

RFP Number: T29/08/23

RFP description: REQUEST FOR PROPOSAL FOR THE MASTER DIGITAL PLATFORM (MDP) PHASE 1

Question and Answers Version 2

No.	Question	Type	Answer
1	With regards to Schedule 2 - Copy of Board resolution -we do not have a formal board resolution -what is the information that we should include -what are you planning on learning from this document so that we can compile it for you.	Admin	IDC will need a letter from your company authorizing / giving a person signing power to commit your company to a binding agreement.
2	With regards to a cloud hosting solution -the costing / quote provided will only be able to be finalised once we know exactly how much traffic the portal will generate as cloud hosting is dependent on actual usage. -we will provide a ballpark quote based on experience	Technical	It is important that IDC know the average costing for the cloud hosting as per the bidders proposed solution, as IDC will not be procuring any hardware, therefore it is very important to know what the Cloud costs would be.
3	Demo requirements -5 days is a short time to create the demo. Once further instruction is received, if we are shortlisted, we will provide more information on the functionalities to be showcased in the demo. We would most probably create this on a prototyping tool like Figma, is that acceptable?	Technical	Section 1 paragraph 9.2 of the issued bid document confirms that IDC will need a presentation / demonstration 5 days from notification. As per the bid document shortlisted bidders will be required to provide a demonstration that will cover the items listed in Section 2, paragraph 5.2.6 which forms part of the technical evaluation.
4	With regards to the Mandatory functional and technical requirements	Technical	Bidders must complete the ISA RFP requirement template as indicated in the briefing session. Information received on closing date and time will be evaluated according to evaluation criterion as called for in the bid document.
4.1	We will indicate on the excel document whether we comply		
4.2	We will provide a writeup on our approach and experience with the requirements as set out in the scope of work. Would this feedback suffice?		
5	The only reference to an intranet is made in the RFP's high-level TOR. Nowhere else in the supporting documentation is this mentioned, can you please elaborate on what purpose this needs to fulfill within the master digital platform, its associated dataflows and use cases?	Technical	The intranet refers to a basic extranet and should publish access to system links and content that can be made available to internal staff. It should use the same portal functionality.
6	What documentation will need to be accessible by external parties? On what frequency and for what duration? Would documentation be specific a vendor in that only specific users should be able to access specific content externally?	Technical	The system should not be accessed by any external parties except the Project sponsors that submit information, once loaded they should be able to see what is loaded and status thereof as they move through the project process. Also very limited access in terms of functionality.
7	Is the expectation that your current Azure cloud environment will be extended to host the solution or does a new environment need to be created?	Technical	We do not have an Azure Environment so a new environment needs to be created. We do have Microsoft 365 licenses at present under the IDC Enterprise Agreement.
8	Please confirm that external users will engage via the website (with updated functionality) or app which will push information into the digital engagement platform with which internal stakeholders will engage?	Technical	The website solution will need to have the link to the digital engagement platform for sponsors to load directly on the system. Ideally to have the portal system link on the website will be easier than pushing information.
9	In the high-level tender guide and positioning document the MDP is presented as providing a platform for the sponsor and for ISA – are these seen as two separate portals/interfaces or would one portal service both parties albeit with different features/functionality?	Technical	This should be one platform with different access based roles with interface to the central ISA database.
10	Are you licensed through a partner or is there an EA in place with Microsoft?	Technical	Refer to the answer in question 7.
11	As part of phase 1, the intranet is mentioned as a deliverable. There isn't additional information of exactly what is required in the Intranet. Does the intranet refer to the ISA Portal and Digital Platform System?	Technical	No this is a basic extranet that can be defined by the HR team to publish content and systems. It is part of the Phase 1 requirement.
12	The chatbot requirements are laid out in the BRS, but it's not explicitly listed as a phase 1 requirement. Is the chatbot part of phase 1?	Technical	The chatbot can be aligned to a Phase 2 requirement. As long as the functionality is there to enable IDC to include this function at a later stage as there are associated costs linked to the functionality item.

Infrastructure:		
13	Is this an upgrade (SharePoint was mentioned) or net-new?	Technical Refer to question 7 -DC is using Microsoft 365 licenses at present
14	Will the platform be required to run on Private (Self-Hosting) or Public Cloud(AWS, Azure, etc)?	Technical The solution will ideally be needed to be hosted in the cloud, no self hosting.
15	Will the platform be required to only run from central or a distributed mode? (Hub and Spoke design)	Technical Ideally from a Central mode and Central Database.
Networking:		
16	How many sites do we need to connect?	Technical Currently only one site, however most staff must be able to work remotely. The proposed BI tool can also be available on mobile.
17	Do we need to cater for Server Environment only or Server and User environment?	Technical The proposed application should be in the cloud therefore we will not be procuring any infrastructure.
18	How are the users going to be connecting? Remote, Office, etc	Technical Both Office and Remote will be needed. Network redundancy should not be an issue.
19	Is this a multi-site solution or single site?	Technical A Single site for now as we only have one head office. As said earlier remote work is critical as most staff travel frequently.
20	What is the uptime requirement on the LAN?	Technical 99.9%
21	What is the uptime requirement on the WAN?	Technical 99.9%
22	What is the uptime requirement on the Remote Access?	Technical This will be based on where the person will be logged on or located.
23	Is there a structured cabling requirement? Network points, Fibre Links, etc	Technical No structured cabling will be required.
24	LAN: 100Gbps, 10Gbps or 10Gbps	Technical 1 Gbit
25	WAN: 100Mbps, 500Mbps and 1Gbps and how many links?	Technical 500Mbps

Network Security:		
26	Is there any specific Network platform preferred or is it open to any vendor?	Technical There is not a preferred Network platform.
27	How many end-points (users) and servers?	Technical We are currently about 70 users at present and envisaged to increase over time.
Application:		
28	What applications is the infrastructure going to support? (Eg: Databases, Webservers, etc)	Technical Database, Front end and BI application.
29	Databases, how many databases will be present and which database vendor? (Microsoft, Oracle, Sybase, etc)	Technical Ideally one proposed database
30	Is there a requirement for High-Availability? (Local Cluster, Geo-Cluster, etc?)	Technical Yes – Geo Cluster.
31	What is the availability fact? 98%, 99%, 99.9%, 99.99%	Technical 99.9%.
Storage:		
32	Size of storage required? TB or PB	Technical Would be TB for now and possible increase over time.
33	IOPS requirement for the application, databases and storage:	Technical Application, database to be hosted in the cloud.
34	Does the application support storage replication? (local or Geo replication)	Technical Refer to the answer in question 33
35	What is the period the data is required to be stored?	Technical There is an audit requirement to keep data for a minimum of 5 years.
36	Does the platform components support deduplication, software compression?	Technical Not applicable because of cloud based option.
DR/Backup:		
37	What is the recovery time objective (RTO)? (how long does it take to recover the system?)	Technical Currently the recovery time should be 24 – 48 Hours.
38	What is the recovery point objective (RPO)?(How far back can the system restored? – last 2hrs, 4hrs, 8hr,12hrs, 24hrs)	Technical It should be between 24 – 48 hours.
39	Does the platform components support virtualization, data snapshots, etc?	Technical Yes, both.