

## RESPONSES TO QUERIES ON THE TENDER FOR WEBSITE DEVELOPMENT, HOSTING, MAINTENANCE, AND TRAINING OF STAFF FOR EARFISH, PROC REF: CS/IAD/RECAMP/1400/2(118 – 24) AB

I hope you are doing well. I am writing to express interest in the **Request for Proposal (RFP) for the Website Development, Hosting, Maintenance, and Training of Staff for EARFISH**, as advertised on the COMESA website (Ref: **RFP\_WEBSITE DEVT 25.Feb.2025**).

Before submitting our proposal, we would appreciate clarification on the following points:

### 1. Scope of Work and Technical Requirements

- Could you provide more details on the expected functionalities of the interactive website?
- **Response:**
  - This is a basic website that can communicate EARFISH activities with basic function of a standard website.
- Are there any specific **content management system (CMS) preferences** (e.g., WordPress, Joomla, Drupal, or custom-built solutions)?
  - The consultant is expected to provide recommendation of basic content management systems, its merits and demerits over others.
- What level of interactivity is required? (e.g., user logins, forms, API integrations, databases, payment gateways)

**Response:** At this stage we are not looking at payment gateways, we require a website that users can give feedback to issues they face every day and maybe databases.

### 2. Hosting and Maintenance Expectations

- Does COMESA have a preferred **hosting provider**, or should the consultant recommend one?
- **Response:**
  - The Consultant should recommend one which is reliable and sustainable to use beyond the consultant support.
- Are there **security compliance requirements** for hosting (e.g., SSL, data protection policies, backup procedures)?
- **Response:**
  - The consultant is expected to recommend a best security compliance requirements based on his knowledge of security threats
- What is the expected duration of **maintenance and support services** after deployment?
- **Response:**
  - Expected duration of support after deployment is 6 months

### 3. Staff Training Deliverables

- How many staff members will require training?
- **Response:**
  - A total of 5 person will be trained.
- What is the expected training format (in-person, virtual, or hybrid)?
  - In person at EARFISH/Ministry of Trade Offices
  - Should training materials (e.g., manuals, video tutorials) be provided?

**Response:** All training materials used to deliver the training should be shared with the trainees and EARFISH for future reference

#### 4. Contractual and Budgetary Considerations

- The **maximum budget is stated as USD 3,072**. Could you confirm if this includes all costs, such as:
  - Web design and development
  - Hosting fees (for a specified duration)
  - Maintenance & support
  - Training materials and sessions
- **Response:** The budget is all inclusive
- Is there flexibility in the budget if additional features are recommended?

**Response:** Additional futures after the initial deployment will later be added on need basis and on a new budget.

Additional information to guide some processes can be obtained at inception phase where engagement with the users will be done