**JAMAICA: FOUNDATIONS FOR COMPETITIVENESS AND GROWTH PROJECT**

Loan No.: 9203-JM – Component 1

**Assignment Title: Development of a Jamaica Legal Information Portal**

**Reference No**. (as per Procurement Plan): FCG/GOJ/CON/20

**TERMS OF REFERENCE**

**1.0     BACKGROUND**

Jamaica, like other countries, operates in a rights-based, citizen-centred environment. The Ministry of Legal and Constitutional Affairs[1] (MLCA) has ministerial responsibilities for advancing, upholding and facilitating the Rule of Law in the delivery of justice. The accessibility of laws, regulations and official publication on a real-time basis to citizens and other interested parties is a step towards achieving greater social justice and equity in information flow to all Jamaicans.

The Jamaican Justice System Reform Task Force (JJSRTF) Report published over a decade ago highlights the connection between accessibility to the public of information about the legislation that underpins the functioning of Jamaica's systems of justice and governance generally and the maintenance of democracy, as well as social and economic stability within the society. Included amongst the observations made in the JJSRTF report are the following:

- An effective justice system is essential to a functioning democracy and the rule of law [wherein] the rule of law [accords] to the citizens and residents of the country a stable, predictable and ordered society in which to conduct their affairs.
- The relationship between the rule of law and the justice system can be understood in these terms: The rule of law can, in the end, only be maintained if it rests on the absolute confidence and support of the people. The people must believe that the justice system will give them a fair hearing, that rules and procedures will be simple and work in the interests of justice, not against it, and that the law will be applied without fear or favour to the strong and weak alike.
- The rule of law and effective functioning of the courts and the justice system underwrites the wealth and prosperity of Jamaica by providing the legal certainty, clarity and predictability which are the essential pre-conditions of a successful investment, commerce and finance.
- The strategic importance of an effective justice system and its relationship to social and economic development is even truer today in [a] shrinking, global world with ever increasing mobility of people and capital.

Throughout the JJSRTF report it is indicated, both explicitly and impliedly, that crucial to the efforts to strengthen the Justice System, the application of the Rule of Law and the efficacy of both in terms of the benefit to the citizen and society generally is ensuring that all those that interact with the system in

---

[1] The Ministry of Legal and Constitutional Affairs was established in January 2022 to give focused attention to the Government's legislative agenda and legal and constitutional reform. Previously, these matters were under the portfolio of the Ministry of Justice.

every form and fashion are, or have the opportunity to be, properly informed. As espoused in the said report, availability of information about the laws are important for several reasons:

- People who are aware of the laws that govern them are less likely to be in conflict with them;
- People who come in contact with the system for whatever reason – as an offender, as a victim, as a witness, as a litigant – may not be aware of their obligations or where to get information about their situation;
- Information and education are important aspects of crime prevention;
- Every citizen in a democratic society has a need and a responsibility to be aware of his or her rights and responsibilities, as well as the rights and responsibilities of others;
- Knowledge about the law can help people better identify the kind of legal advice or assistance they may require; and
- Knowledge about how to access legal services within the system can be essential to citizens who are at a disadvantage for economic and other reasons, including discrimination.

Therefore, Access to Information by the public will aid greatly in the building of a justice system that is open, accountable, inclusive and effective.

Furthermore, the National Development Plan (NDP), also produced over a decade ago and dubbed 'Vision 2030', has as its central endeavour the attainment of a reality wherein "Jamaica [is] the place of choice to live, work, raise families, and do business". Under the NDP, Goal 2 (of 4), which states that the "Jamaica Society is safe, cohesive and just", is related to the mandate of the MLCA, and is further subdivided into Outcomes 5 - Security and Safety, and 6 - Effective Governance. The question of 'Effective Governance', as highlighted by the observations outlined in the JJSRTF report and also within the NDP itself, is one that is integrally linked to the application of the Rule of Law, and the proper administration of a robust and responsive Justice system. The MLCA, being aware of the above-stated, has committed, through its strategic priorities and objectives, to being the leader in the development of a modernized justice framework, which engenders trust and confidence. Accordingly, of great importance to the strengthening of the application of the Rule of Law, alongside the associated development of a modern and inclusive Justice system, is ensuring that there is increased access to, and awareness of, information concerning the Laws of Jamaica by all users and stakeholders.

