



Request For Proposal
JIBC Website Redevelopment
JIBC-NWC-008

Issue Date:
May 14, 2010

Closing Date and Time:
May 31, 2010, 4:30 pm

Table of Contents

1.	Introduction & Background.....	3
1.1	Introduction	3
1.2	About JIBC.....	3
1.3	JIBC Website	3
1.4	CMS User Profiles	4
1.5	Goals	4
1.6	Work Completed to Date by JIBC.....	4
1.7	JIBC Contacts.....	4
2.	Time Frame, Deliverables & Scope	4
2.1	Time Frame	4
2.2	Deliverables	5
2.3	Scope.....	6
3.	RFP Content.....	6
3.1	Cover Letter	6
3.2	Organizational Profile	6
3.3	Vendor, Sub-Contractors and Other Vendors	6
3.4	CMS Information.....	7
3.5	Deliverables & Requirements	7
3.6	Design.....	8
3.7	Support	8
3.8	Quotation	8
3.8.1	Ineligible Expenses	8
3.8.2	JIBC Supplied Resources	8
	Financial Plan Template.....	9
4.	Additional Activities for Shortlisted Vendors.....	9
4.1	Demos	9
4.2	Interviews.....	9
4.3	JIBC Testing	10
5.	Terms and Conditions	10
5.1	BC Bid.....	10
5.2	Inquiries	10
5.3	Closing Date	10
5.4	Review Process.....	10
5.5	Full Terms and Conditions.....	10
5.6	Contract	10
Appendix A		11

Draft Requirements	12
Appendix B	25
1. Terms and Conditions	26
1.1 Liability for Errors.....	26
1.2 Errors in Submissions.....	26
1.3 Limitation of Liability	26
1.4 Confidentiality of Information	26
1.5 Ownership of Quotations	26
1.6 Vendors' Expenses.....	26
1.7 Irrevocability of Submissions	27
1.8 Conflict of Interest.....	27
1.9 Verification	27
1.10 Rejection of Submissions and Cancellation of RFP	27
1.11 Contract Terms.....	27
1.12 Contract Award	28
1.13 Sub-Contracting.....	28
1.14 Governing Law	28
1.15 Appendices	28
1.16 Copyright	28

1. Introduction & Background

1.1 Introduction

The Justice Institute of British Columbia (JIBC) has issued this Request for Proposal (RFP) for web development services including:

- Implementing a web content management system (CMS) for a new JIBC website.
- Building the site's core structure.

1.2 About JIBC

JIBC is Canada's leading public safety educator. Based in New Westminster, BC, JIBC is a dynamic post-secondary institution recognized nationally and internationally for innovative education and applied research in justice and community and public safety. We offer a range of applied and academic programs (certificates, diplomas, and degrees).

The JIBC is organized in three schools: Community & Social Justice, Public Safety & Security, and Health Sciences. The schools deliver programs in a wide range of areas, such as police, fire and safety, corrections, emergency management, traffic education, sheriffs, counselling, conflict resolution, leadership and aboriginal programs.

Students are taught in six BC campuses and online. Our small classes are led by expert faculty who are active in their field and provide real-world examples to their students. We emphasize hands-on learning as well as essential academic theory. To encourage teamwork and shared understanding, JIBC programs bring students together from across disciplines.

JIBC is known as a pioneer in many areas, such as the use of simulation technology in learning. Through partnerships with clients, donors and community groups, JIBC continually upgrades educational programs and services. JIBC has also expanded its reach, building on its strengths in BC and increasingly delivering programs in other provinces and internationally.

More information on JIBC can be found at www.jibc.ca.

Our latest annual report can be found here: http://www.jibc.ca/aboutJIBC/pubs/JIBC_AR_0809.pdf

1.3 JIBC Website

The JIBC's corporate website, at www.jibc.ca, was last redesigned in 2006/2007. At that time, JIBC implemented Adobe Contribute as the web software for staff to use in maintaining the site. Over time, however, staff moved from using Contribute to Adobe Dreamweaver because of functionality and training challenges with Contribute.

While the site has served as a primary marketing and communications vehicle for JIBC, feedback from students, clients, staff and other site users identified significant issues with the site's design, search and navigation, and content. In 2009, JIBC commissioned an evaluation of the website that confirmed a range of issues and recommended a major overhaul. In February 2010, JIBC management approved a proposal from the JIBC Communications & Marketing department to redesign the site and move to a new CMS.

Note: The JIBC website is hosted on a JIBC server, and that will be the case with the new site. JIBC is not seeking a hosted software as a service (SaaS) product.

