#	CMS Acquisition and Build Requirements	Mandatory=M Rate=R	Scoring Notes Yes=Y No=N	Weighting
	ANNEX 8 EVALUATION MATRIX			
2.5.1	The provided Content Management Solution shall be ideally implemented on an operating platform consistent with the platforms deployed and operated by GOB. The current GOB server environment is VMware hypervisor, blade servers. Current known CMS issues with this environment should be identified by the proponent.	R	5 = yes, 0= no	0.2
2.5.2	The web-content management function may be repatriated to GOB or may be transitioned to a successor services provider when no longer provided by the Contractor.	M	5 = yes, 0= no	0.2
2.5.3	**The Respondent must set out the organization of the team proposed to address the requirements of the web portal solution. Where the responder proposes to use subcontractors and affiliates, the respondent must identify the legal relationship between the Respondent and the Respondent Team. This requirement can be demonstrated by:**			
	Indicating the organization structure of the proposed team and their relationship to GOB resources;	M	Proponent confirmed Yes or No?	
	Providing a short description of the role of each key resource;	M	Proponent confirmed Yes or No?	
	Attaching the CVs of each key team member in an appendix to the technical proposal.	M	Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?	M	5 = ALL items yes, 0 = 1 item no	1
2.5.4	**The web CMS solution must be available to use within a commercially available cloud / hosted web service offering or an established Open Source solution where a significant public sector community of interest exists that provides an additional forum to address the web build services required by the GOB as set out in the User requirements.**			
	Compliance can be demonstrated by:			
	Providing one or more service catalogs that set out the commercially available cloud and/or hosted web services that could form the basis for the GOB solution;	R	Proponent confirmed Yes or No?	
	The proposed web services must have been publicly available for use in a production environment for at least 18 months prior to the release the RFP. Indicate whether the respondent developed the system or purchased/licensed it from another organization.	R	Proponent confirmed Yes or No?	
	Three (3) reference projects (i.e. 3 for CMS, 3 for Hosting) ideally of a similar nature where the proposed web solution has been deployed and is in use in a production setting must be provided.	R	Proponent confirmed Yes or No?	
	Describing the characteristics of the existing community of interest where Open Source or "shareware" is available.	R	Proponent confirmed Yes or No?	
	Providing a service/product roadmap for the upcoming 12 to 18 months.	R	Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = 5 items yes; 4 = 3 items yes; 3 = 2 items yes; 1 = 1 item yes; 0 = no items yes	2
2.5.5	The CMS solution must be implemented by April 1, 2016 and ensure that CMS is available for GOB use 24/7. A detailed Project Plan indicating how the solution provider will meet this requirement should be provided.	R	The highest rating is achieved by providing a comprehensive plan detailing how this requirement will be met. 5 =Comprehensive detailed; 3 = High level only; 1 = Not informative; 0 = not provided	2
2.5.6	GOB should have the option of licensing any non-Open Source CMS solution as provided where such licensing is within the government procurement and contracting directives then in force or established.	M	5 = yes, 0= no	1
2.5.7	The Contractor will provide designated GOB staff with managed access to the web content management solution for the purposes creating, managing, publishing, administering, supporting and evolving GOB web-content.	M	5 = yes, 0= no	1
2.5.8	**The solution selected by GOB will exhibit the following attributes:**	M		
	Browser based application and administrative access;		Proponent confirmed Yes or No?	
	All design, development, testing, deployment and related documentation artefacts will reflect the proposed methodology and deliverables / artefacts and their requirements as necessary.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = ALL items yes, 0 = 1 item no	1
2.5.9	Respondents should demonstrate that they have sufficient resources to meet the project needs of the GOB Web Portal Solution initiative by identifying the number and location of full time employees (FTEs) employed excluding any contractors or other non-full time employees.	R	The highest rating is achieved by demonstrating the ability to back-up resources or indicating an ability to replace resources without critically affecting the project and its timelines. 5 = Comprehensive backup; 3 = Some depth to backup; 1 = Lack of detail; 0 = not addressed	2
2.5.10	**The Contractor should demonstrate that it has a documented (i.e. used successfully by the Vendor in previous projects) process and methodology for the planning and implementation of cloud/hosted web services project(s).**	R		
	The Vendor should demonstrate their documented process and methodology by providing sample documents demonstrating the major phases and deliverables in its proven web services implementation approach and the planning documents produced. Documents submitted for evaluation should address the following points:			
	Demonstrating processes and tools as employed to estimate the level of effort, complexity, risk or other critical success factors associated with the planning of the web site effort;		Proponent confirmed Yes or No?	
	Demonstrating processes and tools explicitly targeted at development of "to be" configurations that meet the functional and non-functional production requirements for the cloud/hosted website – i.e. explicit processes to manage and migrate content and integrate client business systems as required to the website.;		Proponent confirmed Yes or No?	
	Demonstrating processes and tools specifically provided for the client management of web operations at the client site; and		Proponent confirmed Yes or No?	
	Demonstrating processes and tools specifically provided for the training and transition of content managing staff and operations staff to the cloud/hosted solution.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = 4 items yes; 4 = 3 items yes; 3 = 2 items yes; 1 = 1 item yes; 0 = no items yes	2
2.5.11	Experience in government and public sector projects is preferred.	R		

	The highest rating is achieved through the provision of reference-able public sector projects of a similar nature. (I.e. 2 for Hosting, 2 for CMS & Build if contractor is bidding on both hosting and CMS Build portions)		5 = 2 references; 3 = 1 reference; 0 = no government and public sector references	1
2.5.12	This contracted environment will provide a portfolio of managed services that in concert will address the content management and associated platforms and systems required to create, manage and publish GOB content, programs and services to Bermudians through the GOB Web Portal.	M	5 = yes, 0= no	1
2.5.13	The targeted environment should have both staging and production copies of the site.	M	5 = yes, 0= no	1
2.5.14	Work performed should be captured in version control systems and deployed through the build servers to development for internal review and work.	M	5 = yes, 0= no	1
2.5.15	There should be staging environment for client review and eventually production when the portal is launched.	M	5 = yes, 0= no	1
2.5.16	The CMS should provide and deliver the following Content Manager Related Roles and Responsibility functions:			
	Create user(s)	M	Proponent confirmed Yes or No?	
	Create Role(s)	M	Proponent confirmed Yes or No?	
	Assign permissions to user and role	M	Proponent confirmed Yes or No?	
	Change permissions to user and role	M	Proponent confirmed Yes or No?	
	Remove user or role	M	Proponent confirmed Yes or No?	
	Reassign a task or a job to another user	M	Proponent confirmed Yes or No?	
	Ability to search content or metadata	M	Proponent confirmed Yes or No?	
	Ability to roll back	M	Proponent confirmed Yes or No?	
	Ability to create a work area for development of new content	M	Proponent confirmed Yes or No?	
	Provide bypass mechanism for the workflow rules to be available by authorized personnel in exceptional circumstances.	M	Proponent confirmed Yes or No?	
	Ability for an administrator to change the reviewers after the reviewers have been identified;	M	Proponent confirmed Yes or No?	
	Have LDAP integration capabilities.	M	Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = ALL items yes, 0 = 1 item no	1
2.5.17	Support on a selectable basis British English, Canadian English and US English dictionaries, thesaurus, spell checker and grammar checker.	M	5 points for all 3 dictionaries; 3 points for 1 dictionary; 0 for no dictionaries.	0.2
2.5.18	The CMS should be able to support language versions of the web sites including the ones using the following encodings: Western (ISO-8851-1), Unicode (UTF-8)	M	5 = yes, 0= no	0.2
2.5.19	Editors and administrators will be able to lock any branch of the content tree, so that only public users who know a password can access that content.	M	5 = yes, 0= no	0.2
2.5.20	Initial training will be required for a minimum of 18 content managers. This initial training should enable users to create, edit, publish and otherwise use the CMS environment.	M	5 = yes, 0= no; acknowledge that included in pricing estimate	0.2
2.5.21	Initial training will also be required for 9 administrative staff in the creation and administration of authorized GOB CMS users and in the creation and use of CMS reporting functions.	M	5 = yes, 0= no; acknowledge that included in pricing estimate	0.2
2.5.22	Training will also be required on an as-required basis for additional GOB users.	R	Proponent confirmed Yes or No?	
	The highest rating is achieved through the capability to provide a number of training options: onsite, online along with self-service options such as video "how-to" clips; printed/pdfs		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = if multiple options proposed; onsite, online and manuals; 3 = 2 options; 0 = 0 options	1
2.5.23	Demonstrate how the proposed CMS provides and delivers web content management functions including but not limited to:	M		
	Content Authoring processes;		Proponent confirmed Yes or No?	