In this vein, with these principles and considerations in focus, there is also a recognition that in an increasingly technological world, where information is shared and accessed largely by way of the internet and other 'new media' platforms, the operating of a modern, functional, current website is critical to the efforts of any organization in their efforts to provide their stakeholders with timely information that can facilitate the effective delivery of services. This is particularly true for public institutions, including Government Ministries, Departments and Agencies (MDAs) that have a duty to ensure the availability of information that is vital to the public interest, and relevant to the rights, responsibilities and well-being of the citizenry. Such is the case with the MLCA and its mandate to facilitate access to information regarding the Laws of Jamaica.

*Current Situation*

The MLCA, through its relevant constituent bodies – namely the Law Revision Secretariat and the Legal Reform Department[2] – is keenly interested in expanding its presence within Jamaica's digital information space, and improving the facilities that are available regarding open access to official, reliable, wide-ranging information on the Laws of Jamaica, for the benefit of Jamaican citizens, regional and international partners, and all interested parties. The intended vehicle for achieving this aim is the execution of a proposed project involving the development of a dedicated 'Jamaica Legal Information

---

[2] The Management Information Systems Branch located in Ministry of Justice will support the execution of this consultancy.

Portal' (website) offering advanced search functionality and expanding the availability of legislation in various forms, including Revised Statutes and Subsidiary Legislation, Acts of Parliament and with a particular focus on inaugurating access to official information contained in the Jamaica Gazette publications, as well as content giving notification of various seminal judicial and legislative developments.

The Ministry of Justice (MOJ) has, for several years, maintained an official website providing information on a range of areas of responsibility and/or focus, and has also maintained a subsidiary webpage, accessed through the main site, that is dedicated to the provision of information relating specifically to the Laws of Jamaica. This webpage offers members of the public access to the Revised Laws of Jamaica, both Statutes and Subsidiary Legislation, updated (in terms of new legislation and amendments incorporated) to 2014. Additionally, there is another webpage, ancillary to the aforementioned 'Laws' webpage, that provides access to new Acts of Parliament and a limited selection of recently 'gazetted' pieces of legislation (Regulations, Orders, etc.) not yet consolidated into the Revised Laws.

However, there have been questions raised by end-users from various quarters concerning the degree to which the current webpage may be considered 'user-friendly', with 'usability' of the site and 'searchability' of the site's content being the central issues. The various facets of said issues include the fact that the information available, whilst actually present online, is not always accessible via a single, easy-to-use search feature, as well as the fact that the existing search capability is restricted to a limited, predefined set of search terms associated with each piece of legislation existing within the database, meaning that only those search terms (of specific variations thereof) will return results. As such, the proposed project aimed at improving the online facilities currently available to address these (and other) issues would involve, amongst other things, the development of the appropriate background architecture for a web platform that will permit a wider range of search parameters, as well as the front-end design, to include the page layout and navigation structure, to allow users to easily identify and utilize the search and various other features.

Another important feature to be targeted for expansion/incorporation would be facilitating greater access to Acts of Parliament and the Gazette publications. Such an effort would be aimed at both recent Acts, which is something that presently exists albeit to a limited degree, as well as historical Acts, all of which would be appropriately organized by year and/or category and made available by means of an easily navigable repository.

In addition, the Government of Jamaica, through the Ministry of Justice and now, the MLCA, has for some time now held a keen interest in widening access to information on a wide variety of legal information such as subsidiary legislation, public notices and other important, albeit sometimes esoteric, information covering a wide range of topics, all of which are officially published in the Jamaica Gazette. As such, the intention had previously been to establish a dedicated website that would allow greater and easier access to the assortment of legislative, regulatory and administrative information contained in the numerous issues of this vital publication. In fact, the development of a Jamaica Gazette website was previously undertaken several years ago, and had even progressed to the point of having a functioning 'test site', with approximately 495 Gazettes uploaded and accessible through the website. This website was operational for about a year, but was eventually taken offline, seemingly due largely to unresolved questions surrounding funding and maintenance. Subsequent to this, the Ministry has made further forays into this area, exploring the question of how best to bring this aspiration to fruition, with such ideas as integrating this initiative into the Ministry's existing web facilities, which would essentially create a single, centralized point of access for information pertaining to Jamaica's legislative landscape.