1.4 CMS User Profiles

Basic Users: The majority of JIBC staff who will use the CMS are basic users, with little or no knowledge of HTML. Some of these users have minimal Dreamweaver experience. Their needs revolve around standard web editing: posting text (sometimes involving tables) and graphics.

Power Users: Some JIBC staff who will use the CMS are power users, with intermediate to advanced knowledge in HTML and extensive experience in using Dreamweaver. Their needs go beyond regular web editing and involve tasks such as creating and modifying templates, changing navigation, and defining roles and permissions in workflow.

1.5 Goals

JIBC's goals for the new website and CMS are to:

- Redevelop the JIBC website so it is an informative, visually engaging, user-friendly, interactive, transactional and strategic communication and marketing vehicle.
- Replace the existing multiple software used to maintain the JIBC website with a user-friendly, robust, extensible, scalable, flexible and stable enterprise-wide CMS that meets both end-users' functional needs and the JIBC's high level strategic needs.

1.6 Work Completed to Date by JIBC

For information on work completed to date on this project by the JIBC, please see our Website Redesign Blog: <http://jibcweb.wordpress.com/>.

1.7 JIBC Contacts

- Chris Wong, Senior Manager, Web Communications & Corporate Marketing at JIBC, is managing the JIBC web redevelopment project: cwong@jibc.ca, 604.528.5885, 715 McBride Boulevard, New Westminster, BC V3L 5T4.
- Additional contact: Lori Bodin, Web Communications Administrator, lbodin@jibc.ca, 604.528.5560.

2. Time Frame, Deliverables & Scope

2.1 Time Frame

The approximate time frame for the project is as follows:

- RFP issue: May 14, 2010
- RFP response: May 31, 2010, 4:30 pm
- JIBC selection of web vendor: July 2010
- Project start date: July 2010
- Project end date: November 2010

2.2 Deliverables

The following table outlines the key deliverables expected of the web vendor after being selected by JIBC. The table also includes target delivery dates.

Deliverable	Target Delivery Date
1 – Contract: After being selected by JIBC as the web vendor for this project, and accepting the assignment, work with JIBC in preparing and signing off on a contract for services to be provided by the vendor.	July 2010
2 – Discovery: Meet with JIBC and the design vendor to review the project vision, deliverables, roles and responsibilities of JIBC and vendors, and timeline.	July 2010
3 – Progress Reporting: Set up the project in a web-based issues management or project tracking system and provide access to JIBC.	July 2010
4 – Requirements: Work with JIBC in finalizing the draft requirements listed in Appendix A of this RFP.	July – August 2010
5 – Schedule: Work with JIBC in developing a detailed project schedule, which JIBC will maintain.	July - August 2010
6 – Information Architecture: Provide feedback on the information architecture for the site prepared by JIBC.	August 2010
7 – Design: Provide feedback on the wire frames and other design material prepared by the design vendor.	August 2010
8 – Website Build: Based on the final requirements, wireframes and other design material, and information architecture, build the core structure of the JIBC website on a development server hosted at JIBC.	August – October 2010
9 – Testing: Work with JIBC in testing the site against requirements on JIBC development servers.	October 2010
10 – Training: Provide comprehensive training on the CMS that will be customized for two groups of JIBC staff: power users and basic users.	October 2010
11 – Documentation: Provide JIBC with comprehensive documentation for publishing with the CMS and maintaining the system.	October 2010
12 – Pre-Launch Support: Provide JIBC with support, as required, while JIBC builds out the site and populates it.	October – November 2010
13 – Launch: Coordinate with JIBC and the design vendor in launching the new JIBC website on a live server hosted at JIBC.	November 2010
14 – Post-Launch Support: Work with JIBC in preparing and signing off on a Service Level Agreement for post-launch support.	November 2010

2.3 Scope

This RFP is for services that include implementing a CMS for a new JIBC website and building the site's core structure. The services do not include the following:

- The majority of information architecture work (planning site structure), which JIBC will be responsible for.
- Populating the site with content, which JIBC will be responsible for.
- Design work, which a design vendor will provide, although implementation of design is needed. (For more information on design, see section 3.6 Design.)

3. RFP Content

This section specifies the content expectations for the RFP submission.

3.1 Cover Letter

Provide a cover letter that briefly introduces the company, clearly identifies the lead contact at the company for this project, and clearly states capability and availability for this project. The cover letter must include the signature of an authorized official of the vendor.

3.2 Organizational Profile

Provide an organizational profile, including:

- An overview of the vendor's products and services.
- A list of current and past clients/projects. Indicate experience with post-secondary institutions.
- Details on the vendor's experience with projects of a similar size and/or complexity:
 - o Include a minimum of three URLs of completed sites illustrating this experience.
 - o In addition to the URLs of completed sites, the vendor may submit screenshots for projects in process.
 - o Provide a minimum of three current references associated with the stated experience.
- Information on the financial health of the vendor, short and long-term. Provide relevant documentation.
- Information on management and production team members who will be assigned to this project, and their relevant experience.

