Government of Bermuda
Cabinet Office
Department of E-Government

Request for Proposals (RFP)
Letter of Invitation

RFP: 2015-DEG-001 June 23, 2015

Dear Bidders

This is a call for Request for Proposals (RFP) for the development of, acquisition of a content management system and hosting for the Bermuda Government Portal (www.gov.bm).

Proposals are invited from contractors who are at minimum capable of building and supporting the CMS for the new Government portal. However, it is our desire to work with a vendor who provides the complete package of a CMS, build and hosting. The hosting of the web portal and its infrastructure must be in an environment that meets the security, privacy and data sovereignty requirements of the Government of Bermuda.

Interested Bidders who wish to bid **MUST** indicate their interest and register to receive access to confidential materials under the previously released Expression of Interest dated June 5, 2015 (available on www.opmp.gov.bm Procurement Notices/Current Procurement Notices). The additional material will assist them in scoping their bid. A Non Disclosure Agreement will be required to be signed and returned **prior** to the dissemination of the confidential materials. The last day to register is July 22, 2015.

You are kindly invited to submit a sealed proposal in accordance with the accompanying documents for the above caption;

To enable you to submit a proposal, please find enclosed:

- Letter of invitation;
- Instructions to Bidders;
- Statement of Requirements, contains a description of requirements for which these services are being sought;
- Financial Proposal Form (Annex 1) to be completed and returned with your proposal;
- Checklist of required documentation (Annex 2);
- Sample Statement of Work (Annex 3);
- Requirements Working Document – CMS Acquisition and Build (Annex 4) to be completed and returned with your proposal;
- Requirements Working Document – Hosting (Annex 5) to be completed and returned with your proposal;

- Section C Technical Proposal Forms with several attachments (Annex 6); to be completed and returned with your proposal
- Section E Certificate of Confirmation of Non Collusion (Annex 7) to be completed and returned with your proposal; and
- Section F Evaluation Matrix (Annex 8)

A Sample Systems Development Agreement will be provided as an Addendum by June 30, 2015 which is a reference sample of the form of contract for services under which the services would be performed.

Your technical proposal can be submitted to the Department of E-Government, 30 Parliament Street, Hamilton HM12, Bermuda no later than August 3, 2015 at 5:00 PM (AST). The outer envelope should be clearly marked with the title "*Technical proposal* for the RFP for developing, acquiring a CMS and Hosting for the Bermuda Government Portal DO NOT OPEN BEFORE 5:00 pm on August 3, 2015".

Your financial proposal should be submitted separately to the Department of E-Government, 30 Parliament Street, Hamilton HM12, Bermuda no later than August 3, 2015 at 5:00 PM (AST). The outer envelope should be clearly marked with the title "*Financial proposal* for the RFP for developing, acquiring a CMS and Hosting for the Bermuda Government Portal DO NOT OPEN BEFORE 5:00 pm on August 3, 2015".

Electronic submissions are also welcomed, and should be sent to timing@gov.bm, with the subject line, "*Technical proposal* for the RFP for developing, acquiring a CMS and Hosting for the Bermuda Government Portal", and must be received no later than 5:00 PM (AST) on August 3, 2015. Additionally, your financial proposal should be sent separately to timing@gov.bm, with the subject line, "*Financial proposal* for the RFP for developing, acquiring a CMS and Hosting for the Bermuda Government Portal", and must be received no later than 5:00 PM (AST) on August 3, 2015.

Queries:

Any queries must be ***in writing*** and directed to Nancy Booth, by e-mail at nebooth@gov.bm. The last date on which questions will be received is no later than 5:00 PM (AST) on July 6, 2015. Answers will be disseminated in addendum format for all Bidders to see on the www.opmp.gov.bm website under Procurement Notices by end of day July 13, 2015.

This letter is not to be construed in any way as an offer to contract with your firm.

We look forward to receiving your proposal and thank you in advance for your interest in Government procurement opportunities.

Yours Sincerely

Martin J. Walsh
Acting Director, Department of E-Government

Executive Summary

SPECIAL NOTE: This RFP is only open to Bidders who have previously registered under the Expression of Interest (EOI) dated June 5, 2015 (available on www.opmp.gov.bm Procurement Notices/Current Procurement Notices) and who have signed a non disclosure agreement to receive additional confidential materials to assist in scoping the bid. The closing date of the EOI is July 22, 2015 at 5:00 PM (AST).

Geography and Climate:
Bermuda is a British overseas territory that is an island in the Atlantic Ocean and sits approximately 1030 km (640 miles) east of Cape Hatteras, North Carolina. The archipelago is made up of approximately 138 islands, with a total area of 71.7 km^2 (27.7 sq mi) and is located in the subtropics. Given that Bermuda is in the subtropics, the average temperature is 71.62 degrees Fahrenheit.

Population:
Bermuda's midyear population in 2010 was 64,129. The median age was 41 in 2010 and is projected to rise to 46 in the year 2020. The 31-44 year old age bracket will increase slightly from 40% to 41% and the seniors (65+) will climb from 14% in 2010 to 20% in 2020. All other age brackets are projected to decrease by 2020.
The sex distribution in 2010 is 92.4 male for every 100 women. This ratio is expected to change to 91.5 for every 100 women to 2020. Bermuda's population demographic will change to reflect a population decline and a shift in age structure.

Economy:
Bermuda's tourism is the largest contributor to the economy after International Business. The United States is Bermuda's largest tourist market.

Project Background:
The Bermuda Government is implementing several initiatives, one of which is the digitization of government services. To this end, the portal becomes an important component to the success of this initiative.

The Department of E-Government has a functioning portal (www.gov.bm) that requires renewal within the context of the digitization of government initiatives currently underway. To this objective a number of projects have already defined much of the design and information architecture as well as the look and feel of the renewed portal. The associated documents will be available to registered Bidders under the EOI who agree to a Non-Disclosure Agreement to protect the copyright and intellectual property of the information.

Within the context of the new portal requirements is a desire to rapidly build and implement this renewed portal with a new Content Management System (CMS) that can be cost effectively supported and maintained for a period of 5 (five) years as a managed service within a cloud, hosted or hybrid infrastructure. This RFP is directed to established companies wishing to bid on one or both of the following 2 options:

1. The provision of a new CMS and building of the renewed Government of Bermuda portal;
2. The hosting of the operational infrastructure

There is a strong desire for both requirements to be provided by the selected Bidder and proposals that meet both options is preferred if a competitive and cost effective bid is received.

Future Vision of the Portal:

The Government of Bermuda (the Government) has a high priority to provide high value services to citizens and businesses on the Island.

The Portal represents a significant shift by the Government towards a citizen-centric approach to the delivery of online content and services. This places an emphasis on providing significant value to its citizens and businesses, and the content or services provided may span multiple Government departments.

The Government understands the value of having a strong and sustainable online presence that will serve the Island for years to come. As the Island grows in terms of innovation and technology, so should the Portal in order to meet the needs of Bermuda and provide a means to engage with one another, share resources, and provide high-value services as efficiently as possible.

The Government is committed to the enhancement of its use of the Portal to improve delivery of services to the community. A simple vision statement is proposed that reflects the practical nature and desire of Bermudians for a useful, informative and cost-effective online presence that users can access from any internet-enabled device.

The Portal (gov.bm) is the primary online platform for connecting residents and businesses to information and services that are accessible and device independent, enabling the Government of Bermuda to provide outstanding customer service and increased operational efficiency at a lower ongoing cost.

The vision suggests the creation of a true online service channel that will provide accurate information about Bermuda, and allow people to perform services online within a flexible and accessible environment. It also reflects the importance of being a focal point for information and resources to increase efficiency and satisfaction with residents and businesses.

The Vision Statement will be realised through the following three Strategic Customer-facing Achievements:

#1: The Portal must become a trusted source for accurate information and available services

Residents and business want access to information and services that will assist them in meeting their needs online. To be a trusted top of mind Portal, there is a need to improve service delivery through accurate, up-to-date content and consistent processes.

#2: The Portal must become a convenient web and mobile self-service channel.

The Portal must be built to be flexible and allow for the use of mobile devices.

#3: The Portal must encourage engagement by promoting information sharing and connection with citizens and business.
The Portal will provide users with an online location for two-way communications.

Five Strategic Operational Achievements:

#1: The Portal must allow for departments to maintain, update and expand content and services both efficiently and effectively.
The Government needs to provide departments with the ability to easily update their own content and create new online service offerings.

#2: The Portal must allow for administrators to gather statistics and metrics to quantify performance.
The Portal Administrators need to be able to analyze data to determine trends, evaluate performance, and analyze the effects of certain decisions and events in order to enable continuous service improvements.

#3: The Portal must streamline and automate data entry to relevant databases.
The Portal will allow for the elimination of multiple data entries through seamless integration and automated passage of any entered data through back-end applications.

#4: The Portal must allow for consistent and effective online service delivery.
The Portal will project one simple, intuitive and standard face for service transactions.

#5: The Portal must be transparent to promote accountability and provide information to residents and businesses.
The Portal needs to achieve greater transparency envisioned by the Public Access To Information Act 2010 with minimal costs through efficient use.

