Higher Education Commission

ADDENDUM No 2

Analysis, Design, Implementation and Commissioning of a Higher Education Data Lake

IFB No: HEC/ONB/03/10/2026

Please refer to the above tender.

Queries received from bidders and replies are as follows:

No.	Query	HEC Response
Current-State Assessment and Institutional Readiness		
1	Can HEC provide a preliminary inventory of its existing systems (names, technologies, databases, hosting, data volumes, integration interfaces) before bid submission?	The Bidding Documents do not include an inventory. The HEC internal systems that hold data in scope are named in Section V, Clause 1.4 (Accreditation, Micro-Credentials, scholarships, research fund, recognition and equivalence, subject specialist database, FTES and e-Registry); HEC data is also held in spreadsheets (M-02). The detailed inventory, including technology, database, hosting, volumes and interfaces, is a Part A deliverable (A-01 to A-03; Milestone M2). For sizing and pricing, Bidders shall use the planning assumptions in Clause 1.4.
2	Are preliminary system inventories or IT-readiness profiles available for the 10 public and 35 private HEIs?	No. These are Part A deliverables, including the Integration Readiness Register (Section V, A-01, A-02 and A-05; Milestone M2). The indicative position is given in Clause 1.4: public HEIs are expected to use the APIs where their systems allow; private HEIs, of varying IT maturity, are expected to use mainly the Data Submission Platform.
3	Must all 10 public HEIs and at least 10 private HEIs be visited in person, or may some assessment be done remotely? May the bidder combine on-site workshops, virtual interviews and questionnaires?	On-site workshops and interviews are required for the HEC and the 10 public HEIs (Section V, A-01). For the 35 private HEIs, an online questionnaire is required, complemented by interviews or visits to a sample of at least ten (10) agreed with the HEC (A-01); the sample may therefore be interviewed remotely. Consultations under A-08 may be held individually or in grouped workshops, using interviews, workshops and questionnaires (A-09). Subject to these requirements, a combination may be proposed. Refer also to the Site Table and SCC GCC 1.1 (e) (iii).
Data Submission Platform, APIs and Integration Scope		
4	How many Data Collections are expected at go-live, and for each, how	Not specified. Data Collections will be defined during Part A on the basis of the domains in Section V, Clause 3.5, and

No.	Query	HEC Response
	many fields, validation rules, reporting periods, institution categories and submission frequencies?	configured by the HEC without software changes (DS-02, DS-03). The pilot covers at least one complete Data Collection cycle (Q-07). For volumes, refer to Clause 1.4. Bidders shall state their assumptions in their bids.
5	Is there an indicative split between HEIs using the APIs and the web Platform at go-live? How many HEIs are expected to implement API integrations in the initial rollout?	No split is specified beyond the indications in Section V, Clause 1.4. The channel for each HEI will be recommended under A-12. Both channels shall be production-ready for all 45 HEIs at Go-Live (DS-01), with capacity for 45 concurrent API clients (PERF-04). Bidders shall state their assumptions in their bids. This assumption should be consistent with the API support effort stated under API-10.
6	What technical assistance is expected for HEI API integration? Should the bidder estimate a fixed number of workshops, support days or certification cycles per institution?	Yes. API-10 requires the effort included to be stated in the bid. The assistance comprises the developer portal and sandbox (API-08, API-09), the integration certification process with technical assistance and workshops (API-10, TR-05) and conformance tests with each HEI using the APIs (Q-08). Changes to HEI source systems are the responsibility of the HEIs (Section V, Clause 4.1).
7	Can HEC provide an indicative list of internal applications and other stakeholder systems to be integrated, with databases, formats, interfaces, available APIs and number of interfaces?	The HEC internal systems and other stakeholders are listed in Section V, Clause 1.4 (see also F-01). Their databases, formats and interfaces will be documented under A-01 and A-02. Integration shall use standard interfaces (T-03). Bidders shall state their assumptions in their bids.
8	What identity and authentication platforms does HEC use? Can HEC specify its SSO provider, protocols and any identity services to integrate with?	Not specified in the Bidding Documents. The requirements are in Section V, DP-05 (MFA for all users and SSO for HEC staff), DP-06 (federation with HEI identity providers using SAML 2.0 or OpenID Connect, Desirable) and S-02. Details of the HEC's directory service will be provided to the Successful Bidder (GCC 10.2) and documented under A-02.
9	How many external organisations or applications will consume data through the consumer APIs? Which datasets, access patterns, volumes and consumers?	The expected consumers are the bodies named in Section V, Clause 1.4, as consumers of approved outputs (e.g. Statistics Mauritius, F-25). They will retrieve HEC-approved datasets, subject to disclosure controls (F-24), through documented APIs (T-06, T-07). Volumes and access patterns are not specified. Bidders shall state their assumptions in their bids.
Data Lake, Migration Readiness, Analytics and AI/ML		
10	Can HEC provide current data volumes (GB/TB), record and file counts, annual growth, and the proportion of structured, semi-structured and unstructured data?	Volumes in GB/TB and file counts are not available. Bidders shall use the planning assumptions in Section V, Clause 1.4, and plan for at least 3× current volume and up to 60 institutions (PERF-05). The solution must handle structured, semi-structured and unstructured data (F-02), including bulk Excel/CSV files (DP-07) and supporting documents (DP-08). Bidders shall state their sizing in the bill of materials (T-09).
11	Who is responsible for data cleansing and correction? Should the bidder implement quality checks and correction workflows only, or also	The Successful Bidder shall: assess and quantify data quality (A-06); implement automated validation, cleansing and error-reporting (F-03, DS-02, DS-12) and the return-for-correction workflow (DS-04); and cleanse, de-duplicate and reconcile data before migration, with HEC sign-off on quality thresholds (M-03 to M-05). Correcting data in HEIs' own source systems is

