

**Query document on**

**TENDER REFERENCE NO: GVT(T)16002-S**

**APPLICATION MAINTENANCE AND SUPPORT FOR INTRANET PORTAL, COMMON AND CUSTOMIZED APPLICATIONS**

**FOR**



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| --- | --- |
| **Submitted To:** | Singapore Customs |
| **Submitted By:** | Espire Infolabs (Singapore) Pte. Ltd |
| **Version:** | 1.0 |
| **Date:** | 18th Oct 2016 |

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# Introduction

This document is meant to list down the queries on Tender: GVT(T)16002-S– **Application Maintenance And Support For Intranet Portal, Common And Customized Applications**.

# Queries

Following are questions which Espire would like to be answered for its better clarity in understanding requirements. Please use ‘**Client Response’** column to provide answers and any other supporting:

|  |  |  |
| --- | --- | --- |
| # | Queries | Client Response |
| **Queries related to Migration** | | |
| 1 | Is Application performance testing and tuning will include the application to be migrated or existing application running in SharePoint 2013 environment. | Application performance testing and tuning will be carried all application running on SharePoint 2013 including migrated application and existing 2013 application. |
| 2 | IS usability study of existing SC Connect and common application, FileShare Portals will be based on negotiation(feedback) with Site Owner or will be based on usability data capture by the System. | IS usability study will provide recommendation for our users to consider to implement enhancements to the sites. |
| 3 | There are around 25 custom Web parts and they must be align with 2007 look and feel? Please confirm.  Do you want the same web part to be migrated to SharePoint 2013? Because Espire team need to repackage it for 2013 to check compatibility and in-case files are added directly to the server to meet new requirement later, It will be difficult to repackage and will take more time. | We need the functionality which may require the changes to the current look and feel. |
| 4 | Beside these custom Web part, are there any custom timer job deployed on Server. | Jobs used by the corporate applications like HRPS, HIVE are residing on the Server. |
| 5 | Is custom Web service migration is also part of the assignment. | Yes. |
| 6 | Is the reports in SC connect specifically Hive has been using SSRS? | No. |
| **Mock-ups related queries** | | |
| 7 | Are there any existing Brand Guidelines in place? If yes, then Espire team request you to share those so that sample mock up can be prepared. | No |
| 8 | High resolution Logo file is needed in order to prepare the mock up designs. | You may use the logo from the [www.customs.gov.sg](http://www.customs.gov.sg) |
| 9 | We’re assuming UX/UI uplift is required for all the portals: SC Connect portal and HIVE, HRPS and File share. Please confirm if the understanding is correct? | Yes |
| 10 | Is there any revised/new sitemap for the new SC connect website? If yes, please share. | No |
| 11 | SC Connect portal is going to be responsive. Please confirm? | No |
| 12 | Access to the existing systems are required in order to analyse the volume of pages and site map. Please confirm how this is going to be provided. | The information is provide under Annex in Part 2A. |