Background and Work to Date:

In late 2013 the Government of Bermuda procured the assistance of Partho Technologies Inc. for 'Consulting Services to Develop Functional Requirements Bermuda Government'. Under this engagement, work to date has included:

- Jurisdictional best and leading practices review to identify successful web trends and innovation of potential high value for incorporation into the design and build of the new portal;
- Extensive internal and external stakeholder consultation to determine important best/leading practices, aspects, experience characteristics, and high value items that would engage users;
- The development of an Information Architecture and associated wireframe templates defining the build structure of the new web portal;
- The development and validation with key stakeholders of a visual design that defines the build "look and feel" for the new portal.

The following outlines the RFP process and associated dates.

Sequence of Events:

DATE:	TIME:	ACTIVITY:
Friday, June 5, 2015		Expression of Interest published on www.opmp.gov.bm (Procurement Notices/Current Procurement Notices)
Monday, June 8, 2015		Registration for Bidders begins
Monday June 8, 2015 to July 22, 2015		Bidders MUST register and MUST return Non disclosure agreement to obtain additional confidential documentation
Tuesday, June 23, 2015	12:00 noon (AST)	Request for Proposal Published on www.opmp.gov.bm (Procurement Notices/Current Procurement Notices)
Tuesday, June 23, 2015	9:00 AM (AST)	Begin release of confidential materials to registered Bidders along with the executed Non Disclosure agreement
Tuesday, June 30, 2015	5:00 PM	Addendum Sample Systems Development Agreement uploaded on www.opmp.gov.bm (Procurement Notices/Current Procurement Notices)
Monday July 6, 2015	5:00 PM (AST)	Bidder's Questions Due
Monday, July 13, 2015	5:00 PM (AST)	Publish Bidders Questions and Answers on www.opmp.gov.bm (Procurement Notices/Current Procurement Notices)
Wednesday, July 22, 2015	5:00 PM (AST)	Cutoff date for Bidders to register for confidential materials under the Expression of Interest published on www.opmp.gov.bm (Procurement Notices/Current Procurement Notices)
Friday, July 24, 2015	5:00 PM (AST)	Last day on which confidential materials are released to Bidder's
Monday, August 3, 2015	5:00 PM (AST)	Bidder's Responses Due
Monday, August 17, 2015	5:00 PM (AST)	Selection of shortlisted Bidders
Monday, August 31, 2015 to Wednesday September 2, 2015		Oral Presentation(s)/ and /or product demonstrations by finalist(s). The exact times and dates slots will be communicated to finalist(s) in due time.
Tuesday, September 8, 2015		Selection of Finalist(s)
Thursday, September 10, 2015	12:00 noon (AST)	Items for Finalist(s) for BAFO submission sent to Finalist(s)
Tuesday, September 15, 2015	12:00 noon (AST)	Best and Final Offer (BAFO) Submission due from Finalist(s)
Wednesday, September 16, 2015	5:00 PM (AST)	Successful Bidder informed
TBA		Develop Contract and Project Agreement

Department Contact Information:
Tina Ming
Department of E-Government, 30 Parliament Street, Hamilton Bermuda HM12
timing@gov.bm

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1 SECTION A – INSTRUCTIONS TO BIDDERS

GENERAL CONDITIONS AND REQUIREMENT

PUBLIC ACCESS TO INFORMATION:

Any information collected or used by or on behalf of the Government of Bermuda under this solicitation document is subject to the Public Access to Information Act 2010 ("Act"). The information belongs to a class of information that might be made available to the general public unless it is contained in a record that is exempt from disclosure under the Act. Any questions regarding the collection, use, or disclosure of the information should be directed to the public authority that issued this solicitation document.

The Government of Bermuda is not obliged to award orders or contracts to companies based on the information received.

Submission Due Date

i. Proposals must be received no later than 5:00 p.m. Atlantic Standard Time (AST), on August 3, 2015.

ii. All submissions become the property of the Government of Bermuda and will not be returned. All conditions contained in the RFP are considered accepted by the Bidder in any information submitted.

iii. Proposals received after the stated deadline will be considered as 'NO BID' and 'VOID'. The time stamp for proposals submitted electronically will be that of the Information Technology Office (ITO) mail server. It is the Bidder's responsibility to allow enough time for electronic transmission and delivery, especially in the case of large files.

iv. **Late proposals "WILL NOT BE CONSIDERED**". The deadline is absolute and proposals received after the due date and time shall be rejected. Bidders must select a method of delivery that ensures proposals will be delivered to the correct location by the due date and time.

v. Proposals may be delivered in person, mailed or emailed to the Department of E-Government. Any proposal which is mailed but does not reach the Department of E-Government by the date and time set forth above will not be accepted, regardless of post mark.

Submission Delivery

i. Bidders must submit at least one signed printed copy or one signed electronic copy of their proposal. The pricing proposal shall be submitted on the Financial Proposal form (Annex 1).

ii. All submissions must be in Microsoft Word (or pdf); and at least one signed, printed copy must be included, or with one signed electronic copy on in Word, .pdf or other common format.

iii. Sealed proposals must be delivered to the Department of E-Government Reception at the address listed below no later than 5:00 pm on August 3, 2015.

The mailing address for proposals is:
Department of E-Government, 30 Parliament Street, Hamilton, Bermuda HM12
Attn: Tina Ming

Mailed, delivered or electronic sealed proposals envelopes/packages must be clearly marked on the outside with the following description:
"*Technical proposal* for the RFP for developing, acquiring a CMS and Hosting for the Bermuda Government Portal DO NOT OPEN BEFORE 5:00 pm on August 3, 2015" and a separate envelope clearly marked with the title "*Financial proposal* for the RFP for developing, acquiring a CMS and Hosting for the Bermuda Government Portal DO NOT OPEN BEFORE 5:00 pm on August 3, 2015".

Pre-submission information

Only prospective Bidders who are pre-registered, and have executed a non disclosure agreement under the EOI will be provided with confidential documentation and the opportunity to submit inquiries to the Department of E-Government as described below. The Department of E-Government is responsible for managing the Request for Proposal (RFP) process.

Bidder Responsibility & Questions

It is the Bidder's responsibility to ensure its complete understanding of the requirements and instructions set out in this RFP. In the event that clarification is required, Bidders should submit questions via e-mail to nebooth@gov.bm.

We ask that you clearly state in the subject line "Questions regarding the RFP for developing, acquiring a CMS and Hosting for the Bermuda Government Portal". The deadline for questions is 5:00pm Atlantic Standard Time (AST), on July 6, 2015.

The questions will be answered by the Department of E-Government no later than 5:00pm Atlantic Standard Time (AST), on July 13, 2015. Questions and answers will be posted (without identifying the source) on the www.opmp.gov.bm website under Procurement Notices.

Bid Validity

Proposal shall remain valid and open for a period of ninety (90) calendar days after the date of the deadline proposal submission.

Cost of Proposal

The Bidder shall bear all costs associated with the preparation and submission of their proposal and the Cabinet Office and the Department of E-Government will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Evaluation Process

The proposal submitted to the Department of E-Government will be evaluated in a four-stage process with the first and second stage resulting in a short list of potential Bidders utilizing the enclosed Evaluation Matrix. (Section F and Annex 8)

The first stage is a qualitative evaluation of each proposal by the evaluation panel members followed by moderation and consolidation resulting in a short list of potential Bidders.

- **Proposal Responsiveness (Pass/Fail):**
  Required documentation: Proposals will be reviewed to determine if all required documentation was included with proposal submittal as described.
  Proposals that fail to contain the required documents with their cost proposals will be disqualified from further consideration. (See Checklist of Required Documentation Annex 2)

- **Proposal Review and Evaluation (Phase 1 and Phase 2)**
  The technical proposals will be evaluated against the general criteria and weighted scores will be applied as described in the Evaluation Matrix.
  The Department may seek written clarification from any or all Bidders in order to better understand and evaluate the proposed solution. This process may not be used as an opportunity to submit missing documentation or to make substantive revisions to the original proposal.

  Once the technical proposals are reviewed and scored, the financial proposals of will be reviewed and weighted scores will be applied as described in the Evaluation Matrix.

  Subsequently, client references will be contacted for the short listed Bidders and financial checks will be completed.

- **Presentations/Oral Interviews (Phase 3)**

  Finalists (proposals determined to have scored in the competitive range) will be invited to present oral presentations for the purpose of introducing key members of the evaluation team, and allowing the Department to fully understand the Bidder's ability to meet the evaluation criteria. Oral presentations will not be scored separately. Instead the Department may modify proposal scores (on the Evaluation Matrix) and resulting rankings based on the oral presentation.

  The primary contact identified in the proposal must be the lead presenter in the oral presentation.

- **Post Presentation Best and Final Offer (Phase 4)**

  The Department of E-Government reserves the right to enter into negotiations with bidders to modify the whole or any part of their proposal in order to satisfy the Bermuda Government's requirements. The negotiations will be based on the requirements and evaluation criteria set out in this RFP. After negotiations are complete, bidders will be given the opportunity to submit their best and final offer

(BAFO), which will not be subject to negotiation. Each BAFO will be evaluated in the same manner as the initial proposal using the evaluation criteria set out in this RFP.

