

Vendor questions submitted for Request for Proposal (RFP) for developing, acquiring a CMS and Hosting for the Bermuda Government Portal

1. *The Vision Statement - #2 - The Portal must be built to be flexible and allow for the use of mobile devices*

For mobile devices access - we understand is that portal should be able to compatible with latest smart phones and tablets where user can easily access web portal. There will not be any need for develop native mobile application sepeately where user can install the mobile app from the respective mobile store (i.e. iTunes Store or Google Play) into their device.

ANSWER: We are not looking for the vendor to develop a mobile application. We want the portal to be scalable and responsive to mobile devices.

2. *Letter of Invitation - Outer envelope*

We assume that there will be two ways for submission - 1) Outer envelope 2) Electronic Submission. Vender can choose any of one submission from the options. Please confirm it.

ANSWER: You may submit the response either electronically or via mail. Please refer to the "1-Section A INSTRUCTIONS TO BIDDERS Submission Delivery" for further instructions.

3. *Section B - Statement of Requirements - 2.5 CMS Acquistion and Build Requirements - 2.5.21*

What is the mode of training? It is Face to face training or It will be using the Online Meeting the tool? What will be the preferable training schedule we need to follow? Are there any specific critieria / guideline ?

ANSWER: The bidder should provide suggested formats for training and price each accordingly under Annex 1 Part D: Initial CMS Training to Content Managers/Writers.

The GOB business hours are M-F 9:00 AM to 4:45 PM (AST) and training will be held within that time period.

4. *Section B - Statement of Requirements - 2.5 CMS Acquistion and Build Requirements - 2.5.104 - J.D.Edwards Enterprise 1 Integrations*

A) We assume is that the web portal will have the J.D. Edwards Enterprise 1 Integration part. The vendor is open to choose any web portal technology platform like Liferay, Java etc. There will not be any restriction on the technology selection point.

ANSWER: Correct, the vendor may choose the web portal technology platform. J.D. Edwards will be an integration point for back end financial transactions.

B) For which features or component we need to use the J.D.Edwards Enterprise 1?

ANSWER: See answer above.

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5. *Sample SOW*

A) We assume sample SOW is just for reference purpose and not to be submit at this stage not as a deliverable?

ANSWER: Correct, it was provided as a reference only at this stage and is an expectation of the type of deliverable that will be developed at a later stage outside of the RFP response.

B) At which stage, we need to prepare SOW and submit ?

ANSWER: The SOW is to be prepared by the awarded successful vendor only.

6. *Proposal Exceptions*

We need more details on it to understand the proposal expectation part. As per our current understanding we assume there will be separate section we need to mention in technical proposal and write the detail description on the services.

ANSWER: Please refer to the "1-Section A INSTRUCTIONS TO BIDDERS 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. *2.7 Use Cases*

A) We need more details on it to understand this sentence - 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).

ANSWER: Please refer to the answer below in 7.B.

B) Does that mean we need to map the use cases against the section listed in 2.5?

ANSWER: Yes, it is intended for you to map the use cases against the requirements as stated in the RFP. "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)."

8. *Reference Location: Bid document detailed description*

A) We assume we just need to mention the Reference location (section no) of detailed document description.

ANSWER: It is requested that as you provide responses to each requirement that you reference the requirement number in your response.

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- B) The detail document description will be separate document and be part of technical proposal which will have detail description of the services.

ANSWER: This is correct.

9. *2.2 Integration and Feature Phases*

Can we have more details on the AS400 Systems & Integration with First Data Payment Gateways

ANSWER: The GOB IT infrastructure makes extensive use of AS400 systems. Experience with this type of environment is deemed desirable to future tasks that may be included in downstream work. The First Data Payment Gateway is the designated ePayment gateway for the web portal. Integration standards are standard web services with additional details are available from them. Please refer to Addendum 2 for additional scoping details.

10. What does the April 1, 2016 implementation date entail? Will it include full transition of current Portal or some form of soft launch?

ANSWER: April 1, 2016 is a soft launch of a portion of the content and the development of at least one new online service. The existing Portal will continue to operate until all content is rewritten and current services are integrated with the new Portal. Please refer to Addendum 2 for additional scoping details.

11. Is the contractor expected to perform full content migration and/or loading from the existing Portal? Or will this be handled by EGov staff based on the training outlined?

ANSWER: As noted in answer #10, all content is being rewritten and therefore there is no content migration. As the content is rewritten, GOB staff will load the new content via the CMS.

12. Can project experience of key resources at their prior companies be cited as a reference?

ANSWER: You may cite their prior experience in their CV, but references must be independent of your key resources.

13. Can you provide details on information that should be included on the bank reference letter?

ANSWER: Bank reference letters typically include a statement on bank letterhead of the length of your relationship with the institution and the status/standing of your account(s).

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14. Is this firmly based on fixed price model or is the government open to time and materials based pricing model?

ANSWER: We are looking for a fixed price estimate for the build of the core portal. We also need to know your standard T&M rates for subsequent work. Both will play a big part in our final decision on the choice of vendor, along with experience, skill set and track record as we are looking to establish a partner to move forward with on the several additional phases after this initial build.

15. Can the government provide guidance on level of maintenance/support as a percentage of initial build/deploy effort?

ANSWER: This percentage cannot be provided at this time as it is a function of a bidder's solution to building and deploying the web portal.

16. Can you please define the scope of the work involved in Phase 1 and what is covered in the subsequent phases mentioned, in a little more detail?

ANSWER: Please refer to Addendum #2 for clarification on project scoping.

17. Would our response be advantaged, in terms of points scored, if we proposed Microsoft SharePoint as a development tool?

ANSWER: Bidders can develop appropriate solution at their discretion which can include Microsoft SharePoint. There are no specific advantages over other alternatives in terms of points scored or weighting.

