

## List of questions from prospective KM service providers

### Round 1

Question	Answer
1. It mentioned that the learning hub will need to be built on the same platform as the website (which is WordPress). Is this a hard line in terms of the platform?	Highly recommend the service providers stick to the required WordPress platform to avoid complications with the learning hub and website running on different platforms.
2. What levels of access and type of users are required for the hub? For example, we are assuming that the admin will have more access than someone in a less senior role.	<p>Internally:</p> <ul style="list-style-type: none"> <li>a) All staff will need to have access to view, download, etc.</li> <li>b) If they are to comment on posts etc. it will first go through the admins to approve the content before it is published on the site</li> <li>c) KM Unit team, Marketing team, and ICT will have back-end access as admins</li> </ul> <p>Externally:</p> <ul style="list-style-type: none"> <li>d) The public will be able to view, download, etc.</li> <li>e) If they are to comment on posts etc. it will first go through the admins to approve the content before it is published on the site</li> </ul>
3. What type of Intranet platform is being used? Please give us some further details in terms of future integrations.	<p>Please note the Intranet is separate from this Knowledge &amp; Learning Hub RFQ. An Intranet is more internal. This Knowledge &amp; Learning Hub will be like a website that both staff in merSETA can access and the public.</p> <p>The Knowledge &amp; Learning Hub will be integrated as part of the merSETA website. It is advised that the Hub be built on the same platform as the website which is WordPress.</p>
4. How will the data be sectioned in the hub, we note the mention of E-Library and other data points?	Content will be categorised based on themes and topics related to the work we do in merSETA. Those categories will be provided to the successful bidder.
5. What types of reporting will be required from the learning hub?	Any kind of website reporting that would be required. This could be in the form of most viewed posts, daily, monthly, etc visits to the hub, most downloaded documents, etc.

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<p>6. Which user types will be allowed to access the hub and have set privileges to upload documents? or will this functionality be specific to specific user accounts</p>	<p>Internally:</p> <ul style="list-style-type: none"> <li>a) All staff will need to have access to view, download etc.</li> <li>b) If they are to comment on posts etc. it will first go through the admins to approve the content before it is published on the site</li> <li>c) KM Unit team, Marketing team and ICT will have back-end access as admins</li> </ul> <p>Externally:</p> <ul style="list-style-type: none"> <li>d) The public will be able to view, download etc.</li> <li>e) If they are to comment on posts etc. it will first go through the admins to approve the content before it is published on the site</li> </ul> <p>It is not a requirement for users to create an account.</p>
<p>7. If you could also, please share some more detailed information on the RFP, it would be really appreciated. The RFP states 8 months, however further on, it mentions 3 years ongoing.</p>	<p>As per the RFP, point 3. Project/Contract period, it does state “The contract period for this project will be 8 (eight) months from the date of the last signature”. If you are referring to the Knowledge &amp; Learning Hub capacity under 5. Deliverables/Output, it means that the hub will need to have a hosting capacity of 500GB at least for 3 years.</p>
<p>8. Is any requirement to submit any SBD Forms or Mandatory Compliance Documents.</p>	<p>Please refer to section 7 for the required documents. No other SBD forms are required.</p>
<p>9. Could I kindly ask whether there is a RFP format which is being used i.e. Letter of Intent? If so, could I kindly request a copy.</p>	<p>No specific format expected. We require per section 7, a detailed proposal that clearly outlines approach, delivery, team, plan, etc.</p>

Round 2

Question	Answer
<p>10. Although it may be difficult to determine at this stage, are you able to indicate the number of users for the following</p> <p>a) Internal users – almost administrators or content owners, for example.</p> <p>b) External users – your stakeholders, learners etc</p>	<p>a) Internally:</p> <ul style="list-style-type: none"> <li>• All staff will need to have access to view, download etc.</li> <li>• If they are to comment on posts etc. it will first go through the admins to approve the content before it is published on the site</li> <li>• KM Unit team, Marketing team and ICT will have back-end access as admins</li> </ul> <p>b) Externally:</p> <ul style="list-style-type: none"> <li>• The public will be able to view, download etc.</li> <li>• If they are to comment on posts etc. it will first go through the admins to approve the content before it is published on the site</li> </ul> <p>It is not a requirement for users to create an account.</p>
<p>11. The bid document states the following “Leverage the existing merSETA website (WordPress 5.9.3). Access to the website will be granted”. Does this mean that the proposed solution should be based on wordpress? That is to say, for example, a Microsoft Sharepoint solutions would not be acceptable?</p>	<p>See response to Q1.</p>
<p>12. As [xx organisation] is looking at potentially moving from internal software development within the group to external development</p> <p>a) would I be able to use my previous company’s references?</p> <p>b) Also, since we are looking to expand our current team of less than 10 software developers can I use some different resources in the team once the project</p>	<p>a) Proposal will need to make it clear the circumstances of your current company and experiences. If you are still linked to the former company then previous related experiences are acceptable.</p> <p>b) Core team that will form part of the project will need to be included. These will be named resources and should ideally not change from proposal to implementation. We will be accessing the suitability of the team for the job which is why CVs etc are required. Any roles to be filled by new recruits will need to be made explicit in the proposal.</p>

Question	Answer
starts as to what I indicate on the proposal?	