3.3 Vendor, Sub-Contractors and Other Vendors

Provide the following:

- Confirmation of whether the vendor can provide all of the services outlined in this RFP, or if sub-contractors would be used.
- Information on all proposed sub-contractors to be employed, including the company name, contact information, type of service the sub-contractor will be performing or providing, and the length of time the vendor has been using the services of the sub-contractor.
- Confirmation of whether the option exists for the vendor to restrict its involvement to selling a license for the CMS (if applicable), and for partner vendors to provide the services outlined in this RFP. In this case, provide a list of partner vendors, including contact information and projects worked on together.

3.4 CMS Information

Provide the following:

- Propose a CMS for the JIBC web redevelopment project.
- Indicate the vendor's experience in working with the CMS, listing websites developed with the product.
- Indicate if the proposed CMS is the vendor's proprietary product, another vendor's proprietary product or an open source product.
- Provide a detailed description of the current version of the CMS.
- Provide information on future versions, including expected new features and anticipated timing of release.
- Provide the system requirements for the CMS.
- Provide information on the openness of the CMS source code and the ability of JIBC staff or external developers to add development that integrates with the CMS.
- While the scope of this project does not involve the JIBC Intranet, a future project will be redesigning the Intranet. Indicate if the CMS would be appropriate as an Intranet tool.
- Provide URLs or PDFs of reviews that have been published of the CMS.

3.5 Deliverables & Requirements

Confirm that the vendor is able to provide the deliverables listed in section 2.2 Deliverables, according to the target delivery dates. It is expected that where any one of these deliverables is not possible, the vendor will specify the reason or provide an adequate alternative to meet the needs of JIBC.

Confirm that the vendor is able to provide the requirements listed in Appendix A by including the following in the RFP submission:

- Include the requirements table from Appendix A and put check marks under the "Yes" or "No" column to indicate if the vendor can meet the requirements.
- In the "Vendor Explanation" column of the requirements table, explain how each requirement will be met with the proposed CMS. If applicable, indicate if customization of the CMS is required, installation of a plugin/module, and/or additional web development. Vendor explanations may be supplemented with screenshots.
- In the "Customization Cost Estimate" column, provide an estimate for meeting a requirement if it involves customization of the CMS and/or additional web development. Leave this column blank if there is no additional cost.

Inability to meet a requirement may not exclude a vendor from consideration, depending on the priority of the requirement for JIBC.

In addition, provide details of other out-of-the-box features of the CMS that are not covered in the requirements in Appendix A.

3.6 Design

While the scope of services in this RFP does not include design, indicate the following:

- Whether the vendor wishes to be considered for providing design services, which will be contracted separately from this RFP process.
- Whether the vendor proposes to collaborate with a design firm to provide design services. In this case, provide the company name and contact information, along with information on projects completed with the firm.

3.7 Support

Provide information on support plans that can be implemented post-launch of the new JIBC website, including features and cost.

3.8 Quotation

Provide details on all estimated professional fees, licenses and expenses required for this project. Include, as part of the total, costs for customization of the CMS and additional web development listed in the "Customization Cost Estimate" column of the requirements table. (See section 3.5 Deliverables & Requirements.) Use the Financial Plan Template on page 9 to provide an itemized quotation. Quote costs in Canadian dollars, with all applicable taxes. Also provide a proposed payment schedule for the project.

3.8.1 *Ineligible Expenses*

The following items are ineligible and cannot be included in a quotation:

- Rent of office premises and other related overhead expenses (i.e. utilities).
- Capital expenses (i.e. office equipment, computer equipment and associated software).

3.8.2 *JIBC Supplied Resources*

JIBC reserves the right to supply certain services where direct supply of such services can be arranged by JIBC at a lower cost than that proposed by the vendor. An example would be the cost of travel.

Financial Plan Template

Item	Rate	# Hours	Total
1. Professional Fees			
a) Role (Describe)			
b) Role (Describe)			
<i>Subtotal 1</i>			
2. Sub-contractors (if applicable)			
a) Role (Describe)			
b) Role (Describe)			
<i>Subtotal 2</i>			
3. Expenses at cost (if applicable)			
a) Expense (Describe)			
b) Expense (Describe)			
<i>Subtotal 3</i>			
4. License & Support Fees			
a) Server License			
b) User Licenses (approx. 40 users)			
c) Maintenance and Support Fee			
<i>Subtotal 4</i>			
Subtotal			
Applicable Taxes			
TOTAL PRICE			

4. Additional Activities for Shortlisted Vendors**4.1 Demos**

JIBC will require that shortlisted vendors provide a live demo of the proposed CMS, demonstrating how requirements listed in Appendix A can be met with the product.

