

BID DESCRIPTION : **WEBSITE HOSTING & MAINTENANCE, AS WELL AS REDESIGN AND REBRANDING OF THE WEBSITE.**

BID NO. : **IRBA01/2023/RFT**

CLOSING DATE : **23 OCTOBER 2023 AT 12H00**

RE: RESPONSE TO ENQUIRIES RECEIVED IN RESPECT OF THE BID

1. In line with paragraph 2.3 of the bid document, the IRBA has consolidated the questions emanating from the enquiries, as well as its response.
2. Bidders are reminded that the bid document must be hand-delivered and placed in the tender box on the Ground Floor of Building 2, Greenstone Hill Office Park, Emerald Boulevard, Modderfontein, 1609, by no later than 12h00 South African time on **23 October 2023. 12h00 (South African Time)**



DIRECTOR: OPERATIONS

DATE: 13/10/2023

RESPONSE TO QUESTIONS RECEIVED POST ADVERTISEMENT OF THE BID

Question: Section 9.6 (page 6) - The contract shall be for a period of three (3) year with an option of a two (2) year renewal, based on annual performance assessment.

Answer: The three years are inclusive of upfront development followed by the balance deducted from the three-year period. The total cost of the upfront development and balance of the three years should be included.

Question: Section f (page 13) - While there is no specified page layout for a website design in the corporate identity framework, the bidder should recommend the latest appropriate, modern and up-to-date layout designs that are suitable for a professional services website. We assume the design referred to above forms part of the project, and a design does not need to be submitted as part of the bid document. Our project methodology includes a requirements phase first, followed by the design phase.

Answer: The assumption is correct. The design will be agreed to during the requirements phase of the project.

Question: Section k (page 15) - The website will have to be developed in Microsoft.Net Framework V4.5, or higher, or an equivalent; and they should be developed using the latest web development languages. Our proposal would be based on Word press as a platform, via a PHP / Linux Environment. Please confirm this will be in order. The current Rhino platform used by IRBA would no longer be used, and current functionality would be developed for use in Word press.

Answer: We are not in a position to prescribe the development language this should be based on your experience and recommendation.

Question: Section l (page 15) - All communication between the IRBA website and the ERP will have to be done via a web service and the integration should consist of the following integration points: RA Search; Firm Search; RA Personal Details Update; Firm Details Update; Annual Renewals; Reportable Irregularities; and Firm Assurance Declarations Submissions.

Please confirm if these services are operational and there is adequate documentation available.

Answer: *All these services are operational RA Search; Firm Search; RA Personal Details Update; Firm Details Update; Annual Renewals; Reportable Irregularities; and Firm Assurance Declarations Submissions, these processes are documented.*

Question: Please provide documentation for these Web Service API Points

Answer: *The technical documents will be shared with the successful service provider; please indicate the minimum information you currently require enabling you to complete the bid.*

Question: Section n (page 15) - The IRBA website should also cater for an online payment facility. Which payment gateway will be used?

Answer: *We are currently using Adumo, you can recommend another gateway that is compatible with Standard Bank.*

Question: Section q (page 16) - The main website should have a secure portal where IRBA committee members can login to access committee documents. Please elaborate more on the committee documents

Answer: *Committee secretaries within the IRBA share agenda packs with committees; the pack normally consists of PDF and other Office 365 documents.*

Question: Section e (page 16) - Disaster recovery and failover services for the websites will be needed. Would you need a direct failover within a few minutes or a restoration plan (1 to 8 hours). This impacts on the cost

Answer: *A restore plan would be acceptable.*

Question: The RFP makes specific mention of the use of a chatbot. Is the intention to create a conversational AI BOT specific to IRBA or a BOT that can manage general FAQs and provide delinks?

Answer: *For now, it should be able to manage general FAQs*

Question: What is the current ERP system built on, and what integration protocol does it support (REST, SOAP)?

Answer: *It is currently built on SQL and uses SOAP*

Question: Regarding the web hosting portion, server specifications have been provided which leads towards on-site hosting. Is this the case or is there an option for cloud hosting with auto scaling an option?

Answer: *It should be cloud hosting, with the minimum server spec as included in the TOR auto scaling is an option.*

Question: Is there a current Content Management System (CMS) for content authoring? If yes, what CMS is currently in place?

Answer: *Yes, Rhino Reloaded.*