18. Are the current online eForms included in the scope of the RFP?

ANSWER: Any eForms that currently exist will need to be re-templated in the new solution. More specific requirements will be provided to the short-listed bidders. Bidders should assume the potential addition of a required form template as part of the core build. Please refer to Addendum 2 for additional scoping details.

19. Is there a definitive list of these eForms?

ANSWER: No definitive list is available at this point in time.

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20. Will the eForms need to be updated to have a responsive design?

ANSWER: The web portal design requires that the site be responsive. PDF forms should be able to be used on mobile devices which may require HTML to PDF flattening during the form submission process.

21. Will the images for the website be provided, or will it be our responsibility to source appropriate images?

ANSWER: All images would be sourced/procured by GoB and an image library will be available to be used.

22. Do all pages need to be downloadable in PDF format? (Recommendation #7)

ANSWER: No. Certain sections (News, Legislation, etc.) would need to have this capability, but not the full site.

23. What statistics and metrics would you like to gather to quantify performance?

ANSWER: It is our preference for the vendor to propose the metrics they think should be used to quantify performance and reasons why.

24. What systems does the portal need to seamlessly integrate to? Are there API documents for these systems, or can we discuss integration with subject matter experts for these systems before the RFP is due?

ANSWER: There will be several disparate systems to eventually integrate with (JD Edwards, Tax Department, Planning Department, Social Insurance Department). However, in Phase 1 for which you are to scope, will not include any integration to these systems. Please refer to Addendum 2 for additional scoping details.

25. 2.5.30 – What will be the format of the migration data?

ANSWER: Content will be written within Microsoft Word.

26. 2.5.16 – What is the purpose of the LDAP Integration?

ANSWER: The purpose is to authenticate authorized content managers and writers as well as migration of GOB names and contact information for the directory.

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27. 2.5.35 – What video formats need to be supported?

ANSWER: mP4s is the main format we will be using.

28. 2.5.35 – Would the Government consider hosting their videos on YouTube and then embedding them in a portal page?

ANSWER: Yes, we will host the videos on YouTube with links on the website.

29. Is there any consideration to have RSS feeds?

ANSWER: No

30. 2.5.41 – Should the “defined owner” be the person that created the content, or should users be able to change the defined owner?

ANSWER: You should be able to change the defined owner. The content creator might not be the owner of the content.

31. 2.5.41 - Is a re-assignment workflow needed to allow the “defined owner” to be changed?

ANSWER: See answer to Question #30

32. 2.5.42 – Are the “keywords” to be used for searching?

ANSWER: Yes.

33. 2.5.42 – Should the “keywords” be updateable by content editors? Or are they considered to be more linked to the structure/hierarchy?

ANSWER: Keywords should be editable and have the ability to be assigned to ensure intended content will appear upon search criteria.

34. What is meant by the “Build Environment”? In 2.5.55, it sounds a little like a development environment. To clarify is the intension to have Development, Staging and Production Environments in the same hosted environment?

ANSWER: It means the entire environment, encompassing version control, hardware, network, software and hosting.

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35. 2.5.57 – Should the support agreement offered include Firewall Monitoring Expertise, or is the intention that ITO will monitor the Firewalls?

ANSWER: Agreement should offer firewall monitoring with ability to grant ITO access when necessary.

36. 2.5.58 – What are the GoB Privacy and Security requirements?

ANSWER: The GOB is in the process of adopting an EU type omnibus Data protection legislative framework. Therefore vendors should include European type standards related to privacy. The principles in our model are based on internationally accepted standards which include the following obligations for organisations, so this will mean government:

- 1.Responsibility and compliance - Organisations are responsible for the personal information they use.**
- 2.Criteria for legitimate use – Organisations must have the individual’s consent (or some other legitimate reason) for using the personal information.**
- 3.Sensitive Information – Organisations should not use sensitive personal information to discriminate against an individual.**
- 4.Fairness - Organisations should use personal information that has been obtained lawfully and fairly.**
- 5.Notice and Accountability - Organisations should make public their privacy practices including access.**
- 6.Purpose Limitation - Organisations should state the purpose for obtaining the personal information and must limit the use to those purposes.**
- 7.Proportionality - Organisations should collect the minimum amount of personal information that is necessary for the purpose.**
- 8.Integrity - The personal information collected should be accurate and where necessary kept up to date and not be kept for longer than is required.**
- 9.Security - Organisations must take steps to protect and securely keep personal information that is in their possession.**
- 10.Transfers - Organisations must ensure an equivalent level of protection for personal information transferred to third parties both locally and abroad.**

Security requirements will be provided to the final bidder.

37. 2.5.64 b) – What is the distinction between keywords and phrases?

ANSWER: Keywords are single words.

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38. 2.5.64 c) – Can you provide an example of a “goal”, and explain what indicates that the “goal” is completed, or abandoned?

ANSWER: A goal would be “have applied for building permit”. The goal would be completed upon successful submission of a form, the goal would be abandoned if the user left before submitting a form.

39. 2.5.64 c) – Can you provide an example of a “funnel”, and explain how the conversion rate might be measured?

ANSWER: A funnel allows you to track the progress through several pages that precede a goal page. A goal page example would be a purchase receipt page, or a signup confirmation page.

40. 2.5.64 g) – What is meant by “connection type” in this context?

ANSWER: Device type.

41. 2.5.81 – How will the user change the location of an image?

ANSWER: This is dependant on the bidder’s solution.

42. 2.5.81 – How can media features and media types of a browser change?

ANSWER: This is dependant on the bidder’s solution.

43. 2.5.99 – Can you provide examples of Microsites?

ANSWER: <http://www.bermudashipping.bm/> or <http://www.bermudapolice.bm/>

44. 2.5.101 – What Web Services should the solution provide or connect to?

ANSWER: Standard web services such as REST and SOAP.

