



Ref: MRA/16/2012

2nd April 2012

TENDER FOR THE DEVELOPMENT OF A NEW MRA WEBSITE

To whom it may concern:

Question 1: Does MRA have any preference for the hosting of the website since this has not been specified or it is it up to the successful bidder to decide where the website is to be hosted? Additionally has MITA data centre been considered as a potential candidate for hosting?

Answer 1: Refer to section 8.4.2.

Question 2: In section 8.4.2, it is specified that the successful bidder will be migrating the data from the old website to the new one. Can you please how will the data in the old website be supplied to the successful bidder in order to complete the migration process and in what format?

Answer 2: The tenderer will be given access to the old website via ftp.

Question 3: In section 8.4.4, Clients section, reference is being made to “Clients who would like to access information about the progress of their application”. No reference is being made in the tender of how the MRA staff will be updating the progress of client’s application in order for the client to be able to view their progress. Will these be just downloadable documents similarly to what is already present on the website?

Answer 3: The tenderer will need to provide us with a proposed solution for this purpose. Downloadable documents would be in line with tender specification.

Question 4: In section 8.4.4, Clients section, reference is being made to “Clients who would like to access applications for licenses/authorizations and notifications”. Would the applications be online forms linked to a database, form to email or just downloadable forms?

Answer 4: The tender calls for on-line authorisations so we expect either linkage to database or form to email.

Question 5: In section 8.4.4, Clients section, reference is being made to “Clients who would like to make payments online”. Can you please specify against what payments will be processed? Will these be against specific forms and if so how many payment processes will be present on the website? How will the required user payments be managed? Can you please specify more information on this section?

Answer 5: Payments will be made to cover licence fees due. Approximately 5000 payments are made annually.



Question 6: In section 8.4.4, Industry/Retailers section, reference is being made to “Potential retailers who would like to register their equipment (related to Renewable Sources of Energy)”. Will this be an online form to email or just a downloadable document?

Answer 6: Refer to Answer 4.

Question 7: In section 8.4.4, Industry/Retailers section, reference is being made to “Clients wishing to renew their license/authorisation online”. Will this be an online form to email or just a downloadable document? Are any payment processes related to this section?

Answer 7: It will be an online form to email. Yes, payment processes will relate to it.

Question 8: In section 8.4.4, Industry/Retailers section, reference is being made to “View/download Access of data catalogue”. In what format will the data catalogue be? Is this a simple PDF or Word document? Can you please provide us with more information on the data catalogue since this is referenced in the Staff section as well?

Answer 8: The data catalogue will be in PDF format.

Question 9: Can you please specify what is meant by “Access to data” in section 8.4.4 under the “General Public seeking information on”? What kind of data is this and in what format should it be stored?

Answer 9: Please refer to the Freedom of Information Act.

Question 10: In section 8.4.4, Staff section, reference is being made to “Processing of online applications”. What kind of processing will the MRA staff need to do? Export of online applications? Can you please provide us with a full list of the online applications which will be present on the website?

Answer 10: Refer to Answer 3.

Question 11: With reference to section 8.4.5.1 (Compliance), one of the requirements is compliance with the PCI security standards. Can the bidder safely assume that this applies only to the payment processes and not to the whole website since the PCI standard are very specific to the handling of card data?

Answer 11: Yes.

Question 12: With reference to section 8.4.5.5, one of the features requested is a registered user area. Can you please how will the users will be managed? Will the users be able to automatically register to the website or will they require approval? In addition, what kind of content will be available to registered users which will not be available to the general public?

Answer 12: There is nothing to add beyond the tender document except that users will need to be approved.



Question 13: Can you please specify what is meant by “Automatic feed integration to RSS news feeds”?

Answer 13: There is nothing to add beyond the tender document.

Question 14: Can you please provide us with more information on how the publication of layered maps will happen? Will the system need to support just the Google maps embedding functionality or will it need to support some kind of other format?

Answer 14: Please refer to Clarification Note 4.