	Content Approval processes;		Proponent confirmed Yes or No?	
	Content Publishing processes;		Proponent confirmed Yes or No?	
	Content Disposition (Delete/Archive) processes;		Proponent confirmed Yes or No?	
	Content Management Reporting;		Proponent confirmed Yes or No?	
	Content Manager related roles and responsibility functions.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = ALL items yes, 0 = 1 item no	1
2.5.24	The CMS authoring processes associated with the Content Authoring workflow should include not be limited to the following content authoring processes:	R		
	Ability to author content including ability to create and edit content;		Proponent confirmed Yes or No?	
	Ability to create, edit and manage templates as may be required to capture and manage content;		Proponent confirmed Yes or No?	
	Ability to author, directly in a data capture template or cut and paste content into the template;		Proponent confirmed Yes or No?	
	Ability to add associated metadata for the content;		Proponent confirmed Yes or No?	
	Ability to import/migrate content into the CMS;		Proponent confirmed Yes or No?	
	WYSIWYG editor;		Proponent confirmed Yes or No?	
	Ability to preview what the web page will look like and print it;		Proponent confirmed Yes or No?	
	Provide the ability to add GOB specific online help;		Proponent confirmed Yes or No?	
	Provide link management (insert hyperlinks);		Proponent confirmed Yes or No?	
	Ability for new content records to automatically inherit metadata from their parent records;		Proponent confirmed Yes or No?	
	Automated creation of "breadcrumbs";		Proponent confirmed Yes or No?	
	Ability for a reviewer to provide comments on a record, either in the record itself or in another way but the system must keep track of the comments;		Proponent confirmed Yes or No?	
	Ability to track and report on all changes by user identification;		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = 13 items yes, 4 = 12 items yes; 3 = 9-11 items yes; 2 = 6-8 items yes; 1 = 1-5 items yes; 0 = no items yes	1
2.5.25	The CMS approval processes associated with the Content Approval workflow should include not be limited to the following content approval processes:	R		
	Ability to route content records to one or more people for approval.		Proponent confirmed Yes or No?	
	Ability to track approvals by user identification.		Proponent confirmed Yes or No?	
	Ability for an administrator to change the approvers after they have been identified.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = 3 items yes; 3 = 2 items yes; 1 = 1 item yes; 0 = no items	1
2.5.26	The CMS publishing processes associated with the Content Publishing workflow should include not be limited to the following content publishing processes:	R		
	Ability to create presentation templates reflecting the structure of content as published (e.g. to reflect the GOB design and Look & Feel (L&F) requirements);		Proponent confirmed Yes or No?	
	Provide ability to print content (i.e. print web page, print raw content from content store);		Proponent confirmed Yes or No?	
	Ability to export content into a format that can be opened in MS Word;		Proponent confirmed Yes or No?	

	Ability for an administrator to change the approvers after they have been identified.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = 4 items yes; 4 = 3 items yes; 3 = 2 items yes; 1 = 1 item yes; 0 = no items yes**	1
2.5.27	**The CMS should provide and deliver the following Content Disposition (Delete/Archive) processes:**	R		
	Ability to archive content, including associated metadata;		Proponent confirmed Yes or No?	
	Ability to archive content based on a predetermined disposition cycle (e.g. based on disposition dates or content lifecycle requirements (e.g. time limited publishing of specific content elements);		Proponent confirmed Yes or No?	
	Ability to create list of pending archive activities (e.g. identify list of content that will be archived at next archiving cycle).		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = 3 items yes; 3 = 2 items yes; 1 = 1 item yes; 0 = no items**	1
2.5.28	**The CMS should provide and deliver the following Content Management Reporting:**	R		
	Ability to run a report on a job(s);		Proponent confirmed Yes or No?	
	Ability to report on metadata usage within the CMS;		Proponent confirmed Yes or No?	
	Ability to report on user roles;		Proponent confirmed Yes or No?	
	Ability to report to monitor and report on workflow, i.e. stage, progress, duration etc.		Proponent confirmed Yes or No?	
	Ability to report on content records;		Proponent confirmed Yes or No?	
	Ability to report on broken links;		Proponent confirmed Yes or No?	
	Provide a work-in progress feature/report.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = 7 items yes; 4 = 6 items yes; 3 = 4-5 items yes; 1 = 1-3 items yes; 0 = no items yes**	1
2.5.29	**The CMS should provide and deliver the following Auditing and reporting materials:**	R		
	An audit log of events including records of changes and the user that made the change.		Proponent confirmed Yes or No?	
	Ability to generate an audit report based on extracts from the audit log (e.g. changes by user or by time period).		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = 2 items yes; 3 = 1 item yes; 0 = no items yes**	1
2.5.30	GOB will provide rewritten data / content to be migrated. The migration process will involve populating the CMS repository with the migrated data / content and applying the appropriate processes to ensure appropriate capture of the metadata and other activities as may be required for the effective management of the content once migrated. The contractor will establish a strategy to effectively undertake the placing of content within the portal in order to meet the intended implementation date.	M	5 = yes, 0= no	0.2
2.5.31	**The CMS should provide the following functionality for three levels of alerts which have different properties that include but are not limited to:**	M		
	a. A level 1 (Emergency/High level) alert that would appear on every page of the website and remain on each page of the site for the entire session.		Proponent confirmed Yes or No?	
	b. A level 2 (Medium level) alert that would appear on every page of the website but a user would be able to close/remove the alert if desired.		Proponent confirmed Yes or No?	
	c. A level 3 (Low level) alert that would appear on selected pages of the system based on the related topic or department at the discretion of GOB.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = ALL items yes, 0 = 1 item no**	0.2
2.5.32	The portal should have the ability to auto scroll through multiple level 2 or level 3 alerts in the same area if more than one exist.	R	Proponent confirmed Yes or No for one to three levels?	
	OVERALL: all functions confirmed by proponent?		**5 = yes, 0= no**	0.2
2.5.33	The portal should have an area of the site to display all alerts. The user should be able to filter the alerts by level and topic. Emergency (level 1) alerts would always "float" to the top of the page and be visible to the user without having to search/filter.	M	5 = yes, 0= no	0.2
2.5.34	The portal should have a determined life cycle for alerts as determined by a Content & Publishing Guide and all alerts prior to a specified date should be archived.	R	Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = yes, 0= no**	1
2.5.35	**The CMS should provide the following functionality for a centralized Newsroom which have different properties that include but are not limited to:**	M		
	The ability to flag an item of news as Featured in order to allow it to rise to the top of the news page or section		Proponent confirmed Yes or No?	
	The ability to flag a News item to appear on the Home Page of the portal		Proponent confirmed Yes or No?	
	The ability to flag a News item to appear on a main Topic Page of the portal		Proponent confirmed Yes or No?	
	The ability to add a large photo or video to each news item posted		Proponent confirmed Yes or No?	
	The ability to categorize News items into one or more topic or subtopic areas		Proponent confirmed Yes or No?	
	The ability to show a set number of news items on the main Newsroom page with the ability to display more if selected		Proponent confirmed Yes or No?	