No.	Query	HEC Response
	correct historical or source data with individual institutions?	the responsibility of the HEIs, which certify each submission (DS-11). Refer also to Appendix 8 (Sample), Clause 4.1.
12	For dropout prediction, benchmarking and funding optimisation, does HEC expect fully trained production models at go-live, or a production-ready ML platform with representative models refined as data becomes available?	The solution shall support these use cases (Section V, F-13 to F-15) using available data, with an MLOps environment for training, deploying and monitoring models (F-16) and responsible-AI controls (F-17). Bidders shall describe in their bids the models to be delivered at Go-Live and how they will be refined as data accumulates; this will be assessed under the Detailed Evaluation Criteria (Item 2).
13	Are historical training datasets, target labels, evaluation criteria and domain experts available? If not, what minimum functionality, accuracy and validation evidence will be required for acceptance?	Training data will be the HEC data migrated under M-02 and any HEI historical data agreed in Part A. Data not currently captured will be identified under A-06. Domain expertise is provided through the HEC's Technical Committee (Section V, Clause 16.1 (iii)). No minimum accuracy threshold is specified. Models shall be documented and explainable, with bias monitoring (F-17); acceptance criteria will be developed jointly with the HEC (Clause 11).
14	Will HEC supply UNESCO/OECD or other external datasets and access rights, or should the bidder include acquisition, subscription and integration costs?	The Bidding Documents do not provide for the HEC to supply external datasets. Requirements not met by standard functionality are to be delivered within the Contract Price (Section V, Clause 1.7). Bidders shall identify the datasets proposed for F-14 and include any acquisition, subscription and integration costs in their bids (Section VI, Forms 2.3, 2.4 and 2.6).
15	How many standard dashboards, statistical reports, analytical views and open-data datasets are expected at initial go-live?	Not specified. The types required are set out in Section V, F-20 to F-25, including standard statistical reports for the HEC's publications and for national and international reporting (F-22). The list will be agreed during Part A and at design (Milestone M3). Bidders shall state their assumptions in their bids.
Hosting, Infrastructure, Security and Performance		
16	Does HEC have a preferred hosting model or approved jurisdictions? Would HEC consider cloud services hosted outside Mauritius if compliant with the DPA 2017?	No hosting model is preferred; the Bidder shall propose and justify it (Section V, Clause 7 and T-05). Hosting outside Mauritius is not excluded but is subject to the Note to PC-13: the component, jurisdiction, legal basis for transfer and safeguards must be identified in the bid; the HEC's prior written approval is required; and section 36 of the DPA 2017 must be strictly complied with. Refer also to H-05 and Appendix 8 (Sample), Clause 17.5.
17	Does HEC have existing infrastructure, hosting, government cloud arrangements or licences that may be reused, or should the bidder price a completely new environment?	The Bidding Documents do not provide for reuse. Bidders shall price a complete environment: hosting, including all VMs, compute, storage, operating systems and the Development, Testing/UAT and Production environments (Section VI, Form 2.3, line 4), and all licences, in the HEC's name (line 3; Section V, SD-08 and H-05).
18	Are there minimum RTO, RPO, backup retention and DR location requirements beyond those stated? Should bidders propose these based on industry practice?	No further minimums are set. The RPO and RTO are to be proposed in the bid and agreed at design (Section V, B-02). Backups shall follow the HEC's backup policy, with copies at a geographically separate location (B-01; PC-01). Refer also to B-03, B-04, PERF-01 and Appendix 8 (Sample), Clauses 3.4 and

