RESPONSE TO BIDDER #1

Consultancy: for the Web Development, Hosting and Maintenance of a Website for the Jamaican Bar Association in support of the Justice Undertaking for Social Transformation (JUST) Project.

Technical and Branding

1) We kindly ask for insight behind the driving force(s) that triggered this website redesign request.

The impending launch of online, on-demand professional development courses triggers the need for a website that provides capacity for managing payment of fees, access to courses and assignment of credits, as well as improved membership management.

2) What does JamBar consider the top issues/opportunities to improve concerning the website?

The top issues and opportunities evident at this time are outlined below. The selected service provider may improve upon this list through extensive discussions with the Jamaica Bar Association during the planning and design process.

- Introducing e-commerce capability for managing payment of fees,
- Providing access to online, on-demand courses,
- Managing the assignment of credits to those who pay for and complete courses,
- Improved membership management

3) What does JamBar consider the top attributes of the current website?

Implicit in the RFP is the need for planning and design discussions with the client, during which this and related questions can be covered.

4) Are there any challenges with the current CMS? If so, please explain.

The current Content Management System on the www.jambar.org website is a deprecated version of a content/file management system i.e. one of the older CMS systems. This type of content management system is basic in functionality and does not have the robust features and capabilities that the Jamaica Bar Association would need. Generally, and partly due to the fact that the current CMS is out of date, the current CMS lacks the security features needed in today's modern and ever-changing information driven landscape. Further challenges can be explored in discussions with the client, once a service provider is selected.

5) Is there a preferred CMS or should we provide a recommendation?

We would recommend a security enhanced implementation of WordPress since we are able to manipulate it and customize it with the necessary plugins to provide the more robust user experience we desire. This recommendation is subject to further discussions and recommendations from the selected service providers during the planning and design of the website.

6) Given S3 Glacier can be utilized in several ways, can you please describe how JamBar leverages this platform?

Jamaica Bar Association will be leveraging the S3 Glacier service to store all the files that would typically be stored in WordPress Media Library in the cloud. The files that would be moved to S3 Glacier are:
- Images
- Videos
- Audio Files
- PDF documents

The S3 Glacier will also be used to store website assets like CSS, JavaScript, etc.

Advantages of using the S3 Glacier include:

- **Reduced requests to server** – because the server will no longer be utilized to deliver media files (or potentially assets), you can reduce page load times.
- **More affordable storage** – S3 Storage costs are cheaper than storage in normal hosting packages.
- **Detached media** – because the media files are detached from the CMS, it will be easier to make modifications to the CMS or change it, if necessary, in the future. Activity could then be limited to moving the PHP files, which take up negligible space.
- **Scalability** – S3 is backed by Amazon so as the site grows the S3 storage can be improved and optimized seamlessly.

The selected service provider is free to modify and expand the modalities through which the Jamaica Bar Association can benefit from S3 Glacier, as part of the planning and design process.

7) What is currently required and the over process for a user/member to have their account created?

This feature will need to be developed by the selected service provider as it does not currently exist in the form required.

8) Could you please expand as to how client information is being stored on the website? Is there a dedicated system, online spreadsheet or some other tool?

This feature will need to be developed by the selected service provider as it does not currently exist in the form required.

9) In addition to what has been expressed in the RFP, are there any operational bottlenecks, marketing, stakeholder interaction, etc. challenges/opportunities of improvement that are being faced which we may factor in our proposed solution?

The services will be introduced subsequent to the development of the website; there are therefore no existing factors at this time.

10) In regard to the Summary of Services section located on the Procurement Notice webpage, our questions are as follows:

    i.   We have questions surrounding users the ability of users to track past events/content they have been a part of. Could you please expand on the expectations here? Are the events being referenced something people attend in-person or something other?

    Users will need to track their participation in both online and in person professional development courses offered by the Jamaica Bar Association.

    ii. Can you please list "past content" that one would one would typically be a part of. Also, if the system is handling payments, please identify which event types have a fee(s) associated with them. This info will help us develop a better understanding of the technical scope.

    Please see response to question above. Fee payment will be in relation to online and in person professional development courses offered by the Jamaica Bar Association.

    iii. Currently, what is the workflow for paying and attending an event?

    As services will be launched following the completion of the website, there is no relevant existing workflow. An appropriate workflow will be developed by the selected service provider, in conjunction with the Jamaica Bar Association,

11) Is there any flexibility with the March 2020 project completion date? If needed, we can provide insight/justification pertaining to alternative completion dates in our proposal.

No. This date is immovable.

Administrative Related

   12) Would it be acceptable for us to breakdown our fees based on services categories/deliverable instead of per-team member per-day rates?

No changes to the requirements of the RFP have been approved.

   13) In order to ensure that we are offering a suitable approach, range of deliverables and services, can you please share a project budget range for this project?

This is not possible under the procurement rules applicable to this RFP.

Prepared by:-

Procurement Analyst, UNDP

Date:- 7 January, 2020