*Project Description*

The overall objective of the Foundations for Competitiveness and Growth Project (FCGP) is to strengthen the business environment in Jamaica for private sector investment by promoting broad-based private sector-led growth, improving the investment climate, modernising infrastructure and logistics, as well as enhancing entrepreneurship and competitive industries.

Component 1 of the project, which is coordinated by JAMPRO, seeks to enhance competition in the business environment. The initiatives under the project are expected to strengthen the enabling environment for private sector competitiveness to help Jamaica unleash its potential for productivity and growth.

The Government successfully engaged the World Bank to extend and expand its 6-year US$50 million loan facility called Foundation for Competitiveness and Growth Project (FCGP) to deepen the reform initiatives supported under the Project. Approval was granted for the additional financing of US$10 million from the World Bank, and the Government committed to provide a further US$5 million, thus providing a total of US$15 million to support the various government entities' implementation of investment climate reforms.

FCGP is expected to be concluded on March 31, 2024, based on the Additional Financing that has been approved by the World Bank and Government of Jamaica (GOJ) to implement critical investment climate reforms. The expected outcome of the expansion is the marked improvement in the business climate. The initiatives under the project are expected to strengthen the enabling environment for private sector competitiveness to help Jamaica unleash its potential for productivity and growth, including improving the trade environment.


## 2.0 OBJECTIVE(S) OF THE ASSIGNMENT

The FCG Project Development Objective of which this contract will form a part is, "*To strengthen the business environment in Jamaica for private investment*".

The objective of the assignment is to design, develop and implement a dedicated Jamaica Legal Information Portal (JLIP).

Results to be achieved by the consultancy are:

- JLIP, fully developed and operational
- Technical and User Manuals documents
- Stakeholders trained in the use and maintenance of the portal
- Maintenance and Sustainability Plan


## 3.0    SCOPE OF SERVICES, TASKS (COMPONENTS) AND KEY DELIVERIES

The specific services of the Consultant shall include, but are not limited to the following:


### 3.1 Inception Phase

a) Conduct review of the JLIP Functional and Technical Requirements (see Appendix I).
b) Conduct review of Platform in MOJ, including documentation.

c) Conduct inception workshops with all relevant stakeholders to review existing business processes and validate existing functional requirements.

d) In consultation with IT and data management personnel, create template(s) for the sharing, transfer, and upload of updated datasets from MLCA, MOJ, Parliament and Jamaica Printing Service to the platform.

e) Provide definition and system specifications of the JLIP.

f) Finalize a template for progress reports.

g) Prepare and submit an Inception Report.

h) Prepare and submit an updated Requirements Specification document

**Deliverable: Inception Report**
**Deliverable: Requirements Specification document**

## 3.2 Define, Build and Implement the JLIP

a) Design and build the JLIP in accordance with the approved requirements.

b) Develop user interface components as needed.

c) Oversee the successful deployment of the JLIP.

d) Facilitate user testing, bug reporting, and tracking; and document system failures and corresponding solutions and address all identified issues during the warranty period.

e) Conduct quality assurance and user acceptance testing

f) Conduct load, security and penetration testing

g) Upload subset of legislation and Gazettes to platform[3].

h) Develop electronic and hardcopy system design documentation for all aspects of the JLIP.

i) Document source codes or customizations made to the platform for transfer to MLCA.