45. 2.5.102 – What form will the connection to GIS take? Is there an API?

ANSWER: Details of the standard API will be provided to the final vendor as it is not readily available at this time. The portal should allow for the display of interactive web maps from ArcGIS Server, ArcGIS Online, or Geocortex server. These will typically be interactive maps embedded in web pages (i.e., iframe content).

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46. 2.5.105 – Will embedded application need to be updated to be “Responsive” and adapt to different screen sizes?

ANSWER: Normally yes. Assume for the core build that no embedded applications will need to be updated. Please refer to Addendum 2 for additional scoping details.

47. 2.5.113 – Does “one unified system for search” mean that the portal search must return results for embedded application, Microsites within the gov.bm domain, linked sites (outside gov.bm) etc.

ANSWER: The search must search everything on the gov.bm domain.

48. 2.5.126 – What is the “GoB Payment Gateway”, and can you provide the Web Service API associated with this Gateway?

ANSWER: The First Data Payment Gateway is the designated ePayment gateway for the web portal. Integration standards are standard web services with additional details available from them.

49. 2.5.142 – Can you provide examples of the third-party widgets, and indicate the technology or language that the widgets use?

ANSWER: Examples of a third-party widget could be a weather widget or calendaring widget. Technology and language of potential widgets is highly variable. More detailed information is not available at this time.

50. 2.5.154 – Is the intension to use LDAP as the ONLY source for GOB Staff Listings?

ANSWER: Yes, it is the only source. Please also see the answer to Question # 26.

51. 2.5.154 – Should the information be pulled from LDAP in real time, periodically, or manually triggered?

ANSWER: Pulled from LDAP periodically.

52. 2.6.21 – What type of integration is required to which operational systems? Is there a functional map of this integration?

ANSWER: This information and the functional map are not available at this time. Please refer to Addendum 2 for additional scoping details.

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53. Some of the terms and concepts used in the RFP lean towards the use of Microsoft SharePoint as the framework development tool, if we were not to offer this choice would we be at a disadvantage or is GoB development tool agnostic?

ANSWER: All work to date has been developed as platform agnostic and GoB is open to different development tools being proposed.

54. Is the Payment section considered to be in Phase 1

ANSWER: Please refer to Addendum #2 for clarification on project scoping. We'll almost certainly want one of the pilot services to involve electronic payment via credit card (& hence gateway interaction with our First Data gateway provider). The hooks should be there for extensive expansion of this service however and you should explain how you will achieve this.

55. Page 17 – Section 2.2 – Integration with First Data Payment Gateways

The wording is ambiguous in this area and we wish to determine if there is an intention to identify a payment gateway which is certified to First Data as opposed to a 'First Data Payment Gateway'. Can you please elaborate?

ANSWER: We still have some Government applications using our prior gateway - which is certified to interface with First Data (Plug n Pay from New York that uses a standard Authorize.net API). New applications will usually be using the First Data gateway as the two main banks here both use First Data as their back end processor for credit card transactions. However you should always be capable of aligning to multiple gateways as there are other banks here that may (being a Government) use a different card processor, or one of the existing banks may move away from First Data.

56. Page 38 – Section 2.5.126 – mentions "...the GoB payment gateway" – this suggests they have a specific payment gateway already in mind – is this the case?

ANSWER: The intention is to use the First Data Payment Gateway for all new payment services.

57. Page 38 – Section 2.5.127 – what data will be used to reconcile the financial transactions in their reports? Invoice #, Transaction ID?

ANSWER: This information is not available at this time. Please refer to Addendum 2 for additional scoping details.

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58. Page 38 – Section 2.5.128 – Mentions sending an email confirmation. Standard payment processing does not usually do this but the portal, could handle the receipt and confirmation of payment because the receipt would contain other transactional information.

ANSWER: Correct

59. Page 53 – Scenario 6 – Use Case – ePayment

- Will GoB require the use of 3-D Secure?

ANSWER: It is preferred, as it is more secure and reduces fraud but ultimately, this decision lies with the Accountant General's Department. Bidders are free to make recommendations based on experience.

- What types of "e-payment" will be required? ACH/Bank xfer, credit/debit card, other?

ANSWER: All the aforementioned via First Data Gateway.

- The requirement suggests that GoB do not want to host the actual payment page, i.e. where the card number is entered by the cardholder – please confirm.

ANSWER: Confirmed. Our preference is to not process or hold any credit card data on govt systems.

- The process flow ends when the "The Client completes the service process" however there is no mention of email confirmation, response data required by the GoB system (JD Edwards?) so we assume they will require this. Please confirm.

ANSWER: Confirmed.

60. **Server management** – will the contractor/partner be server admins or will GoB employees own management of the server?

ANSWER: Both

61. **Bandwidth** – what is the current average bandwidth usage on the current platform? How is expected to change in proposed environment?

ANSWER: Currently 1GB per day average, there is an expectation that it will increase in proposed environment.

62. **Security** – while the hosting provider shall manage firewalls on public and private connections to the environment are there any other security features required of the hosting provider (eg, certificates, VPN, payment portal)

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ANSWER: All pages to must be secured via https and digital certificates in addition to dual factor authentication on major admin pages.

63. **Backup** – what is expected in the back and DR plan for the new environment?
a. is a replication or restore site preferred?

ANSWER: Yes.

- b. is there a standard GoB backup/restore service level or RTO defined?

ANSWER: Daily incrementals, weekly & monthly fulls at server level, daily backup to egov satisfaction on application level.

64. **3rd Party Compliance** – are there any compliance requirement for the hosting provider when establishing connections with 3rd parties (Payment GW, JD Edwards, etc..)

ANSWER: GOB would be responsible for any onward transfers therefore any third parties must comply with Bermuda's privacy requirements. That means not just the first third party but any subcontractor the vendor uses in a chain must ensure that they are complying with Bermuda privacy requirements.

