

Clarification Questions and Responses

Project Title: ITT for Design & Development of a Tourism Destination Website

Date: October 7, 2019

| Clarification Question | Government of Montserrat Response |
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| <p>1. As we are not based in Montserrat, we are classified as a foreign Business. Should we include our Business Registration Number in Anguilla?</p> <p>2. How will we submit Tax & Social Security Compliance?</p> | <p>You may provide your business registration in Anguilla. This applies to any other overseas entity</p> <p>Companies based in Montserrat have to provide a Tax Compliance Certificate.</p> <p>Consultancies outside of Montserrat have to pay a 20% withholding tax.</p> |
| <p>3. Is the tender limited to Local suppliers or are suppliers from other countries in my case India, also eligible to participate in the bidding process?</p> | <p>The tender is not limited to local suppliers. International suppliers are welcome to respond.</p> |
| <p>4. Is it possible to know which booking engine or name of the third party provider so that we can determine integration compatibility with the Content Management System, this will greatly help in deciding which CMS is more applicable?</p> | <p>No booking engine provider has been definitively identified. However, solutions that have partnered with booking engines such as Pricelilne and Expedia are under consideration. Whichever solution is ultimately selected would be required to seamlessly integrate with the new CMS.</p> |
| <p>5. On page 10 of the ITT, it references the following functionality requirement:</p> <ul style="list-style-type: none">- To incorporate private sector content (guided by a template to be created by the web developer) <p>Can you please explain further what is meant by a template for private sector requirement?</p> | <p>The developer is being asked to create a basic template, available to be completed by all local stakeholders – accommodation, transportation, tours, restaurants, etc. – so that there is uniformity in how they are represented on the website.</p> |
| <p>6. All client/server communications to be encrypted using industry standard technology</p> | <p>The website can remain hosted in the current host.</p> |

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| <p>Do you want the bidder to recommend a hosting platform to achieve this requirement? Or, will the new website be hosted on the existing host server? If it will remain on the existing hosting platform, can you confirm that the server has the ability to add SSL (secure socket layer) certificate to ensure encryption (we highly recommend this)? It appears that the current host is hostmonster.com.</p> | <p>And the host does have the ability to add SSL certificate.</p> |
| <p>7. Is a visual design mock-up required as part of the formal tender submission?</p> | <p>A visual design mock-up is not a requirement for the tender submission.</p> |
| <p>8. Under New Website Functionality Requirements, what is the 3rd party booking engine referred to on Page 10 - "Integration of a booking engine (provided by a 3rd party)"</p> | <p>The website would be required to host a booking engine, whereby customers can book elements of their holiday. However, although no booking engine provider has been definitively identified, solutions that have partnered with booking engines such as Priceline and Expedia are under consideration. Whichever solution is ultimately selected would be required to seamlessly integrate with the new CMS.</p> <p>The developer of the website is not required to develop the booking engine.</p> |
| <p>9. What services will the booking engine cover (i.e. flights, accommodations, tours etc.)?</p> | <p>The booking engine would allow the customer to book accommodations, tours and flights.</p> |
| <p>10. Is the booking engine to be used finalized? Can bidders offer a booking engine solution?</p> | <p>No booking engine provider has been definitively identified, but bidders may offer a solution.</p> |
| <p>11. Will the annual maintenance budget be separate from the Project budget cap of US\$40,000?</p> | <p>The website developer would be required to provide annual maintenance budget options for the site, separate and apart from the project budget.</p> |
| <p>12. For non-local companies, what is the minimum number of on-site (in Montserrat) visits that will be required for the project?</p> | <p>There is no set number of on-site visits required.</p> |

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| <p>13. Will the selected company be required to provide the following under this tender:</p> <ul style="list-style-type: none"> • Photography • Videography • Page content/Script Writing | <p>The Montserrat Tourism Division will work collaboratively with the developer, making photography and video content from its library available for this project. The developer would be responsible for page content and script-writing, but would have inputs from the Tourism Division team.</p> |
| <p>14. What platform would you prefer the site to be built on?</p> | <p>Wordpress is the preferred platform, but we can be open to others.</p> |
| <p>15. Who is the site currently being hosted with and will the hosting be staying there?</p> | <p>The site is hosted with Hostmonster and although there are no plans to move it, we can be open to other options.</p> |
| <p>16. Do you have designs already in place for the new website or would this be created from scratch?</p> | <p>There are no designs in place for the new website, so this would have to be created from scratch.</p> |
| <p>17. Will you need continued SEO work after the website has been completed?</p> | <p>SEO after the website has been completed can be done on a per-job basis. However, the site needs to be designed to allow content editors the ability to add SEO keywords and descriptions from the CMS.</p> |
| <p>18. Regarding hosting would you consider a SaaS solutions being hosted on our servers on Microsoft Azure.</p> | <p>The site is hosted with Hostmonster and although there are no plans to move it, we can be open to other options.</p> |
| <p>19. Aside from content management and website development we offer a proprietary dynamic booking engine which is seamlessly integrate to your website. Our adaptable booking engine allow you to sell accommodations, transfers, tours, courses, and vouchers either independently or dynamically packaged with or without flights. Is there a separate requirement document for the booking engine? How would you suggest we include our booking engine as part of our proposal?</p> | <p>No booking engine provider has been definitively identified, but bidders may offer a solution.</p> |