

AMIR E-government IQC - Statement of Work -

Task Order 3: G2G E-government Portal Web Site Design and Implementation

Vendor: CNS Primus

**Client Agency: Ministry of Information and Communications
Technology, e-Government Programme
Management Office (MoICT/PMO)**

**Client Project Manager: E-gov IQC Vendor Estarta coordinating
and managing**

Background

The Government-to-Government (G2G) Portal Web Site is an internal site intended to provide GoJ staff with a platform to find information and in future phases to serve as an integration platform for key initiatives and systems. Please read the document entitled **E-Government Portal Web Site - Background Information for IQC Firms**, which is to be considered an integral part of this scope of work. Also, please read **Task Order 1, “E-Government Portal Web Site Coordinator”** and **Task Order 2, “Enterprise Directory, Organization and Personnel Directory”** for further background on how the development of the three constituent sites (G2G, G2B, and G2C) will be developed in concert with the implementation of underlying portal technology infrastructure.

Introduction

This task order has been issued by the AMIR program to acquire design and implementation services for the E-Government Portal G2G Site Design and implementation. The vendor should be prepared to represent the interests of G2G users and, over the course of the Task Order, arrive at an optimal design.

Phase A: Design and Information Architecture (1 month)

- Evaluate requirements of end user groups and design initial information architecture.
- In collaboration with Portal Team design interface.

Phase B: Implementation of G2G Portal Web Site (5 months)

- Coordinate the E-Government G2G Portal content harvesting and system implementation.
- Improve information architecture.
- Support and train GoJ Content Providers.
- Evaluate usage patterns and document future enhancements demanded by the end user population.

The two phases will take place over a combined period of 6 months.

Design the G2G Site

The vendor will create a design document which includes, but may not be limited to, the following elements:

- Information Architecture (see below)
- Description of similar sites that the G2G site will emulate
- Site Navigation and User Interaction Map
- Sample HTML pages showing how the look-and-feel supplied by the Portal Coordinator could best be implemented on the G2G site via the CMS.
- Site Maintenance Plan, showing integration with the CMS
 - o Who: Job titles of the personnel in each ministry responsible for maintaining content
 - o How: CMS templates, tools, and forms.
 - o When: Estimated level of effort required of maintenance personnel

Information Architecture

A key element of a successful design will be in creating a quality information architecture.

The design's information architecture should:¹

- Clarify the mission, vision, and goals of a web site, balancing the needs of its sponsoring organization and the needs of its audiences.
- Clearly identify the site's users, and describe why they will use the site.
- Determine what content and functionality the site will contain.
- Specify how users will find information in the site by defining its organization, navigation, and labeling. Describe how the E-Government Portal search engine will index the site's content or metadata, and display links back to relevant content.
- Specify the site's visual design, making sure that content organization and searching requirements drive visual design, and not the other way around.
- Map out how the site will accommodate change and growth over time.

Information architecture requires consultations with the site's information producers and information consumers to determine the needs and perspectives of each.

¹ Adapted from: Rosenfeld and Morville, *Information Architecture for the World Wide Web*, Chapter 2.

Focus Groups

The vendor should use focus groups as much as possible in creating the G2G design. Two types of focus groups should be consulted during the G2G site design:

- Information Consumers – on the G2G site, consumers will be government employees.
- Information Producers – information officers or other relevant personnel from GoJ agencies that produce or maintain content and services (personnel information, travel regulations, administrative policies, etc.) relevant to G2G site's Information Consumers.

Coordination of Focus Groups

The design for all three portal sites – G2G, G2B, and G2C – will be ongoing at the same time. In collaboration with the E-Government Portal Coordinator, the designers of all three sites should coordinate their focus group efforts as much as possible. Meetings with focus groups should be coordinated with the E-Government Portal Coordinator so that all designers might work together with the same GoJ focus groups in the interest of efficiency (Information Consumer groups will obviously be different).

Deliverables

Documentation on the various roles and procedures for vendors performing under the E-gov IQC were provided at an orientation session for awardees in mid-June. The vendor should propose a budget for both Phase A and B based on a Time & Materials format.

Phase A: Design and Information Architecture (1 month)

- Evaluate requirements of end user groups and document. Analyze similar web sites that serve as models for features and overall utility.
- Reports on focus groups meetings with information producers (ministries and agencies) and information consumers (government employees). Reports must show coordination of focus groups with E-Government Portal Coordinator.
- Design Document (see **Design the G2G Site** above) providing initial information architecture.
- Sample screen layouts created in collaboration with Portal Team interface design.

Phase B: Implementation of G2G Portal Web Site (5 months)

- Coordinate the E-Government G2G Portal content harvesting and system implementation.
- Improve information architecture.
- Support and train GoJ Content Providers as determined by E-Government Portal Coordinator.
- G2G Maintenance plan – document how the specific Portal content relative to G2G is to be maintained.
- Provide quality control over G2G content.

- Evaluate usage patterns and document future enhancements demanded by the end user population.