Evaluation Criteria

The proposal will be evaluated under the following high level criteria headings and weightings as noted in the scoring matrix (Annex 8).

A) CMS Acquisition and Build Requirements

B) Hosting Requirements (Total of 50% section A and section B inclusive)
Both Mandatory and Rated items will form part of the technical score portion of the overall score card for each Bidder.

C) Experience & Capability (10%)
Short listed Bidders references will be contacted and interviewed

D) Financial Analysis (20%)
Financial checks will be performed on the shortlisted Bidders with the Office of the Tax Commissioner, the Department of Social Insurance and the Accountant General's Department to ensure the Bidder is not delinquent in their accounts.

The Bidder's financial strength and stability will be checked via bank references.

After the technical proposals are reviewed, all Bidders' financial proposals will be given special evaluation and will be scored in accordance with the criteria outlined.

E) Social, Environmental and Economic criteria (20%)
Percentage of workforce that are Bermudian and/or BEDC registered

Selection Process:

a. The review and evaluation of responses to the RFP will be performed by the Department of E-Government, Department of Communication, the Information Technology Office and their designees (the "Team").
b. The Team will review the Proposals received in response to this RFP, and select a maximum of three shortlisted (3) Bidders to interview.
c. Shortlisted Bidder (s) client references will be contacted and financial checks will be completed.
d. Shortlisted Bidders will be interviewed by the Team. If selected for an interview, shortlisted Bidders will be contacted to schedule a time and location for the interview. Interviews may be on-site at the Department of E-Government offices, via a web-meeting, or by teleconference.
e. Shortlisted Finalist(s) will be contacted as per the Sequence of Events or as soon as possible to enter into a phase for "Best and Final Offer".
f. Shortlisted Finalist(s) may be asked to submit revisions to their proposals for the purpose of obtaining best and final offers on the date described in Sequence of Events or as soon as possible. Best and final offers may be clarified and amended within project work plans submitted on or before the date described.

g. After receipt of the "Best and Final Offer", Shortlisted finalist(s) will be re-scored using the scoring matrix and the successful bidder will be chosen.

Acceptance and Authority to cancel this RFP

The Department of E-Government will not be obliged to accept the lowest price or any of the proposals submitted. Each Bidder acknowledges and agrees that the Department of E-Government will have no liability or obligation to any Bidder, except to the party, if any, awarded a contract by the Department of E-Government in its sole discretion and the Department of E-Government shall be fully and forever released and discharged of all liability and obligation in connection with this Request for Proposal (RFP). The Department of E-Government reserves the right to cancel this RFP without any obligation or reimbursement to Bidders.

Amendments

At any time prior to the close of the RFP, the Department of E-Government may alter, amend, delete or add to, in whole or in part, any terms or provisions of this RFP. The Department of E-Government may modify, amend or revise any provision of this RFP or issue an addendum at any time. Any such modification or amendment, revision or addenda will be distributed on the procurement notice web site: www.opmp.gov.bm under procurement notices. It is the responsibility of the potential vendors to monitor this site for additional information.

Bidder Submission Requirements

Each Proposal submitted must include the following in order to be accepted by the Department of E-Government:

Proposal: The information outlined below is the minimum submittal requirement. Bidders may supply additional information if desired. The Proposal, at a minimum, shall consist of:

1. **Executive Summary:**
   Each Proposal shall include an introduction to the Bidder's company and an overview of the Bidder's response to the RFP. The executive summary should include an outline of services offered by the company, a company history, the number of current employees with the company, and any other information about the Bidder that may help the Department of E-Government better understand the company's capabilities.

   Bidder Background:

   Bidders should provide answers to the following for **each** company in the partnership (if this proposal is suggesting that the complete provisioning of the requirements in the RFP will be met by multiple companies).

   1. How long has your company been in existence?
   2. Does your company owe outstanding taxes to the Bermuda Government?
   3. Does your company have any pending litigations?
   4. How many clients does your company currently service?

5. Does your company have experience working with Government entities?
6. Describe your company's proposed Service Level Agreement – Build and Hosting
7. Describe the process for providing status information and problem resolution timeframes – Build and Hosting
8. Describe your company's proposed service level agreement structure– Build and Hosting
9. What is the physical location of the hosting service and over which geographies is the data transmitted?

2. **Description of Services:**
   Each Proposal must include a description of the Services offered by the Bidder.

3. **Financial Proposal/Pricing and Signature Sheet:**
   Each Proposal must include a completed Financial Proposal Form (Annex 1) as provided with authorized signature. Pricing should include all recurring and non-recurring costs that the Department of E-Government will incur over the term of the Contract with the Bidder, including startup costs, installation fees, telecommunication costs, labor, travel, overtime, supplies, shipping, fees, services and any other expense as may be required or necessary to successfully provide the needed services.

4. **Technical Proposal Forms:**
   Each Proposal must include a completed Technical Proposal Form (Section C). This section is also provided as an Annex (6) for ease of completion.

5. **References:**
   Each Proposal must include three references. Each reference shall include the name of the organization and the name, title and telephone number of a contact person within the organization as well as the URL of the site developed. The reference information is to be provided on the reference sheet in Section C /Annex 6.

6. **Proposal Exceptions:** Exceptions that a Bidder may have to any of the requirements found in this RFP must be fully explained and outlined in the Bidder's submitted response to the RFP in a separate section under the heading "Proposal Exceptions".

7. **Assumptions:** The Bidder shall list any assumptions made in formulating this RFP in a separate section under the heading "Assumptions". Any questions about the specifications of this RFP should be addressed during the Bidder question period ending July 6, 2015 through the contact nebooth@gov.bm prior to submitting an RFP response.

8. **Additional Information:** Additional information not specifically required as a part of the RFP may be provided in a separate section under the heading "Additional Information".

9. **Work Plan**
   In this section you should propose:

- the main activities of the assignment, their content and duration
- phasing and interrelations of the main activities
- milestones - including interim approvals by the Client and delivery dates of the documentation

The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the scope of work and ability to translate them into a feasible working plan.

A list of the final documents, including technical reports, drawings, and tables to be delivered as final output, should be included here.

The work plan should be consistent with the Work Schedule.

10. **Organization and Staffing**

In this section, you should propose the structure and composition of your team. You should list the main disciplines of the assignment, the key expert responsible, and the tasks to be addressed by each team member and proposed technical and support staff. Please provide CVs for the key staff positions you are proposing for this project. (Section C/Annex 6)

11. **Agreement to Specifications**

By submitting a Proposal, Respondent agrees to the specifications presented in this RFP except as noted in respondent's Proposal Exceptions. The Contract between the Department of E-Government and the selected Bidder will include and fully incorporate this RFP and the selected Bidder's response.

12. **Award of Contract**

1.12.1 Award Criteria

The Department of E-Government will award the Contract to the Bidder whose proposal has been determined to be substantially responsive to the RFP documents and who, in the opinion of the Department of E-Government, has offered the best proposal taking into consideration the price, the Bidder's capability and available resources to carry out the Contract effectively and the Bidder's schedule. This may not be the lowest proposal received.

1.12.2 Right to accept any proposal and to reject any or all proposals

a) The Department of E-Government does not bind themselves to accept the lowest or any Proposal and reserves the right to reject any proposal and to annul the bidding process and reject all Proposals, at any time prior to Award of Contract, without thereby incurring any liability to the affected Bidder, or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for the Department of E-Government's action.

b) The Department of E-Government may declare the Bidding process void when it is evident that there is a lack of competition or there has been collusion. All Proposals may be rejected if substantially higher than the budget.

c) Any Contractual agreement(s) resulting from this RFP will be finalized with the most advantageous Bidder(s) as per schedule Sequence of Events or as soon

thereafter as possible. The dates are subject to change at the discretion of the Government of Bermuda. In the event mutually agreeable terms cannot be reached with the apparent most advantageous Bidder in the time specified, the Government of Bermuda reserves the right to finalize a contract with the next most advantageous bidder(s) without undertaking a new procurement process.

1.12.3 References

Before awarding any contract, the Department of E-Government reserves the right to require the Bidder to submit such evidence of qualifications as it may deem appropriate. This evidence may be concerning financial, technical and other qualifications as well as the relevant experience and skills of the Bidder. At least three written references from product end users are required prior to the offer being made.

1.12.4 Notification of Award

a) Prior to the expiration of the period of Bid Validity prescribed by the Department of E-Government, the Department of E-Government will notify the successful Bidder by email or facsimile confirmed in writing by registered letter that their proposal has been accepted and the written contract document will be forthcoming.

b) The Department of E-Government will promptly notify the unsuccessful Bidders once the contract has been signed by the successful contractor.

c) Upon awarding and acceptance of a contract for goods or services, a Government of Bermuda Purchase Order will be issued as a guarantee to pay. Payments will be authorized on invoices 30 days after receipt of the contracted goods or services. All responses must include any proposed variations to these standard payment terms for discussion and negotiation.

d) Registration should be concurrent with the commencement of business activities and the consultant will be provided with instruction to complete the relevant returns. The Contracting department must advise the consultant of the requirement to register whether they are Bermuda Resident or not.