**Deliverables:**
- **Completed JLIP[4], portal built and sample data loaded to enable testing**
- **Updated JLIP (with changes arising from the testing process) deployed to the production environment**
- **Quality Assurance and User Acceptance Testing Reports**
- **Load, Security and Penetration Testing Reports**
- **Source Codes for Platform**

## 3.3 Preparation of Technical and User Manuals and Training

a) The Consultant Team should develop the following:

   i. User / Content Management policies and standards
   ii. JLIP Technical Manual, documenting the final system.
   iii. Training Manuals for Executives, IT Administrators and General Users
   iv. Training videos for Executives and General users

b) Conduct training in the use of the platform for at least fifty (50) end-users. The number of persons to be trained will be finalized during the Inception Phase.

---

[3] Permission is being sought to obtain Acts of Jamaica for 1845-1967 from another website.
[4] JLIP must be fully tested and all changes made to the platform

c) Undertake training of IT Administrators and Data Managers in the use and maintenance of the platform. This would include stakeholders responsible for data updates as well as post-implementation support.

**Deliverables:**

- **Hard and soft copies of Technical and User Manuals**
- **User Training Videos**
- **Training Reports**

### 3.4 Maintenance and Sustainability of JLIP

a) Develop Maintenance and Sustainability plan for the portal.
b) Develop electronic tools to monitor the use of the portal and for user feedback.
c) Provide for a one-year warranty period, wherein any system problem/bug encountered can be addressed. See Appendix II for more details on minimum requirements for Application Warranty and Maintenance Support Service for a 12 Months Period.

**Deliverable: Maintenance and Sustainability Plan**

### 3.5 Reporting

a) Prepare and Submit Monthly Progress Reports in the template to be agreed at Project Inception.

b) Prepare and Submit a Final Report detailing overview of activities, review of JLIP use, user perspectives, issues and lessons learned.

**Deliverables:**

- **Monthly Progress Reports**
- **Final Report on JLIP Development and Implementation**

## 4.0 TEAM COMPOSITION & QUALIFICATION REQUIREMENTS FOR THE KEY EXPERTS

The following key experts are required on the consultant team:

**Key Expert 1: Project Manager/Team Leader**

The Project Lead will be responsible for coordinating all activities under this assignment. The Project Lead should satisfy the following requirements:

- Postgraduate Degree in Computer Science, Information Technology, Management Information Systems (MIS), or any other related discipline
- Certification in Project Management (Prince2, PMP, PMI, APM, or equivalent).
- Experience leading implementation teams for projects of similar size/complexity; evidenced by three or more projects within the past 5 years.

- Agile experience in the development of business application software and proficiency in Microsoft Project software tool and processes; evidenced by two or more projects within the past 5 years.
- Five or more years demonstrable experience in implementing portals and/or Enterprise Content Management Systems or similar system in medium–sized or large organizations.
- Working knowledge of the Jamaica/Caribbean landscape; evidenced by two or more projects within the past 7 years.

## Key Expert 2: Lead Developer

The Lead Developer should satisfy the following requirements:

- Bachelor's Degree in Computer Science, Information Technology, Computer Programming, or other related discipline or Computer Programming Certifications applicable to this assignment.
- Experience in designing, building, implementing and maintaining websites and software applications; evidenced by two or more projects within the past 5 years.
- Experience in web applications, programming languages, and web services, such as: APIs, CSS, CSS3, cross-browser compatibility, HTML, HTML5, JavaScript, jQuery, PHP, security principles, REST, SOAP, or web user interface design (UI); evidenced by two or more projects within the past 5 years.
- Experience in the use and configuration of applications, such as: Drupal, Word Press CMS, Liferay, MS SQL Server, MySQL Database or Apache web server; evidenced by two or more projects within the past 5 years.
- Experience in the use and configuration of products and techniques, such as, but not limited to: Search engine optimization, Google Webmaster tools, Google developer tools; evidenced by two or more projects within the past 5 years.
- Experience in producing technical and user training manuals and conducting training; evidenced by two or more projects within the past 5 years.

