive requirements and responsibility for storage capacity and secure disposal.	This will be provided to the successful bidder
Q163. Please confirm existing SIEM, anti-malware, MFA and key/certificate-management platforms, required integration protocols and event rules. Will BOCRA provide these tools, licences and administration, or must the bidder supply them? Please specify applicable security baseline and evidence expected at acceptance.	This will be provided to the successful bidder. BOCRA will supply
Q164. Please confirm whether offshore personnel may remotely configure, administer and support the BOCRA-hosted system. Please specify permitted access methods, approval/security-clearance requirements, restrictions on	Confirmed. This will be provided to the successful bidder

viewing/downloading data or support logs, and required local support presence.	
Q165. Please provide the supplier risk-scoring matrix, data sources, scoring rules and required fraud/anomaly scenarios. Are configurable rules-based alerts sufficient, or is a predictive/AI capability required? Please specify measurable acceptance criteria and any external data-service costs to include.	This will be provided to the successful bidder
Q166. Please confirm whether both reference implementations must include Sage 300 and IDU integration specifically, or whether equivalent ERP/budgeting integration is acceptable. For a JV/consortium or authorised reseller, may the manufacturer's or partner's project references be used, and what evidence is required?	As above
Q167. Please provide the presentation/demonstration format, duration, notice period, location or remote option, scenario checklist and scoring breakdown. Is demonstration of the standard product with a BOCRA process walkthrough sufficient, or is a configured BOCRA/UASF prototype required before award?	This will be provided to the shortlisted bidder
Q168. Please define "minor enhancements" and the expected annual effort/volume included in support. Please distinguish included fixes/configuration changes from chargeable new	This will be provided to the successful bidder

functionality, major upgrades and changes driven by Sage/IDU/third-party version upgrades, and confirm the change-control process.	
Q169. Please confirm whether a separate warranty/defect-liability period applies, its duration and commencement event, and whether it overlaps or precedes the 36-month paid support period. Please specify any no-cost warranty obligations and the treatment of warranty versus support charges.	Warrantly/defect liability active from commissioning and during support and maintenance.
Q170. Please confirm whether implementation is payable only after final acceptance or whether milestone payments are permitted. Please specify the invoicing frequency and advance/arrears basis for annual support, required invoice/acceptance evidence, any retention and whether the 30-day payment term applies to all accepted implementation and support invoices.	Payment upon successful commissioning
Q171. For an international bidder not registered for Botswana VAT, please confirm how VAT and other applicable taxes/withholding should be reflected in Table 4 and the Form of Offer, and the tax-inclusive basis used for financial evaluation. Please specify any tax documentation required before award/payment.	International bidders are expected to contact Botswana Unified Revenue Services (BURS) directly to issue them Exemption Certificate. International bidders are also expected to reflect WHT on their pricing schedule. WHT should be deducted from the bid price while VAT is added on top of the bid price. Non-VAT-registered foreign bidder do not quote the 14% VAT BOCRA will apply withholding tax to payments to non-resident suppliers. The standard rate is 15%

Q172. The Tender Notice refers to procurement planning, but the detailed functional requirements in Section 2, clause 3.1 do not list a procurement planning module. Please confirm whether procurement planning (e.g. annual procurement plan preparation, consolidation and approval) is in scope and, if so, specify the required functionality.	Procurement Planning is part of the scope, which entails • departmental procurement plan preparation • Consolidation and approval
Q173. Please confirm the expected licensing model (perpetual or subscription; named or concurrent users) and the user quantity to be priced in Table 4 (100 users, or 250+). Please confirm whether external supplier/bidder portal users, evaluators and auditors are to be counted as licensed users.	Bidder to specify
Q174. Please confirm whether the restriction on cloud/external hosting also applies to ancillary services such as Azure AD, hosted CAPTCHA services, cloud-based WAF/anti-DDoS services and hosted payment pages. As the supplier portal must be internet-accessible to local and international bidders, please confirm who will provide the DMZ, public IP addresses and domain, SSL certificates, reverse proxy/WAF and denial-of-service protection.	Bidder may utilise ancillary cloud services
Q175. Please confirm whether the Phakalane DR site is required to hold backups only, or to host a standby DR environment (warm or hot). Please specify BOCRA's required RTO and RPO, and	BOCRA to provide backup infrastructure (hot)

confirm who will provide the DR infrastructure and the replication link between the primary and DR sites.	
Q176. Please specify the required system availability (uptime) target and its measurement basis, and confirm whether high availability (clustering/failover) is required for the production environment.	This will be provided to the successful bidder
Q177. Please confirm the number of environments to be provisioned and maintained (e.g. Production, UAT/Test, Training, DR), and whether non-production environments must be integrated with Sage 300 and IDU test instances.	BOCRA will provide enviroments as required by the bidder
Q178. Please confirm whether BOCRA has a standard technology stack for on-premise systems (operating system, database platform, virtualisation platform or container platform) with which the proposed solution must comply.	Bidder to specify
Q179. Please confirm the technical mechanisms BOCRA will accept for tamper-evident audit logs, immutable bid submissions and electronically sealed financial envelopes (e.g. cryptographic hashing, WORM storage, encryption with controlled key release). Is multi-party (more than one key holder) bid opening required? Please confirm that BOCRA will provide the approved NTP server.	Bidder to specify

Q180. Please clarify what is meant by "third-level authentication". Please confirm whether MFA applies to external suppliers/bidders as well as BOCRA staff, which authentication factors are acceptable (authenticator app, SMS OTP, email OTP), and whether external users may use local system accounts while BOCRA staff authenticate via AD/SSO.	Bidder to specify
Q181. Please confirm the scope of electronic signatures: internal approvals only, or also supplier actions such as bid submission, award acceptance and contract signing. Please confirm whether BOCRA's SigniFlow licence covers external signatories.	Applies to all, Signflow licensing allows for guest signing
Q182. Please provide the complete list of procurement methods (e.g. open domestic, open international, restricted, direct, RFQ, EOI) and evaluation methods that the system must support, together with any method-specific workflow or threshold rules.	This will be provided to the successful bidder
Q183. Please confirm whether tender notices and award notices must be published automatically to external channels (e.g. the BOCRA website, the PPRA portal or other government portals). If so, please provide the integration method, specifications and access arrangements.	This will be provided to the successful bidder

Q184. Please confirm whether the evaluation module must (a) accept bids in multiple currencies and convert them to BWP using Bank of Botswana exchange rates (automated feed or manual entry), and (b) automatically apply CEE price preference margins during financial evaluation.	To be configurable per tender
Q185. Please confirm whether suppliers are required to submit invoices and delivery notes electronically through the supplier portal, or whether BOCRA staff will capture them. Please confirm which BOCRA role(s) will record Goods Received Notes (user departments or a central stores/procurement function).	To be submitted electronically through the system
Q186. Please confirm that the IP assignment applies only to BOCRA-specific configurations and customisations, with the bidder's base product licensed under clause 20.2.1. Please confirm whether source-code escrow is required and specify the formats in which data, documents and audit logs must be exported on termination or expiry.	This will be provided to the successful bidder

For more details, contact the Procurement Office at tenders@bocra.org.bw