The consultant is required to register with the following:

1. Tax Commissioner as required by Payroll Tax Act 1995
2. Social Insurance as required by the Contributory Pension Act 1970
3. Consultants are responsible for their own health insurance

13. **Agreement**

The Department of E-Government will negotiate an Agreement with the selected Bidder and will require that the agreement be in substantially the form set out in Addendum 1 (to be published on June 30, 2015 at www.opmp.gov.bm (Procurement Notices/Current Procurement Notices), Sample Systems Development Agreement. If an Agreement cannot be successfully negotiated between the Department of E-Government and the selected Bidder within a reasonable time as determined by the

Department of E-Government, the Department of E-Government may attempt to negotiate an Agreement with an alternate qualified Bidder.

14. **Contract Language, Terms and Conditions**

The successful Bidder shall review the Sample Systems Development Agreement in Addendum 1 as a precondition to contract execution. The selected Bidder and the Department of E-Government will work together to develop the payments section of the Agreement. All other Contract language must be substantially as shown in the Agreement Template in Addendum 1 of this RFP.

Bidders are encouraged to document any additional necessary terms and conditions by including appropriate explanation in the “Proposal Exceptions” section of their response. There will be no opportunity to include such additional necessary terms and conditions into the Agreement if not so documented.

15. **Negotiations**

The Department of E-Government reserves the right to enter into Best and Final Offer (BAFO) negotiations with the successful short listed Bidder(s) after the presentations. The Department of E-Government may enter into discussions and/or negotiations on similar or other terms or offer any modified terms with any short listed finalist(s) prior to entering into a binding contract. The Department of E-Government shall incur no liability to any Bidder as a result of these discussions, negotiations or modifications.

2 SECTION B – STATEMENT OF REQUIREMENTS

2.1 Project Assumptions and Constraints:

The requirements anticipate new privacy legislation currently being drafted by the Government of Bermuda that may impact the ultimate hosting solution to be proposed as well as restrict the flow of confidential information during the build phases of the new portal. Please provide multiple geographical hosting location options in your proposal.

2.2 Integration and Future Phases:

The renewed web portal will naturally evolve in a number of phases in order to establish a mature self-service channel. Although the initial build is focused on providing a solid platform for citizen, business and visitor information, the Government wishes to thereafter provide for a number of services centered on payments, reporting, making requests and registrations. These enhancements will require a number of integrations to legacy systems as well as require the development of new web services based on standard web service protocols and toolsets.
Legacy systems important to this direction would ideally require the ability to provide expertise in the following areas:

- AS400 systems;
- JD Edwards Enterprise 1 integration;
- Integration with First Data Payment Gateways

Future phases will involve the Build of eServices and the successful Bidder will be eligible to undertake these initiatives through Task Authorizations if qualified. Bidders should address this in their response as any value-added capabilities when appropriate or in a section referenced under this Section Number.

Bidders are encouraged to also indicate which value-added services or factors that they are willing to provide or include without affecting the core cost proposal that they are submitting.

2.3 Requirements:

The requirements are separated in two sets. Please ensure you review **all** of the requirements. For ease of your submission, please also see Annex 4 (CMS Acquisition and Build Requirements) and Annex 5 (Hosting Requirements). Bidders are required to note whether they can or cannot meet the requirement, acknowledge that they have understood the requirement and provide a reference to the description location within their written response for each requirement which is indicated in the working documents within Annex 4 and 6.

Bidders may choose to bid on only one or both sets of requirements (i.e. 2.5 – CMS Acquisition and Build; 2.6 Hosting). Some of the items are duplicated within the requirements. Bidders should duplicate the same response, if appropriate, within each set or refer to their combined response within their proposal.

2.4 Rating Key:

Mandatory items within the Statement of Requirements relate to critical components that must be contractually accepted by the Bidder or characteristics that represent the minimum set of requirements for the project. Bidders are encouraged to ask questions of clarification for any items that risk their compliance to the requirement itself.

Rated items relate to requirements that may vary from vendor to vendor and solution to solution that will help the GOB to determine the most preferred vendor(s) to enter into negotiations for the provision of the Web Portal Hosting and CMS/Build. These items will be scored against a scale for each requirement. For the rated items, an indication of how the Bidder can achieve the highest rating is provided.

Please refer to the Evaluation Matrix (Annex 8) for further details. Bidders are required to note whether they can or cannot meet the requirement, acknowledge that they have understood the requirement and provide a reference to the description location within their written response for each requirement which is indicated in the working documents within Annex 4 and 6.

2.5 CMS Acquisition and Build Requirements/ Annex 4

Requirement #	CMS Acquisition and Build Requirements	Mandatory=M Rated=R
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. The highest rating is achieved by demonstrating the hosting solution is highly compatible with this environment.	R
2.5.2	The web-content management function may be repatriated to Government of Bermuda (GOB) or may be transitioned to a successor services provider when no longer provided by the Contractor.	M
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; • Providing a short description of the role of each key resource; • Attaching the CVs of each key team member in an appendix to the technical proposal.	M

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; • 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. • Three (3) reference projects (i.e. 3 for CMS) ideally of a similar nature where the proposed web solution has been deployed and is in use in a production setting must be provided. • Describing the characteristics of the existing community of interest where Open Source or "shareware" is available. • Providing a service/product roadmap for the upcoming 12 to 18 months. The highest rating is achieved through compliance to the greatest number of criteria listed above.	R
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. The highest rating is achieved by providing a comprehensive plan detailing how this requirement will be met.	R
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
2.5.7	The Contractor will provide designated GOB staff with managed access to the web content management solution for the purposes creating, managing,	M

	publishing, administering, supporting and evolving GOB web-content.	
2.5.8	The solution selected by GOB will exhibit the following attributes: • Browser based application and administrative access; • All design, development, testing, deployment and related documentation artifacts will reflect the proposed methodology and deliverables / artifacts and their requirements as necessary.	M
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. 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.	R
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). 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; • 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.; • Demonstrating processes and tools specifically	R

	provided for the client management of web operations at the client site; and • Demonstrating processes and tools specifically provided for the training and transition of content managing staff and operations staff to the cloud/hosted solution. The highest rating is achieved through the demonstration of the items above.	
2.5.11	Experience in government and public sector projects is preferred. 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)	R
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
2.5.13	The targeted environment should have both staging and production copies of the site.	M
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
2.5.15	There should be staging environment for client review and eventually production when the portal is launched.	M
2.5.16	The CMS should provide and deliver the following Content Manager Related Roles and Responsibility functions: • Create user(s) • Create Role(s) • Assign permissions to user and role • Change permissions to user and role • Remove user or role • Reassign a task or a job to another user • Ability to search content or metadata • Ability to roll back • Ability to create a work area for development of new content • Provide bypass mechanism for the workflow rules to be available by authorized personnel in exceptional circumstances.	M

	• Ability for an administrator to change the reviewers after the reviewers have been identified; • Have LDAP integration capabilities.	
2.5.17	Support on a selectable basis British English, Canadian English and US English dictionaries, thesaurus, spell checker and grammar checker.	M
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
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
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
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
2.5.22	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
2.5.23	Demonstrate how the proposed CMS provides and delivers web content management functions including but not limited to: • Content Authoring processes; • Content Approval processes; • Content Publishing processes; • Content Disposition (Delete/Archive) processes; • Content Management Reporting; • Content Manager related roles and responsibility functions.	M
2.5.24	The CMS authoring processes associated with the Content Authoring workflow should include not be limited to the following content authoring processes: • Ability to author content including ability to create and edit content; • Ability to create, edit and manage templates as may	R

	be required to capture and manage content; • Ability to author, directly in a data capture template or cut and paste content into the template; • Ability to add associated metadata for the content; • Ability to import/migrate content into the CMS; • WYSIWYG editor; • Ability to preview what the web page will look like and print it; • Provide the ability to add GOB specific online help; • Provide link management (insert hyperlinks); • Ability for new content records to automatically inherit metadata from their parent records; • Automated creation of "breadcrumbs"; • 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; • Ability to track and report on all changes by user identification; The highest rating is achieved by complying with the greatest number of items of the requirement.	
2.5.25	The CMS approval processes associated with the Content Approval workflow should include not be limited to the following content approval processes: • Ability to route content records to one or more people for approval. • Ability to track approvals by user identification. • Ability for an administrator to change the approvers after they have been identified. The highest rating is achieved by complying with the greatest number of items of the requirement.	R
2.5.26	The CMS publishing processes associated with the Content Publishing workflow should include not be limited to the following content publishing processes: • 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); • Provide ability to print content (i.e. print web page, print raw content from content store); • Ability to export content into a format that can be opened in MS Word; • Provide a Built in "link checker".	R

	The highest rating is achieved by complying with the greatest number of items of the requirement.	
2.5.27	The CMS should provide and deliver the following Content Disposition (Delete/Archive) processes: • Ability to archive content, including associated metadata; • 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); • Ability to create list of pending archive activities (e.g. identify list of content that will be archived at next archiving cycle). The highest rating is achieved by complying with the greatest number of items of the requirement.	R
2.5.28	The CMS should provide and deliver the following Content Management Reporting: • Ability to run a report on a job(s); • Ability to report on metadata usage within the CMS; • Ability to report on user roles; • Ability to report to monitor and report on workflow, i.e. stage, progress, duration etc. • Ability to report on content records; • Ability to report on broken links; • Provide a work-in progress feature/report. The highest rating is achieved by complying with the greatest number of items of the requirement.	R
2.5.29	The CMS should provide and deliver the following Auditing and reporting materials: • An audit log of events including records of changes and the user that made the change. • Ability to generate an audit report based on extracts from the audit log (e.g. changes by user or by time period). The highest rating is achieved by complying with the greatest number of items of the requirement.	R
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	M