No.	Query	HEC Response
		8.1. Any DR location outside Mauritius is subject to the Note to PC-13.
19	Will the independent IT security and performance audit be funded by HEC or by the successful bidder? What independence, qualifications and scope are required?	The audit is procured and funded by the Successful Bidder, under Section VI, Form 2.3, line 11. It is carried out on the feature-complete solution (Milestone M6a) and covers vulnerability assessment and penetration testing, including the APIs and the HEC-specific configuration, customisations and integrations (S-08, Q-04); verification of the Policy Compliance Matrix (PC-03); and performance against Section 5.3. It ends with an independent re-test and closure certificate (M6d). The auditor must be independent of the Bidder; Bidders shall name the proposed auditor and state its qualifications in their bids.
20	M6c refers to correcting critical and high findings, while the payment conditions refer to implementing all audit findings and recommendations for go-live. Must medium and low findings also be closed before Operational Acceptance?	All critical and high findings shall be remediated and re-tested before Go-Live (Section V, M6c, M6d and S-08). Medium and low findings shall be covered by a remediation plan agreed with the HEC and closed within the Warranty Period. *Section IV – Special Conditions of Contract, GCC 12.1, item 5* *Replace the fourth bullet:* *"Completion of independent IT security/performance audit, incl. implementation of all audit findings and recommendations for Go-Live (Milestones M6a to M6d)"* *with:* *"Completion of the independent IT security/performance audit, including remediation and re-test of all critical and high findings and issue of the audit closure certificate (Milestones M6a to M6d), and HEC approval of a remediation plan for all medium and low findings, to be closed within the Warranty Period."*
21	Will HEC provide datasets, test scenarios and acceptance criteria before implementation? What benchmarking infrastructure and peak-load test duration are expected? Is the same environment required for the pre-award demonstration and final acceptance?	For the post-qualification tests, the HEC will supply anonymised sample datasets and test scripts; the tests are run on the Bidder's working instance, at its premises or by secure remote session (BDS ITB 31.2). During implementation, the Successful Bidder prepares the Test Strategy and Test Plans, including the peak-load test simulating a submission-deadline peak (Section V, Clause 11 and Q-03); the duration is not specified and shall be proposed. UAT acceptance criteria will be developed jointly with the HEC. Final acceptance takes place on the Contract environments (ENV-01). The same environment is not required.
Data Migration, Rollout and Ongoing Support		
22	Can HEC specify an indicative upper limit for HEI historical data migration (institutions, datasets, records, legacy formats) to enable fixed-price estimation?	No upper limit is set. The planning assumption in Section V, Clause 1.4 covers the HEC's data only (at least the last five academic years); HEI historical data is migrated only as agreed in Part A (M-02). Bidders shall state in their bids the scope of HEI historical data included in their price.
23	Does the contract include the professional services to onboard institutions beyond the original 45, or	Only the technical and licensing capacity. Additional institutions, up to 60, shall be onboarded by configuration, without redesign and without additional licence or subscription