4.2 Interviews

JIBC will require that shortlisted vendors participate in an interview and, if needed, follow-up meetings.

4.3 JIBC Testing

JIBC will require that shortlisted vendors provide a fully functioning version of the proposed CMS for installation and testing on a JIBC server for a maximum of 60 days. JIBC will uninstall the CMS at the conclusion of testing.

5. Terms and Conditions

5.1 BC Bid

This is an open RFP that has been posted on the BC Bid website: <http://www.bcbid.gov.bc.ca/open.dll/welcome>. All vendors interested in responding to this RFP must obtain the document from the BC Bid site.

5.2 Inquiries

All inquiries relating to this RFP must be in writing, and they are to be directed to Chris Wong, JIBC Senior Manager, Web Communications & Corporate Marketing, at cwong@jibc.ca **no later than May 20, 2010, 4:30 pm**. Questions and the JIBC's response to the questions will be posted on BC Bid before the submission deadline. Vendors who have submitted questions will not be identified.

5.3 Closing Date

The RFP submission is to be sent in PDF format by email to Chris Wong, JIBC Senior Manager, Web Communications & Corporate Marketing, at cwong@jibc.ca, **no later than May 31, 2010, 4:30 pm**. Submissions received after this date and time will be rejected.

5.4 Review Process

Members of the JIBC website redevelopment project team will assess proposals submitted and identify a short list. The team will select a web vendor from the short list based on the following components:

- RFP submission
- Demo
- Interview
- JIBC testing
- Reference checks

5.5 Full Terms and Conditions

See Appendix B, JIBC Terms and Conditions, for the full terms and conditions that apply to this RFP.

5.6 Contract

The selected vendor for this project will be expected to sign a contract with JIBC, including a mutually-agreed upon Statement of Work (SOW), fee schedule, and terms and conditions.



Appendix A
Draft Requirements
JIBC Web Content Management System
& Website

May 14, 2010

Draft Requirements

Notes

- The requirements in this appendix are in draft form. As stated in section 2.2 Deliverables, deliverable #4, the successful vendor will work with JIBC in finalizing the draft requirements.
- The requirements pertain to both the CMS and desired elements of the new JIBC website.
- Titles shaded in blue are categories.
- Titles shaded in yellow are sub-categories.
- The requirements table must be filled out and included in the RFP submission. See section 3.5 Deliverables & Requirements for instructions on filling out the requirements table.

Glossary

Term	Definition
CMS	Web content management system that will be used to manage the JIBC website.
CSS	Cascading style sheets.
Reviewers	Individuals specified in workflow with the authority to review content, changes to navigation and other changes to the JIBC website before material is published.
SEO	Search engine optimization
Site Users	Individuals who use the publicly available JIBC website (and do not have privileges to access the web administration areas at the back end).
Web Administrators	Authorized JIBC staff that use the CMS to maintain the JIBC website.

Number	Description	Yes	No	Vendor Explanation	Customization Cost Estimate
1	Content Management				
1.1	Content Editing & Publishing				
1.1.1	The CMS has a WYSIWYG editor, which allows for in-context editing - editing within the interface of the actual website - rather than in a separate administrative interface.				
1.1.2	The editor offers an extensive feature set, including the ability to: apply styles (defined in CSS), insert links and anchors, insert graphics, insert tables, spell check and other features. List all of the editor's features in full.				
1.1.3	Text from documents can be copied and pasted straight into the CMS, without having to cleanse the text in a text editor.				
1.1.4	The CMS allows for placement of graphics on pages.				
1.1.5	The CMS allows for in-context editing of graphics (tasks such as proportionally changing the dimensions of a graphic).				
1.1.6	The CMS can be configured to specify a maximum file size for graphics and require alt tags.				
1.1.7	The editor enables editing of the HTML source code of the content area of pages. Access to HTML is subject to roles and permissions.				
1.1.8	HTML code from third party sites, such as YouTube, Flickr and Google Maps, can be embedded in the editor and be fully functional.				
1.1.9	The CMS includes a global find and replace feature for text on the site.				
1.1.10	The CMS includes a feature for crawling the site and locating broken internal or external links, producing a report that lists broken links.				
1.1.11	The system enables either immediate publishing or scheduled publishing.				

