

## ICT Services Clarifications – RFQ004-2018GXF

**1. Does the chosen supplier need to cater paying for the existing domain, emails, or web hosting or will this be covered by the client?**

Yes, the chosen supplier needs to cater for the existing domain, emails and web hosting.

**2. Domains**

**i. Will you be keeping the same domain or obtaining a new one?**

Yes, GXF intends to keep the same domain.

**ii. The number of domains**

One domain.

**iii. Where were they bought (who is the domain registrar)?**

go daddy.com

**3. Hosting**

**i. Is it shared hosting (cpanel)?**

Yes shared hosting with Cpanel access

**ii. Is a dedicated server what are the server specification?**

Shared hosting will be sufficient

**iii. How much bandwidth do you have with your hosting?**

We're not specifying bandwidth

**iv. How many databases can you have?**

1 Wordpress Database

**v. How many FTP accounts?**

None needed but we might ask for 1 account in the future

**vi. SSL certificates part of the hosting package or bought separate from the hosting?**

Bought separately

**vii. What kind of redundancy do you have in place?**

1 server

**viii. How often do you take backups with your current hosting?**

1 weekly

**4. What is meant when you say server support?**

**i. What kind of SLA are you requiring?**

Within 8 hours

**ii. What kind of system upgrades do you expect us to carry out?**

Only the current setup

**iii. What kind of server security maintenance are you expecting us to carry?**

Security updates

**iv. Do you have a backup policy in place?**

Database backup once weekly, filesystems backup once a month

**5. Roughly how many uploads are you expecting per year (once a month, once a day, once a week etc)?**

Average of 8 upload/s per year.

**6. In terms of uploads**

**i. How much time do we have to acknowledge the upload being received?**

GXF would like to have an acknowledgement that the upload has been received within 8 hours.

**ii. How much time after acknowledgement do we have before it has to be uploaded?**

Uploads should be uploaded within 8 hours after acknowledgement

**7. Price per upload can it be given as a monthly or yearly price?**

Price per upload should be given as per yearly price.

**8. Are there any existing api's being used or plans to use api's in the future?**

There are no existing api and no plans to use api's in the future.

**9. Does the website interact with any other systems, or is there a possibility that in the future the website will need to interact with other systems?**

The website does not interact with any other systems. There are no plans that the website is to be interacted with other systems

**10. Client based emails (mobile email clients being used)**

Can you provide us with a list of the email applications that are being used on mobile devices. (Reason for this is we cannot have you coming to use and telling us you are using email client abc but this phone has xyz we will not be able to support the application we are not familiar with).

Zoho webmail 2; 1 application

**11. Can you send us a copy of the IT administrator with all sensitive information removed so as to gauge his technical know how?**

GXF cannot send a copy of the IT administrator

**12. Is it ok for you when an update is needed to open a support request ticket by email (This is for logging and documentation purposes).**

GXF finds no objection to open a support request ticket by email. When an update is needed GXF will send its request via email. The chosen supplier will also be informed of GXF's request via phone.

**13. We need to agree on a format for documents and videos. (This is to avoid any issues that can be encountered if non standard formats are used).**

Documents are to be uploaded in .mp4, .pdf and .doc version.

**14. What web mail client is being used if any?**

Zoho webmail

**15. Where are your emails hosted?**

Emails are hosted in Zoho mail.

**16. Can you provide details as to your current email server setup**

Such data cannot be provided.

**17. What is the quantity of existing email addresses. Can you provide a rough estimate for future growth?**

Currently GXF has 3 email addresses, one for the manager, one for the secretary and a common email address. GXF would only need another email address in case that one of the employees quits the job and another individual is employed. There is no plan for future growth.

**18. Storage Quota**

**i. What size do you currently have per mailbox?**

Each mailbox has a size of 5GB.

**19. Are you requiring any emails to be used for sending out bulk emails or for marketing purposes?**

Emails will not be used for sending out bulk emails or for marketing purposes

**20. Email cost per year. Is it ok if we quote on a per email basis?**

Interested suppliers can quote on a per email basis

**21. Word press Content Management system (CMS)**

**i. The current website is it word press?**

Yes, the current website is in Word press

**ii. Will the new site be word press or is it going to stay on wordpress if the current website is already using it.**

GXF intends to keep the current format (in Wordpress).

**iii. Can you confirm if website is used for the new site that it will not be changed during the duration stipulated in this tender**

The site will not be changed during the duration (until 31<sup>st</sup> December 2023) as stipulated in the tender

**22. I will be available at any time during the day and must make the necessary uploads when and where requested**

**i. Can we stipulate a time frame?**

A timeframe will be stipulated beforehand.

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