

APPOINTMENT OF A SERVICE PROVIDER TO RE-DESIGN, RE-DEVELOP, DEPLOY, SUPPORT AND MAINTAIN THE EXISTING INTRANET AND WEBSITE PORTALS FOR A PERIOD OF TWO (2) YEARS FOR THE RAILWAY SAFETY REGULATOR

Frequently Asked Questions and Responses

No	Service provider	Enquiry	Response
1	Cytotouch Pty Ltd	Dynamic form generation - What exactly is required here? We heard a bit in the briefing but we still couldn't comprehend. How will the form be generated dynamically? Could you please elaborate?	Ability to drag and drop textboxes, labels, radio boxes etc. on a form, and for the system to automatically map or link the fields on a database.
		Inbox functionality?	Functionality to enable RSR staff to communicate using messaging functionality. Another example is the inbox functionality found on portals such as Facebook.
		Facilitate Joint Application Development (JAD) sessions with relevant RSR stakeholders to develop and finalize technology specifications (integration methods, wireframes, programming language and plug-ins) for each platform. What is this? Could you please expantiate?	Conducting stakeholder sessions with RSR staff as part eliciting and developing technology, functional and business requirements.
		Ensure that RSR can be supported remotely and on-site whenever required. "on-site whenever required" is up for interpretation. Are you (RSR) going to call us in every day on site?	Service provider to come on-site only if the problem / challenge cannot be resolved remotely.
		The Intranet must provide capability to integrate with other internal and external modules/systems using an Application Programming Interface (API). We need to know what integration is currently involved?	The Intranet database should allow for connection with other systems using API
		The Intranet must provide capability to integrate with and send Short Message Services (SMS) and e-mail. We are not sure about this. We need to know more what is required. Having SMS and email capabilities on the intranet is specialised software on its own	Service provider should propose plug-ins or /and sms engines to enable the Intranet to send out communication using e-mail and SMS.
		The Intranet must provide Profile directory feature page - to get connected with employees. Will you require us to integrate with Active Directory?	Correct
		The Website front-end must be customisable, with the capability to add, remove and edit data fields. What data fields from where? What would be required here?	Any fields required by RSR.
		The Website must provide capability for content update notification, dynamic form generation, inbox functionality, video conferencing, and voice and text search functionalities. We don't know why video conferencing would be done through the website, but perhaps you have different explanation. Could you please elaborate?	Service provider should propose plug-ins / solutions to support this feature.
2	Pii digital	We would like to find out what the intranet is built in, please?	Intranet is built on WordPress.

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3	Sisource	I would like to ask if the website should be designed with WordPress or any IDE such as the Visual studio code etc. using the language HTML,CSS etc.	Kindly note that both the Intranet and Website portals should be developed using the latest version of WordPress.