	The ability to show just the title, date, photo thumbnail, and short description on a main Newsroom page with a link to send the user to the full article		Proponent confirmed Yes or No?	
	The ability to have news article automatically archive within a specified time period as stated within the Content & Publishing Guide.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = 8 items yes; 4 = 6-7 items yes; 3 = 4-5 items yes; 1 = 2-3 items yes; 0 = 1 or no items yes**	1
2.5.36	The portal should be able to track the history of content updates/changes. GOB should be able to pull logs of what content has been updated with the login of the person who updated it, with a time stamp at a minimum.	M	5 = yes, 0= no	1
2.5.37	The content structure on the portal should have a high-level hierarchal structure as per the approved information architecture	M	5 = yes, 0= no	0.2
2.5.38	Error messages must highlight the error by both words and colour change.	M	5 = yes, 0= no	0.2
2.5.39	All PDF content should have an icon identifier to indicate that it is a PDF file.	M	5 = yes, 0= no	0.2
2.5.40	Content that is two or more layers deep should have a breadcrumb which indicates where that piece of content lives within the portal.	M	5 = yes, 0= no	0.2
2.5.41	Each piece of content should have one defined owner.	M	5 = yes, 0= no	0.2
2.5.42	**The content structure on the portal should follow the detailed structure of an approved Taxonomy which should include but not be limited to:**	M		
	A hierarchical structure of topics and subtopics where content will be referenced;		Proponent confirmed Yes or No?	

	A departmental taxonomy where all content will live. The content can then be referenced in other taxonomies within the site structure;		Proponent confirmed Yes or No?	
	A fluid structure (not static) in order that it can be added to in the future;		Proponent confirmed Yes or No?	
	A "wide and shallow" structure (as opposed to "narrow and deep") so there is no more than 5 clicks to get to the desired piece of content or the desired service;		Proponent confirmed Yes or No?	
	A broad list of keywords for topic and subtopic definitions.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		<mark>5 = 5 items yes; 4 = 4 items yes; 3 = 3 items yes; 1 = 2 item yes; 0 = 0 or 1 items no</mark>	1
2.5.43	GOB will be able to assign content to one or more taxonomies	R		
			<mark>5 = 3 or more taxonomies; 3 = 2 or more taxonomies; 1 = 1 taxonomy; 0 = no answer</mark>	0.2
2.5.44	GOB will be able to add or edit taxonomy topics and subtopics	M	5 = yes, 0= no	0.2
2.5.45	The chosen vendor will provide an appropriate development/authoring, test and build environment during the build phase and up to the date of implementation to ensure that the GOB solution is designed, developed, deployed and otherwise made ready within the timeframes established by GOB. Specifically, the GOB Web Portal solution must be operational by February 08, 2016 for internal testing with a live production date of April 01, 2016.	R	5 = Proponent indicated full confirmation; 3 = Partial confirmation 0= no confirmation	1
2.5.46	The bidder will be provide a content repository and authoring environment for the creation of content for the new web portal until the operational cutover date.	M	5 = yes, 0= no	1
2.5.47	There will be a warranty period of a minimum of 30 days after the April site launch date for the GOB to test and validate that the functionality and integrity of all components to the contracted Statement of Work.	M	5 = yes, 0= no	0.2
2.5.48	Initial build services will warrant that the design, development, integration, deployment and ongoing operation of the GOB solution meets the business and operational requirements of GOB as expressed in this Statement of Work.	M	5 = yes, 0= no	0.2
2.5.49	Coordinate the integration and deployment of the GOB solution within GOB including but not limited to integration with the operational systems and organizational departmental units of GOB, the GOB business partners and other stakeholders.	M	5 = yes, 0= no	0.2
2.5.50	The initial build services will warrant that the end product will be a fully functional website according to provided Information Architecture, wireframes, navigation, visual design and branding requirements.	M	5 = yes, 0= no	0.2
2.5.51	A Contract for the support for the web portal that will include:	M		
	Support of continuing operations;		Proponent confirmed Yes or No?	
	Break/fix maintenance;		Proponent confirmed Yes or No?	
	Adjustments based on user or departmental feedback.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		<mark>5 = ALL items yes, 0 = 1 item no</mark>	0.2
2.5.52	A Contract for the support for the web portal enhancements that will include but not be limited to:	R		
	Task-based authorizations for specific work items;		Proponent confirmed Yes or No?	
	Integration to other systems and applications as necessary;		Proponent confirmed Yes or No?	
	Future enhancement projects.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		<mark>5 = ALL items yes, 0 = 1 item no</mark>	0.2
2.5.53	The GOB will have the ability to contract other organizations at its sole discretion as necessary for any enhancement projects.	M	5 = yes, 0= no	0.2
2.5.54	API library for 3rd party application and web vendors should be published and maintained.	M	5 = yes, 0= no	1
2.5.55	The build environment should have the capacity for continuous integration, deployment tests and builds	M	5 = yes, 0= no	1
2.5.56	The build environment should have the capacity for tracking issues and responding to bugs, requests, augmentations, version control, collaboration, code review and code management	M	5 = yes, 0= no	1
2.5.57	The build environment should be on a network that is secured by up to date firewall systems and monitored by firewall specialists who can identify possible breaches and take immediate action if necessary	M	5 = yes, 0= no	1
2.5.58	If the build phase has third party providers for managing corporate data and application code, these systems must conform to privacy and security requirements of the GOB. The principal contractor and any third party provider must be subject to flow through of these requirements including but not restricted to functional specifications, technical specifications, liability and insurability.	M	5 = yes, 0= no	1
2.5.59	The Vendor must identify the physical location of the datacentres or equivalent facilities from which the website services will be provided. Specifically, the Vendor must identify the country and the province/state for:	M		
	The location of the facility that will be the Primary Service Delivery Site(s) for the provision of website services to the GOB;		Proponent confirmed Yes or No?	
	The location of the facility that will be the Secondary Service Delivery Site(s) for the provision of the website; and		Proponent confirmed Yes or No?	
	The location of any facility other than the Primary and Secondary Service Delivery Sites in which GOB data will be stored.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		<mark>5 = if all three location types identified, 4 = if 2 location types identified; 0= no locations identified</mark>	1
2.5.60	The Vendor should provide their corporate Privacy Protection Plan or equivalent privacy policy. Their Privacy Protection Plan should address the following key components:	R		
	Provision for applying the Privacy Protection Plan to subcontractors, contractors and employees;		Proponent confirmed Yes or No?	
	Provision of personal information protection and privacy agreements with subcontractors, agent, employees and contractors;		Proponent confirmed Yes or No?	
	Provisions to ensure that personal information is protected against such risks as loss or theft, as well as unauthorized access, disclosure, transfer, copying, use, modification or disposal;		Proponent confirmed Yes or No?	
	Provisions accommodating GOB sovereignty over the data and information;		Proponent confirmed Yes or No?	
	Maintaining the accuracy, privacy and integrity of Personal Information;		Proponent confirmed Yes or No?	
	Provisions safeguarding Personal Information through its lifecycle;		Proponent confirmed Yes or No?	
	Provision of access controls governing authorized personnel with access to personal information and databases;		Proponent confirmed Yes or No?	

	Provision of detailed audit trails and reports on all access to government information or databases;		Proponent confirmed Yes or No?	
	Provision of records of and proof of any government information destruction;		Proponent confirmed Yes or No?	
	Provision for the contractor, its subcontractors, agents, and employees are prohibited from the accessing, communication, transfer, disclosure, retention, processing and management of Personal Information including without limitation the use of such information to derive benefits for the contractor without the written permission of GOB; and		Proponent confirmed Yes or No?	