No.	Query	HEC Response
	only the technical and licensing capacity?	charges (Section V, Clause 1.4; SD-08). The onboarding services in ON-01 and ON-02 cover the 45 HEIs. HEC staff will onboard new HEIs after knowledge transfer (W-04; DP-12). Any further assistance falls under Appendix 8 (Sample), Clause 14.
24	What service desk model, ticket volume and support workload are expected after go-live? Must the bidder provide Level 1–3 support throughout the post-warranty period, or will HEC manage first-line operations after knowledge transfer?	From the pilot until the end of the Warranty Period, the Successful Bidder provides the service desk, including first-line support for HEC and HEI users (Section V, ON-04). After Operational Acceptance, the HEC is responsible for operating the System (GCC 10.9) and for monitoring and logging Incidents (Appendix 8 (Sample), Clause 5.1). The Supplier resolves all Incidents at the service levels in Clause 8, and provides corrective, preventive and security maintenance (Clause 3), for the 72-month Post-Warranty Services Period (SCC GCC 1.1 (e) (xii)). First-line support after the Warranty Period is therefore not required of the Supplier. No historical ticket volumes are available. Bidders shall state their assumptions in their bids.
Pricing and Contractual Clarifications		
25	Do the payment percentages apply to the whole implementation contract value or only to the software component? How are other components invoiced?	The percentages in SCC GCC 12.1 total 100% and apply to the Contract Price excluding Recurrent Costs, that is, the total of Section VI, Form 2.3. This is consistent with SCC GCC 13.3.1. Recurrent Costs (Forms 2.4 and 2.6) are paid as set out in Appendix 8 (Sample), Clause 15. *Section IV – Special Conditions of Contract, GCC 12.1* *In the payment table, replace the heading "Payment for Application Software" with "Payment for Supply and Installation of the System", and replace "% of Application Software contract value" with "% of the Contract Price excluding Recurrent Costs (total of the Supply and Installation Cost Summary Table, Section VI, Form 2.3)".* *In item 1, replace "after signature of Software Agreement" with "after signature of the Contract Agreement".* *Add after the table: "Recurrent Costs (Section VI, Forms 2.4 and 2.6) shall be paid in accordance with Clause 15 of the Maintenance and Support Agreement (Appendix 8)."*
26	Can M4, M5, M6 and M7 be invoiced separately as each milestone is accepted, or is the entire 25% payable only after all grouped deliverables are accepted?	The 25% is payable only after all the deliverables grouped under SCC GCC 12.1, item 5, have been signed off. Deviations from the payment schedule are not accepted (BDS ITB 28.6 (c) (ii)).
27	Must the seven-year recurrent-cost quotation include all cloud consumption, storage growth, API traffic, subscriptions, security services,	Yes. Recurrent Costs cover seven (7) years including the Warranty Period and shall include all the items listed in Section VI, Form 2.4, line 1, and Form 2.6 (Section V, H-04). Prices are fixed (BDS ITB 14.7). Maintenance and support charges apply

No.	Query	HEC Response
	backup/DR and support, based on the bidder's sizing? How are costs exceeding the stated baseline treated?	to the six post-warranty years only (BDS ITB 14.1; SCC GCC 1.1 (e) (xii); Appendix 8 (Sample), Clause 15.3). Licences shall cover up to 60 institutions, all environments and growth to at least 3× current volume, and any threshold triggering additional charges shall be stated in the bid (SD-08). The annual charge is fixed and all-inclusive (Appendix 8 (Sample), Clauses 15.1 and 15.2). Increases beyond the thresholds stated in the bid are handled through Clauses 3.2.2 and 3.4.4 of that Appendix and, where approved by the HEC, GCC Clause 39.
28	If a proposed delay of up to four weeks is accepted, will the approved completion date become the contractual date for liquidated damages?	Yes. Liquidated damages apply to the time for achieving Operational Acceptance in the Implementation Schedule and/or the Agreed and Finalized Project Plan (GCC 8.2, 28.1 and 28.2). An accepted schedule deviation (BDS ITB 28.6 (c) (i)) will be reflected in the Agreed and Finalized Project Plan (GCC 19.2). Liquidated damages are 0.5% per week, up to 10% of the Contract Price (SCC GCC 28.2), and apply only to Operational Acceptance (SCC GCC 28.3; Milestone M8).
No.	**Query**	**HEC Response**
Business Context		
29	Please share the list of institutions included in the project.	Refer to Section V, Clause 1.4: the list of HEIs in scope is at https://hec.mu/hei. Contact details of each HEI's Data Focal Point will be provided to the Successful Bidder at the start of the Contract (GCC 10.2; Section V, A-10 and ON-02).
30	What main information must the platform hold?	Refer to Section V, Clause 3.5 (Data Domains in Scope), to be confirmed and extended by the Successful Bidder during Part A (A-03).
31	How many people will use the platform in each role?	Refer to Section V, Clause 1.4 (up to 400 named users) and DP-03 (roles). A breakdown by role is not available at bid stage. Licences shall cover all HEC and HEI users (SD-08). Bidders shall state their assumptions in their bids.
32	What are HEC's three main priorities for this project?	Refer to Section V, Clause 2.1 (Objectives) and Clause 2.2 (Expected Outcomes).
33	How many HEC staff currently work with data or reports?	Not specified in the Bidding Documents. The HEC will designate the staff to be trained (GCC 10.8). Bidders shall state their assumptions in their bids.
34	Who will be the main HEC contact for the project?	The HEC's Project Manager, to be designated by the HEC under SCC GCC 1.1 (b) (ii) and GCC 4.3. The Project Manager is responsible for day-to-day management and coordination of the project (Section V, Clause 16.1 (ii); GCC 18.1).
Current Data Operations		
35	How many separate data sources will feed the platform, and what are they?	Refer to Section V, Clause 1.4: the HEC's internal systems (Accreditation, Micro-Credentials, scholarships, research fund, recognition and equivalence, subject specialist database, FTES and e-Registry), the 45 HEIs, and other stakeholders (the Ministries and Statistics Mauritius). The technology and database of each source will be documented by the Successful Bidder under A-01 and A-02.

