



Government of Bermuda
Cabinet Office
Department of E-Government

Scoping Clarification for Request for Proposals (RFP)
ADDENDUM #2

RFP: 2015-DEG-001

June 13, 2015

In order to assist Bidders in scoping and pricing the requirements for the RFP titled Developing and Acquiring a CMS and Hosting for the Bermuda Government Portal, the following additional details are provided. The full build of the Web Portal will proceed in a number of phases over the period of the hosted services contract.

Phase 1 will address Core Functionality and should be the basis for Scoping and Costing

The first phase of the Web Portal will focus on the creation of a solid foundation for a renewed online information and service channel. The core web portal and its functionality will be built to enable renewed and re-written content to be easily discovered by Bermudian residents and business as well as provide an initial gateway to linked services and associated departmental websites. A new Content Management System (CMS) will allow for this content to be developed, managed and maintained in an efficient way throughout the entire content management lifecycle by internal staff. The web portal has been designed to support dynamic content management and provide for quick access to high value content through navigation via a shallow information architecture or through an optimized search engine. The portal will adjust and present content and services in certain areas based on usage analytics. Use Cases have been developed to describe the core components important to this phase. The design and requirements have been established without a preference for a specific technology or application in mind and are therefore solution agnostic with a number of available options possible. The Government of Bermuda believes that there are both COTS and Open Source options that will meet the requirements.

In addition to a strong content focus in this phase, there is a desire to create a new foundation for the support of current as well as future online services. Use Case Scenarios #5 and #6 describe the foundational work desired for Phase 1. This work is associated with creating the service experience shell or approach and establishes the capability for ePayment using standard web services. It is expected that the build efforts will be focused on the creation of standard templates for the SUBMIT/DIRECT FORM (fillable PDF or Webform) and SUBMIT/PAY processes. Bidders should scope and cost build efforts around a dedicated service flow to a maximum of 10 unique templates in a similar fashion that they would scope the wireframes provided within the documentation package. Bidders should NOT assume scope beyond this described level of effort in their submissions as it will be defined in downstream phases. No back-end integrations are required in this phase of the work.

The Government of Bermuda is seeking a cost-effective hosted solution where infrastructure, licensing and application maintenance are optimized to allow for available funding to be directed towards building web portal capabilities and migrating associated sites to the same supporting infrastructure. The ideal hosting solution must therefore be scalable and allow for secure transactions that may need to restrict data flow through the United States to conform to anticipated privacy legislation.

The Government of Bermuda is ideally looking to select a Vendor where a long term relationship can be established for work associated with the downstream phases of the Web Portal renewal. The successful Vendor will be eligible for follow-on work.

Bidders are encouraged to provide any details on value-added services that they can provide that include and address such factors as:

- Long term relationships they have established with customers;
- Integration experience - particularly those mentioned within the rated requirements;
- Design and Build of online services for the public sector.

Bidders should not cost these services within the bid.