## Key Expert 3: Business Analyst
The Business Analyst should satisfy the following requirements:

- Bachelor's Degree Computer Information Systems, Information and Communication Technology or Technical Degree (Computer Engineering etc.)
- Experience in Business Analysis/Quality Assurance in automation, implementation and testing of software-based environments; evidenced by two or more projects within the past 5 years.
- Relevant technical experience in software automation, testing multi-tier web-based applications, implementation and testing, including developing test strategies, test plans and test cases and in creating and managing automated functional testing scripts, inclusive of UATs; evidenced by two or more projects within the past 5 years.
- Experience in documenting requirements for implementation of software; evidenced by two or more projects within the past 5 years.
- Experience in the creation of User and Training Manuals; evidenced by two or more projects within the past 5 years

## Non-Key Expert 1: Content Management Specialist

The Content Management Specialist should satisfy the following requirements:
- An undergraduate degree in Communications, Content Development or other relevant field.

- At least 7 years' relevant experience in content development, including at least two major projects in recent seven-year portfolio.
- Relevant certifications/training in the area of content development.
- Experience in simplification and editing of highly technical content.
- Competent in the use of relevant software.
- Demonstrated experience working with stakeholders in the public and private sectors.

## 5.0 REPORTING REQUIREMENTS AND TIME SCHEDULE FOR DELIVERABLES

The Planning Institute of Jamaica is the Contracting Authority and is responsible for final approval of any contractual amendments and payments.

The Consultant will report to the Ministry of Legal and Constitutional Affairs, the Supervising Entity. The Supervising Entity shall be responsible for general oversight of the project, the approval of contractual reports and payment requests. The designated representative of the Supervising Entity is the Permanent Secretary, or his designate.

The intended start date is May 2023 and the period of implementation of the contract will be 13 months.

The consultant will be required to provide the following reports:

| Report | Minimum Content | Time of Submission | Review Period | Payment % |
|---|---|---|---|---|
| *Deliverable #1: Inception Report and Requirements Specifications* | Overview of existing website, summary of Workshop (s) proceedings, template for progress report, Spreadsheet template for sharing of datasets.<br><br>Appendix – Requirements Specifications. This report should include Business Drivers, Business Model, Functional and Systems Requirements, Technical Requirements, System Quality, Constraints and Assumptions, Acceptance Criteria. | Within six (6) weeks of contract inception | Two (2) weeks | 20% |
| *Deliverable #2: Completed JLIP* | Completed JLIP developed in accordance with specifications, configured, and sample data loaded to enable testing. | Three (3) months after approval of Deliverable #1 | Two (2) weeks | 30% |

| Report | Minimum Content | Time of Submission | Review Period | Payment % |
|---|---|---|---|---|
| | Finalized User Acceptance Test (UAT) Plans | | | |
| *Deliverable #3: User Acceptance Testing and Quality Assurance Reports* | The report must include testing methodologies (e.g. unit level, pairs, system) dates and logs. | Within two (2) weeks after approval of Deliverable #2 | Two (2) weeks | 5% |
| *Deliverable #4: Load, Security and Penetration Testing Reports* | The report must include test methodologies, dates, logs, issues identified and resolved | Within two (2) weeks after the approval of Deliverable #3 | Two (2) weeks | 5% |
| *Deliverable #5: Updated JLIP with changes arising from testing* | Updated JLIP with changes arising from UAT and quality assurance

Source Codes must be handed over to MLCA | Within four (4) weeks after approval of Deliverable #4 | Two (2) weeks | 10% |
| *Deliverable #6: Technical and User Manuals and User Videos* | Technical Manual should provide a full documentation of the final system. User manuals should document detailed pictorial and written texts for each level of user, executives, general users and IT staff. User training videos on how to navigate each major element of the JLIP should be prepared for executive and general users. | Within three (3) weeks after approval of Deliverable #5 | Two (2) weeks | 10% |
| *Deliverable #7: Training Workshops Reports* | Training workshop for stakeholders. Training reports including register of participants, issues raised and recommendations | Within two (2) weeks after approval of Deliverable #6 | One (1) week | 5% |
| *Deliverable #8: Maintenance and Sustainability Plan Document* | Procedures for maintenance of Upgraded JLIP.