No.	Query	HEC Response
36	How does HEC collect information from institutions and prepare reports today?	Refer to Section V, Clause 1.3. The detailed current process will be mapped by the Successful Bidder under A-07.
37	What causes the most delays or extra work today?	Refer to Section V, Clause 1.3 (i) to (v).
38	What problems are known in the existing data?	Refer to Section V, Clause 1.3 (manual handling, incomplete data). Data quality will be assessed and the gaps quantified under A-06.
39	How do institutions currently send their information?	Refer to Section V, Clause 1.3. Current data flows will be documented under A-07. The submission channels to be provided are set out in Clause 4.1.
40	How often is new or updated information needed?	Each Data Collection has its own reference period and deadline, set by the HEC (Section V, Clause 1.5, DS-03 and DS-06). Ingestion from HEC systems and other sources is in batch and near-real-time (F-01). The collection calendar will be confirmed during Part A.
41	Who checks and approves information before and after it reaches HEC?	Refer to Section V, DS-04 (submission workflow), DS-11 (approval by an authorised HEI officer) and DP-03 (roles, including HEI Data Approver and HEC Data Officer).
42	What reminders or messages should the platform send?	Refer to Section V, DS-06 (automated reminders and escalations before and after deadlines), DP-09 (HEI messages and clarification threads) and API-11 (status notifications to HEI systems). Detailed rules will be agreed at design (M3).
43	Does HEC already have a central place where data from different systems is brought together?	No. Refer to Section V, Clause 1.3 (i) and (iii). Providing this central platform is the purpose of the Contract.
44	Where is the same information entered or copied more than once?	To be identified by the Successful Bidder under A-07 (manual hand-offs and bottlenecks).
Infrastructure & Systems		
45	Do you have documents describing the current setup?	Available documentation will be provided to the Successful Bidder (GCC 10.2), subject to GCC 17 (Confidential Information). The current setup will be documented under A-01 and A-02.
46	Are there known Internet or connection problems at HEC or the institutions?	None documented. Connectivity at the HEC and each HEI will be assessed under A-05. The Platform shall be accessible over the internet through standard browsers (DP-01).
47	How do HEC staff sign in to systems today?	Not specified in the Bidding Documents. Refer to Section V, DP-05 and S-02 (SSO for HEC staff and MFA for all users). Details of the HEC's directory service will be provided to the Successful Bidder (GCC 10.2) and documented under A-02.
48	How many users are likely to work at the same time during the busiest period?	Refer to Section V, Clause 1.4 and PERF-04: up to 150 concurrent Platform users and 45 concurrent API clients around submission deadlines.
49	Where are HEC's current systems hosted?	To be documented by the Successful Bidder under A-02 (hosting model of each system).
Reporting & Dashboards		

