28 January 2026

All Interested Bidders

Responses to Request for clarification

RFP155/2025 –DBSA CORPORATE WEBSITE REBUILD AND SUPPORT

The DBSA published the above-listed bid on 17 December 2025 inviting suitably qualified to respond with proposals for the abovementioned RFP.

A compulsory briefing session was held Wednesday, 14 January 2026 and below is response to questions raised by bidders via email after the briefing session meeting.

1. **Search Functionality- is it site-wide or per page?**

   Should be site-wide, e.g., retrieve information from home page even if I am searching from a different page. All pages should have search functionality.

2. **Project Showcase- are we gonna get a data dump for this?**

   If referring to the Demo, Bidders are expected to make use of the publicly available data and make up content where needed for Demonstration purposes.

3. **GIS Integration - will DBSA be providing this, or do we as the service provider have to?**

   Yes, DBSA will provide.

4. **Will DBSA be providing their own, or do we as the service provider have to? If they do have their own, is it windows or linux or 3rd party RBAC: What/Which options to be utilized or are currently used?**

   Please Clarify the question.

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P Nqeto (Board Deputy Chairman)

B Mosako* (Chief Executive), K Brown, B Hore, D Lerutla, MP Matji,
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5. **Should AI features be available to anonymous users, or only to authenticated users (investors, registered municipalities, internal staff)? Do different user types need different access levels?**

   Yes, to anonymous users. Different User types should have different access levels.

6. **Beyond initial launch, what advanced AI capabilities might you want in 12-24 months (predictive analytics for project success, automated report generation, AI-powered project matching)? Should the architecture support these future needs?**

   Yes, the DBSA is open to ideas and would prefer that the supplier propose and lead the recommendations for what a future-fit website should include.

7. **Are we going to be provided with links to the content, or do we store it on the hosting platform?**

   Yes, You will be provided with links to various systems, however there will also be content stored on the hosting platform.

8. **Do you have Windows hosting platforms available?**

   Bidder to propose a hosting platform to meet their proposal.

9. **How do they currently monitor and detect Spoofing/phishing sites?**

   Currently monitored by the current service provider, using their tools.

10. **The RFP indicates that Phase 1 and Phase 2 may run concurrently under an Agile approach. Can DBSA confirm whether both phases are expected to commence simultaneously upon contract award, or whether Phase 2 activities are dependent on the successful completion and sign-off of specific Phase 1 deliverables?**

    The analysis will inform where there are dependencies and which tasks in phase 1 can be performed concurrently with tasks in phase 2 and where there are dependencies; phase 2 deliverables will have to wait.

11. **What formal acceptance criteria and sign-off mechanisms will DBSA apply at the end of Phase 1 before progressing further with Phase 2 deliverables?**

All agreed and completed milestone documents are signed off prior to moving on to the next project stage.

12. **Could DBSA clarify the decision-making authority structure (e.g. Product Owner, Steering Committee, ICT oversight) and expected turnaround times for approvals during Agile sprint cycles?**

Steering Committee will include the SP's, PM and one executive as part of the committee. The turnaround times for approval should adhere to the AGILE management approach which should be agreed upon in the later stage.

13. **Will DBSA provide a content readiness assessment of the existing website (e.g. content to retain, revise, archive, or decommission), or is this expected to be performed by the appointed service provider?**

The Content Readiness Assessments will be led by the DBSA, with support from the service provider.

14. **Can DBSA confirm whether all legacy content must be migrated, or whether selective migration based on relevance and quality is acceptable?**

Selected migration is acceptable dependent on relevance and what is needed. However, legacy content should still be archived and accessible when needed.

15. **How will DBSA coordinate content approvals across multiple departments (Marketing, Knowledge Management, Procurement, Finance, HR), and will a single content governance framework be provided?**

This will be handled by the DBSA team.

16. **For Phase 2 copywriting services, should the bidder assume responsibility for both rewriting existing content and creating net-new content, or will DBSA provide first drafts for refinement?**

The service would have to rewrite and create new content.

17. **While alternative solutions are permitted, does DBSA have a preferred CMS or hosting environment (e.g. Azure, Microsoft ecosystem) that bidders should prioritise for architectural alignment?**

    DBSA is open to recommendations.

18. **Should CMS, hosting, analytics, AI tools, and third-party software licensing costs be included in the bidder's fixed price, or will DBSA procure and manage certain licenses directly?**

    Bidders should propose costs for both scenarios.

19. **Can DBSA clarify the expected volume and complexity of microsites (e.g. events, campaigns) to be supported under the CMS during the contract period?**

    It's difficult to provide an exhaustive list, but the expectation is that the service provider develops flexible templates that we can configure as needed—for example, for events, campaign pages, and other use cases.

20. **Can DBSA confirm which CRM and email marketing platforms are currently in use to enable accurate integration planning?**

    We are not in a position to disclose at this time, as we are revising these technology stacks, however, the platform should be able to integrate with any CRM and Email Marketing platform.

21. **Will DBSA provide access to existing GIS platforms, datasets, and data owners, or is the bidder expected to design and source GIS solutions independently?**

    Yes, Bidders will be given access to the GIS platform datasets and data owners.

22. **Is the requirement limited to embedding links to existing systems, or is deeper system-level integration anticipated?**

    Initially it will be links, however for future requirements could be for both.

23. **For future-ready integrations (AI tools, knowledge graphs, contract lifecycle management), should bidders propose conceptual architectures only, or include functional implementation within the current scope?**

    For scalability purposes, should be catered for in the platform design.