Number	Description	Yes	No	Vendor Explanation	Customization Cost Estimate
1.1.12	The CMS enables web administrators to toggle between an editing view (how the page looks while it is being edited) and published view (how the page looks on the live site).				
1.1.13	The CMS provides multi-browser and multi-operating system preview, in which pages can be previewed in major browsers such as Firefox, Internet Explorer, Google Chrome, Safari and Opera, and in both the Windows and Mac environments.				
1.2	Content Re-Use				
1.2.1	Content that is entered in one location of the system can be easily configured to appear on multiple pages.				
1.2.2	Content that appears on multiple pages can be edited in one location of the system, with all areas updating after the editing.				
1.2.3	The system provides web administrators with an overview of content re-used on multiple pages.				
1.3	Files				
1.3.1	Web administrators can upload files to the CMS, for posting on the site, in formats such as the following: .pdf, .doc, .docx, .ppt, .pptx, .xls, .xlsx, .gif, .jpeg, .eps, .png, .mp3.				
1.3.2	Site users can download files posted on the site in formats such as the following: pdf, .doc, .docx, .ppt, .pptx, .xls, .xlsx, mp3.				
1.3.3	The system includes easy-to-manage libraries in the admin area for documents, graphics, videos, audio files and other files posted on the site.				
2	Navigation/Page Creation, Search & Tags				
2.1	Navigation/Page Creation				
2.1.1	Navigation can descend four levels.				
2.1.2	Navigation includes breadcrumbs.				
2.1.3	Navigation includes a footer.				

Number	Description	Yes	No	Vendor Explanation	Customization Cost Estimate
2.1.4	Navigation includes a single page with a site map, containing links to all pages on the site.				
2.1.5	Navigation can include a site map at the bottom of specified pages, containing links to first and second level pages.				
2.1.6	Web administrators can change site navigation in a GUI (Graphical user interface) environment, which does not require programming or editing of code.				
2.1.7	Access to navigation is subject to roles and permissions. Authority to change navigation can be granted for the entire site or specific sections of the site.				
2.1.8	Connected to making changes to navigation, web administrators can add new pages and specify page titles, and delete existing pages from the site.				
2.1.9	URLs generated when pages are created are SEO-friendly.				
2.1.10	File names and URLs do not permit spaces and non-conforming characters.				
2.1.11	Navigation menus, breadcrumbs and site maps automatically and simultaneously update after navigation is changed.				
2.2	Search				
2.2.1	The search engine indexes all content on the site and automatically re-indexes the site when new content is added.				
2.2.2	The search engine can be optimized to improve search results.				
2.2.3	Each search result includes an excerpt of content containing the word(s) searched for and located.				
2.2.4	In each search result, the word(s) searched for and located are highlighted in some manner, such as appearing in bold or in a colour.				

Number	Description	Yes	No	Vendor Explanation	Customization Cost Estimate
2.2.5	The number of search results that appear per page of results can be configured.				
2.2.6	The search engine can be configured so downloadable documents on the site (in formats such as Adobe PDF and Microsoft Word, Excel and PowerPoint) can be included or excluded from the search results.				
2.2.7	Web administrators can specify search results that appear at the top of results for specific search terms. These specified results override organic results.				
2.3	Tags				
2.3.1	Web administrators can attach tags to content, including individual and multiple words.				
2.3.2	Tags can be displayed under content as links that go to tag results pages, which list links to content that has the same tags. Or, tags can be displayed as links that go to search results pages, which are consistent with results pages that appear when the site search engine is used. In the latter case, tags are integrated with the site's search engine.				
2.3.3	When tags are attached to news items appearing on the homepage, tags appear under the item both on the page in the News section and on the homepage.				
2.3.4	Tags attached to content can be displayed in a tag cloud or list, displayed in order of tags used the most.				
2.3.5	Web administrators can specify meta-tags on all pages (e.g. title, description, and keyword tags).				

Number	Description	Yes	No	Vendor Explanation	Customization Cost Estimate
3	Workflow & Version Control				
3.1	Workflow				
3.1.1	Roles and permissions, providing different levels of privileges, can be assigned to web administrators.				
3.1.2	Roles and permissions can be assigned to web administrators for either the entire site or for specific sections of the site.				
3.1.3	Workflows, based on the defined roles and permissions, can be set up to regulate approval of content and changes to navigation before being published.				
3.1.4	Workflows can specify that notification emails are automatically sent to reviewers when changes to the site require their review before publishing.				
3.2	Version Control				
3.2.1	The CMS requires that web administrators check out pages before they can edit them and check them back in after editing is complete. The system does not allow for simultaneous editing of the same page by multiple web administrators.				
3.2.2	A "last updated" date appears at the bottom of each page and is automatically updated after changes are made to that page.				
3.2.3	Expiry dates can be assigned to content at the back end so web administrators will be alerted when content needs to be changed or removed.				
3.2.4	Web administrators can view previously saved versions of pages and identify differences from the current live version.				
3.2.5	Web administrators can roll back pages so a previously saved version of the page appears on the live site.				