No.	Query	HEC Response
50	How many dashboards and report templates are needed in each category?	Not specified in the Bidding Documents. Refer to Section V, F-20 to F-23 for the categories required. The list will be agreed during Part A and at design (M3). Bidders shall state their assumptions in their bids.
51	Please share examples of the reports and dashboards HEC needs.	Refer to Section V, F-22 (standard statistical reports for the HEC's publications and for national and international reporting). Samples will be provided to the Successful Bidder during Part A (GCC 10.2).
52	Which reports use the same layout for every institution?	Refer to Section V, F-21: each HEI is provided with dashboards of its own data and comparisons against anonymised sector aggregates. Layouts will be agreed at design (M3).
53	Which reports and dashboards are most important for Go-Live?	Refer to Section V, Clause 2.2 and F-20 to F-22. Priorities will be agreed during Part A and at design (M3).
54	When should each report be ready, and how recent must its figures be?	Refer to Section V, F-20 (real-time or near-real-time indicators), PERF-02 and PERF-06. Reporting deadlines will be agreed during Part A.
55	When should each report be ready, and how recent must its figures be?	Refer to Section V, F-20 (real-time or near-real-time indicators), PERF-02 and PERF-06. Reporting deadlines will be agreed during Part A.
56	How should users view and receive reports?	Refer to Section V, DP-01, F-20, F-21, F-22 (self-service, scheduling and export in PDF, Excel and CSV), F-23 (open data) and F-25 (consumer APIs).
57	Which official definitions or external comparisons must reports follow?	Refer to Section V, T-08 (ISCED, UNESCO/OECD), A-14 (sector data standards and code lists, including NQF levels), F-14 and Clause 3.5.
58	What software is used to prepare reports and dashboards today?	Refer to Section V, Clause 1.3 (iii) (spreadsheet-based tools). Further details will be established under A-07.
59	Who prepares reports and dashboards today?	To be established by the Successful Bidder under A-07.
60	How long does it take to prepare the main reports today?	Refer to Section V, Clause 1.3 (ii). Further details will be established under A-07.
61	Do different teams sometimes report different figures for the same measure?	To be assessed under A-06 and A-07. Refer also to F-10 and A-14 (central master data, code lists and data standards).
62	Which figures or indicators does HEC leadership review most often?	Refer to Section V, Clause 2.2 and F-20. Indicators will be agreed during Part A.
63	Which calculations are needed in the reports, and what information must be combined to produce them?	Refer to Section V, Clause 3.5 (e.g. cost of studies per FTE student, classroom space per FTE student, grant per FTES student). Calculation rules will be documented in the data dictionary during Part A (A-03).
Data Volumes & Growth		
64	Approximately how many records does HEC hold for each main type of information?	Refer to Section V, Clause 1.4: student records of the order of 50,000–60,000 per academic year. Other record counts are not available at bid stage. Bidders shall state their assumptions in their bids.

No.	Query	HEC Response
65	Approximately how much information is stored today?	Not available at bid stage. Data volumes will be documented under A-02. Bidders shall state their sizing assumptions (T-09).
66	What documents, images or other files must be included?	Refer to Section V, DP-08 (supporting documents, e.g. audited financial statements) and F-02. Volumes are not available. Bidders shall state their assumptions in their bids.
67	How long must each type of information be kept?	In line with the HEC's and HEIs' retention policies (Section V, F-09, PC-01 and PC-10), which will be collected and reviewed under A-15.
68	What changes are expected over the next seven years?	Refer to Section V, Clause 1.4 (up to 60 HEIs), PERF-05 (at least 3× current data volume) and SD-08.
69	What history must be moved into the new platform?	Refer to Section V, M-02: at least the last five (5) academic years of data held by the HEC (spreadsheets and systems), and any HEI historical data agreed in Part A.
Security, Compliance & Data Governance		
70	Are there any restrictions on where the platform and its data may be hosted?	Refer to Section V, Clause 7 (H-01 to H-05), PC-13 and its Note, and Appendix 8 (Sample), Clause 17.5.
71	Please share the IT, security and privacy rules available to HEC.	The HEC's policies will be provided to the Successful Bidder, and those of the HEIs collected, under A-15. Refer also to Section V, PC-01, PC-02 and PC-05.
72	Who may see each type of information, and what must stay private?	Refer to Section V, DP-03, DS-10, F-21, F-24, F-26, S-03, S-05 and PC-10. Purposes and access rights for each HEI will be set in the data-sharing agreements (PC-09).
Security, Compliance & Data Governance		
73	Are there any restrictions on where the platform and its data may be hosted?	Refer to Section V, Clause 7 (H-01 to H-05), PC-13 and its Note, and Appendix 8 (Sample), Clause 17.5.
74	Please share the IT, security and privacy rules available to HEC.	The HEC's policies will be provided to the Successful Bidder, and those of the HEIs collected, under A-15. Refer also to Section V, PC-01, PC-02 and PC-05.
75	Who may see each type of information, and what must stay private?	Refer to Section V, DP-03, DS-10, F-21, F-24, F-26, S-03, S-05 and PC-10. Purposes and access rights for each HEI will be set in the data-sharing agreements (PC-09).
Needs & Expectations		
76	What questions or decisions should AI help HEC with?	Refer to Section V, Clause 2.2 (iv) and (v), and F-13 to F-15 and F-18.
77	What past information and actual outcomes are available for these AI uses?	Refer to Section V, M-02 and Clause 3.5. The availability of outcome data will be assessed under A-06.
78	How often will users need AI results, and how quickly do they need them?	Not specified in the Bidding Documents. Refer to Section V, F-16 and PERF-06. Bidders shall state their assumptions in their bids.
79	What would make an AI result useful enough for HEC to accept?	Refer to Section V, F-17 (responsible-AI controls) and Clause 11 (acceptance criteria to be developed jointly with the HEC).
80	Apart from predictive analysis, is an AI assistant needed?	Refer to Section V, F-19 (natural-language or assisted query, Desirable), subject to F-17.