65. **Roadmap** – the RFP asks for a service/product roadmap, is this a roadmap of the proposed hosted environment?

ANSWER: This roadmap should be provided for the proposed hosted environment and any licensed CMS or other application that is part of the bidder's solution.

Strategy/Definition/Design-Based Questions:

66. How closely should we plan to maintain the same layout and design as they appear in the previously shared wireframes and design mockups? Will additional design recommendations in whole or part be considered acceptable/positive? Some documents appear to have feedback over the mockups. Do we expect some of those changes?

ANSWER: The plan is to maintain the proposed layout and design as the appear in the mockups.

67. Have these wireframes been validated against the technological requirements that have been shared thus far?

ANSWER: The wireframes have been developed with the intention that the technology chosen should support the proposed structure.

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68. If we were to find anything within the wireframes or design mockups that would need to be updated in order to be compatible with our recommended technical solution, who would be responsible for making these updates?

ANSWER: The selected vendor would need to indicate what would need to be modified based on the technical solution and GoB would have to agree with the proposed changes.

69. Was any eye-tracking/TOBII used for the user testing market research, or only the surveys mentioned in RFP?

ANSWER: Eye-tracking/TOBII was not used for user testing market research.

70. Is there an existing style guide to follow?

ANSWER: A Style Guide will be provided to the final vendor.

71. User-centric design vs. integration of links to other gov sites? Embedded links to other sites aren't the most user friendly experience however the RFP references the continued use of embedded links. Are the links or a user centric design more important?

ANSWER: Embedded links are not the most user-friendly but there might be a requirement to have them due to resourcing or timelines.

72. Social Media Integration seems to be missing from the wireframes/site requirements but is an extremely important part of sharing and accessing information for users. Is there a specific reason this was not integrated into the site?

ANSWER: A social media strategy is not a requirement at this stage.

73. Will GOB provide use cases for the entire set of functionality expected to be implemented in the CMS? (using as examples, the use cases found on section 2.7 of the RFP document).

ANSWER: All available use cases were provided with the RFP. Additional use cases may be developed to clarify build requirements after the selection of the final vendor.

74. Will GOB provide wireframes and visual designs aside from those included in the Bidder's documentation package (e.g. additional wireframes for mobile devices)?

ANSWER: All available wireframes and visual designs were provided with the RFP. Additional wireframes may be developed during the build of the portal.

75. Should edits or modifications be needed for the wireframes or design mockups, will updated documentation be supplied to the selected bidder? Or is the expectation that the bidder will make these updates to said documents as needed?

ANSWER: The expectation is that the bidder will make updates as needed.

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76. What mobile browsers and devices are expected to be designed/built for by the implemented solution?

ANSWER: The vendor should propose the browsers and devices they will test/build for.

77. Can you confirm if GOB will provide the following items required for the implementation of the CMS?

- Sitemap **ANSWER: A high-level site map has been provided.**
- Wireframes for desktop and mobile browsers **ANSWER: Available wireframes for desktop and mobile templates have been provided**
- Graphic designs for desktop and mobile browsers **ANSWER: Available visual designs for key pages in desktop size have been provided**
- Use cases for functional requirements **ANSWER: Key use cases for functional requirements have been provided.**
- Nonfunctional requirements document **ANSWER: Not available at this time.**
- Final approved content to be published for the site's launch **ANSWER: Content writing and integrating into the CMS will be the responsibility of GoB**

CMS-Based Questions:

78. If the GOB hosting environment should turn out to limit the recommendation of CMS which would take priority?

ANSWER: The CMS would take priority.

79. Any preferred version control system? We recommend GIT

ANSWER: The bidder is free to make a recommendation within their proposed solution.

80. For the data migration do you have a detailed content inventory?

ANSWER: All content will be re-written for the portal. There will be a content inventory created that will play a role in developing taxonomies and providing a triaged list of what content should be focused on initially.

81. How do you connect to the current database? Direct connection? through an API?

ANSWER: Via direct connection

82. Do you have any documentation on the database? Model? Schema?

ANSWER: Details will be provided to the final vendor.

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83. What type of data is stored on this database and what information do you want migrated? Just text records? Taxonomies? Permissions? Metadata? Media Files?

ANSWER: There will be no migration from the existing web infrastructure.

84. What sort of IT setup do you use for your current database? This is important as the migration has to meet a similar setup.

ANSWER: See answer to Question #83.

85. What are the triggers or logic of the alerts? Please provide examples

ANSWER: GoB should have the ability to create different levels of alerts and be able to select whether they appear site-wide or only in specific areas of the site.

86. Are there specific platforms currently being used (aside from the server information provided on annex_8_evaluation_matrix.pdf) that will need to be integrated into the proposed CMS solution? Would it be possible to obtain a list of these platforms?

ANSWER: The list is currently not available. Important platforms have been specified as rated requirements elsewhere in the RFP.

87. In row 2.5.48 of the annex_4_cms_acquisition_and_build_requirements... Does GOB mean console logs?

ANSWER: No. This is a contractual requirement that will form a part of the final contract. Bidders should indicate their agreement to this statement or propose a preferred alternative.

88. In row 2.5.41 of the annex_4_cms_acquisition_and_build_requirements... Can the defined owner be a role or will it be single user or both?

ANSWER: Both

89. What type of traffic are you expecting? Do you have any site metrics that you could share?

ANSWER: Current analytics is unreliable due to the current state of how the intra-page links are rendered by the existing CMS. Currently, the site receives approximately 120,000 site visitors per annum. Further reliable segmentation of the analytics is not possible at this time.

90. What demographics and psychographic of users are you expecting?

ANSWER: This information is currently not available.

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91. What is the age breakdown of customers based on products and services utilized?

ANSWER: This information is currently not available.