See Appendix II for further details | Within two (2) weeks after approval of Deliverable #7 | Two (2) weeks | 10% |

| Report | Minimum Content | Time of Submission | Review Period | Payment % |
|---|---|---|---|---|
| *Deliverable #9: Monthly Progress Reports* | Progress Report should provide the following: Accomplishments from the prior period; Planned actions for the next period; Updates on the status of any issues affecting assignments; Issues requiring action or escalation; Risks to project and actions taken/proposed to manage those risks. | Within five (5) days after the end of the month | One (1) week | n/a |
| *Deliverable #10: Final Report* | Final overview of activities, review of JLIP use, user perspectives, issues and challenges and how they were addressed. | Within two (2) weeks after approval of Deliverable #8 | One (1) week | 5% |

Reports may be submitted in soft/electronic copy using both Microsoft Word and Adobe PDF. The Final Report shall be delivered by electronic copy as above, via email. Each Report mentioned above, except the monthly status report, should be presented to Project Team to facilitate review and approval by MLCA.

Where deliverables are subject to revision following review, the Consultant shall provide the updated version in tracked change and clean formats, along with a comments review matrix as may be appropriate.

The Consultant will be required to participate in monthly contract execution update meetings to facilitate proactive monitoring and mitigation of risks. These should be included in the workplan, which is a part of the Inception Report. The Consultant shall maintain a rolling list of Action Items resulting from these meetings and provide updates at each subsequent meeting.

All deliverables and source codes produced under this assignment are the property of the GoJ and cannot be reproduced, shared, or distributed without prior consent of the Contracting Authority and Supervising Entity.


## 6.0 CLIENT'S INPUT AND COUNTERPART PERSONNEL

All day-to-day operations and communication regarding the implementation of activities under the contract will be handled by the Supervising Entity – MLCA.

The Consultant Team will be home based and will only be accommodated at the MLCA as needed.

(a) Services, facilities, reports, and property to be made available to the Consultant team by the MLCA: office space, internet and server when doing onsite testing and configuration.

(b) Professional and support counterpart liaison personnel to be assigned by the MLCA to the Consultant's team: local administrative support to assist with scheduling meetings and other logistics locally.

**Appendix I- Functional and Technical Requirements**

| Req. ID | Requirement Description | Priority |
|---|---|---|
| | **User Interface and Design** | |
| UI 1.01 | The system will provide compatibility with modern web browsers, including MS Edge, Safari, Firefox, and Chrome. | M |
| UI 1.02 | The system will implement a responsive design in order to allow the content being displayed to be arranged to a layout best suited for the device the system is being accessed from, e.g., mobile phones, tablets, laptops, and desktop computers. | M |
| UI 1.03 | The system will provide a user interface design that is consistent and user friendly | M |
| UI 1.04 | The system should enable the users to easily navigate the site with little-to-no training using intuitive toolbars, tabs, easy access features and seamless interface. | M |
| UI 1.05 | The system will implement standard web features and pages, such as, Navigation bar, site maps, FAQ Page, and Contact Us Page | M |
| UI 1.06 | The system will provide intuitive, appropriate interfaces for the different groups of users | M |
| UI 1.07 | The system will provide visual cues/indications for required fields | M |
| UI 1.08 | The system will provide clear notifications and validation messages to the users when an action is required | M |
| UI 1.09 | The system will provide search form that is easily accessible from the home screen | M |
| UI 1.10 | The system should provide access to frequently accessed acts and regulations from the home screen | P |
| UI 1.11 | The system should provide access to latest news or updates within the context of the Legal Information Platform on the home screen | P |
| UI 1.12 | The system will implement a printer-friendly version of all search results and pages | M |
| | | |
| | **User Account Creation and Management** | |
| ACM 1.01 | The system will display conditions of use which the user must accept before being allowed to create a profile on the JLIP website. | M |
| ACM 1.03 | The system will allow the user to create a profile by selecting a link on the website and inputting the relevant details which should include email address and password for access to ecommerce services. | M |
| ACM 1.04 | The system will require user profiles to be verified by sending verification code via email address or to the phone number supplied by SMS. | M |
| ACM 1.05 | The system will enforce a unique identifier (User Id) for all users | M |
| ACM 1.06 | The system should support two-factor authentication implemented using one of the following methods:<br> - SMS 2FA<br> - Authenticator App / TOTP 2FA<br>and allow the user to select the preferred method during account creation. | P |
| ACM 1.07 | The system will allow users to change or update their profile at any point from the profile page on the website | M |
| ACM 1.08 | The system will enforce the use of complex passwords | M |
| ACM 1.09 | The system will provide a forget password option on the login page of the website which is to be used to reset password | M |