Number	Description	Yes	No	Vendor Explanation	Customization Cost Estimate
3.2.6	Version control features includes audit trails, which track web administrator activity in the system by date and name.				
4	Special Features				
4.1	Homepage Admin Tools				
4.1.1	Web administrators can access an admin tool for specifying: news items (housed in the News section of the site) to appear on the homepage, what order they appear in, what summary text (including links) appears for each item on the homepage, and what graphic, if there is one, is attached to the item (with some control over how the graphic is positioned with the item). There is no character limit for summary text appearing on the homepage and the text does not cut off mid-sentence.				
4.1.2	Web administrators can access an admin tool for specifying: photos that have been uploaded to the site to appear on the homepage in a rotation, what order they appear in the rotation, the time lag between each rotation, and what content (headlines and text, including links) appears with each photo on the homepage.				
4.1.3	Web administrators can access an admin tool for: activating a hidden area at the top of the homepage that stretches the page vertically and contains text on emergency alerts that can be inserted in the area.				
4.2	News & Features				
4.2.1	The News and Features sections are set up in a blog structure, which allows for items to appear chronologically, with moderated comments, tags, and archives of past items.				

Number	Description	Yes	No	Vendor Explanation	Customization Cost Estimate
4.3	Program & Course Search				
4.3.1	The JIBC Course Calendar, at http://www.jibc.ca/course_calendar/ , which draws data from the JIBC's Training Partner system, is directly integrated into the website as a program and course search tool. (Related requirement: #5.5.1)				
4.4	Events Calendar				
4.4.1	Web administrators can create/edit calendars.				
4.4.2	Calendar formats are available in multiple views (such as daily, weekly and monthly, or as a listing of all upcoming events in chronological order).				
4.4.3	An events calendar draws data from JIBC's Training Partner system. See the calendar on the right side of the JIBC website's homepage: http://www.jibc.ca/ (Related requirement: #5.5.1)				
4.5	Forms, Surveys & Polls				
4.5.1	Web administrators can create forms to display on the site, with data collected on the back end that can be exported out of the CMS.				
4.5.2	Web administrators can create surveys and polls, with data collected on the back end that can be exported out of the CMS.				
4.6	Mapping				
4.6.1	The CMS includes a tool for building and displaying interactive maps with zoom in and out capability.				
4.6.2	Maps can be built as a world map or by region.				
4.6.3	Maps can highlight locations (such as cities, provinces and continents) and display information about the locations on mouseover.				
4.6.4	Text on maps (such as names of locations) can link to pages on the site.				

Number	Description	Yes	No	Vendor Explanation	Customization Cost Estimate
4.7	Social Media				
4.7.1	Blogs (separate from the News and Features sections) can be set up on the site, which allow for moderated comments, tags, and archives of past items.				
4.7.2	Wikis can be set up on the site.				
4.7.3	Facebook "Like" buttons and sharing buttons from other third party sites can be easily embedded throughout the site.				
4.8	Multi-lingual Support				
4.8.1	The CMS provides support for editing and previewing pages in multiple languages.				
4.8.2	The CMS manages versions of pages with identical content, in multiple languages, as sets.				
4.9	Mobile				
4.9.1	The CMS generates versions of pages that are optimized for viewing on mobile browsers such as Safari for iPhone.				
4.9.2	The CMS provides support for editing and previewing pages in the mobile environment.				
4.9.3	The CMS manages versions of pages with identical content, for standard web and mobile viewing, as sets.				
5	Technical Capabilities & Training				
5.1	Web Standards & Accessibility				
5.1.1	The CMS generates HTML code that is W3C-compliant.				
5.1.2	The CMS is compatible with currently used versions of HTML and HTML 5.				
5.1.3	The CMS is compatible with Adobe Flash.				
5.1.4	The CMS generates pages that are compatible with website tools such as screen readers for persons with visual disabilities.				

