

1. Are there any specific third-party platforms or databases the new system is expected to integrate with, such as municipal HR systems, CRM platforms, or legacy records repositories?

The system will need integration with Flickr. It will also need to be able to integrate with any other learning platform the municipality may purchase in the future.

2. Could you please elaborate on the expected functionality of digital signatures and document workflow components?

The digital signatures will need basic approval routing.

3. How many users are expected to access the platform, and will there be distinct access levels or roles such as administrators, editors, or external stakeholders?
Explanation:

The website will be targeted at international audiences; therefore it will need to be scalable with the amount of users on the platform. There needs to be distinct access levels.

4. Is the Municipality mandating the use of Microsoft Azure for hosting, or will service providers be permitted to propose alternative secure cloud infrastructure solutions?
Explanation:

Hosting is not restricted to Microsoft Azure.

5. Are there any specific data residency or data localisation requirements, such as whether all data must be hosted within South Africa to comply with POPIA or municipal regulations?

Website needs to be POPIA compliant.

Will the service provider be responsible for digitising and migrating any existing content or documents? If so, could you please indicate the estimated volume or ature of such content? No content needs to be migrated.

7. Would the Municipality accept reference letters from international clients, provided the scope and complexity align with the requirements outlined in this tender?

No. Letters need to come from local,

8. In the case of a Joint Venture submission, is it acceptable for only one party to hold the required ISO and Microsoft certifications, or must each entity in the consortium be independently certified?

Each entity needs to be certified independently.

9. Could the Municipality please confirm the level of support expected during the 12-month post-deployment period — for example, whether this should include 24/7 technical support, business hours assistance only, or content management support?

The support required is 24/7/365. This also includes content management support as well.