	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.	
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: 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. 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. 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.	M
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. The highest rating is achieved by complying with the greatest number of items of the requirement.	R
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
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. The highest rating is achieved by proposing a CMS that complies with this requirement.	R
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: • 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 • The ability to flag a News item to appear on the Home Page of the portal • The ability to flag a News item to appear on a main Topic Page of the portal • The ability to add a large photo or video to each	M

	news item posted • The ability to categorize News items into one or more topic or subtopic areas • The ability to show a set number of news items on the main Newsroom page with the ability to display more if selected • 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 • The ability to have news article automatically archive within a specified time period as stated within the Content & Publishing Guide.	
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
2.5.37	The content structure on the portal should have a high-level hierarchal structure as per the approved information architecture	M
2.5.38	Error messages must highlight the error by both words and color change.	M
2.5.39	All PDF content should have an icon identifier to indicate that it is a PDF file.	M
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
2.5.41	Each piece of content should have one defined owner.	M
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: • A hierarchical structure of topics and subtopics where content will be referenced; • A departmental taxonomy where all content will live. The content can then be referenced in other taxonomies within the site structure; • A fluid structure (not static) in order that it can be added to in the future; • 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; • A broad list of keywords for topic and subtopic definitions.	M
2.5.43	GOB will be able to assign content to one or more	R

	taxonomies The highest rating is achieved by proposing a CMS that complies with this requirement.	
2.5.44	GOB will be able to add or edit taxonomy topics and subtopics	M
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. The highest rating will be achieving through the evaluation of the provided detailed project plan conforming to this requirement.	R
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
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
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
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
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
2.5.51	A Contract for the support for the web portal that will include: • support of continuing operations; • break/fix maintenance; • adjustments based on user or departmental feedback.	M
2.5.52	A Contract for the support for the web portal	R

	enhancements that will include but not be limited to: • task-based authorizations for specific work items; • integration to other systems and applications as necessary; • future enhancement projects. The highest evaluation is achieved through acceptance of this requirement.	
2.5.53	The GOB will have the ability to contract other organizations at its sole discretion as necessary for any enhancement projects.	M
2.5.54	API library for 3rd party application and web vendors should be published and maintained.	M
2.5.55	The build environment should have the capacity for continuous integration, deployment tests and builds	M
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
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
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
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: • The location of the facility that will be the Primary Service Delivery Site(s) for the provision of website services to the GOB; • The location of the facility that will be the Secondary Service Delivery Site(s) for the provision of the website; and • The location of any facility other than the Primary and Secondary Service Delivery Sites in which GOB data will be stored.	M
2.5.60	The Vendor should provide their corporate Privacy	R

	Protection Plan or equivalent privacy policy. Their Privacy Protection Plan should address the following key components: • Provision for applying the Privacy Protection Plan to subcontractors, contractors and employees; • Provision of personal information protection and privacy agreements with subcontractors, agent, employees and contractors; • 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; • Provisions accommodating GOB sovereignty over the data and information; • Maintaining the accuracy, privacy and integrity of Personal Information; • Provisions safeguarding Personal Information through its lifecycle; • Provision of access controls governing authorized personnel with access to personal information and databases; • Provision of detailed audit trails and reports on all access to government information or databases; • Provision of records of and proof of any government information destruction; • 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 • 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. 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.	

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: • Concurrent user peak of 500; • Annual User contacts of 400,000; • 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.	M
2.5.62	The Web Portal solution should be designed for a minimum availability of 99.1%	M
2.5.63	Web Analytics must support the following reporting capability by page: a. Identifies and reports on the following page-level metrics: • pages viewed in single-page visits; • the number of administrator-defined file transfers completed by Web site users; • the median length of time visitors view individual web site pages, groups of pages and websites; • 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); • the total number of views or impressions per page; • the source of traffic to a page at least including search engines and third party websites; • the total number of unique and returning visitors on a page and site level; • 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.); • the number of web page visits per unique visitor over specified time periods;	R

	• the total number of visits by page; • the pages with the highest numbers of views across all visits. b. Reports calculated measures based on combinations of metrics (e.g. bounce rate). c. Reports on the average length of time visitors view individual web site pages, groups of pages and websites. d. Identifies and reports on the location of the user at a country/province/region level. The highest rating is achieved by complying with the greatest number of items of the requirement.	
2.5.64	The Web Analytics must support the following reporting capability for gov.bm: 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. b. Identifies and reports on the following marketing and search metrics: • the amount of referral traffic from department-led Web-based efforts such as ad campaigns and social media; • the number of paid and organic search referrals; • referring keywords and phrases; • phrases, independent of referring search engine; • referrals from all external search engines; • the external search engines that refer traffic together with the keywords used; • the external search engines that refer traffic together with the phrases used; • the keywords that were used in external search engines." c. Identifies and reports on the following site-level metrics: • the first page in the user visit • the last page in the user visit • the language setting used by visitors • the total number of page impressions across the web site • the devices, platforms, browsers and browser	M

	versions used by website visitors to view Web site • the source of traffic to a visit at least including search engines and third party websites • the screen resolution used by visitors • aggregate user activity by day of the week and hour of the day • the total number of visits to a web site • the location of the user • 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 • conversion rates of specified goals / funnels" d. Allows users to create and track custom URL tags (e.g. Campaign and/or social URL tagging) e. Identifies and reports on the following transactional metrics: • paths by the entry point of visitors • paths by the exit point of visitors • paths used by visitors through a web site • administrator-defined content groups and sub-groups within a site 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. g. Reports on the connection type and speed used by visitors. h. Provides in-page analytics showing where users are most likely to click (e.g. Heatmaps). i. Reports if the visitor has images turned on or off. j. Reports if the visitor has JavaScript turned on or off. k. Identifies the network of the user, e.g. ISP, GC l. Reports on the average page load time on a page and site level. m. Reports on the number of visits entering/exiting through pages identified by the department as key content. 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). o. Reports on keywords and keyword phrases entered by site visitors into the site's own search engine. p. Reports on the pages from which users are most likely to select Search. 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. 2) Identifies and reports on the total number of unique returning visitors to a web site. 3) Identifies and reports on the total number of unique visitors to a web site. 4) Reports on the recency of the user's last visit (e.g. Days since last visit). 5) Calculates the number of web site visits per unique visitor. 6) Reports on engagement metrics such as segmentation by visit duration and page depth.	
2.5.65	Web Analytics must support the following advanced reporting capability: a. Collection and reporting on metrics across multiple domains and subdomains b. Reports on a flexible range of time periods including hourly, daily, weekly, monthly, quarterly and yearly, as well as custom date ranges. 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. d. Email reports (standard and/or customized). The highest rating is achieved by complying with the greatest number of items of the requirement.	R
2.5.66	Web analytics must support the following report management capability: a. Automatically distribute reports in all available formats to a list of recipients. b. Allows users to develop custom reports. c. Define and report on custom variables for measurement, including filters, goals, paths, collections, campaigns. d. Allows users to create, edit, view, copy, save, delete custom report templates for re-use.	M

	e. Allows Administrators to configure reports at least including templates f. Allows Administrators to run volume reports. g. Allows reports to be exported in industry standards at least including CSV, XLS, PDF, RTF and XLSX. h. Allows users to preview reports before printing, saving or emailing. i. Allows users to save reports locally. j. Allows users to schedule automatic pre-formatted reports. k. Allows users to view reports in the solution. l. Creates reports in a printable format. m. Includes standard template reports. n. Allows users to schedule reports. o. Automatically emails generated scheduled reports to Users. p. Allows users to specify a minimum threshold for sampling. q. Allows users to specify the sample size or percentage for specific reports. r. Displays a notification when sampling is used to generate reports. s. Reports using data sampling to manage database size, with notifications about sampling size and margin of error.	
2.5.67	Web analytics must support the following data collection capability: a. Allows users to differentiate unique visitors through digital markers b. Allows users to differentiate unique visitors through session Ids (to permit tracking cross-domain) c. Allows users to differentiate unique visitors through User Ids (for secure sites that require logins) d. Reports on persistent and session digital markers The highest rating is achieved by complying with the greatest number of items of the requirement.	R
2.5.68	The vendor will supply a list of standard reports available for initial implementation.	M
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
2.5.70	The portal shall be comprised of a consistent set of templates (as illustrated in the documentation package	M

