

Tender Addendum and Clarification No.1

Project: Alternate Website Development for the Ministry of Education & Human Resources Development

Date: 05 May 2026

Reference: RFP/SO24/SET/26/16

This Tender addendum 1 is issued to inform all prospective tenderers of the following:

A. The new date for the submission of tenders will be **Wednesday, 13 May 2026-5pm Solomon Islands time from 08 May 2026.**

B. Response to the Questions

- 1. Question: Could you please confirm whether this tender is strictly limited to locally registered Solomon Islands service providers, or if international companies are also eligible to submit proposals directly or through a subcontracting/partnership model?**

Response: The tender is open to suitably qualified service providers that can meet the requirements of the RFP. Service providers may submit proposals directly or through a subcontracting, consortium, or partnership arrangement, provided the proposal clearly identifies the lead entity, roles and responsibilities, and contractual accountability.

Tenderers should demonstrate their ability to deliver effectively in the Solomon Islands context, including coordination with MEHRD, SIG ICT and other relevant stakeholders.

- 2. Question: We would like to seek clarification on whether this assignment requires any in-country travel to Solomon Islands (for example, for consultations, training, or deployment), as this would help us estimate potential travel and visa-related costs.**

Response: Tenderers should propose an implementation approach that they consider best meets the requirements of the RFP, including any stakeholder consultation, design, development, testing, training, deployment and handover activities. Tenderers are responsible for determining whether in-country travel is required for their proposed methodology and should include any associated travel, visa, accommodation, logistics or related costs in their financial proposal. Any assumptions regarding remote or in-country delivery should be clearly stated.

- 3. Question: May I also understand if there is a cost budget range in SBD? And if there are policies to prefer local collaboration (with Honiara based staff).**

Response: No budget range will be provided, as this is an open RFP. Tenderers should submit a competitive financial proposal based on the scope of work and their proposed methodology. Tenderers should also describe how they will ensure effective local coordination, stakeholder engagement and responsiveness during implementation. Any

proposed local collaboration or Honiara-based support arrangements should be clearly described in the technical proposal.

4. Question: The RFP says content migration may develop after meetings with SIG ICT. Should vendors price for any migration now, or treat it as a separate variation?

Response: Tenderers should include a reasonable allowance for initial content setup and migration required for launch, based on clearly stated assumptions. The final content migration approach will be confirmed during inception and following consultation with MEHRD and SIG ICT. Tenderers should identify any assumptions regarding the number of pages, documents, media files or other content items included in the base price. Any significant additional migration requirements beyond the agreed scope may be considered separately.

5. Question: What is the expected number and total size of documents, videos, forms, curriculum materials, and publications to be uploaded during initial setup?

Response: The exact number and total size of documents, videos, forms, curriculum materials and publications to be uploaded during initial setup has not yet been finalised. This will be confirmed during the inception phase in consultation with MEHRD and SIG ICT. Tenderers should state their assumptions clearly in the financial proposal, including any limits on the number of pages, documents, media items or total storage volume included in the base price. Tenderers may also provide optional unit rates for additional content upload or migration if required.

6. Question: Should videos be uploaded directly to SIG ICT hosting, or embedded from platforms such as YouTube, Vimeo, or another approved government media service?

Response: SIG ICT hosting is preferred where appropriate and technically feasible. Tenderers should propose a video hosting approach that is compatible with the SIG ICT hosting environment and meets requirements for performance, security, accessibility and sustainability. If a tenderer proposes embedding videos from platforms such as YouTube, Vimeo or another approved media service, this should be clearly justified and would remain subject to approval by MEHRD and SIG ICT.

7. Question: Is standard CMS search with filters acceptable, or do they expect a more powerful indexed search solution for PDFs and document metadata?

Response: A standard CMS search function with appropriate filters, categories and metadata is acceptable, provided it enables users to find pages, documents, publications, forms and key resources effectively. Tenderers should ensure that website content is structured with clear titles, tags, categories and metadata. Tenderers may propose a more advanced indexed search solution, including enhanced PDF or document metadata search, if they consider this necessary or beneficial, but this should be clearly identified in the proposal.

8. Question: How many MEHRD staff roles are expected, and what approval workflow is required before content is published?

Response: The website should support a practical role-based access model for MEHRD and SIG ICT users. At minimum, this should include administrator, editor/author and approver/publisher roles. The final number of users and the content approval workflow will be confirmed during inception. Tenderers should propose an approval workflow that ensures content is reviewed before publication and that roles and permissions can be managed securely.

- 9. Question: The RFP mentions visibility of teacher, student, parent, and community engagement. Do they require Google Analytics/Matomo-style reporting, downloadable reports, or dashboard-level analytics inside the CMS?**

Response: The website should include basic website analytics to monitor usage, engagement and access patterns. This may be provided through Google Analytics, Matomo or another appropriate analytics solution agreed with MEHRD and SIG ICT. At minimum, analytics should enable MEHRD to understand page views, popular resources, referral sources, aggregate user locations and device types. Dashboard-level analytics inside the CMS are not mandatory but may be proposed where appropriate.

- 10. Question: Since child safeguarding and privacy are highlighted, should the website include feedback/grievance forms, and if yes, what consent, moderation, storage, and escalation process is required?**

Response: Yes, the website should include an appropriate feedback/grievance form. This should be designed in line with child safeguarding, privacy and moderation requirements. The form should include clear consent wording, avoid collecting unnecessary personal information, and include appropriate moderation, storage and escalation arrangements. The final process for managing submissions, including responsibility for review and escalation, will be agreed with MEHRD and SIG ICT during implementation.

