

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

Date: 30 June 2023

Time: 10:00-12:00

Questions and answers

- **Question 01 (Brand Conglomerate):** how must the proposals be submitted? Should there be a separate financial proposal with the technical proposal? Is this requirement a disqualifying criteria?
- **Answer (GK):** Yes, the bidders are requested to submit two envelopes, one for financial proposal and the other one for technical proposal. The tender document does not make any mention of this requirement as a disqualifying criteria, so no.
- **Question 02 (Chris):** will the intranet require a single sign-on mechanism is it only to list those other systems on your menu for instance? What is the preferred technology for this tender, i.e. WordPress or SharePoint? Would the RSR consider SharePoint as a solution? Are the 150 users licensed for Microsoft Cloud 365 and which package?
- **Answer (CIO):** The RSR does have Microsoft 365 license and it's an E3 license regime. The RSR prefers WordPress because of the current Intranet and Website Solution. On the issue of the application, whether they must be a single sign-on or list them, they must be listed an menu items on the Intranet.
- **Question 03 (Madute Ledwaba):** can we get clarity on the 3 UI designs. Do you want us to create three different visions for the user interface of the same product, or three different user interfaces for different products?
- **Answer (CIO):** three for each.
- **Question 04 (Moihlobudi):** Query resolution plan, what do we mean by that?
- **Answer (CIO):** the plan is to indicate the bidders ability to resolve queries and provide support of the website and intranet development. We want to understand in terms of your integrated Query resolution plan, what is there in place in terms of ensuring that you will close this calls on time, and what resources do you have in terms of the human resources in place to which you have to attend to these calls?

- Question 05 (Zamo): The RSR is looking for a Dynamic form generation, what do we mean by that? Please provide an example
- Answer (CIO): based on the challenges we have with the current portal is that from the frontend if we want to add additional fields to the forms, doesn't immediately link to the database. The system should be intelligent enough to identify that there has been changes to the list of fields or on the form
- Question 06 (Zamo): the database you are referring to, what is the system?
- Answer (CIO): currently we use mySQL and we also use SQL Server.
- Question 07 (Zamo): when you said video conferencing, so I want to understand what do you mean by that in addition to the website? Must the meeting be through the website or just give an interface? Or maybe for links to meetings? Or is it a video conferencing in terms of actual conferences like live visuals of events?
- Answer (CIO): the links must be able to integrate with Microsoft Teams. The portal must have the ability to use video for chats internally. So the idea is that to freshen up the intranet portal for effective communication. The service providers must indicate to the RSR if there are other technologies that can be used to allow staff to communicate via video.
- Question 08 (Zamo): the medical certificate and SASSA registration, what is the context where that is applicable?
- Answer (GK): The requirements are linked to the two points allocated for the specific goals awarded at preferential points system calculation. It is the proof required when bidders are making the claim.
- Question 09 (Terence): clarity concerning the uptime, does the RSR require bidders to provide hosting or just need service providers to provide a technology or a system whereby will notify you on a daily basis or weekly or monthly basis concerning the uptime aspect of it?
- Answer (CIO): no need for hosting, the RSR has cloud hosting services for the two platforms. The RSR also have tools to monitor the uptime. The service providers responsibilities are around this uptime is to ensure that the system is at 99% uptime.
- Question 10 (Zamo): resource requirements for the developers, are you looking to see a team of people at minimum or can that one person's qualification sort of cover the expense of the services you want??
- Answer (CIO): For the scoring criteria, you need to then provide three a minimum of three to get full points, which we get maximum points.

- Question 11 (Reagan): is the RSR open to the total revamp to the platforms?
- Answer (CIO): I think let's stick to the tender terms and conditions when we go on the other side and we get to the technical specification..

No further questions