	Provision for notification of privacy breaches: provision of notification processes and records associated with any personal information disclosure or breaches throughout the information lifecycle during all stages of planning, development, testing implementation and service.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = 11 items yes, 4 = 9 items yes; 3 = 7 items yes; 2 = 5 items yes; 1 = 3 items yes; 0 = 0-3 items yes**	1
2.5.61	**The Web Portal solution should be adaptive and scalable to handle variations in intra-day peak volumes as well as annual growth in activity as more departments use the infrastructure. The Portal should initially be configured to handle the following minimum capacities:**	M		
	Concurrent user peak of 500;		Proponent confirmed Yes or No?	
	Annual User contacts of 400,000;		Proponent confirmed Yes or No?	
	The solution must be quick to download pages within the available Bermuda network and mobile infrastructure. Solution providers must indicate how they plan to build and deliver the solution within this context.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = 3 items yes, 0= 1 item no**	0.2
2.5.62	The Web Portal solution should be designed for a minimum availability of 99.1%	M	5 = yes, 0= no	1
2.5.63	**Web Analytics must support the following reporting capability by page:**	R		
	a. Identifies and reports on the following page-level metrics:			
	Pages viewed in single-page visits;		Proponent confirmed Yes or No?	
	The number of administrator-defined file transfers completed by Web site users;		Proponent confirmed Yes or No?	
	The median length of time visitors view individual web site pages, groups of pages and websites;		Proponent confirmed Yes or No?	
	The amount of administrator-defined user interaction with web site elements such as rich media, multimedia, and in-page actions (action which do not require a page refresh, such as subscriptions, content shares, comments, downloads, video views);		Proponent confirmed Yes or No?	
	The total number of views or impressions per page;		Proponent confirmed Yes or No?	
	Tthe source of traffic to a page at least including search engines and third party websites;		Proponent confirmed Yes or No?	
	The total number of unique and returning visitors on a page and site level;		Proponent confirmed Yes or No?	
	The distribution across all visits, of the number of pages per visit. (E.g. number of visits visiting a single page, 2 pages, 3 pages, etc.);		Proponent confirmed Yes or No?	
	The number of web page visits per unique visitor over specified time periods;		Proponent confirmed Yes or No?	
	The total number of visits by page;		Proponent confirmed Yes or No?	
	The pages with the highest numbers of views across all visits.		Proponent confirmed Yes or No?	
	b. Reports calculated measures based on combinations of metrics (e.g. bounce rate).		Proponent confirmed Yes or No?	
	c. Reports on the average length of time visitors view individual web site pages, groups of pages and websites.		Proponent confirmed Yes or No?	
	d. Identifies and reports on the location of the user at a country/province/region level.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = 14 items yes, 4 = 12 items yes; 3 = 9 items yes; 2 = 6 items yes; 1 = 3 items yes; 0 = 1 to 3 items yes**	1
2.5.64	**The Web Analytics must support the following reporting capability for gov.bm:**	M		
	a. Reports on the amount of time within a session or across multiple sessions to goal completion, using digital markers or some other tracking variable.		Proponent confirmed Yes or No?	
	b. Identifies and reports on the following marketing and search metrics:			
	Tthe amount of referral traffic from department-led Web-based efforts such as ad campaigns and social media;		Proponent confirmed Yes or No?	
	The number of paid and organic search referrals;		Proponent confirmed Yes or No?	
	Referring keywords and phrases;		Proponent confirmed Yes or No?	
	Phrases, independent of referring search engine;		Proponent confirmed Yes or No?	
	Referrals from all external search engines;		Proponent confirmed Yes or No?	
	The external search engines that refer traffic together with the keywords used;		Proponent confirmed Yes or No?	
	The external search engines that refer traffic together with the phrases used;		Proponent confirmed Yes or No?	
	The keywords that were used in external search engines."		Proponent confirmed Yes or No?	
	c. Identifies and reports on the following site-level metrics:			
	The first page in the user visit		Proponent confirmed Yes or No?	
	The last page in the user visit		Proponent confirmed Yes or No?	
	The language setting used by visitors		Proponent confirmed Yes or No?	
	The total number of page impressions across the web site		Proponent confirmed Yes or No?	
	The devices, platforms, browsers and browser versions used by website visitors to view Web site		Proponent confirmed Yes or No?	
	The source of traffic to a visit at least including search engines and third party websites		Proponent confirmed Yes or No?	
	The screen resolution used by visitors		Proponent confirmed Yes or No?	
	Aggregate user activity by day of the week and hour of the day		Proponent confirmed Yes or No?	
	The total number of visits to a web site		Proponent confirmed Yes or No?	
	The location of the user		Proponent confirmed Yes or No?	
	The number of goals (key tasks that users can accomplish identified) that were started/ completed, abandoned, time to complete goal, number of sessions containing completed goals		Proponent confirmed Yes or No?	
	Conversion rates of specified goals / funnels"		Proponent confirmed Yes or No?	
	d. Allows users to create and track custom URL tags (e.g. Campaign and/or social URL tagging)		Proponent confirmed Yes or No?	
	e. Identifies and reports on the following transactional metrics:			
	Paths by the entry point of visitors		Proponent confirmed Yes or No?	
	Paths by the exit point of visitors		Proponent confirmed Yes or No?	

	Paths used by visitors through a web site		Proponent confirmed Yes or No?	
	Administrator-defined content groups and sub-groups within a site		Proponent confirmed Yes or No?	
	f. Reports on the number of visitors who leave the Web site after using the on-site search engine and terms searched prior to bouncing.		Proponent confirmed Yes or No?	
	g. Reports on the connection type and speed used by visitors.		Proponent confirmed Yes or No?	
	h. Provides in-page analytics showing where users are most likely to click (e.g. Heatmaps).		Proponent confirmed Yes or No?	
	i. Reports if the visitor has images turned on or off.		Proponent confirmed Yes or No?	
	j. Reports if the visitor has JavaScript turned on or off.		Proponent confirmed Yes or No?	
	k. Identifies the network of the user, e.g. ISP, GC		Proponent confirmed Yes or No?	
	l. Reports on the average page load time on a page and site level.		Proponent confirmed Yes or No?	
	m. Reports on the number of visits entering/exiting through pages identified by the department as key content.		Proponent confirmed Yes or No?	
	n. Reports on the combinations of keywords and phrases entered by users to filter searches (if "search within these results" is offered as a search option).		Proponent confirmed Yes or No?	
	o. Reports on keywords and keyword phrases entered by site visitors into the site's own search engine.		Proponent confirmed Yes or No?	
	p. Reports on the pages from which users are most likely to select Search.		Proponent confirmed Yes or No?	
	q. Reports on the activity of audiences in social platforms including but not limited to actions (referring traffic and behavior on Web site), goal completion by social audience.		Proponent confirmed Yes or No?	
	2) Identifies and reports on the total number of unique returning visitors to a web site.		Proponent confirmed Yes or No?	
	3) Identifies and reports on the total number of unique visitors to a web site.		Proponent confirmed Yes or No?	
	4) Reports on the recency of the user's last visit (e.g. Days since last visit).		Proponent confirmed Yes or No?	
	5) Calculates the number of web site visits per unique visitor.		Proponent confirmed Yes or No?	