| | | |
|---|---|---|
| ACM 1.10 | The system should provide an option for the user to delete their profile and remove any personal data associated with their profile | P |
| | | |
| | Access to Legal Information | |
| ALI 1.01 | The system will implement basic search functionality which enables users to quickly search Laws and Legislations using a title or keyword | M |
| ALI 1.02 | The system will provide an autocomplete functionality when using search feature to enable users to quickly find what they are looking for based on keywords and word order | M |
| ALI 1.03 | The system will implement an advanced search functionality which enables but not limited to searching by title, keyword, year, unique identifier, and type | M |
| ALI 1.04 | The system will return all search results in a readable format best suited for the device the end user is using | M |
| ALI 1.05 | The system will allow uses to search, view and download the following from the Legal Information Platform: | M |
| | - Laws of Jamaica (Statutes and Subsidiary Legislation) including past and current publications and Acts excluded from revised laws | |
| | - Acts of Jamaica filtered by Recent Acts in past 10 years, post-independence (1962) and during the colonial period (1661 - 1962) | |
| | - Constitution of Jamaica and Amendments | |
| | - Repealed Acts of Jamaica | |
| ALI 1.06 | The system will allow uses to search, view and download publications from the Jamaica Gazette by date and/or keyword regarding the following: | M |
| | - Proclamation, rules & regulations | |
| | - Bills & Acts | |
| | - Extraordinary (General Notices, etc.) | |
| ALI 1.07 | The system will allow uses to access additional legal resources concerning legislative developments which includes: | M |
| | - Completed, ongoing and proposed law reform initiatives | |
| | - Legislation (Acts, Regulations, etc.) in production | |
| | - Decisions of Tribunals and Commissions of Enquiry | |
| | - Reports from Joint Selection Committees of Parliament | |
| ALI 1.08 | The system will allow access to Judgments of Supreme Courts linked to Law Reform Judgements or Judgements citing statutes or subsidiary legislation | M |
| | | |
| | **User Communication and Interactions** | |
| UCI 1.01 | The system will provide built in chat functionality to allow users to communicate with Content/Site Management Team | M |
| UCI 1.02 | The system will provide contact us functionality to allow end users to communicate with the Content/Site Management Team via email | M |
| UCI 1.03 | The system should require guest users to submit an email address to initiate the chat functionality if and a transcript of the chat should be sent to the email provided at the end of the session | P |
| UCI 1.04 | The system will allow the Content/Site Management Team to adjust the hours/days when the chat functionality will be available to the public | M |
| UCI 1.05 | The system will queue chats in sequence and allow for the next available Content/Site Management Team member based on category or query | M |

