

## **APPOINTMENT OF A SERVICE PROVIDER TO DEVELOP AND DEPLOY AN INTRANET PORTAL WITH PRE-LAUNCH AND POST TECHNICAL SUPPORT FOR 12 MONTHS AND MAINTENANCE FOR A PERIOD OF 06 MONTHS**

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### **Questions and Responses from the non-compulsory briefing session held on 04 February 2022@ 11am on MS Teams**

**Question 1:** Will the solution be based on SharePoint online or premisses?

**A:** The service provider can base the solution on either Microsoft Azure (preferred) or on Premises.

ICASA currently has an Enterprise Agreement with Microsoft that entitles us to use SharePoint in the Cloud. This is the preferred option.

Alternately SharePoint 2019 on premise will still be considered as an option.

**Question 2:** For the 6-Month post technical support and maintenance, should the bidder quote be based on a fixed number of hours or full-time support?

**A1:** ICASA requests bidders to quote on 24 hours per month post implementation SLA that will be used for any ICASA requested changes or new features.

The appointed SP will be required to fix any error or latent bugs at their cost without consuming the SLA hours for the 6-month SLA period

Any sundry and travel costs to be built into the monthly SLA hours cost

Unused hours from any month must be transferred to the following months.

**Question 3:** For the Demo presentation, can a bidder prepare their presentations based on SharePoint 365 or 2019.

**A3:** Yes, bidders who make it to the demonstration stage can prepare their demonstration based on SharePoint 365 or 2019.

**Question 4:** How will the demo be done.

**A1:** You will be required to create a mock-up intranet site for ICASA.

You will be given a time slot to showcase your mock-up intranet site which will serve as proof that you can deliver the required service.

On the mock-up portal, bidders must be able to showcase specific functionalities that ICASA has specified in Annexure A. The scoring will be based on the ability of the bidder to showcase this.