92. Does GOB have any preferred analytics platform? we recommend google analytics premium.

ANSWER: The Bidder is free to propose the analytics platform within their solution keeping in mind the desire of GOB to minimize total recurring and licensing costs.

93. In row 2.5.23 of the annex_4_cms_acquisition_and_build_requirements will a Demo suffice?

ANSWER: Bidders should include general descriptions that indicate capability for each of the items.

94. In row 2.5.101 of the annex_4_cms_acquisition_and_build_requirements we understand for "standard web services" as REST and SOAP web services.

ANSWER: Correct

95. In row 2.5.102 of the annex_4_cms_acquisition_and_build_requirements please describe and list all of the Graphical Information Systems?

ANSWER: Please see the answer to Question # 45

96. In row 2.5.102 of the annex_4_cms_acquisition_and_build_requirements what types of integrations would we need to make outside of the legacy systems outlined in the RFP:

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

ANSWER: Bidders should indicate their integration expertise within each of the items above.

Hosting Based Questions:

97. What sort of IT infrastructure does GOB currently have? What technology stack is your current solution built on?

ANSWER: Windows 2003 R2, Sql 2000, IIS6, bea weblogic, IBM webshpere.

98. Does GOB has any tech stack recommendation for their current IT requirements?

ANSWER: None, vendor will be evaluated on technology stack presented.

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99. What are the specifications of the servers describes in 2.5.1 of the annex_4_cms_acquisition_and_build_requirements? Computer specifications, Operating Systems, web servers, etc?

ANSWER: Windows 2003 R2, Sql 2000, IIS6, bea weblogic, IBM webshpere

100. Does row 2.5.2 of the annex_4_cms_acquisition_and_build_requirements means that the solution will be hosted somewhere else?

ANSWER: Depends on the size, complexity and requirements of the proposed solution. But should be hosting agnostic with the ability to move to another hosting facility, regardless of ownership, IE bdagovt data center or another we may select at a later date.

101. For a hosting solution since we are going to propose a cloud server we can identify the region, state and city of the data centers, but the information may be replicated to other regions.

ANSWER: Future privacy and security legislation may limit data flow of private information through the United States. The GOB is currently modelling their new legislation in similar fashion to the EU and Alberta, Canada. Bidders should take this future requirement into consideration within their proposed solution. Please see the answer to Question # 36.

Project Management, Oversight, Cost & Payment Based Questions:

102. annex_1_financial proposal outlines gross cost proposals for CMS and Hosting. The doc, annex_3_sample SOW indicates a matrix of labor cost per hour per task, (i.e, project management, meetings, design). Will we be required to issue an SOW at this resource level of detail for each phase of project/milestones instead of at a category/discipline level?

ANSWER: This level of detail will not be expected upon initial bid. The SOW was provided as a sample and the level of detail in the SOW can be discussed and approved with the final vendor.

103. Are there specific compliance standards that should be adhered to, would it be possible to provide a list of compliance standards specific to Bermuda?

ANSWER: Please refer to Addendum 1 Sample Systems Development Agreement

Vendor questions submitted for Request for Proposal (RFP) for developing, acquiring a CMS and Hosting for the Bermuda Government Portal

User Interface Based Questions:

104. Are we going to have a dedicated site for mobile devices? or are we going to build a responsive one that changes/updates content and structure depending on the user screen size? If so, what are the breakpoints you require for this execution and who will be providing wireframes and comps for such breakpoints.

ANSWER: The web portal must follow a responsive design approach which adjusts to the device resolution accessing it.

105. Is there any Front-End framework/library you want/prefer to include for the development (jQuery, Angularjs, Bootstrap, etc)?

ANSWER: This will be at the Bidder's discretion within their recommended solution.

106. What desktop browsers are we going to support?

ANSWER: The vendor should propose the desktop browsers the site should support and the reasons for that decision.

107. There are specific needs in terms of SEO?

ANSWER: The portal should be optimized for search engines. The vendor should propose how they will address this.

108. There are specific needs in terms of usage-tracking/analytics?

ANSWER: See the answer to question #92

General Questions

109. Are you able to share your budget with us?

ANSWER: It is not our policy to divulge budget financials.

110. Is there a specific timeline for the project, and are there any factors driving this timeline?

ANSWER: We want to have some service live in pilot form by April 1st 2016 (our new financial year). We will also have a % of the content converted but the core frame must be ready for us to quickly complete the rest of the content upgrade and to build multiple services on post April 1st 2016.

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Executive Summary

111. Can you explain more about what you mean by two-way communications? Is this moderated comments, social sharing, live chat, or other?

ANSWER: Two-way communication involves conversations and engagement instead of simply pushing out links and information.

Annex 4

2.5.1 Operating platform

112. What operating system is being run on the current GOB configuration?

ANSWER: Windows 2003 R2, Linux

113. Does the project allow for installation of new systems on the current hardware?

ANSWER: No

114. What is the relationship to item 2.5.4, which specifies a cloud-hosting environment? How is the current GOB server environment relevant if the project is to be moved to a cloud-based host?

ANSWER: : It isn't associated. It is providing guidelines if a cloudbased solution and/or open source software is proposed.

2.5.18 Language encodings

115. What languages other than English is the web portal expected to use, if any?

ANSWER: English is the only expected language. In the future, there could potentially be Portuguese and Philippino. Explain how you might achieve this & cost it, but do not include any costs in your quote.

116. Are translation services required?

ANSWER: Not at this time. However, explain how you might achieve this & cost it, but do not include any costs in your quote.

- a) Does the administrative interface need to be in any language other than English?

ANSWER: English is the only expected language

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2.5.19 Content locking

117. Is password-protected access to content expected to tie to user login and role, or is the expectation that any piece of content may have a unique password separate from user login?

ANSWER: Password protected access is required, it is expected to tie into user log in and role.