Number	Description	Yes	No	Vendor Explanation	Customization Cost Estimate
5.2	Browsers & Operating Systems				
5.2.1	The CMS is 100 per cent web-based, enabling web administrators to access the system on computers at JIBC campuses and off-campus, and not requiring the installation of any software on web administrators' computers.				
5.2.2	Web administrators can use all features of the CMS without technical issues on computers with Windows or Mac operating systems with recent versions of major browsers (Internet Explorer, Firefox, Safari, Google Chrome and Opera).				
5.2.3	Sites users can view and use the JIBC website without technical issues on computers with Windows or Mac operating systems with recent versions of major web browsers (Internet Explorer, Firefox, Safari, Google Chrome and Opera).				
5.3	Technical Environment				
5.3.1	All software and files associated with the CMS can be installed on JIBC servers. The CMS is not a hosted software as a service (SaaS) product.				
5.3.2	The CMS is compatible with a technical environment in which changes to the website are made on a staging server, and after satisfying workflow requirements, are transferred to a live server by web administrators. Indicate if the CMS takes a different approach of consolidating all editing and publishing activity on one server.				
5.3.3	Content transferred from the staging server to the live server appears on the live server immediately after the transfer.				
5.3.4	The CMS provides functionality for ensuring the staging and live servers are in sync, as mirrors of each other.				

Number	Description	Yes	No	Vendor Explanation	Customization Cost Estimate
5.3.5	The CMS is compatible with a technical environment in which a test or development server is used to develop new features for the site.				
5.3.6	The CMS supports load balancing.				
5.3.7	The CMS supports integration with the Lightweight Directory Access Protocol (LDAP) for user authentication.				
5.3.8	The CMS allows export to static files (incremental or full export).				
5.3.9	The CMS can be used to support multiple websites.				
5.4	Templates				
5.4.1	There is a separation between code and presentation templates.				
5.5	Dynamic Content/Databases				
5.5.1	The CMS supports the ability to include dynamic content from external sources and relational databases. (Related requirement: #4.3.1 and #4.4.3)				
5.5.2	The CMS supports database schema migration during upgrades.				
5.5.3	The CMS allows integration of third-party applications and adheres to industry standards.				
5.6	Printing				
5.6.1	Site users that use the web browser print function get a printout that does not cut off text at the sides or bottom, maintains text at a reasonable size for readability, and retains essential graphics. A separate print-friendly feature is not needed for printing to these specifications.				
5.7	RSS				
5.7.1	Multiple RSS feeds can be set up, for either miscellaneous content from throughout the site or for specific content such as news, features, blogs, videos and podcasts.				

Number	Description	Yes	No	Vendor Explanation	Customization Cost Estimate
5.7.2	Web administrators can configure RSS so feeds are either automatically generated, based on specified criteria, or manually triggered by web administrators.				
5.8	Secure Areas				
5.8.1	The CMS enables the creation of password-protected areas of the site.				
5.9	Web & System Analytics				
5.9.1	Google Analytics javascript can be placed on pages throughout the site to obtain web analytics data.				
5.9.2	The system provides built-in web analytics data, which can be viewed in the admin area and downloaded in formats such as Excel and PDF.				
5.9.3	Built-in web analytics can provide data on web traffic resulting specifically from campaigns conducted separate from the website with customer relationships management systems (CRMs) or other software.				
5.9.4	The CMS provides authorized web administrators with customizable reports on system access.				
5.9.5	Authorized web administrators have access to admin system logs.				
5.10	Training & Documentation				
5.10.1	The vendor will provide comprehensive training for both basic users and power users. Indicate if training will be provided face-to-face, through webinars, or through a combination.				
5.10.2	The vendor will provide comprehensive documentation for publishing with the CMS and maintaining the system. This includes manuals for web administrators and system-level documentation for system administrators. Indicate if help and reference material is available in hard and soft copies and online.				

Number	Description	Yes	No	Vendor Explanation	Customization Cost Estimate
5.11	Upgrades & Patches				
5.11.1	The vendor maintains a regular version upgrade and patch schedule.				



Appendix B

JIBC Terms and Conditions

1. Terms and Conditions

1.1 Liability for Errors

While JIBC has used considerable effort to ensure an accurate presentation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for vendors. The information is not guaranteed or warranted to be accurate by JIBC, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve vendors from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

1.2 Errors in Submissions

The vendor has the responsibility to request any instruction, decision, or direction which may be required to prepare its submission, or to notify the designated JIBC contact person in writing of any ambiguity, divergence, error, omission, oversight, or contradiction contained in its submission as it is discovered.

JIBC reserves the right to request clarification of the contents of any submissions. JIBC may require vendors to submit supplementary documentation clarifying any matters contained in their submissions and may seek the vendor's acknowledgement of that interpretation. This is not an opportunity for the vendors to submit new information modifying the submissions. Notwithstanding the foregoing, JIBC is not obliged to seek clarification of any aspect of a submission.

1.3 Limitation of Liability

JIBC will not be obligated or liable in any way whatsoever to a vendor except where JIBC has awarded and entered into a written contract with that vendor for the performance of the work contemplated by this RFP, and in which case that contract shall govern all such obligations and liabilities.