	6) Reports on engagement metrics such as segmentation by visit duration and page depth.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = 43 items yes, 4 = 38 items yes; 3 = 30 items yes ; 2 = 15 items yes; 1 = 10 items yes; 0 = 1 to 9 items yes	1
2.5.65	Web Analytics must support the following advanced reporting capability:	R		
	a. Collection and reporting on metrics across multiple domains and subdomains		Proponent confirmed Yes or No?	
	b. Reports on a flexible range of time periods including hourly, daily, weekly, monthly, quarterly and yearly, as well as custom date ranges.		Proponent confirmed Yes or No?	
	c. Activity of audiences in native mobile applications: downloads of application and updates; number of installations; devices, platforms and networks used; in-app activity; referral traffic and behavior on Web site.		Proponent confirmed Yes or No?	
	d. Email reports (standard and/or customized).		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = 4 items yes; 4 = 3 items yes; 3 = 2 items yes; 1 = 1 item yes; 0 = no yes's	1
2.5.66	Web analytics must support the following report management capability:	M		
	a. Automatically distribute reports in all available formats to a list of recipients.		Proponent confirmed Yes or No?	
	b. Allows users to develop custom reports.		Proponent confirmed Yes or No?	
	c. Define and report on custom variables for measurement, including filters, goals, paths, collections, campaigns.		Proponent confirmed Yes or No?	
	d. Allows users to create, edit, view, copy, save, delete custom report templates for re-use.		Proponent confirmed Yes or No?	
	e. Allows Administrators to configure reports at least including templates		Proponent confirmed Yes or No?	
	f. Allows Administrators to run volume reports.		Proponent confirmed Yes or No?	
	g. Allows reports to be exported in industry standards at least including CSV, XLS, PDF, RTF and XLSX.		Proponent confirmed Yes or No?	
	h. Allows users to preview reports before printing, saving or emailing.		Proponent confirmed Yes or No?	
	i. Allows users to save reports locally.		Proponent confirmed Yes or No?	
	j. Allows users to schedule automatic pre-formatted reports.		Proponent confirmed Yes or No?	
	k. Allows users to view reports in the solution.		Proponent confirmed Yes or No?	
	l. Creates reports in a printable format.		Proponent confirmed Yes or No?	
	m. Includes standard template reports.		Proponent confirmed Yes or No?	
	n. Allows users to schedule reports.		Proponent confirmed Yes or No?	
	o. Automatically emails generated scheduled reports to Users.		Proponent confirmed Yes or No?	
	p. Allows users to specify a minimum threshold for sampling.		Proponent confirmed Yes or No?	
	q. Allows users to specify the sample size or percentage for specific reports.		Proponent confirmed Yes or No?	
	r. Displays a notification when sampling is used to generate reports.		Proponent confirmed Yes or No?	
	s. Reports using data sampling to manage database size, with notifications about sampling size and margin of error.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = ALL items yes, 0 = 1 item no	1
2.5.67	Web analytics must support the following data collection capability:	R		
	a. Allows users to differentiate unique visitors through digital markers		Proponent confirmed Yes or No?	
	b. Allows users to differentiate unique visitors through session Ids (to permit tracking cross-domain)		Proponent confirmed Yes or No?	
	c. Allows users to differentiate unique visitors through User Ids (for secure sites that require logins)		Proponent confirmed Yes or No?	
	d. Reports on persistent and session digital markers		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = 4 items yes; 4 = 3 items yes; 3 = 2 items yes; 1 = 1 item yes; 0 = no items yes	1
2.5.68	The vendor will supply a list of standard reports available for initial implementation.	M	5 = yes, 0= no	0.2
2.5.69	The portal shall have a simple, clean, professional, modern, and uncluttered page design the follows the mock-ups provided in Bidder documentation.	M	5 = yes, 0= no	0.2
2.5.70	The portal shall be comprised of a consistent set of templates (as illustrated in the documentation package materials) that will be used to capture GOB content and output GOB web pages that meet the GOB design requirements to be provided during the Build phase of the project as required to publish content types including, but not limited to:	M		
	a. Dynamic Content pages		Proponent confirmed Yes or No?	
	b. PDF documents and files		Proponent confirmed Yes or No?	
	c. Dynamic Webforms		Proponent confirmed Yes or No?	
	d. Service Process Templates		Proponent confirmed Yes or No?	
	e. Multimedia		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = ALL items yes, 0 = 1 item no	0.2

2.5.71	All current and future page templates must follow the recommended new design concepts included in the bidder's documentation package of the "Bermuda Government Portal - Design Validation Work Product - Proposed Final 12032015" document.	M	5 = yes, 0= no	0.2
2.5.72	Page templates will be contain page layouts for specific content types as specified in the wireframes Included in the bidder's documentation package.	M	5 = yes, 0= no	0.2
2.5.73	Colors, branding and visual presentation will follow the Bermuda brand standards and style guides.	M	5 = yes, 0= no	0.2
2.5.74	Navigation within the portal should follow the structure identified in the Site Map included in bidder's documentation package.	M	5 = yes, 0= no	0.2
2.5.75	The portal shall provide links to sub sites residing outside the gov.bm domain where required and all links to external sub sites will open in a new window.	M	5 = yes, 0= no	0.2
2.5.76	The portal shall be responsive and adapt the layout of the user's viewing environment by resizing the design to the device being used	M	5 = yes, 0= no	0.2
2.5.77	The Portal must comply with Web Content Accessibility Guidelines (WCAG) 'A' Level and be as accessible as possible to a wide range of users with varying levels of visual ability	M	5 = yes, 0= no	0.2
2.5.78	The portal shall not use frames or MS Silverlight unless required by legacy applications.	M	5 = yes, 0= no	0.2
2.5.79	All page templates will be cross-browser tested to the most recent three versions of the following browsers: IE9+ (IE9, 10 and 11), Safari, Chrome and Firefox	M	5 = yes, 0= no	0.2
2.5.80	All site pages should be available for search engine robots.	M	5 = yes, 0= no	0.2
2.5.81	The user should update the source of an image as the media features and media types of the browser environment change dynamically.	M	5 = yes, 0= no	0.2
2.5.82	The portal must support image selection based on viewport dimensions, screen resolution, and device-pixel-ratio (DPR). Sending the right image for the given dimension and DPR avoids delaying the page load, wasting bandwidth, and potentially reduces the impact on battery life (smaller images are faster to process and display). It can also potentially save users money by not downloading redundant image data.	M	5 = yes, 0= no	0.2
2.5.83	The portal must degrade gracefully on legacy user agents by, for example, relying on HTML's built-in fallback mechanisms and legacy elements.	M	5 = yes, 0= no	0.2
2.5.84	The solution must afford developers the ability to define the breakpoints for images as either minimum values (mobile first) or maximum values (desktop first) to match the media queries used in their design.	M	5 = yes, 0= no	0.2
2.5.85	The solution must use CSS media queries for responsiveness to make it easy to change styles based on the characteristics of the device rendering the content.	M	5 = yes, 0= no	0.2
2.5.86	The solution must afford developers the ability to explicitly define different image versions as opposed to only different resolutions of the same image.	M	5 = yes, 0= no	0.2
2.5.87	The solution must afford developers with the ability to include content that is accessible to assistive technologies.	M	5 = yes, 0= no	0.2
2.5.88	All web content must conform to WCAG 2.0 Level A, other than providing captions on live videos or audio descriptions for pre-recorded videos.	M	5 = yes, 0= no	0.2
2.5.89	The portal must provide captions and text alternatives for images and multimedia.	M	5 = yes, 0= no	0.2
2.5.90	The portal must use strong contrast between text and background.	M	5 = yes, 0= no	0.2
2.5.91	The portal must have the ability to create content that can be presented using assistive technologies (like screen readers) without losing meaning.	M	5 = yes, 0= no	0.2
2.5.92	The portal must use structured content and make it keyboard accessible.	M	5 = yes, 0= no	0.2
2.5.93	The portal must avoid CAPTCHAs and give users enough time to read and use content.	M	5 = yes, 0= no	0.2
2.5.94	The portal must avoid using time limits when asking users to provide a response or information.	M	5 = yes, 0= no	0.2
2.5.95	The portal must have links that state what they lead to so people using screen readers can easily scan the links on the page.	M	5 = yes, 0= no	0.2
2.5.96	The portal must avoid blinking or flashing images.	M	5 = yes, 0= no	0.2
2.5.97	The portal must have tables that are accessible	M	5 = yes, 0= no	0.2
2.5.98	The portal shall not use/display Flash	M	5 = yes, 0= no	0.2
2.5.99	Microsites within the gov.bm domain must conform to the approved architecture and template structure.	M	5 = yes, 0= no	0.2
2.5.100	Websites outside of the gov.bm domain will be linked to but will not be required to conform to the domain requirements but must open in a new window.	M	5 = yes, 0= no	0.2
2.5.101	The solution must contain the capability to easily connect using standard web services.	M	5 = yes, 0= no	0.2
2.5.102	The solution must contain the capability to easily connect to Graphical Information Systems.	R	5 = yes, 3 = planned feature with set release date; 1 = planned feature, no release date set; 0= not capable	1
2.5.103	Experience in developing and building web solutions involving AS400 integrations and communications is preferred.	R	5 = references available; 3 = projects in progress; 0= no experience	1