	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: a. Dynamic Content pages b. PDF documents and files c. Dynamic Webforms d. Service Process Templates e. Multimedia	
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
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
2.5.73	Colors, branding and visual presentation will follow the Bermuda brand standards and style guides.	M
2.5.74	Navigation within the portal should follow the structure identified in the Site Map included in Bidder's documentation package.	M
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
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
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
2.5.78	The portal shall not use frames or MS Silverlight unless required by legacy applications.	M
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
2.5.80	All site pages should be available for search engine robots.	M
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
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	M

	on battery life (smaller images are faster to process and display). It can also potentially save users money by not downloading redundant image data.	
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
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
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
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
2.5.87	The solution must afford developers with the ability to include content that is accessible to assistive technologies.	M
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
2.5.89	The portal must provide captions and text alternatives for images and multimedia.	M
2.5.90	The portal must use strong contrast between text and background.	M
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
2.5.92	The portal must use structured content and make it keyboard accessible.	M
2.5.93	The portal must avoid CAPTCHAs and give users enough time to read and use content.	M
2.5.94	The portal must avoid using time limits when asking users to provide a response or information.	M
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
2.5.96	The portal must avoid blinking or flashing images.	M
2.5.97	The portal must have tables that are accessible	M
2.5.98	The portal shall not use/display Flash	
2.5.99	Microsites within the gov.bm domain must conform to the approved architecture and template structure.	M
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
2.5.101	The solution must contain the capability to easily connect using standard web services.	M

2.5.102	The solution must contain the capability to easily connect to Graphical Information Systems. The highest rating is achieved by vendors indicating their solution will conform to this requirement	R
2.5.103	Experience in developing and building web solutions involving AS400 integrations and communications is preferred. The highest rating is achieved by vendors indicating their experience with respect to this requirement.	R
2.5.104	Experience in developing and building web solutions involving J. D. Edwards Enterprise 1 integrations and communications is preferred. The highest rating is achieved by vendors indicating experience with respect to this requirement.	R
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
2.5.106	The Contractor must designate key personnel and their role within the build of the project.	M
2.5.107	The Proponent will specify any additional training they feel necessary for supporting their solution	M
2.5.108	The portal must be able to support 110 concurrent Search users.	M
2.5.109	The portal must index PDF files for discovery purposes.	M
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
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
2.5.112	Unilingual search enables queries and results presentation in the English language only.	M
2.5.113	There must be one unified system for search.	M
2.5.114	The search function will not be case sensitive.	M
2.5.115	The search function must be keyboard accessible	M
2.5.116	The search results will display a link to each result in the list.	M
2.5.117	All content on the portal should be indexed and searchable by the site search engine.	M
2.5.118	All pdfs on the portal should be indexed and searchable by the site search engine.	M
2.5.119	All content should be tagged with appropriate meta data descriptions to increase findability by the search engine	M

2.5.120	Content on the portal with identical tags should be linked together allowing users to search for similar or related content.	M
2.5.121	New eServices will be developed using standard web services unless custom integration is required to connect to back-end systems.	M
2.5.122	Both fillable PDF and dynamic webforms must be supported by the web portal solution	M
2.5.123	The forms search capability will include: • An ability to see all forms (A to Z) • An ability to search forms using keywords • An ability to filter and sort forms by categories (pdf vs online, department, topic)	M
2.5.124	Fillable forms will have a save, print and submit button.	M
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
2.5.126	The web portal must be constructed to be able to connect to the GoB payment gateway using standard web services.	M
2.5.127	Ability to generate reports on financial transaction including budget codes allocation.	M
2.5.128	Send email confirmation upon completion of transaction.	M
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
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
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
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
2.5.133	Provide for the future capability to personalization services based on frequent requests. The highest rating is achieved by complying with this requirement.	R
2.5.134	The portal should have the ability to allow the user to send feedback at any time during their visit.	M
2.5.135	The portal should be able to track the page and section that the user is in when they are sending feedback	M

	without them having to specify in the form.	
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
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. The highest rating is achieved by complying with this requirement.	R
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. The highest rating is achieved by complying with this requirement.	R
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
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
2.5.141	The portal should display confirmation to the user once feedback has been submitted to acknowledge that it has been sent.	M
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
2.5.143	Any third-party widgets should not change the pre-determined template design and structure of the portal	M
2.5.144	Any third-party widgets should, if possible, adopt the style/branding of the GOB portal environment. The highest rating is achieved by complying with this requirement.	R
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
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
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

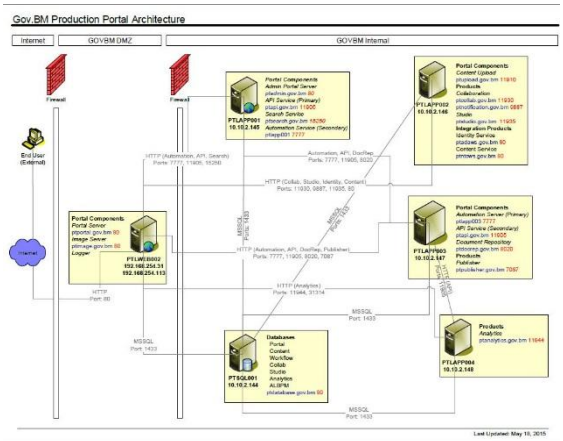
2.5.148	The portal should have a telephone/email directory of all GOB staff. This directory should have the ability to filter by department, name, or location. This directory should have the first name, last name, job title, email address, mailing address, and phone number at a minimum for each staff member.	M
2.5.149	The portal should have a general phone number and email address for each department on each departmental landing page.	M
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
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
2.5.152	The portal should have the general phone number and email address in the footer of every page of the site.	M
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
2.5.154	The Directory will be able to integrate with a LDAP.	M

2.6 Hosting Requirements/Annex 5

Requirement #	Hosting Requirements	Mandatory=M Rated=R
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. The highest rating is achieved by demonstrating the hosting solution is highly compatible with this environment.	R
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
2.6.3	The Respondent must set out the organization of the team proposed to address the requirements of hosting	M

	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; • Providing a short description of the role of each key resource; • Attaching the CVs of each key team member in an appendix to the technical proposal.	
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: • 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; • 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. • Three (3) reference projects (i.e. 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. • Providing a service/product roadmap for the upcoming 12 to 18 months. The highest rating is achieved through compliance to the greatest number of criteria listed above.	R
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. The highest rating is achieved by providing a comprehensive plan detailing how this requirement will be met.	R
2.6.6	The Contractor will provide designated GOB staff with managed access to the hosted web content management solution for the purposes creating, managing, publishing, administering, supporting and	M

	evolving GOB web-content.	
2.6.7	The solution selected by GOB will exhibit the following attributes: • Browser based application and administrative access; • All design, development, testing, deployment and related documentation artifacts will reflect the proposed methodology and deliverables / artifacts and their requirements as necessary.	M
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. 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.	R
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). 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; • 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.; • Demonstrating processes and tools specifically provided for the client management of web	R

	operations at the client site; and • Demonstrating processes and tools specifically provided for the training and transition of content managing staff and operations staff to the cloud/hosted solution. The highest rating is achieved through the demonstration of the items above.	
2.6.10	Experience in government and public sector projects is preferred. 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)	R
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
2.6.12	The targeted environment should have both staging and production copies of the site.	M
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
2.6.14	There should be staging environment for client review and eventually production when the portal is launched.	M
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
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	M

	functions.	
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
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
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
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
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
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
2.6.23	A Contract for the support for the web portal that will include: • support of continuing operations; • break/fix maintenance; • adjustments based on user or departmental feedback.	M
2.6.24	A Contract for the support for the web portal enhancements that will include but not be limited to: • task-based authorizations for specific work items; • integration to other systems and applications as necessary; • future enhancement projects.	R

	The highest evaluation is achieved through acceptance of this requirement.	
2.6.25	The GOB will have the ability to contract other organizations at its sole discretion as necessary for any enhancement projects.	M
2.6.26	API library for 3rd party application and web vendors should be published and maintained.	M
2.6.27	The portal should have the capacity for continuous integration, deployment tests and builds.	M
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
2.6.29	The portal should keep fully up to date with regular antivirus and anti-spam updates.	M
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
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
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: • The location of the facility that will be the Primary Service Delivery Site(s) for the provision of website services to the GOB; • The location of the facility that will be the Secondary Service Delivery Site(s) for the provision of the website; and • The location of any facility other than the Primary and Secondary Service Delivery Sites in which GOB data will be stored.	M
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: • Provision for applying the Privacy Protection Plan to	R

	subcontractors, contractors and employees; • Provision of personal information protection and privacy agreements with subcontractors, agent, employees and contractors; • 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; • Provisions accommodating GOB sovereignty over the data and information; • Maintaining the accuracy, privacy and integrity of Personal Information; • Provisions safeguarding Personal Information through its lifecycle; • Provision of access controls governing authorized personnel with access to personal information and databases; • Provision of detailed audit trails and reports on all access to government information or databases; • Provision of records of and proof of any government information destruction; • 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 • 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. 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.	
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	M

	capacities: • Concurrent user peak of 500; • Annual User contacts of 400,000; • 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.	
2.6.35	The Web Portal solution should be designed for a minimum availability of 99.1%	M
2.6.36	The solution must afford developers with the ability to include content that is accessible to assistive technologies.	M
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
2.6.38	The solution must contain the capability to easily connect using standard web services.	M
2.6.39	The hosting solution must contain the capability to easily connect to Graphical Information Systems. The highest rating is achieved by vendors indicating their solution will conform to this requirement	R
2.6.40	Experience in hosting web solutions involving AS400 integrations and communications is preferred. The highest rating is achieved by vendors indicating their experience with respect to this requirement.	R
2.6.41	Experience in hosting web solutions involving J. D. Edwards Enterprise 1 integrations and communications is preferred. The highest rating is achieved by vendors indicating experience with respect to this requirement.	R
2.6.42	The Proponent will specify any additional training they feel necessary for supporting their solution	M
2.6.43	The portal must be able to support 110 concurrent Search users.	M
2.6.44	New eServices will be developed using standard web services unless custom integration is required to connect to back-end systems.	M
2.6.45	The hosting solution must be constructed to be able to connect to the GOB payment gateway using standard web services.	M
2.6.46	The hosting solution must be able to integrate with a standard LDAP.	M

2.7 Use Cases:

Using these six Use Cases, the Bidder must explain within their RFP response how they intend to satisfy the requirements (as previously listed in section 2.5) for a particular functionality (Use Case).