1.4 Confidentiality of Information

This document, or any portion thereof, may not be used for any purpose other than as a submission to the RFP. Information pertaining to JIBC or related parties obtained by a vendor as a result of participation in this process is confidential and must not be disclosed except for the purpose of responding to this RFP or as required by law.

1.5 Ownership of Quotations

All documents, including RFP submissions provided to JIBC, become the property of JIBC. They will be received and held in confidence, subject to the provisions of BC Personal Information Protection Act.

1.6 Vendors' Expenses

Vendors are solely responsible for their own expenses in preparing a submission. If JIBC elects to reject any or all submissions, JIBC will not be liable to any vendor for any claims, whether for costs or damages incurred by the vendor in preparing the submission, loss of anticipated profit, or any other matter whatsoever.

1.7 Irrevocability of Submissions

By submission of a clear and detailed written notice, a vendor may amend or withdraw his/her submission prior to the closing date and time. At closing, all submissions become irrevocable. Submissions must be open for acceptance for at least 90 days after the closing. In the event that JIBC requires more than 90 days to evaluate quotations, additional time will be requested of all vendors.

1.8 Conflict of Interest

Vendors are responsible for disclosing to JIBC any and all real or perceived conflicts of interest. Submissions will not be evaluated if the vendor's current or past corporate or other interests are, in the opinion of JIBC, deemed to be a conflict of interest in connection with this RFP. JIBC reserves the right to disqualify and reject a submission in whole or in part where the vendor or directors, officers, shareholders or any other person associated with the vendor has a claim or has initiated a claim or legal proceeding against JIBC or against whom JIBC has a claim or has instituted a legal proceeding with respect to any previous contracts, tenders or business transactions.

Vendors shall not engage in any form of lobbying whatsoever to influence the outcome of this RFP. Further, vendors shall not attempt to communicate or make any representation or solicitation to any director, officer or employee of JIBC except to the designated JIBC contact persons.

1.9 Verification

JIBC reserves the right to verify any statement or claim contained in any submission or made subsequently in any interview or negotiation. That verification may be made by whatever means JIBC deems appropriate and may include contacting the references provided by the vendor. In providing a submission, the vendor is deemed to consent to JIBC verifying any information from third parties including the vendor's bank references, and receiving additional information regarding the vendor, its directors, officers, shareholders or owners and any other person associated with the vendor as JIBC may require.

1.10 Rejection of Submissions and Cancellation of RFP

JIBC may, in its absolute discretion, reject in whole or in part any and/or all submissions to the RFP after taking into account factors considered relevant or for any reason. Further and without limiting the foregoing, JIBC will not be bound to accept the lowest or any bid. JIBC may discuss with any vendor different or additional items and terms to those described in this RFP or received in any quotations, or to amend or modify any term of this RFP. JIBC reserves the right in its absolute discretion to postpone or cancel this RFP at any time for any reason and may issue a new RFP.

1.11 Contract Terms

By providing a submission to JIBC, vendors shall be conclusively deemed to have accepted and to have agreed to be bound by each and every term, condition, and provision of this RFP, and any services, specifications, warranties, guarantees or representations stated in the submissions or made during the RFP process.

1.12 Contract Award

By providing a submission, the successful vendor agrees to negotiate in good faith and execute a contract with JIBC incorporating the terms and conditions of this RFP, the vendor's submission, and other terms and conditions as JIBC may reasonably require. JIBC may negotiate modifications, additions or variations to the terms and conditions in this RFP in order to satisfy its operational or administrative requirements. The contract, if any, entered into subsequently shall take precedence over any and all documents submitted by the vendor. JIBC will not accept a vendor's standard purchase agreement.

1.13 Sub-Contracting

All sub-contractors and/or partner(s) must be identified in the submission. No sub-contracting or assignment of any contract or of any services to be provided is permitted without the prior written consent of JIBC. Vendors are to identify all proposed sub-contractors including the company name, contact information, type of service the sub-contractor will be performing or providing, and the length of time the vendor has been using the services of the sub-contractor. No additional sub-contractors will be added nor will other changes be made to this list without the written consent of JIBC.

1.14 Governing Law

Vendors must comply with all applicable laws. This RFP will be governed exclusively by, and construed and enforced in accordance with, the laws of the Province of British Columbia. The vendor agrees to attorn to the exclusive jurisdiction of the courts of the Province of British Columbia in the event of any dispute concerning this RFP or any matters arising out of this RFP.

1.15 Appendices

All appendices to this RFP are deemed to be incorporated herein and form part of the RFP.

1.16 Copyright

JIBC shall have sole and full ownership of copyrights to and all materials produced by the successful vendor under the contract arising from this RFP. Reproduction of any documents or other data for use by anyone is forbidden without express permission in writing by JIBC.