2.5.104	Experience in developing and building web solutions involving J. D. Edwards Enterprise 1 integrations and communications is preferred.	R	5 = references available; 3 = projects in progress; 0= no experience	1
2.5.105	Embedded applications within gov.bm domain must fit within the proposed template structure and where ever possible adopt the branding and style of the web portal.	M	5 = yes, 0= no	0.2
2.5.106	The Contractor must designate key personnel and their role within the build of the project.	M	5 = yes, 0= no	0.2
2.5.107	The Proponent will specify any additional training they feel necessary for supporting their solution	M	5 = yes, 0= no	0.2
2.5.108	The portal must be able to support 110 concurrent Search users.	M	5 = yes, 0= no	0.2
2.5.109	The portal must index PDF files for discovery purposes.	M	5 = yes, 0= no	0.2
2.5.110	The search filters provide the user with faceted browsing capabilities. The user can enter a search string and access a selection of search filters. The results of the query will be specified based on the selected filters.	M	5 = yes, 0= no	0.2
2.5.111	The portal must have filters to facilitate the search process. Search results should have the ability to be filtered by department, type, topic, audience, and publication date.	M	5 = yes, 0= no	0.2

2.5.112	Unilingual search enables queries and results presentation in the English language only.	M	5 = yes, 0= no	0.2
2.5.113	There must be one unified system for search.	M	5 = yes, 0= no	0.2
2.5.114	The search function will not be case sensitive.	M	5 = yes, 0= no	0.2
2.5.115	The search function must be keyboard accessible	M	5 = yes, 0= no	0.2
2.5.116	The search results will display a link to each result in the list.	M	5 = yes, 0= no	0.2
2.5.117	All content on the portal should be indexed and searchable by the site search engine.	M	5 = yes, 0= no	0.2
2.5.118	All pdfs on the portal should be indexed and searchable by the site search engine.	M	5 = yes, 0= no	0.2
2.5.119	All content should be tagged with appropriate meta data descriptions to increase findability by the search engine	M	5 = yes, 0= no	0.2
2.5.120	Content on the portal with identical tags should be linked together allowing users to search for similar or related content.	M	5 = yes, 0= no	0.2
2.5.121	New eServices will be developed using standard web services unless custom integration is required to connect to back-end systems.	M	5 = yes, 0= no	0.2
2.5.122	Both fillable PDF and dynamic webforms must be supported by the web portal solution	M	5 = yes, 0= no	0.2
2.5.123	**The forms search capability will include:**	M		
	An ability to see all forms (A to Z)		Proponent confirmed Yes or No?	
	An ability to search forms using keywords		Proponent confirmed Yes or No?	
	An ability to filter and sort forms by categories (pdf vs online, department, topic)		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = ALL items yes, 0 = 1 item no**	0.2
2.5.124	Fillable forms will have a save, print and submit button.	M	5 = yes, 0= no	0.2
2.5.125	When a form is submitted, the data will be stored in a database and an email notification option to send to the user must be developed as necessary for new services.	M	5 = yes, 0= no	0.2
2.5.126	The web portal must be constructed to be able to connect to the GoB payment gateway using standard web services.	M	5 = yes, 0= no	0.2
2.5.127	Ability to generate reports on financial transaction including budget codes allocation.	M	5 = yes, 0= no	0.2
2.5.128	Send email confirmation upon completion of transaction.	M	5 = yes, 0= no	0.2
2.5.129	The portal should be able to dynamically display the links to the most viewed content on the site based on popularity. These links should also have the option to be manually overridden by GOB.	M	5 = yes, 0= no	0.2
2.5.130	The portal should be able to dynamically display links to the most popular online services on the site based on popularity. These links should also have the option to be manually overridden by GOB.	M	5 = yes, 0= no	0.2
2.5.131	The portal should be able to dynamically surface links to specific popular content and services based on a specific topic if the user is within a specific topic area on the site.	M	5 = yes, 0= no	0.2
2.5.132	The portal should be able to dynamically surface links to specific popular content and services based on a search by the user that would be targeted to their area of interest.	M	5 = yes, 0= no	0.2
2.5.133	Provide for the future capability to personalization services based on frequent requests.	R	5 = yes, 3 = planned feature with set release date; 1 = planned feature, no release date set; 0= not capable	1
2.5.134	The portal should have the ability to allow the user to send feedback at any time during their visit.	M	5 = yes, 0= no	0.2
2.5.135	The portal should be able to track the page and section that the user is in when they are sending feedback without them having to specify in the form.	M	5 = yes, 0= no	0.2
2.5.136	The portal should allow the user to provide a minimum of information to send feedback. Name/email and other personal identification should be optional.	M	5 = yes, 0= no	0.2
2.5.137	The portal should allow the user to have the option of sending feedback along with being able to request someone to call them directly in response if the user chooses to indicate their phone number and select that option.	R	5 = yes, 3 = planned feature with set release date; 1 = planned feature, no release date set; 0= not capable	1
2.5.138	The portal should allow the user to direct their feedback to a specific department - otherwise they should be a default for submission.	R	5 = yes, 4 = direct to a default department; 3 = planned feature with set release date; 1 = planned feature, no release date set; 0= not capable	1
2.5.139	The portal should allow for free-form entry of text/feedback. This should be the only mandatory field in the feedback form	M	5 = yes, 0= no	0.2
2.5.140	Once feedback is submitted, the portal should allow for the user to return to the area of the site they were within immediately before launching the feedback option	M	5 = yes, 0= no	0.2
2.5.141	The portal should display confirmation to the user once feedback has been submitted to acknowledge that it has been sent.	M	5 = yes, 0= no	0.2
2.5.142	The portal should be able to embed third-party widgets into either the main content area or right column area of content pages as needed	M	5 = yes, 0= no	0.2
2.5.143	Any third-party widgets should not change the pre-determined template design and structure of the portal	M	5 = yes, 0= no	0.2
2.5.144	Any third-party widgets should, if possible, adopt the style/branding of the GOB portal environment.	R	5 = yes, 3 = planned feature with set release date; 1 = planned feature, no release date set; 0= not capable	1
2.5.145	If linking to an external website is only necessary for referring to a third-party widget, that widget should be embedded on the GOB portal to enable the user to stay in the same consistent environment	M	5 = yes, 0= no	0.2
2.5.146	If a third-party widget is embedded into the main content area of the GOB portal, the width of the embedded widget should not exceed the width of the content area of the template	M	5 = yes, 0= no	0.2
2.5.147	If a third-party widget is embedded into the right column area of a content template on the GOB portal, the width of the embedded widget should not exceed the width designated of the right column within the set template.	M	5 = yes, 0= no	0.2
2.5.148	The portal should have a telephone/email directory of all GOB staff. This directory should have the ability to filter by department, name, or location. This directory should have the first name, last name, job title, email address, mailing address, and phone number at a minimum for each staff member.	M	5 = yes, 0= no	0.2

2.5.149	The portal should have a general phone number and email address for each department on each departmental landing page.	M	5 = yes, 0= no	0.2
2.5.150	The portal should have contact information on every content-level (lowest level) page of the portal that directly relates to the information or service being displayed.	M	5 = yes, 0= no	0.2
2.5.151	The portal should have a main navigation link for CONTACT that will be visible on every page of the portal. The contact page will have an online submission form and the ability for the user to select the department to direct their inquiry. This CONTACT page should also have a link to the telephone/email staff directory and a general phone number and email address.	M	5 = yes, 0= no	0.2
2.5.152	The portal should have the general phone number and email address in the footer of every page of the site.	M	5 = yes, 0= no	0.2
2.5.153	Within each departmental section, if a user selects the telephone or email directory, the directory should open with an automatically filtered view of that departmental contact information only.	M	5 = yes, 0= no	0.2
2.5.154	The Directory will be able to integrate with a LDAP.	M	5 = yes, 0= no	1
2.5 Subtotal				
2.6.1	The provided Content Management Solution shall ideally be implemented on an operating platform consistent with the platforms deployed and operated by GOB. The current GOB server environment is VMware hypervisor, blade servers. Current known issues with this environment should be identified by the proponent.	M	5 = yes, 0= no	0.2
2.6.2	The web-content management function may be repatriated to GOB or may be transitioned to a successor services provider when no longer provided by the Contractor.	M	5 = yes, 0= no	1
2.6.3	**The Respondent must set out the organization of the team proposed to address the requirements of the web portal solution. Where the responder proposes to use subcontractors and affiliates, the respondent must identify the legal relationship between the Respondent and the Respondent Team. This requirement can be demonstrated by:**	M		
	Indicating the organization structure of the proposed team and their relationship to GOB resources;		Proponent confirmed Yes or No?	
