

QUESTIONS AND ANSWERS

REF Number: ECS02/26/27	Closing Date: 28 September 2026	Closing Time: 15H00	Evaluation Criteria: 80/20
Description of Services	Maintenance and Upgrade of Website for a Period of Five (5) Years		

- Question:** We are a Nairobi-based web and software development firm offering website modernization, CMS development, security, performance improvements, hosting support and ongoing maintenance.
Could you please confirm whether a Kenya-registered supplier is eligible to participate and whether CSD, B-BBEE or other South African registrations are compulsory for this tender?

Answer: Only CSD registration is compulsory.

- Question:** Our proposal would be based on a new design and rebuild in WordPress. Would that be an acceptable solution?

Answer: Noted, please proceed with the bid.

- Question:** Does approval of WordPress explicitly replace the Microsoft obligations in 14.2.2, 14.2.4 and the IIS training requirement?
- Question:** Which existing applications, APIs and SQL Server databases must remain supported?
- Question:** Do the mail and GIS hostnames require full-service migration, or DNS management only?
- Question:** What workflows are required for procurement and recruitment?
- Question:** How much content, historical application data and PDF material must be migrated or converted?
- Question:** What support hours, response times, recovery targets and security-testing frequency are expected?

Answer: The ECSECC platform is a custom-built solution engineered specifically to support our public website, CMS, and specialised operational tools. The designated technology stack comprises C# on Microsoft .NET Framework 4.8, Microsoft SQL Server, and a front-end of HTML, CSS, and JavaScript (PHP, Python, and Ruby are not supported). The Microsoft-specific requirements describe the legacy environment, not the desired future state.

The proposed adoption of a WordPress solution does not replace or waive the Microsoft environment obligations (including sections 14.2.2, 14.2.4, partial Section 15, and IIS training requirements). Bidders must demonstrate full capability in ECSECC's existing technology stack.

Granular queries regarding specific workflow requirements, historical data migration volumes, hostname routing (mail/GIS), and detailed support/security SLAs cannot be individually addressed at this stage. We are seeking a bidder capable of fulfilling the comprehensive scope outlined in the TOR while accommodating ECSECC's future strategic requirements.

9. **Question:** Technology migration target

The Terms of Reference require migration from .NET Framework 4.8 to .NET 8 LTS. According to Microsoft's published support lifecycle, support for .NET 8 ends on 10 November 2026.

Would ECSECC accept or prefer migration to a newer supported LTS version, such as .NET 10, provided that the proposed solution meets or exceeds all security, compatibility and performance requirements?

Answer: Given that support for .NET 8 LTS ends on 10 November 2026, ECSECC will accept a proposed migration to a newer supported LTS version, provided that the proposed solution meets or exceeds all applicable security, compatibility, and performance requirements.

10. **Question:** Consortium and joint-venture scoring

Where a bid is submitted by a consortium or joint venture, will ECSECC aggregate the following across participating entities:

- Similar website-development and modernisation references;
- Qualifications and experience of the proposed team;
- Technical and operational capacity;
- Eastern Cape location or operational presence; and
- Specific-goal evidence?

Please also confirm whether the five required website references may come from different consortium or joint-venture members.

Answer: Please submit proposal and this will be adjudicated accordingly and aggregate will only apply to Eastern Cape location and specific goal.

11. **Question:** Qualifying reference period

The Terms of Reference require similar websites completed "within the last five years" but indicate that the period is effective from 2020.

Please confirm the exact commencement and end dates that ECSECC will use when assessing qualifying projects.

Answer: 2020 – 2025

12. **Question:** Current system and source-code information

Will ECSECC provide the successful bidder with:

- The existing application source code;
- Database schemas and available technical documentation;
- Current infrastructure and hosting specifications;
- Details of third-party components and licences;
- Current domain and DNS configuration;
- Content and document inventories; and
- Administrative and deployment credentials required for migration?

Please also confirm whether ECSECC has complete ownership of, and access to, the existing source code and databases.

Answer: ECSECC will provide all source code information.

13. **Question:** Domain, email and hosting scope

The migration list includes mail, webmail and autodiscover subdomains.

Please confirm whether the appointed provider will be responsible for migrating and administering ECSECC's email services, or only for managing the relevant domains and DNS records.

Please also confirm whether hosting in a Microsoft Azure South Africa region will satisfy the requirement that website hosting must be local to South Africa.

Answer: The appointed service provider will be responsible for taking over all services currently hosted with ECSECC's existing service provider (ECSECC will provide what are those and how DNS are configured currently) and migrating them to their DNS management platform. The service provider will manage this migration and implement any requested changes associated with the relevant domain names and DNS settings. This scope also includes making required changes to email-related settings in the Microsoft 365 portal, where applicable, as ECSECC operates a hybrid email environment.

The website is hosted at KuGompo City location in South Africa and will continue to be hosted here; therefore, hosting the website in Microsoft Azure South Africa is not required under this scope.

14. Question: Pricing and service-request model

The pricing schedule requests a five-year ceiling price, staff rates and phase-based costs. Clause 15 also states that the service provider must submit a separate assessment, solution and quotation when responding to a service request.

Please clarify:

- Which services must be included in the five-year ceiling price;
Answer: All other services except for maintenance and support.
- Which services may be quoted separately;
Answer: Maintenance and Support and provide rate per hour as it is an ad hoc request.
- Whether bidders should provide annual maintenance and hosting fees for each of the five years;
Answer: Rate per hour it's an ad hoc request
- Whether escalation may be linked to CPI; and
Answer: Yes
- Whether ECSECC expects a fixed allocation of monthly support hours.
Answer: No

15. Question: Content and document migration

Please provide, where available, estimated quantities for:

- Existing website pages;
- PDF documents requiring conversion to searchable HTML;
- Publications and document-library records;
- Tender records;
- Recruitment and applicant records;
- Event records; and
- Mailing-list or bulk-mailer records.

Please confirm whether all historical records must be migrated or whether ECSECC will define an agreed retention period.

Answer: All historical documents must be migrated, but quantities are not readily available.

16. Question: Accessibility requirements

The Terms of Reference require WCAG 2.2 Level AA compliance and annual accessibility audits. Please confirm:

- Whether an existing accessibility audit, remediation register or accessibility statement is available;
Answer: Yes
- Whether disabled-user testing is expected in addition to technical WCAG testing;
Answer: Yes
- Whether annual audits must be conducted independently from the development team;
Answer: Yes
- The required format and minimum content of the annual accessibility reports; and
Answer: Yes

- Whether accessible PDF remediation forms part of the scope, or whether PDFs are expected to be converted to accessible HTML.

Answer: Yes

17. Question: Analytics terminology

Clause 14.2.7 refers to “GA44.” Please confirm whether this should read “Google Analytics 4” or “GA4.”

Answer: Google Analytics 4

18. Question: Service levels and disaster recovery

Please confirm whether ECSECC will issue minimum requirements for:

- System availability;
- Support response and resolution times;
- Recovery Time Objective;
- Recovery Point Objective;
- Backup frequency and retention;
- Vulnerability-assessment frequency; and
- Penetration-testing frequency.

Answer: The proposal must include proposed frequency and turnaround times

SUPPLY CHAIN MANAGEMENT