

EXPRESSION OF INTEREST (EOI)

Implementation of EDMS and Project management tool at the GRA

1. Background

The Gambling Regulatory Authority (GRA) is the statutory body responsible for regulating and monitoring gambling activities in Mauritius. Presently all records are kept manually. As part of its digital transformation and records modernization initiative, the GRA intends to implement an enterprise-level Electronic Data Management System with a Project Management tool to keep its records securely, automate its workflows and archive its documents efficiently.

2. Objective of the Assignment

The objective of this EOI is to identify experienced and capable vendors who can provide solutions for the requirements as above.

The short-listed vendors will subsequently be invited to participate in a Request for Quotations.

3. Scope of the Proposed System

Interested vendors should demonstrate their capability to provide a system covering but not limited to the areas as follows:

- (i) Document OCR, indexing and storage and archiving (about 3 million A4 size documents in archive)
- (ii) Metadata configuration
- (iii) Configurable metadata fields
- (iv) Version control and audit trails
- (v) Ability to integrate with external data sources for metadata enrichment
- (vi) Support for regulatory compliance (e.g., ISO, GDPR, local laws)
- (vii) Full role-based security implementation
- (viii) Search & retrieval security based integrated with Active Directory with generative AI models
- (ix) Project management tool with task, timeline and resource management

4. Deployment & Technical Considerations

Interested vendors should provide information regarding:

- Available deployment models (with examples)

- Hardware and infrastructure requirements (if applicable)
- Database and operating system compatibility
- Backup and disaster recovery mechanisms
- Mobile and remote access capabilities

4. Eligibility Criteria

Interested firms must demonstrate:

- Proven experience in implementing similar enterprise document management systems and project management
- At least three (3) comparable projects completed within the last five (5) years
- Financial capacity to undertake the assignment
- Availability of qualified technical personnel
- Local support presence or partnership (preferred)

5. Information to be Submitted

Interested firms should submit:

1. Company profile and legal status
2. Description of similar assignments undertaken
3. Technical overview of proposed solution
4. Implementation methodology and indicative timeline
5. Support and maintenance framework
6. References from previous clients

9. Technical Presentation and Demonstration

Shortlisted vendors shall be invited to deliver a technical presentation and live system demonstration of their proposed solution.

The purpose of the demonstration is to validate the technical capability and maturity of the proposed solution prior to issuance of the Request for Quotation (RFQ).

The Authority reserves the right to consider the outcome of such demonstrations in determining the final shortlist of vendors.

10. Duration

The duration of the project should not exceed a period of 6 months from the initial kick-off.

11. Evaluation Criteria

Expressions of Interest will be evaluated based on the following criteria:

No.	Criteria	Description	Weight (%)
1	Company Profile & Legal Status	Registration status, years in operation, financial stability, organisational structure	10%
2	Relevant Experience	Experience in implementing similar document management / registry systems in public or regulated environments (minimum 3 projects in last 5 years)	20%
3	Technical Capability of Proposed Solution	Compliance with required functional areas: scanning, OCR, indexing, archiving, search, security, integration	20%
4	Security & Compliance Features	Strength of security architecture (RBAC, encryption, audit logs, AD integration, MFA, standards compliance)	15%
5	Implementation Approach & Methodology	Proposed implementation plan, scalability, deployment model, migration strategy	10%
6	Support & Maintenance Framework	Availability of local/remote support, SLA structure, training, post-implementation services	10%
7	Functional Compliance	Demonstration of the Solution	15%
	Total		100%

12. GUIDELINES AND IMPORTANT NOTES

Applicants will have to comply strictly with the following guidelines and important notes when submitting their Expression of Interest:

a) Interested service providers having the required expertise and capabilities and having undertaken assignment(s) of similar nature and complexity, to express their interest in providing the above services.

Such information will be used to determine the compliance of the firms with respect to the requirements given in section 3. Submissions that do not comply with the requirements specified in section 3 will not be further considered.

b) Selection of the service provider will be in accordance with the provisions of the Public Procurement Act 2006 of Mauritius.

13. OTHER TERMS AND CONDITIONS

a) The GRA reserves the right to cancel / withdraw the invitation without assigning any reason thereof.

b) The GRA reserves the right to accept / reject any proposal or call for any clarification / information.

Suppliers shall arrange for presentation in relation to this EOI at their own costs.

14. CORRESPONDENCE

All correspondences related to this exercise shall be made in English. Any clarification sought by any firm in respect of the above shall be addressed at latest, ten calendar days before the deadline for the submission of Expression of Interest on the following email address: r.appadoo@gra.mu

The reply thereto will be sent as an addendum to all prospective suppliers without identifying the source of clarifications at latest five (5) calendar days prior to the deadline for the submission of Expression of Interest.

15. SUBMISSION OF APPLICATIONS

Applications, in sealed envelopes, clearly marked on the top right-hand corner "**Expression of Interest EDMS**" together with documents with respect to the

requirements for qualifications as per Expression of Interest document must be addressed to:

**The Chief Executive
Gambling Regulatory Authority
Level 12, Newton Tower
Sir William Newton Street
Port Louis**

and deposited in the bid box located at the address above not later than **Monday 22 June 2026, by 13.00 hrs (Local Time) at latest.**

Late submissions will not be considered.

8 June 2026