	Providing a short description of the role of each key resource;		Proponent confirmed Yes or No?	
	Attaching the CVs of each key team member in an appendix to the technical proposal.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = ALL items yes, 0 = 1 item no**	1
2.6.4	**The web CMS solution hosting solution must be available to use within a commercially available cloud / hosted web service offering. Compliance can be demonstrated by:**	R		
	Providing one or more service catalogs that set out the commercially available cloud and/or hosted web services that could form the basis for the GOB solution;		Proponent confirmed Yes or No?	
	The proposed web hosting services must have been publicly available for use in a production environment for at least 18 months prior to the release the RFP.		Proponent confirmed Yes or No?	
	Three (3) reference projects (i.e. 3 for CMS, 3 for Hosting) ideally of a similar nature where the proposed web solution has been deployed and is in use in a production setting must be provided.		Proponent confirmed Yes or No?	
	Providing a service/product roadmap for the upcoming 12 to 18 months.		Proponent confirmed Yes or No?	
	The highest rating is achieved through compliance to the greatest number of criteria listed above.			
	OVERALL: all functions confirmed by proponent?		**5 = 4 items; 4 = 3 items; 3 = 2 items; 1 = 1 items; 0 = no items**	2
2.6.5	The CMS solution must be implemented by April 1, 2016 and ensure that CMS is available for GOB use 24/7. A detailed Project Plan indicating how the solution provider will meet this requirement should be provided.	R	5 = Project Plan and Confirmation provided; 2 = Confirmation Provided; 0= no Project Plan or Confirmation provided	2
2.6.6	The Contractor will provide designated GOB staff with managed access to the web content management solution for the purposes creating, managing, publishing, administering, supporting and evolving GOB web-content.	M	5 = yes, 0= no	1
2.6.7	**The solution selected by GOB will exhibit the following attributes:**	M		
	Browser based application and administrative access;		Proponent confirmed Yes or No?	
	All design, development, testing, deployment and related documentation artefacts will reflect the proposed methodology and deliverables / artefacts and their requirements as necessary.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = ALL items yes, 0 = 1 item no**	1
2.6.8	Respondents should demonstrate that they have sufficient resources to meet the project needs of the GOB Web Portal Solution initiative by identifying the number and location of full time employees (FTEs) employed excluding any contractors or other non-full time employees.	R	5 = full explanation provided; 2 = partial explanation provided; 0= no	2
2.6.9	**The Contractor should demonstrate that it has a documented (i.e. used successfully by the Vendor in previous projects) process and methodology for the planning and implementation of cloud/hosted web services project(s).**	R		
	The Vendor should demonstrate their documented process and methodology by providing sample documents demonstrating the major phases and deliverables in its proven web hosting services implementation approach and the planning documents produced. Documents submitted for evaluation should address the following points:			
	Demonstrating processes and tools as employed to estimate the level of effort, complexity, risk or other critical success factors associated with the planning of the web site effort;		Proponent confirmed Yes or No?	
	Demonstrating processes and tools explicitly targeted at development of "to be" configurations that meet the functional and non-functional production requirements for the cloud/hosted website – i.e. explicit processes to manage and migrate content and integrate client business systems as required to the website.;		Proponent confirmed Yes or No?	
	Demonstrating processes and tools specifically provided for the client management of web operations at the client site; and		Proponent confirmed Yes or No?	
	Demonstrating processes and tools specifically provided for the training and transition of content managing staff and operations staff to the cloud/hosted solution.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		**5 = 4 items yes; 4 = 3 items yes; 3 = 2 items yes; 1 = 1 item yes; 0 = no items yes**	2

2.6.10	Experience in government and public sector projects is preferred.	R		
	The highest rating is achieved through the provision of reference-able public sector projects of a similar nature. (I.e. 2 for Hosting, 2 for CMS & Build if contractor is bidding on both hosting and CMS Build portions)		5 = 2 references; 3 = 1 reference; 0 = no government and public sector references	2
2.6.11	This contracted environment will provide a portfolio of managed services that in concert will address the hosting of the content management and associated platforms and systems required to create, manage and publish GOB content, programs and services to Bermudians through the GOB Web Portal.	M	5 = yes, 0= no	1
2.6.12	The targeted environment should have both staging and production copies of the site.	M	5 = yes, 0= no	1
2.6.13	Work performed should be captured in version control systems and deployed through the build servers to development for internal review and work.	M	5 = yes, 0= no	1
2.6.14	There should be staging environment for client review and eventually production when the portal is launched.	M	5 = yes, 0= no	1
2.6.15	A cut-over and test plan from the current portal environment to the any new hosted solution should be developed by vendors bidding on the provisioning of the solution.	M	5 = yes, 0= no	1
2.6.16	Initial training will also be required for 9 administrative staff in the creation and administration of authorized GOB users and in the creation and use of reporting functions.	M	5 = yes, 0= no	0.2
2.6.17	Training will also be required on an as-required basis for additional GOB users. The highest rating is achieved through the capability to provide a number of training options: onsite, online along with self-service options such as video "how-to" clips; printed/pdfs	R	5 = yes, 0= no	1
2.6.18	The chosen vendor will provide an appropriate development/authoring, test and build environment during the build phase and up to the date of implementation to ensure that the GOB solution is designed, developed, deployed and otherwise made ready within the timeframes established by GOB. Specifically, the GOB Web Portal solution must be operational by February 08, 2016 for internal testing with a live production date of April 01, 2016. The highest rating will be achieving through the evaluation of the provided detailed project plan conforming to this requirement.	R	5 = Project Plan indicting full conformance to requirment; 3 = Project Plan indicating partial compliance; 1 = no project plan provided, compliance indicated; 0 = no project plan or compliance indicated.	1
2.6.19	The GOB will be provided with a content repository and authoring environment for the creation of content for the new web portal until the operational cutover date.	M	5 = yes, 0= no	1
2.6.20	There will be a warranty period of a minimum of 30 days after the April site launch date for the GOB to test and validate that the functionality and integrity of all components to the contracted Statement of Work.	M	5 = yes, 0= no	1
2.6.21	Coordinate the integration and deployment of the GOB solution within GOB including but not limited to integration with the operational systems and organizational departmental units of GOB, the GOB business partners and other stakeholders.	M	5 = yes, 0= no	0.2
2.6.22	The hosting services will warrant that the end product will be a fully functional website platform meeting the performance specifications within this RFP.	M	5 = yes, 0= no	0.2
2.6.23	A Contract for the support for the web portal that will include:	M		
	Support of continuing operations;		Proponent confirmed Yes or No?	
	Break/fix maintenance;		Proponent confirmed Yes or No?	