- 11. Question: The scope asks for a defined support period but does not specify duration. Should vendors propose their own support period, such as 30, 60, or 90 days?**

Response: Tenderers should propose a defined post-launch support period as part of their methodology and financial proposal. The proposed support period should clearly state what is included, such as bug fixes, minor adjustments, user support, CMS guidance and handover support. The proposed support period will be considered as part of the overall assessment of value for money and implementation quality.

- 12. Question: Since long-term maintenance is excluded unless separately agreed, should optional maintenance pricing be included for CMS updates, security patches, backups coordination, and content support?**

Response: Yes. Tenderers may include optional pricing for long-term maintenance and support beyond the initial support period. This may include CMS updates, security patches, backup coordination, uptime monitoring, minor content support, technical troubleshooting and periodic performance checks. Optional maintenance pricing should be clearly separated from the base financial proposal.

- 13. Question: The RFP notes 20% withholding for professional services in Solomon Islands. Should vendors gross up pricing, or will DT Global provide tax guidance during contract negotiation?**

Response: Tenderers must determine their own tax responsibilities and price accordingly. Tenderers are responsible for ensuring that their financial proposal takes account of all applicable taxes, duties, withholding requirements and statutory obligations in Solomon Islands or any other relevant jurisdiction. Tenderers should clearly state whether their quoted prices are inclusive or exclusive of applicable taxes and should seek their own tax advice where required.

- 14. Question: Contract runs around 28 May to 30 November 2026, but no target launch date is specified. Is the expectation to launch earlier and use the remaining period for support, or complete by November?**

Response: Tenderers should propose a realistic implementation schedule that meets the overall contract timeframe. The schedule should include inception, design, development, content setup, user acceptance testing, launch, training, handover and post-launch support. The final launch date will be agreed during inception, taking into account MEHRD and SIG ICT availability, content readiness, testing and approval processes.

- 15. Question: Should training be delivered remotely? How many MEHRD and SIG ICT users should be trained?**

Response: Tenderers should propose a practical training approach for MEHRD and SIG ICT users. This may include live training sessions, recorded guidance where appropriate, simple user manuals and handover materials. The final number of users to be trained will be confirmed during inception. For planning purposes, tenderers should assume training for a small group of MEHRD and SIG ICT staff covering CMS administration, content publishing, document upload, user management, accessibility considerations, analytics and basic troubleshooting.

- 16. Question: Could you kindly confirm whether the activities outlined in the scope, including stakeholder consultations, UAT, training, and handover, are expected to be delivered fully remotely, or if there is any expectation for in-country presence at specific stages of the project? Our proposed approach is to deliver the engagement through a structured remote delivery model, which ensures efficiency, timely coordination, and cost-effectiveness, particularly given the nature of CMS development and SIG ICT coordination. However, should there be a requirement for mandatory in-person engagement at any stage, we remain flexible to accommodate this through a mutually agreed variation, including associated travel and logistical arrangements.**

Response: Tenderers should propose the delivery model they consider best suited to meeting the requirements of the RFP. This may include remote, in-country or hybrid delivery arrangements. Tenderers are responsible for determining the level of stakeholder engagement, consultation, UAT, training and handover required under their methodology, and for including any associated costs in their financial proposal. Any assumptions regarding remote delivery, in-country presence, travel, logistics or variations should be clearly stated in the proposal.

- 17. Question: Please advise are we going to pay some fees? And is the tender applies to those web developers in PNG?**

Response: There are no tender submission fees. Web developers based in PNG may submit a proposal, provided they meet the requirements of the RFP and can demonstrate their ability to deliver the assignment effectively in the Solomon Islands context. Tenderers should ensure their proposal includes all costs required for implementation, including coordination, communication, travel or logistics where applicable.

- 18. Question: Could you please confirm the technical specifications of the SIG ICT hosting environment, specifically the PHP version, available storage allocation, database type, and server operating system? Additionally, has SIG ICT formally**

confirmed a preferred or approved CMS platform, or is the choice between WordPress and Drupal open to the consultant's recommendation?

Response: The final technical specifications of the SIG ICT hosting environment will be confirmed with SIG ICT during inception. Tenderers should clearly state any assumptions regarding PHP version, storage, database, server operating system, security requirements and CMS compatibility. The choice of CMS platform should be justified by the tenderer based on suitability, security, sustainability, ease of administration, compatibility with SIG ICT hosting and long-term maintainability. Any proposed CMS platform will be subject to review and approval by MEHRD and SIG ICT.

19. Question: We note a discrepancy in the RFP documents regarding the tender validity period. Part 1 (Tender Particulars) states a validity period of 90 days, while the Tender Declaration in Part 5 references a period of 60 days. Could you please confirm which figure is correct so that we may complete our submission accurately?

Response: For the purpose of this RFP, tenderers should apply a tender validity period of 90 days. Where there is any inconsistency between the Tender Particulars and the Tender Declaration, the 90-day validity period should be used.

20. Question: Regarding post-launch support, could you please clarify whether the support period is expected to fall within the contract end date of 30 November 2026, or whether it extends beyond that date? Additionally, with respect to the 20% withholding tax applicable to professional services in Solomon Islands, should this be itemised as a separate line in our financial proposal, or should it be absorbed into the total quoted price?

Response: Tenderers should propose a post-launch support period that fits within the overall contract timeframe. Any support proposed beyond the contract end date should be clearly identified and costed separately.

With respect to withholding tax, tenderers must determine their own tax responsibilities and price accordingly. Tenderers should clearly state whether prices are inclusive or exclusive of applicable taxes and should identify any relevant tax assumptions in their financial proposal.

C. All other items and conditions of the request for proposal remain unchanged.

The Tender Addendum and Clarification No. 1 shall be considered an integral part of the Tender document for the above stated project. In case of conflict between the existing provisions or stipulations in the Request for Tender and this Tender Addendum, the latter shall prevail.