Search

SCENARIO 1 : SEARCH

START USE CASE

The client enters a search term into the search engine.

The system retrieves a list of results based on the keyword used for searching and populates the page. The system displays the results in order of relevance. The system displays the list of results with associated type (ie. PDF), title (links to the result), and short description.

[ALT 1] The client can further narrow down their search results by selecting a date, date range, a type, a topic, or a department, to filter the list (opt)

[ALT 2] The client can enter another keyword into the search field to retrieve another list of results. The system generates a list of related items applicable to the client's search criteria

The client selects a result to view.

The system takes the client to the desired result to view in full.

The client has ability to go back to the Search results with any applied filters previously set.

The client can change the view of results to view by most recently published as opposed to relevant (opt)

END USE CASE

[ALT 1]
If there are no matches, the system displays a message indicating no results were found. End use case.

[ALT 2]
If there are more matches than the user can view, system will provide capability to display more results.

News

SCENARIO 2 : MAIN NEWSROOM
START USE CASE
The client selects Visit the Newsroom link.
The system retrieves a predefined list of recent news and populates the page. The system di the news search mechanism. The system displays feature news items on the page in rotatin The system displays the list of recent news with news type (ie. Press release), photo (optiona date, and short description.
The client selects a date, a date range, a type, or inputs a keyword, to filter the list (option
The client selects a news article to view.
The system takes the client to the page of the news article to view in full.
The client has ability to go back to the newsroom with any applied filters previously set.
The client can subscribe to a news feed (optional).
END USE CASE
[ALT 1] If there are no matches, the system displays a message indicating that no news was found. E case.
[ALT 2] If there are more news matches than the user can view, the system will provide the capabili display multiple pages or news items.

Main Navigation

SCENARIO 3 : MAIN NAVIGATION

START USE CASE

The client selects a main navigation link.

The client lands on an Segment page. The system displays featured or popular information and services for the chosen Segment and general topics associated with the chosen Segment.

[ALT 1] The client selects a topic. The system generates a view of subtopics based on the selected topic

[ALT 1] The client selects a subtopic. The system generates a view of related content and services based on the subtopic.

[ALT 1] The client selects a related piece of content or service. The system displays the requested page.

[ALT 2] The client selects a featured or popular content item or service. The system displays the requested page.

The client has ability to go back to the previous page viewed or select another related piece of content or service that is associated with the content being viewed (optional)

The client has ability to choose another segment from the main navigation and repeat this process (optional)

END USE CASE

Alerts & Advisories

SCENARIO 4 : Alerts/Advisories

START USE CASE

The client enters the Portal and sees an Alert on the page.

The client selects the Alert. The system generates a detailed view of the Alert.

The client has ability to choose to see “All Alerts” (optional)

The client has ability to subscribe to all Alerts or specific Alert levels (optional)

END USE CASE

Complete Online Service Delivery Experience

SCENARIO 5 : Online Service Delivery Experience

START USE CASE

The client enters the Portal with the desire to execute a service outcome (e.g make a payment, request, report or registration)

The client lands on the Home page and uses one of 2 methods to find the service. They use the Search tool to find the content associated with the service they seek OR they see the Online Services box.

[ALT 1] The client searches for the specific outcome or topic. The search returns the relevant topics or content items associated with specific online services.

[ALT 2] The client views the most popular services within the box and may click on the link to directly go to the service process. If not visible they can click on “All Services” to go to the Service Directory

[ALT 1] The client selects a subtopic. The system generates a view of related content and services based on the subtopic.

[ALT 2] Within the Service Directory they can use a number of search filters to find available online services.

[ALT 1] The client selects a related piece of content or service. The system displays the requested page. The content page contains a link to the service process for the client to execute the service.

[ALT 2] They find the desired service and click on a link to the service process to execute the service.

The service process uses the ready-set-go approach to execute the service

Step 1 indicates the information and items to prepare to have on hand to execute the service process.

The client confirms that they are set to start the service process

The client starts the process and follows the steps to completion

The process ends with an email (optional) confirmation of completion and a service promise if applicable on how long the expected outcome of the service will take.

END USE CASE

ePayment

SCENARIO 6 : ePayment

START USE CASE

The client enters the Portal with the desire to execute an ePayment. They find and access the specific payment service outcome as described in Scenario 5: Complete Online Service Delivery Experience.

The client follows the steps within the process to the point of making the payment and clicks on “Make Payment”. The system accesses the Payment Gateway showing a message that the client is entering the secure Payment Gateway..

The client makes their payment through the gateway receiving any pertinent information to complete the payment or service process that required the payment

The client completes the service process.

END USE CASE

END OF DESCRIPTION OF WORKS/ SPECIFICATIONS

3 SECTION C – TECHNICAL PROPOSAL FORMS

Bidder shall complete the attached appendices to facilitate their submission of response to this RFP in addition to the Bidder Submission requirements stated in Section A. For ease of completion, these forms are also available in Annex 6 (Technical Proposal Forms).

Please note: You MUST identify the Prime Contractor. Both the Prime Contractor and Sub Contractor must each complete the sections below.

Acknowledgement letter	1 page
Response Submissions Forms	6 pages

Acknowledgement letter

Prime and Subcontractor(s) must each complete these forms

(Note: all sheets form part of the proposal)

I have reviewed all of the general information and specifications in the RFP, have contacted the Department of E-Government regarding any needed clarifications, and submit this Proposal with a full understanding of the specifications and study requirements. Any exceptions to the requirements and terms of the RFP are clearly identified and outlined in a separate section clearly marked “Proposal Exceptions” as a part of my submittal.

If selected by the Department of E-Government as the Bidder, I agree to abide by the terms and conditions specified in this RFP.

SIGNED:
(Signature) _____

(Block letters) _____

ON BEHALF OF:
(Company) _____

DATED: _____

RESPONSE SUBMISSION FORMS

(Note: all sheets form part of the proposal)

Provision of technical services for the Department of E-Government

Prime and Subcontractor(s) must each complete these forms

(Note: all sheets form part of the Proposal)

1. We confirm that we, the undersigned, are conducting business as a proper legal entity and are not delinquent in making payments for outstanding debts for Government receivables such as Social Insurance contributions, Payroll Tax and Public Works (formerly Works & Engineering) fees.
2. We confirm that we have submitted a bona fide Tender, intended to be competitive and we have not fixed or adjusted our Price by or under or in accordance with any agreement or arrangement with any other Bidder.
3. Having examined the RFP, the conditions of contract, statement of requirements, submission forms inclusive for the execution of the Services, we, the undersigned, offer to provide the Services in accordance with the Instructions to Bidders, and all enclosed documents (herein called the *RFP Documents*).
4. We acknowledge that the Proposal Forms are part of our proposal submittal.
5. We undertake, if our Tender is accepted, to commence the Services as soon as is reasonably possible after the receipt of written notice to commence, and to provide the Services comprised in the *Contract Documents* for the duration.
6. We confirm that our Tender shall remain open for acceptance by the Government of Bermuda for a period of **90 calendar days** from the date of this undertaking and we shall not withdraw this Tender during this period.
7. Unless and until a formal Agreement is prepared and executed this Tender, together with your written acceptance thereof, shall constitute a binding contract between us.
8. We understand that the Government of Bermuda is not bound to accept the lowest or any tender that may be received.

