

# CALL FOR TENDER – CLARIFICATIONS

## (Set 1)

---

### Re-Design, Development & Support Services of The Malta Chamber Webportal

**Reference:** 2021 02 / The Malta Chamber Webportal

**Issued by:** The Malta Chamber of Commerce, Enterprise and Industry

**Issue Date:** Friday 08 October 2021

**Closing Date:** Friday 29 October 2021 @ 18.00hrs



THE MALTA CHAMBER

- 1. In reference to 'The development, implementation and support of automated processes and workflows', kindly elaborate since this will require quantification of efforts.**

One example could be an automated process whereby new visitors captured are sent a push notification asking for consent to receive push notifications whenever a new article is posted on the website.

The price quoted must cover all the development, implementation, automated processes and workflows for all the functionality requested in the CfT. Tenderers are free to include any other processes and workflows that they consider necessary or good to have, in order to meet the Project Requirements. Tenderers should give an explanation of what they are proposing and include costs as separate line items in *Pricing Schedule – Form E* in the section reading “*Additional Comments From Tenderer: [Tenderers may insert any additional comments here.]*”

- 2. In reference to 'Helps to audit and migrate content from the current site to sit within the new site structure' and 'We require migration of content from existing sites, as well as the migration of user data, including any registered users', does this mean we will be responsible for migrating the content from the old site to the new? If so, can we be provided access to be able to quantify the required efforts?**

Yes, Tenderes will be responsible for migrating the content from the old site to the new. You can get a very good picture of the information that needs to be migrated from the old website to the new website by looking at the current website.

- 3. In reference to 'Deliver a range of templates and page components to easily create and manage content with the option to deploy microsites', kindly elaborate the intention to produce/create microsites since this will require custom development and functionality.**

Please quote for the production/creation of microsites as a separate line item in *Pricing Schedule – Form E* in the section reading “*Additional Comments From Tenderer: [Tenderers may insert any additional comments here.]*”

- 4. In reference to 'Useful: original content and platform that fulfil the needs of the business owner', kindly advise if you will require us to create new content and what frequency (pre- and post- launch)**

The content that needs to be created is pre-launch. By content we are referring to subjects and the use of images, videos to make it more attractive and easy to use for the business owner, etc. We will not require actual script writing, however Tenderers will be required to optimize it for search engines.

5. In reference to 'Desirable: imagery and design must evoke inspiration', kindly advise if we are required to provide you with imagery for the new website and to what end.

Tenderers are required to provide imagery to meet the Project Requirements.

6. In reference to 'The Members Area', kindly clarify if we will be required to manage and/or migrate and/or integrate with the portal or will we just be required to link users to it as is currently? Currently it seems to be setup with licenced solution - do you intend to keep it this way or do you require rebuilding it within your new site?

We intend to link users as it is currently. However, Tenderers can opt to put in a second option taking into consideration rebuilding it within the new site, in which case the cost for the second option must be included as a separate line item in *Pricing Schedule – Form E* in the section reading “Additional Comments From Tenderer: [*Tenderers may insert any additional comments here.*]”

7. In reference to 'The Open Area should also feature a manned chat support', kindly confirm who is required to man the chat support?

The Malta Chamber will be manning the chat support through its various employees.

8. In reference to 'The site must contain Conversion Measurement', to what end?

Tenderers are expected to give a detailed explanation of the Conversation Measurement extent that is covered in their CfT submission.

9. Times indicated in the chapter “Maintenance and support”, paragraph “Response times” refer to taking charge of the report or to solving the problem?

“Response Times” refers to the time in which a problem must be solved.

10. To import data from the old to the new website we will need to know:

- What kind of database is used now?
- If you have an I/R scheme of the current database and you can share it with us.

The database being used is Microsoft SQL. We will share more information about our current database with the shortlisted Tenderers.

11. Serve: how much HD space does the current project/website take?

This information will be given this week.

**12. Chapter 5 – CMS: referred to the sentence “We need to be able to edit templates and style sheets within the CMS.” What does it mean? What do you would like to do? Integration with Google Apps?**

We need a CMS system that is flexible. At this stage we do not need integration with Google Apps. However, Tenderers may wish to include this option as a separate line item in *Pricing Schedule – Form E* in the section reading “*Additional Comments From Tenderer: [Tenderers may insert any additional comments here.]*”

**13. Award Criteria: how will you evaluate the Creativity if a graphic draft is not required?**

Kindly note that *Section C : The Submission point 2f.* Requires “*Sample Visual and Wire Frame*”.

**14. Chapter 4 – Web Portal Specifications: the website must contain Google Analytics and Hotjar[...] – Are these costs of third party software licenses to be borne by us or do you already have contracts in place? If you have contracts, if you can tell us what kind of license you have.**

The costs are to be borne by Tenderer.

**15. Maintenance Contract: how many years will it be?**

The Maintenance Contract will be for a 5 year period from go-live date.

**16. Can you provide more information on the joint venture eligibility requirements – is there a limit on maximum apportionment and can any mix of joint venture be regarded as applicable? In the case of a joint venture would it be possible to rely on the experience of all parties? Will the 250,000 euro requirement with respect to annual turnover be apportioned between the parties or would it need to be reached collectively by all parties irrespective of their input?**

Any mix of joint venture will be considered. However, preference and highest scoring will be given to those who assume the highest % responsibility. In the case of joint ventures, highest scoring will be given to the joint venture whose Lead Partner has the highest % when compared with that of the other Tenderers. With respect to annual turnover of joint ventures, it must reflect, at minimum, the % share on a pro rata basis.

**17. Will the maintenance and support requirement be on a 24/7 basis?**

Maintenance and Support must be in line with *Section B: The Project Specifications, point 6) Maintenance and Support.*

**18. For how long will maintenance and support be required?**

Please refer to reply give at point 15. above.

---