No.	Query	HEC Response
81	What are the busiest periods and most important service deadlines?	The busiest periods are around submission deadlines (Section V, Clause 1.4 and PERF-01). The HEC will set the submission calendar for each Data Collection (DS-06).
82	Are there dates when systems or data must not be changed?	Refer to Section V, PERF-01 and W-03, and Appendix 8 (Sample), Clauses 3.5.2 and 8.5.2.
83	Which institutions and HEC users can take part in the pilot and testing?	Refer to Section V, Q-07 (the HEC and at least three public and three private HEIs) and Q-05 (UAT). Participants will be agreed with the Successful Bidder.
84	How many people need training in each role?	Refer to Section V, TR-01 (roles) and Clause 1.4 (up to 400 named users). A breakdown by role is not available. The HEC will designate the staff to be trained (GCC 10.8). Bidders shall state their assumptions in their bids.
85	How should training be delivered?	Refer to Section V, Clause 12 (TR-01 to TR-06) and the Site Table (on site or online as agreed). The HEC will make the logistical arrangements for training (GCC 10.8). Language, format and venues will be set in the Training Plan (SCC GCC 19.1 (c)).
86	What experience do the people being trained already have?	Staff capacity at the HEC and each HEI will be assessed under A-05. Refer also to Section V, Clause 1.4 (private HEIs of varying IT maturity).
87	What should HEC staff be able to do without supplier help after handover?	Refer to Section V, W-04, TR-04, TR-06, DS-02, DS-03 and F-22, and Appendix 8 (Sample), Clause 3.6.3.
88	What support problems and requests are most common today?	Not applicable: the platform is new. Refer to Section V, ON-04 and Clause 15 for the support required.
89	What improvements should HEC see six months after Go-Live?	Refer to Section V, Clause 2.2 and ON-06 (adoption measures).
90	Should HEC users be able to create their own reports?	Yes. Refer to Section V, F-22 (Mandatory). The users concerned and the centrally managed reports will be agreed at design (M3).
Hosting & Deployment Considerations		
91	Does HEC have equipment, software or services it expects the project to reuse?	The Bidding Documents do not provide for reuse. Bidders shall price a complete solution, including hosting and all licences (Section VI, Form 2.3, lines 3 and 4; Section V, SD-08 and H-05).
92	If a serious failure occurs, how much recent work could HEC accept losing?	The Recovery Point Objective is to be proposed by the Bidder and agreed at design (Section V, B-02).
93	After a serious failure, how soon must the most important work be possible again?	The Recovery Time Objective is to be proposed by the Bidder and agreed at design (Section V, B-02). Refer also to PERF-01 and Appendix 8 (Sample), Clause 8.1.
94	Does HEC already have backups or a recovery location that may be reused?	The Bidding Documents do not provide for reuse. Refer to Section V, B-01 to B-04, and Section VI, Form 2.3, line 7.
95	Are there any restrictions on supplier staff accessing HEC systems remotely?	Refer to Section V, PC-01 (HEC access control policy), PC-07, S-02 and F-27, and Appendix 8 (Sample), Clause 16.3. The HEC's access control policy will be provided under A-15.
Current Systems & Data Flows		