Dated this _____ day of _____, 2015

(Name) _____

(Signature) _____

Duly authorized to sign tenders for and on behalf of:

(Firm) _____

(Address)_____

Organizational Company Data/Bank Reference/Client References/Financial Stability

(Note: all sheets form part of the proposal)

Name of Bidder: _____

Total number of employees: _____

Head Office Address: _____

Local Office Address:_____

Duly Authorized Official: _____

Representative for the Purposes:
Hereof, Email, Telephone and Facsimile Number _____

Description of Proponent: (*fill in where applicable (a, b, c or d)*

(a) Incorporated Company (Name)_____

(Please ensure copy of Incorporation of Company is included with response)

Date and Place of Incorporation _____

Names of Principal Officers

President _____

Vice-President _____

Secretary _____

Treasurer_____

Names of Principal Shareholders

_____

_____

RESPONSE SUBMISSION FORMS

(Note: all sheets form part of the proposal)

Company Name: _____

(b) Partnership or affiliate #1 (Name) _____

Date and Place Established _____

General or Limited Partnership _____

Principal Partners, Country of Residence _____

Total number of employees _____

(c) Partnership or affiliate #2 (Name) _____

Date and Place Established _____

General or Limited Partnership _____

Principal Partners, Country of Residence _____

Total number of employees _____

(d) Sole Proprietorship (Name) _____

Date and Place Established _____

Name and Address of Proprietor _____

Total number of employees _____

(e) Other (Please provide adequate details if none of the above)

_____

_____

If the Bidder is a subsidiary of, affiliated with or associated with other organizations, please provide details:

_____

_____

Insurance details:

Workers Compensation Insurance carried: BD$ _____

Professional Indemnity Insurance carried: BD$ _____

Commercial Grade Liability Insurance carried: BD$ _____

Company Name: _____

Bermuda Company Payroll Tax # Prime (if applicable): _____

Bermuda Company Social Insurance # Prime (if applicable): _____

Bermuda Company Payroll Tax # Sub 1 (if applicable): _____

Bermuda Company Social Insurance # Sub 1 (if applicable): _____

Bermuda Company Payroll Tax # Sub 2 (if applicable): _____

Bermuda Company Social Insurance # Sub 2 (if applicable): _____

Bank Reference:
Please attach a bank reference letter for **both** the Prime and Sub Contractor(s) with your submission.

RESPONSE SUBMISSION FORMS

(Note: all sheets form part of the proposal)

Prime and Subcontractor(s) must each complete these forms

Company Name – _____

Please provide a list of all staff who will be assigned to the assignment (add more lines as needed) & provide CVs for the proposed project manager, top technical resource, resource with most experience of the CMS proposed & resource with the most experience of building and implementing large Government portal or the closest equivalent project they have undertaken. This may not be four different people but must be at least two.

Name	Position

Client and Reference

1. The following service contracts have been satisfactorily completed in the last two (2) years for the persons, companies or authorities indicated:

	Year	Type of Work	Contract Amount	Location, for Whom Performed Services and URL of website
(a)				
(b)				
(c)				

2. The following person may be contacted for information concerning the contract work listed above (list a reference for each contract named):

	Name	Title	Address	Telephone
(a)				
(b)				
(c)				

RESPONSE SUBMISSION FORMS
(Note: all sheets form part of the proposal)

Prime and Subcontractor(s) must each complete these forms

Company Name –_____

Financial Stability

Yes I/ we confirm that, the undersigned are conducting business as a proper legal entity and are not delinquent in making payments for outstanding debts for Government of Bermuda receivables such as Social Insurance contributions and Payroll Tax.

SIGNED:
(Signature) _____

(Block letters) _____

ON BEHALF OF:
(Company) _____

DATED: _____

4 SECTION D – FINANCIAL PROPOSAL

Bidder shall complete Annex 1 (Financial Proposal Form) to facilitate their financial submission in response to this RFP.

5 SECTION E - Certificate of Confirmation of Non-Collusion

Prime and Subcontractor must each complete these forms

For ease of completion, these forms are also available in Annex 7.

Notes for the tenderer/Bidder

The essence of Open Tendering is that the Government of Bermuda shall receive bona fide competitive Tenders from all persons tendering. In recognition of this principle, all companies submitting a tender will be required, by way of the signature of the Company Principle, state their agreement to the statements below, which indicates that the tender has been submitted without any form of collusion.

The Certificate of Confirmation of Non-Collusion is a mandatory requirement from ALL Bidders and subcontractors. Any bids submitted which do not include a signed copy of the Certificate will be wholly rejected and will not be included in the evaluation process.

If it is later found that the undertakings made below have been breached at any stage of the process, the Bidder will be expelled from the process immediately. In the event that this is discovered after a contract award, legal action may be taken against the Bidder and/or any party involved in the matter.

False submissions may also exclude the Bidder, and any other person or company involved in collusion, from bidding for future contracts tendered by the Government of Bermuda.

Certificate of Confirmation of Non-Collusion

Confirmation of non-collusion

I/We certify that this is a bona fide Tender, intended to be competitive and that I/We have not fixed or adjusted the amount of the Tender or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any other person.
I/We confirm that we have not received any additional information, other than that contained within the tender pack, or supplementary information provided to all Bidders.
I/We also certify that I/We have not done and undertake that I/We will not do at any time any of the following acts:

(a) communicating to a person other than the tender administrator the amount or approximate amount of my/our proposed Tender (other than in confidence in order to obtain quotations necessary for the preparation of the Tender for insurance) or
(b) entering into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any Tender to be submitted; or
(c) offering or agreeing to pay or give or paying any sum of money, inducement, gift /hospitality or valuable consideration directly or indirectly to any person in relation to this tender.

Signed
(1) _____ Title _____ Date _____

(2) _____ Title _____ Date _____

for and on behalf of _____

Prime and Subcontractor must each complete these forms

Confirmation of Completion

We confirm having completed all parts of this form; and received and complied with all addenda (if any) as follows:

Insert addenda #

SIGNED:
(Signature) _____

(Block letters) _____

ON BEHALF OF:

(Company) _____

(Mailing address) _____

_____

(Email) _____

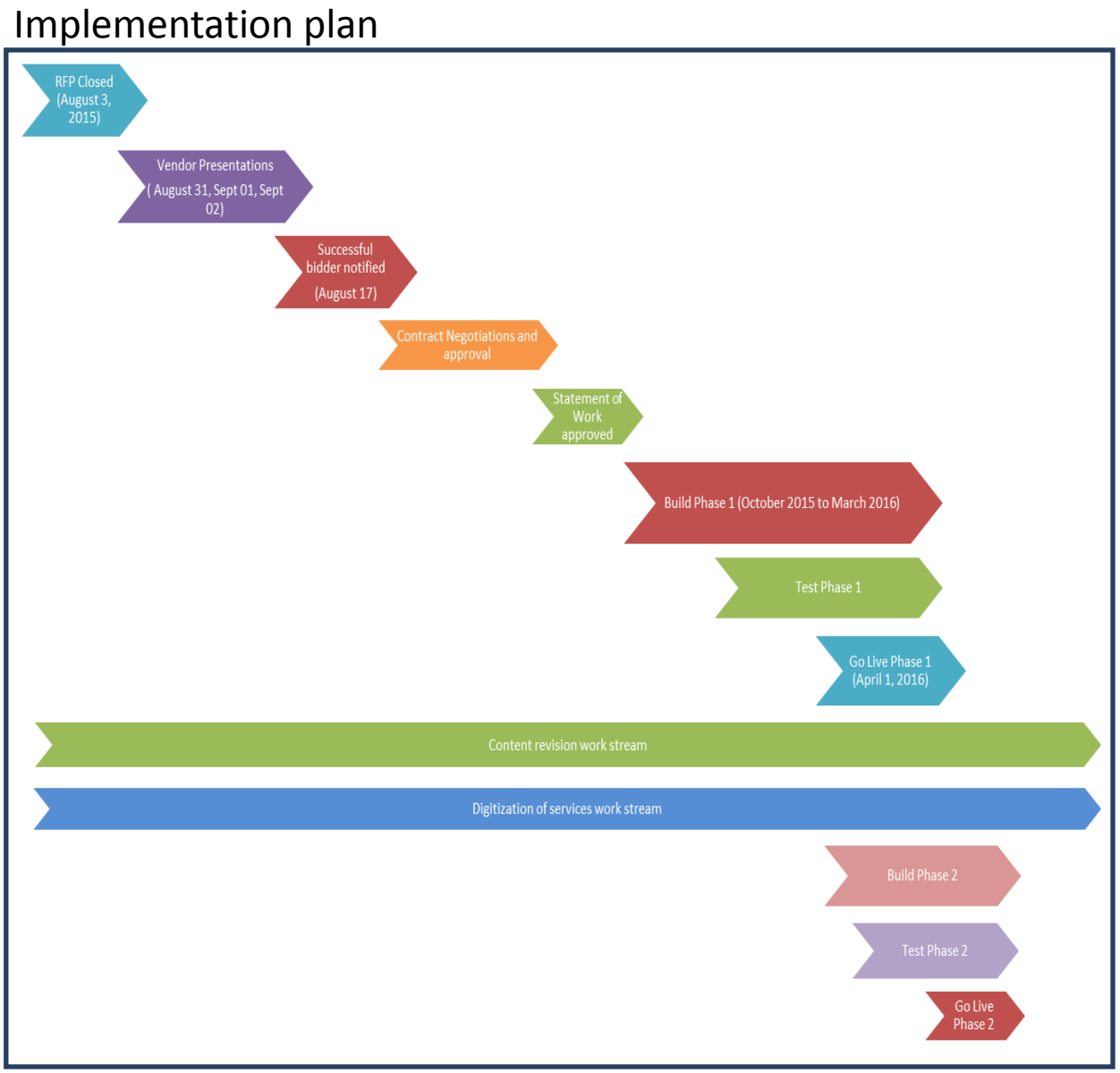
(Contact #'s) (t)_____ (c)_____

DATE: _____

6 SECTION F - Evaluation Matrix

Please see Annex 8 for a copy of the Evaluation Matrix

7 SECTION G – Implementation Plan



8 SECTION H – Statement of Work

Please see Annex 3 for a Sample Statement of Work