2.5.23 Content management

118. What are the current approval workflows for updating content on the site?

ANSWER: Workflows have yet to be developed.

119. What are the desired approval workflows for updating content on the site?

ANSWER: Workflows have yet to be developed.

2.5.24 Content authoring

120. What are the expectations around content imports for the new CMS? Is there an expectation of ongoing content imports from various sources, or a single migration of existing content?

ANSWER: Content will be re-written for the site. There is an expectation that new content will be loaded into the site on an ongoing basis from a Bidder provided repository.

121. What format is the data for content imports currently in?

ANSWER: Content will be re-written for the site.

122. Can you describe your understanding of a “parent content record”?

ANSWER: Child content records automatically inherit content from parents.

2.5.37 Content structure

123. Is there a desire to restrict content creation and editing according to the established hierarchical structure? For example, so that a News editor could not edit or create content relevant to the Post Office.

ANSWER: Yes, it is anticipated that there may be restrictions according to taxononmy area.

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2.5.54 API library

124. Are there known APIs that are in use currently for which support must be maintained?

ANSWER: No, there are no API connections to support.

125. Does this requirement refer to code-level API documentation, or the creation and maintenance of public facing API services (such as a RESTful service)?

ANSWER: Yes, it does refer to the creation and maintenance of public facing API services such as a RESTful service.

126. What, if any, public-facing API services are intended as part of this project?

ANSWER: Not in Phase 1; however future phases may include downloading or making use of GIS data/aerial photos and possibly Google Maps. However, explain how you might achieve this & cost it, but do not include any costs in your quote.

2.5.61 Scalability

127. What data can you provide regarding the performance characteristics of the available Bermuda network and mobile infrastructure?

ANSWER: Answer not available at this time. However, you may want to refer to surveys undertaken in 2015 for both mobile and broadband users at:

<http://www.rab.bm/images/PDF/RA-Mobile-Research-Results-January-31-2015.pdf>

as well as

<http://www.rab.bm/images/PDF/RA-Broadband-Research-Results-January-31-2015.pdf>

2.5.63 Analytics

128. Do you have any preferences or restrictions regarding an analytics service?

ANSWER: Bidders are free to propose an analytics service as part of their solution.

129. The current site is tagged for Google Analytics. How well does this service meet your current requirements?

ANSWER: This service is an acceptable service to the anticipated needs.

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2.5.71 Design

130. We count eight page templates that have been designed. Is that the final total? Or will we be expected to create additional pages based on these designs?

ANSWER: There may be additional pages developed. Bidders should base their estimates on the information provided.

131. Will there be any overlap or handoff between the design team that created the visual assets and the selected development partner?

ANSWER: Yes

132. What format (.psd, .jpeg, html) will the design assets be furnished in?

ANSWER: The design assets will be available as PSD and JPG files

133. Were any mobile-view designs comped?

ANSWER: Wireframes for mobile views have been developed. Visual designs for desktop views have been created with the intent that they will be responsive.

134. Were any tablet view wireframes created?

ANSWER: No.

2.5.80 Search robots

135. How does this requirement for search engine robots change or alter the desire for password-protected content (2.5.19)?

ANSWER: This item will be determined after award of the contract.

2.5.103 AS400 integrations

136. What service integrations are expected involving AS400 systems?

ANSWER: This information is currently unavailable. AS400 system integrations are not part of the scope of this RFP.

2.5.104 J.D. Edwards integrations

137. What service integrations are expected involving J. D. Edwards Enterprise 1 systems?

ANSWER: This information is currently unavailable. J.D. Edwards system integrations are not part of the scope of this RFP.

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2.5.117 Search index

138. How does this requirement for search indexing change or alter the desire for password-protected content (2.5.19)?

ANSWER: This item will be determined after award of the contract.

2.5.118 PDF indexing

139. Does this requirement assume text-based search of PDFs which have machine-readable content?

ANSWER: Text-based search of PDFs is not required.

140. Is there an expectation of OCR scanning for PDFs which do not have machine readable content?

ANSWER: There is no such requirement for this at this point in time.

141. Is indexing of PDF metadata a sufficient condition for meeting this requirement?

ANSWER: Yes.

2.5.122 Web forms

142. Please confirm there is no intention of submitting fillable PDF forms through the CMS.

ANSWER: There is future intention of submitting fillable forms through the CMS.

2.5.125 Fillable web forms

143. Please confirm that this requirement only applies to HTML-based forms.

ANSWER: Yes

2.5.126 Payment gateway

144. What types of purchases are users expected to make?

ANSWER: There is a broad spectrum of purchases required. See Use Case #4 and #5 of the documentation provided for general functionality.

145. Is there an expectation that users may see an order history? Order status? Apply for refunds?

ANSWER: No, not from the portal - maybe in a distant future phase - until then that would be a feature of a back end app that is accessed via the portal.

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2.5.142 3rd party widgets

146. What coding languages are expected to be supported for the placement of 3rd party widgets? We assume JavaScript only.

ANSWER: To be proposed by vendor in their solution.

147. Do you have a list of expected widgets and services?

ANSWER: This information is not available at this time. Please see the answer to Question #49.

2.5.144 3rd-party widget styling

148. This requirement is possibly beyond the control of any CMS, depending on the source of the widget and it's configurable options.

ANSWER: Agreed.

2.5.154

149. Is the intention to pull phone numbers and other staff data directly from the LDAP system?

ANSWER: Yes, that is the intention. Please also see the answer to Question #26.

150. Is there an expectation that LDAP will be used for staff authentication / login?

ANSWER: See the answer to Question # 26. LDAP over ssl is preferred.

Annex 5

2.6.28 Bug tracking

151. Please confirm that the intention is for the deployment system(s) to have bug tracking features and that administrative users will not be performing bug tracking within the CMS portal.

ANSWER: Confirmed

152. Is there a requirement for Accessibility?

ANSWER: The portal should meet or exceed WCAG Level A accessibility.