24. **Does DBSA have preferred AI tools or platforms, or should bidders propose suitable technologies aligned with POPIA and data residency requirements?**

Bidders to propose and should align to POPIA and data residency - SA.

25. **Should the AI chatbot be priced and designed as a fully functional deliverable or as a future-ready capability with limited initial deployment?**

AI should be designed and implemented as a scalable deliverable.

26. **Can DBSA confirm whether semantic/AI-powered search is a mandatory requirement at go-live or an enhancement phase item?**

Yes, As per the Q and A we specified that the "AI capability is expected to be architecturally enabled in Phase 1, with progressive rollout of advanced features in Phase 2."

27. **Will DBSA require third-party accessibility certification as a mandatory deliverable, or only if deemed necessary following internal review?**

A credible accessibility certificate would be highly beneficial.

28. **For security, accessibility, and vulnerability assessments, should bidders budget for independent external audits, or will DBSA conduct these internally?**

Testing Phase:
This should be a project deliverable; part of the Pre-go live checklist and should be budgeted for by the bidder.

Operations Phase:
This is normally conducted by the DBSA Security Team as part of operations; however, will be discussed as part of SLA.

29. **For spoofing/phishing detection and monitoring, does DBSA expect a managed service model or integration with existing DBSA security operations?**

It is expected as a Managed Service Model, Part of Support Monitoring.

30. **Does DBSA have an existing enterprise analytics platform that must be used, or may bidders propose alternatives that meet reporting requirements?**

Bidders must Propose analytics platform to meet DBSA Reporting requirements.

31. **Can DBSA clarify the permissible scope of data enrichment (e.g. LinkedIn profiles) in line with POPIA and internal governance policies?**

    Require clarity/ More Detail.

32. **Who will retain ownership of analytics data, dashboards, and reporting configurations at the end of the contract term?**

    The DBSA should retain Ownership.

33. **Will DBSA define milestone payment structures upfront, or is the bidder expected to propose milestones aligned to Agile deliverables?**

    These will align with the proposed scope of work and milestone deliverables approach.

34. **Can DBSA clarify how scope changes will be assessed, approved, and priced within the fixed-fee model?**

    There is a Change Approval Board that reviews the scope of change requirements and assesses the impact thereof prior to approval.

35. **Does DBSA have access to the current Solutions Architecture Diagram as well as an Integration Architecture Diagram for the various integration points and systems mentioned? If so, can these artifacts be provided to ensure no areas are missed or overlooked in the rebuild as well as to produce a more accurate mockup for demos. If they are available but it is not possible to disclose at this stage, will simulated data for the mockups be acceptable?**

    No, currently there is no integrations, and as per the RFP those are possible future integration points.

36. **Does DBSA have a Sitemap for their current website? Can it be provided, if not can the bidders generate one based on their current site?**

    Bidders are welcome to generate one based on current website.

37. **Regarding the Hosting and performance section: "Hosting, Security & Performance Q: Who is responsible for hosting, CDN, SSL, firewall, and security services? A: Bidders should clearly indicate whether hosting, CDN, SSL, firewall, and security services are included in their proposal or assumed to be provided by DBSA, and cost accordingly." What are the current Hosting capabilities of DBSA in regards to Hosting, CDN, SSLs,**

Firewalls and Cyber Security? If DBSAs current hosting infrastructure is not up to par for this project's needs, will the Bidder have to provide this from services they manage or will the Bidder be procuring these upgrades on behalf of DBSA (so that DBSA will ultimately have custody of the Infrastructure)? Does DBSA already have Ownership of the DBSA.org Domain, or is it managed by a third party, if so will the third party be available during the project's lifespan?

DBSA Owns the Domain Name and the SSL. Bidders to Propose and quote on both Scenarios – Where DBSA Hosts and Where the bidder provides hosting.

38. **Regarding this Documentation and Delivery question from the Q&A "Q: Is there a DBSA dev team to align with? A: DBSA has ICT capability, but the bidder is expected to lead delivery. Alignment is important, but solutions should not be constrained by current skillsets." What Level of Involvement will the DBSA ICT Team have in regards to this project. "The bidder is expected to lead delivery" and assuming the bidder will also manage initial support and maintenance for a set period after delivery, will the bidder be required to train and upskill (if necessary) the DBSA ICT team upon handover, or will there be a dedicated team within ICT that will eventually take ownership upon project Delivery and completion?**

The Bidder is expected to upskill and train as per the RFP in the Transition requirements.

39. **Regarding the Change Management and Training section, Only change management was mentioned, What degree of training is expected as part of the project, apart from the given Site navigation and CMS systems training, are there any additional unmentioned expectations that DBSA has in regards to the Training portion.**

Refer to the FRP Document, Page 47, TRO3.

40. **Regarding the 3 year Support period question it mentions Continuous optimisation as an expectation. This is understandable, however the follow up question is will there be a Firm cut off / End Date for the Optimisation aspect within the 3-year period to ensure adequate time for DBSA Staff training regarding the latest optimisations, or will optimisation (specifically new feature updates, not bug fixes) continue up to the 3 year mark, and if additional training for the last update is required it will be handled under a new Work order?**

Within the three-year period there will be no cut off, only cut off when the contract ends.

ISSUED BY SUPPLY CHAIN MANAGEMENT UNIT
28 JANUARY 2026