No.	Query	HEC Response
96	Could you share a simple diagram of HEC's current systems and network?	Will be provided to the Successful Bidder (GCC 10.2), subject to GCC 17 (Confidential Information). Refer to Section V, A-01 and A-02.
97	Which HEC systems hold data for the Data Lake, and what technology does each use?	The HEC systems are those listed in Section V, Clause 1.4. Their technology will be documented under A-02.
98	Can these systems provide data automatically?	To be assessed under A-02 (API and export capability). Refer to Section V, F-01 and T-03 (database, API and file-based connectors).
99	Please describe, step by step, how a data collection works today.	To be mapped by the Successful Bidder under A-07.
100	How are files sent between institutions and HEC today?	To be documented under A-07. For the file types the Platform must accept, refer to Section V, DP-07, DP-08 and API-01.
101	Which data does HEC exchange with the Ministries, Statistics Mauritius or international bodies?	Refer to Section V, Clause 1.4, F-01, F-22 and F-25. Existing reporting obligations and data-sharing arrangements will be established under A-04 and A-08.
102	Is a common student identifier (e.g. NIC number) used across institutions?	Not specified in the Bidding Documents. Refer to Section V, F-06 (privacy-preserving record linkage, where approved under the DPIA) and PC-10. Identifiers in use will be established under A-03 and A-06.
Reports & Data Content		
103	Please share recent HEC statistical reports and the international returns HEC completes.	Refer to Section V, F-22. Copies will be provided to the Successful Bidder during Part A (GCC 10.2).
104	Are graduate tracer studies or student satisfaction surveys available?	Refer to Section V, Clause 3.5 (Applications domain) and Clause 2.2 (iii). Availability will be established under A-06.
105	Do institutions record attendance and coursework in a system, and could they share this data?	To be assessed under A-01, A-02 and A-06. Refer to F-13 ("using available data"). Any sharing is subject to PC-09 and the DPIA (PC-11).
106	Should open datasets be published on the Government open data portal or on the platform itself?	Refer to Section V, F-23: the open data facility is to be provided as part of the solution.
Institutions & Project Start		
107	Will HEC ask all 45 institutions to take part and to name a data contact?	Yes. Refer to Section V, Clause 1.5 (Data Focal Point designated by each HEI), A-08, A-10, ON-01 and ON-02.
108	Has HEC already collected the institutions' IT and privacy policies?	Collection and review of the HEIs' policies is part of the Contract (Section V, A-15). The HEC's own policies will be provided at the start of the Contract.
Historical Data Migration		
109	Is the historical data held in Excel files, in HEC systems, or both? Roughly how many files?	Both (Section V, M-02). The number of files is not available; it will be established under A-02 and M-01.
110	Have the templates or definitions changed over the last five years?	To be established under A-03, A-06 and M-03.

No.	Query	HEC Response
111	Is the historical data held student by student, or only as totals?	To be established during Part A (A-06, M-03). Refer also to A-16 and DS-07.
112	Does HEC expect institutions to provide their own historical data, or only HEC's data to be migrated?	Refer to Section V, M-02: HEC data is required; HEI historical data only as agreed in Part A.
113	Who at HEC will check the migrated data and approve the quality thresholds?	The HEC, through its Project Manager (Section V, M-05 and Clause 16.1 (ii)).
Infrastructure Sizing		
114	Roughly how many submissions do you expect from one institution in a busy week?	Not available. Refer to Section V, Clause 1.4, PERF-03 and PERF-04. Bidders shall state their assumptions in their bids.
115	What is the largest file an institution might upload?	Not specified in the Bidding Documents. Refer to Section V, PERF-03 (file of 50,000 records), DP-07 and DP-08. Bidders shall state their assumptions in their bids.
116	How long should backups be kept?	In line with the HEC's backup policy (Section V, B-01 and PC-01), which will be provided under A-15. Bidders shall state their assumptions in their bids.
117	How long must audit logs be kept?	In line with HEC policy (Section V, S-04 and PC-01). Bidders shall state their assumptions in their bids.
118	In a disaster, should the recovery site run the full platform, or only essential functions?	To be proposed by the Bidder (Section V, B-02 and B-03), consistent with PERF-01 and Appendix 8 (Sample), Clauses 3.4.3 and 8.1.
119	Should the Test/UAT environment be the same size as Production, or can it be smaller?	The Bidding Documents do not require it to be the same size. Refer to Section V, ENV-01 and Q-03; the Bidder shall state how performance and load testing will demonstrate the targets in Clause 5.3.
120	Roughly how many public visitors do you expect on the open data pages each month?	Not available. Refer to Section V, F-23. Bidders shall state their assumptions in their bids.

Bidders are advised to take note of the clarifications provided in the Addendum before submitting their bids

19/11/2026