153. Who will be responsible for migrating the content from the existing Government Portal?

ANSWER: : The GoB will be responsible for content being entered/migrated into the CMS.

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154. Can you please confirm the sourcing of images related to recommendation #2? Who will be responsible for providing images that will be used in the design? How often will these images change?

ANSWER: Please see the answer to Question #21. We cannot confirm at this stage how often these images would change.

155. Is any information restricted by various users?

ANSWER: This functionality should be available. Please explain how you would achieve this and itemize this.

156. Is providing an e-payment solution part of the requirements?

ANSWER: No. We will be using standard payment gateways and credit card numbers would not be entered directly into the portal.

157. What are the requirements for the online services as it relates to e-payments? Are part of the requirements to allow for submission of forms and payment processing to occur online. Currently as we understand it there is only download of forms which then has a manual submission process to each respective department.

ANSWER: Correct on both counts. Eforms and ePayments will be the two main services we'll offer - covering many applications e.g. licenses, purchases, bookings etc. One will be included as a pilot service and serve as a generic template for repeating simple "submit & pay" type applications for other parts of Government. More complex payment applications requiring back end integration to a legacy application e.g. new licenses will be added at a later stage. No costs for these should be included in your overall price bid, but you should describe how you will achieve this & outline likely costs.

158. Is there a data retention plan and policy that needs to be considered?

ANSWER: Currently this policy is under review. Bidders are to make a recommendation based on their previous successful experience.

159. What is the expected up time requirements when upgrades and maintenance tasks need to be scheduled?

ANSWER: 99.9%, but scheduled maintenance and upgrades are not usually calculated into uptime statistics

160. What are the average number of users visiting gov.bm on a monthly basis?

ANSWER: It is averaging 8,000 Users/month and 10,000 sessions/month. These are most likely inflated by 20% or more since we do not filter out internal users nor webbot traffic.

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161. Is there any requirements to have the display of search results should look?

ANSWER: Bidders are free to suggest the format for search results.

162. *Section 2.2: Integration and Future Phases*

Where are the systems of reference (AS/400 applications, JD Edwards Enterprise 1, First Data Payment Gateways) located within your network? What are your security policies to connect the Bermuda Government Portal running on a cloud service provider to these systems of reference (for example: use of encrypted connectivity or enterprise service bus)?

ANSWER: Encrypted connectivity, but details to be determined at later phase

163. *Operational Achievement No. 3: The Portal must streamline and automate data entry to relevant databases*

Which back end applications do you expect to use in conjunction with the Bermuda Government Portal? In addition to showing data from back end applications in the new Portal, is GOB expecting the Portal to enable users to enter data through the Portal for automated submission to the back end applications?

ANSWER: GOB is expecting users to enter data through fillable PDF's and web forms.

164. *Requirement No. 2.5.2*

In the event of transitioning the web content management function, would GOB expect a full migration of the system implementation or alternatively, access to GOB for web content management as per activities mentioned in requirement 2.5.7?

ANSWER: We are phasing in the content and will go live in pilot form on April 1st with only part of the content transitioned over to the new portal. All content though will be rewritten and not converted.

165. *Requirement No. 2.5.6*

Is GOB considering licensing a CMS solution for the purposes of providing services outside the scope of the Bermuda Government Portal? That is, is this requirement related to the intent of deploying the solution to other departments or even providing portal services to other organizations? If so, what is your expectation in extending access to the support services provided by a cloud services provider to these other groups or organizations?

ANSWER: We will not do this in the initial stage, but in later phases this is quite likely at least to other local Quangos that are part Government owned - who we may allow them to have a portal presence and share facilities to provide better customer service. Such bodies could include the Bermuda Monetary Authority, Tourist Authority, Regulatory Authority etc.

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166. *Requirement No. 2.5.14*

Does GOB currently use version control systems that are expected to be leveraged for the Bermuda Government Portal? If so, could you please provide details of these version control systems?

ANSWER: Yes content owners will be alerted when their content needs to be reviewed. Alerts are a functional component of the portal to end users eg. an alert issued when a hurricane warning is issued. It is expected that these alerts are available to mobile users through the responsive design of the web portal itself.

167. *Requirement No. 2.5.30*

What is GOB currently using as its Portal technology? In what formats is data stored in the current system? Is this data stored in a central system or across multiple repositories? How much content will need to be migrated to the new CMS system? How do the different departmental groups at GOB currently manage their content?

ANSWER: 751GB total data foot print. 450GB are SQL databases; however we do not intend to migrate any data from the existing database. It is the intent of the GOB to rewrite content for the new web portal. The management of the content is currently highly variable. A new approach to managing content will be developed.

168. *Requirement No. 2.5.31*

Does GOB expect to provide alerts to authors or to Bermuda Government Portal end users? Can you please give examples of situations that would require such alerts? For users accessing the Bermuda Government Portal via mobile devices, is it foreseen to use the notification features of the mobile operating system?

ANSWER: Please see the answer to Question #85.

169. *Requirement No. 2.5.45*

Some CMS systems have an authoring environment independent from the production environment, which would allow GOB to stage the CMS content. Would this be seen as an adequate approach to separate testing content from the live content?

ANSWER: Yes.

170. *Requirement No. 2.5.55*

Is GOB currently leveraging any continuous build technologies? If so, which ones?

ANSWER: None.

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172. *Requirement No. 2.5.56*

Is GOB currently leveraging technologies for source code version management, issue tracking, and test management? If so, which ones?

ANSWER: None.

173. *Requirement No. 2.5.61*

What is the maximum expected number of concurrent users accessing the system over the busiest hour of a day?

ANSWER: Our initial estimate is 500 users. The GOB expects the proposed solution to be scalable to address unusual peak periods.

174. *Requirement No. 2.5.63*

What does GOB currently use for web analytics?