Question 15: With reference to section 8.4.5.5, one of the features on the website would be having a social media enabled website. Would sharing functionality such as AddThis or ShareThis components be enough or do you require further integration with social media websites? If yes, can you please specify what kind of integration is being sought and with which social media websites?

Answer 15: There is nothing to add beyond the tender document.

Question 16: Will all the photography referenced in section 8.4.6.1 be supplied by MRA? If no, do you have any limitations or specifications on the photography provided by the successful bidder?

Answer 16: All photography referred to in section 8.4.6.1 will be supplied by the MRA.

Question 17: With reference to section 8.4.6.3, the Library, can you please specify what would be the difference between the What’s New section and the Library section? Will the library section be just a listing of downloadable content/data for each section mentioned in the specifications?

Answer 17: There is nothing to add beyond the tender document.

Question 18: In addition to question 17 above, one of the library sections is the MRA Spatial data and metadata Information catalogue. In what format will the MRA Spatial data and metadata Information catalogue be uploaded to the website? Will these be just a number of files which would be made available for download?

Answer 18: Spatial data and meta-data information catalogue will be in shape file format. It will contain a directory of spatial and associated meta-data available at MRA.

Question 19: Will the photo and video galleries mentioned in section 8.4.6.3 be just a listing of downloadable images and videos or will a viewing gallery be also required?

Answer 19: There is nothing to add beyond the tender document.

Question 20: With reference to section 8.4.6.4, can you please specify from the following which sections will be just content pages or online applications forms?

- a. Tariffs**
- b. Making a complaint**
- c. Making an enquiry**
- d. On-line payments**
- e. Authorised person**

In case of online application forms, can you please specify the details of each form?

Answer 20: The tariff section will be a content page. All the other sections will be online forms. For the forms' details please refer to the PDF forms available on the MRA website.

Question 21: With reference to section 8.4.6.6, will this section contain just downloadable forms and content pages?

Answer 21: Please refer to section 8.4.4

Question 22: With reference to section 8.4.6.8, what kind of content will be present on these sections?

- a. Will “online data and maps” be just downloadable files/content? If no, in what kind of format must such data be presented on the website?**
- b. What is meant by online geology and hydrogeology?**
- c. Can you please specify further what the “Catalogue of geological holdings” is made up of?**
- d. Can you please specify what is meant by “Memberships/Affiliations”?**

Answer 22: These sections will contain text, jpeg, tiff and pdf format files. “Online data and maps” will consist of downloadable files. “Online geology and hydrogeology” will involve the publication of layered maps in shape file format. “Catalogue of geological holdings” will consist of a pdf document listing geological data including maps. The “Memberships/Affiliations” section will have a pdf document listing professional membership/affiliations.

Question 23: Can you please specify the exact files that must be present in the Advanced Search? Assuming that the various fields are those already specified in the tender, can you please indicate which content should the search be querying since it is not clear throughout the tender whether data will be inputted separately such as License Area, Grants etc...?

Answer 23: There is nothing to add beyond the tender document.

Question 24: With reference to section 8.4.6.14 (Other), will the education corner include just links to external sites or should it include interactive applications such as educational games supplied/developed by the successful bidder?

Answer 24: This section will include links to external sites.



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Question 25: With reference to section 8.4.6.14 (Other), can we safely assume that an interactive calculator will be developed for this section by the successful bidder? If so, can you kindly provide us with the formula/s beforehand?

Answer 25: Please refer to Clarification Note 2 in the MRA website.

Question 26: With reference to section 8.4.6.14 (Other), will the maps of the Maltese Islands be supplied by MRA as static images and embedded within the website? If no, can you please specify what is exactly required for this section?

Answer 26: Maps will be supplied in shape file format.

Question 27: In case of any other new content which is not already available in the current website, can you please specify who will be responsible for inputting such content and specify the volume of such content which would need to be inputted?

Answer 27: Any new text and pictures will be provided by MRA.