	Adjustments based on user or departmental feedback.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = ALL items yes, 0 = 1 item no	0.2
2.6.24	A Contract for the support for the web portal enhancements that will include but not be limited to:	R		
	Task-based authorizations for specific work items;		Proponent confirmed Yes or No?	
	Integration to other systems and applications as necessary;		Proponent confirmed Yes or No?	
	Future enhancement projects.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = 3 items; 3 = 2 items; 1 = 1 items; 0 = no items	1
2.6.25	The GOB will have the ability to contract other organizations at its sole discretion as necessary for any enhancement projects.	M	5 = yes, 0= no	1
2.6.26	API library for 3rd party application and web vendors should be published and maintained.	M	5 = yes, 0= no	1
2.6.27	The portal should have the capacity for continuous integration, deployment tests and builds	M	5 = yes, 0= no	1
2.6.28	The portal should have the capacity for tracking issues and responding to bugs, requests, augmentations, version control, collaboration, code review and code management	M	5 = yes, 0= no	3
2.6.29	The portal should keep fully up to date with regular antivirus and anti-spam updates	M	5 = yes, 0= no	1
2.6.30	The portal should be on a network that is secured by up to date firewall systems and monitored by firewall specialists who can identify possible breaches and take immediate action if necessary	M	5 = yes, 0= no	3
2.6.31	If the portal has third party providers for managing corporate data and application code, these systems must conform to privacy and security requirements of the GOB. The principal contractor and any third party provider must be subject to flow through of these requirements including but not restricted to functional specifications, technical specifications, liability and insurability.	M	5 = yes, 0= no	1
2.6.32	The Vendor must identify the physical location of the datacentres or equivalent facilities from which the website services will be provided. Specifically, the Vendor must identify the country and the province/state for:	M		
	The location of the facility that will be the Primary Service Delivery Site(s) for the provision of website services to the GOB;		Proponent confirmed Yes or No?	
	The location of the facility that will be the Secondary Service Delivery Site(s) for the provision of the website; and		Proponent confirmed Yes or No?	
	The location of any facility other than the Primary and Secondary Service Delivery Sites in which GOB data will be stored.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = ALL items yes, 0 = 1 item no	3
2.6.33	The Vendor should provide their corporate Privacy Protection Plan or equivalent privacy policy. Their Privacy Protection Plan should address the following key components:	R		
	Provision for applying the Privacy Protection Plan to subcontractors, contractors and employees;		Proponent confirmed Yes or No?	
	Provision of personal information protection and privacy agreements with subcontractors, agent, employees and contractors;		Proponent confirmed Yes or No?	

	Provisions to ensure that personal information is protected against such risks as loss or theft, as well as unauthorized access, disclosure, transfer, copying, use, modification or disposal;		Proponent confirmed Yes or No?	
	Provisions accommodating GOB sovereignty over the data and information;		Proponent confirmed Yes or No?	
	Maintaining the accuracy, privacy and integrity of Personal Information;		Proponent confirmed Yes or No?	
	Provisions safeguarding Personal Information through its lifecycle;		Proponent confirmed Yes or No?	
	Provision of access controls governing authorized personnel with access to personal information and databases;		Proponent confirmed Yes or No?	
	Provision of detailed audit trails and reports on all access to government information or databases;		Proponent confirmed Yes or No?	
	Provision of records of and proof of any government information destruction;		Proponent confirmed Yes or No?	
	Provision for the contractor, its subcontractors, agents, and employees are prohibited from the accessing, communication, transfer, disclosure, retention, processing and management of Personal Information including without limitation the use of such information to derive benefits for the contractor without the written permission of GOB; and		Proponent confirmed Yes or No?	
	Provision for notification of privacy breaches: provision of notification processes and records associated with any personal information disclosure or breaches throughout the information lifecycle during all stages of planning, development, testing implementation and service.		Proponent confirmed Yes or No?	
	The highest rating is achieved by complying with the greatest number of items of the requirement. This requirement applies to both the hosting of the web portal as well as the CMS/Build.			
	OVERALL: all functions confirmed by proponent?		5 = 11 items confirmed, 4 = 9 items; 3 = 7 items; 2 = 5 items; 1 = 3 items; 0 = no items	1
2.6.34	**The Web Portal solution should be adaptive and scalable to handle variations in intra-day peak volumes as well as annual growth in activity as more departments use the infrastructure. The Portal should initially be configured to handle the following minimum capacities:**	M		
	Concurrent user peak of 500;		Proponent confirmed Yes or No?	
	Annual User contacts of 400,000;		Proponent confirmed Yes or No?	
	The solution must be quick to download pages within the available Bermuda network and mobile infrastructure. Solution providers must indicate how they plan to build and deliver the solution within this context.		Proponent confirmed Yes or No?	
	OVERALL: all functions confirmed by proponent?		5 = ALL items yes, 0 = 1 item no	1
2.6.35	The Web Portal solution should be designed for a minimum availability of 99.1%	M	5 = yes, 0= no	1
2.6.36	The solution must afford developers with the ability to include content that is accessible to assistive technologies.	M	5 = yes, 0= no	0.2
2.6.37	All web content must conform to WCAG 2.0 Level A, other than providing captions on live videos or audio descriptions for pre-recorded videos.	M	5 = yes, 0= no	0.2
2.6.38	The solution must contain the capability to easily connect using standard web services.	M	5 = yes, 0= no	0.2
2.6.39	The hosting solution must contain the capability to easily connect to Graphical Information Systems.	R	5 = Easy integration; 3 = Custom integration; 0 = Not possible	1
2.6.40	Experience in hosting web solutions involving AS400 integrations and communications is preferred.	R	5 = Good experience; 3 = Some experience; 0 = No experience	1
2.6.41	Experience in hosting web solutions involving J. D. Edwards Enterprise 1 integrations and communications is preferred.	R	5 = Good experience; 3 = Some experience; 0 = No experience	1
2.6.42	The Proponent will specify any additional training they feel necessary for supporting their solution	M	5 = yes, 0= no	0.2
2.6.43	The portal must be able to support 110 concurrent Search users.	M	5 = yes, 0= no	0.2
2.6.44	New eServices will be developed using standard web services unless custom integration is required to connect to back-end systems.	M	5 = yes, 0= no	0.2
2.6.45	The hosting solution must be constructed to be able to connect to the GOB payment gateway using standard web services.	M	5 = yes, 0= no	1
2.6.46	The hosting solution must be able to integrate with a standard LDAP.	M	5 = yes, 0= no	1
2.6 Subtotal				

Total 2.5 and 2.6				0.5
2.7	**Experience & Capability:**		**Scoring Notes**	
	Were the bidders referees positive about their experience of working with the contractor/supplier, and would they use them again?		5 = three of three positive referees, 3 = two of three positive referees 0= one positive of three referees	
Total 2.7				0.1
2.8	**Financial Analysis**			
2.81	Tender price (include all costs)		The vendor with the most costly solution scores a 0. The vendor with the least expensive solution scores the highest (X) (X= 10 vendors responded, then X becomes 10)	
2.82	The bidder is in a stable financial position.		Following financial checks, i.e. checking a bank reference, the following scores should be awarded - 5 = all financial checks sound, 3 = minor financial concerns, 1 = major financial concerns, 0 =evidence of severe financial instability	
2.83	The bidder has no outstanding Government debt		Following checks with Social Insurance and Tax Commisioner check the following scores should be awarded - 5 = all financial checks sound, 3 = minor financial concerns, 1 = major financial concerns, 0 = evidence of severe financial instability	
Total 2.8				0.2
2.9	**Social, Environmental & Economic criteria**			
2.91	Percentage of workforce that are Bermudian		Rank among ALL vendor responses. The vendor with the highest number of Bermudians scores the highest (X) and the one with the least scores a 0 (X= 10 vendors responded, then X becomes 10)	
Total 2.9				0.2

Fully weighted scores   **100%**