ANSWER: Google Analytics and the current CMS has some analytics.

175. *Requirement No. 2.5.70*

For the provision of multimedia, do you want to support media streaming from the Bermuda Government Portal? Do you already use a streaming service?

ANSWER: No, we do not want to support media streaming. Please see the answer to Question # 28.

176. *Requirement No. 2.5.76*

For mobile devices, is GOB considering deployment of native apps in addition to providing Portal access via a web browser (e.g., iOS, Android)? If so, which mobile platforms?

ANSWER: The requirement is the GoB portal be a fully responsive portal.

177. *Requirement No. 2.5.83*

What is “legacy user agents” referring to? Please provide examples.

ANSWER: The portal should degrade gracefully on older browsers that might not have gone through rigorous cross-browser testing, but the portal should still be functional.

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178. *Requirement No. 2.5.102*

What is “Graphical Information Systems” referring to? Please provide examples. In case this requirement is meant to refer to Geographical Information Systems (GIS), which GIS systems are used by GOB?

ANSWER: We use ESRI & GEO CORTEX - details of the standard API will be provided to the final vendor as it is not readily available at this time. Please also see the answer to Question #45.

179. *Requirement No. 2.5.103*

What AS/400 applications are currently used at GOB? Are there interoperability standards such as web services for these applications?

ANSWER: Information not required at this phase

180. *Requirement No. 2.5.104*

Are there interoperability standards such as web services that are used at GOB for interfacing with J.D. Edwards Enterprise 1?

ANSWER: This is currently not in scope. Please refer to Addendum 2 for additional scoping details.

181. *Requirement No. 2.5.113*

Are there multiple content repositories for which searching is required? If so, which are these and how are they currently accessed?

ANSWER: The GOB is intending to rewrite content and place it in a single repository. The only other anticipated repository would be an archive repository.

182. *Requirement No. 2.5.122*

For forms fillable by end users of Bermuda Government Portal, web forms would provide a wider user base than PDF forms (web forms are compatible with mobile devices whereas PDF forms are generally not compatible with standard web browser functionality of mobile operating systems such as iOS or Android). Which of these form technologies are preferred? How many form schemas are in scope of the project?

ANSWER: Many Departments have a strong preference towards PDFs which replicate their paper-based forms. However, one of our PDF to email solutions can convert a PDF to a HTML form which is identical to the PDF, then merge the submitted HTML form to a flattened PDF. Consequently, if HTML is to be used then the submitted form should closely resemble a PDF.

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183. *Requirement No. 2.5.126*
Could you please provide interoperability standards for the First Data Payment Gateways currently used by GOB?

ANSWER: The information is not readily available at this time.

184. *Requirement No. 2.5.127*
Are the financial reports generated by back-end applications currently deployed at GOB? If so, what are these applications? How are these reports currently accessed and by what type of users? In case these reports are new and part of the Bermuda Government Portal project, please provide additional details on the source data for these reports, the format of the reports, and the intended users.

ANSWER: This question relates to downstream work that is not part of the core build. Bidders should not scope the effort associated with the above. Please refer to Addendum 2 for additional scoping details.

185. *Requirement No. 2.5.148*
Does GOB have a user directory currently deployed? If so, will this user directory remain as the reference for user data or is GOB looking to replace it with a new directory?

ANSWER: Active directory, LDAP. Not looking to change as processes are already in place to ensure it is updated and accurate. Please also see the answer to Question #26.

186. Please provide or direct us to the privacy and security requirements of the GOB.

ANSWER: Please refer to the answer in Question #36.

187. Please confirm if there are or will be business and functional requirements documents available for our review.

ANSWER: You now have all the documentation that will be made available at this stage, the answers to these questions being the last installment. If you make the final three for the shortlist, at this time you may get specific Use Cases for you to quote on in more detail.

188. Please confirm if there is a full style guide for web.

ANSWER: A Style guide will be provided to the final vendor.

189. *RE 2.5.61* – Please indicate the type or scale of expected growth.

ANSWER: The bidder's solution should be fully scalable as future prediction of growth is not possible at this time.

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190. RE: 2.5.12 - please clarify and elaborate on this point. (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)

ANSWER: The bidder's solution should include all the components required to create, manage and publish content, programs, and services that are required by the GoB.

191. Please confirm the format of the provided rewritten data/content that GOB will provide to be migrated (ie. images, pdfs, links, videos, etc).

ANSWER: GoB will be responsible for putting all content and images into the CMS. This will include text, images, PDFs, videos, etc.

192. Please indicate if the GOB or selected vendor will provide content entry into the new CMS.

ANSWER: GOB is responsible for content entry into the new CMS.

193. Please confirm your platform of preference for web analytics. Do you have analytics that will support a list of desired devices?

ANSWER: Bidders are free to propose a web analytics platform as part of their solution.

194. Please confirm if GOB or the selected vendor will be responsible to provide the captions per "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."

ANSWER: GoB will be responsible for all captioning.

195. Please confirm your preferred external video platform.

ANSWER: Please see answers to questions # 27 and #28

196. Please confirm if content meta data descriptions will be provided or if the vendor will be responsible to create this.

ANSWER: The Government of Bermuda will be responsible for tagging content. The meta data tags are expected to move with the content when taxonomy structure changes are performed.

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197. *RE 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”, please confirm if you have any specific widgets in mind?

ANSWER: There is no information available at this time. Please see the answer to Question #49.

198. Please confirm the user roles of this system. Will visitors be anonymous users, or will there be some need to identify the person who is visiting the site?

ANSWER: At this point all visitors to the portal will be anonymous. However, the capability of identification of users should be available within the chosen solution.

199. Please confirm if there are multiple levels of content admins? Will each department has their own admins, and their own permissions?

ANSWER: Multiple levels of Content Administrators is a requirement.