| | | |
|---|---|---|
| UCI 1.06 | The system will allow users to schedule chat session with Content/Site Management Team member based on availability during scheduled operating hours | M |
| UCI 1.07 | The system will provide a discussion board/ forum that is accessible to all users (Internal, Public - Registered and Guests) for interaction concerning Legislation development | M |
| UCI 1.08 | The system should implement an auto save feature that saves all content entered in chats and discussion to allow users to close windows on purpose or by accident and not lose chat session and history, or content entered in discussion/forum | P |
| UCI 1.09 | The system will allow Internal and Registered users to preview and edit comments they made in real-time | M |
| UCI 1.10 | The system will allow users to have private one-on-one discussions and allow users to add multiple other users to the discussion on Legislations on the Legal Information Platform | M |
| UCI 1.11 | The system should allow the Content/Site Management Team to increase a user's reputation score based on verified posts on a category basis | P |
| UCI 1.12 | The system should provide users with the ability to mark posts on the discussion board as public or private and rate posts and responses on the discussion board. | P |
| UCI 1.13 | The system will send email notifications to the poster of the discussion or comment when a response is posted | M |
| UCI 1.14 | The system should allow registered users to post responses by sending an email response to the notification email received | P |
| UCI 1.15 | The system will allow the Content/Site Management Team to define a subscription model which allows access to specific functionality of the Legal Information Platform. | M |
| UCI 1.16 | The system will send updates / notifications via email to the registered users based on subscription purchased | M |
| UCI 1.17 | The system should automatically post discussion topics to social media platforms based on user preference settings | P |
| UCI 1.18 | The system should interface with social media platforms to allow Post made on social media using defined handles to be automatically posted to the forum/discussion board | P |
| UCI 1.19 | The system should interface with social media platforms to initiate surveys | P |
| UCI 1.20 | The system will monitor and manage multiple social media platforms (Facebook, Twitter, LinkedIn) simultaneously | M |
| UCI 1.21 | The system will provide a built-in form which will allow both registered users and guests to send an email to the Content/Site Management Team | M |
| **Document Capture and Indexing** | | |
| DCI 1.01 | The system will provide the following functionality: | M |
| | - Document Management | |
| | - Records Management | |
| | - Workflow Management | |
| | - Collaboration Management | |
| | - Web Content Management | |
| DCI 1.02 | The system will provide versioning that enables users to specify whether a new iteration of a document is save as the existing document version or a new document version | M |

| DCI 1.03 | The system will enable access rights to be assigned to users that differentiate between the Records, Documents, and associated Metadata to which these access rights apply | M |
|---|---|---|
| DCI 1.04 | The system will ensure that an End User is unable to access a Record or Document through one Solution Module where access to that Record or Document is denied through another Solution Module. | M |
| DCI 1.05 | The system will support industry standard image scanning technologies. | M |
| DCI 1.06 | The system will provide singular or batch importing and exporting of document images. | M |
| DCI 1.07 | The system will provide mechanisms for ensuring consistent use of Metadata across the Records Management and Document Management Functionalities | M |
| DCI 1.08 | The system will ensure that Metadata input at any point in the Life Cycle of a Document or Record can be carried through until Disposal of the Document or Record unless the occurrence of a Life Cycle event requires that a Metadata value be replaced and updated | M |
| DCI 1.09 | The system will be capable of capturing and storing in the metadata information about the following actions: | M |
| | - Date and time of capture of all electronic records | |
| | - Reclassification of an electronic record in another electronic volume | |
| | - Reclassification of an electronic record category in the classification scheme | |
| | - Any change made to any records management metadata associated with record category or electronic records | |
| | - Date and time of creation, amendment, and deletion of records management metadata | |
| | - Changes made to the access privileges affecting an electronic record category, electronic record, or user | |
| | - Export or transfer actions carried out on an electronic record category | |
| | - Disposal actions on an electronic record category or record | |
| DCI 1.10 | The system should have the capability to capture and manage the following types of documents: | P |
| | - Microsoft Word, Excel, WordPad, Notepad | |
| | - Emails including attachments from Microsoft Outlook | |
| | - PDF, TIF, GIF, JPEG, XML, HTML | |
| DCI 1.11 | The system will allow the capture and storage of multiple pages of documents | M |
| DCI 1.12 | The system will provide the functionality to Capture and Manage scanned images originating with Production Scanning Systems provided within the System | M |
| DCI 1.13 | The system will provide the functionality to Capture, and Manage Documents created via Optical Character Recognition (OCR) and Intelligent Character (ICR) originating with a Third Party applications not provided within the System | M |
| DCI 1.14 | The system should have the capability to store Content Items that have electronic watermarks within the System Repository, retaining the watermarks with the Content Items | P |
| DCI 1.15 | The system should be able to add electronic watermark on records where necessary or based on user subscription level. | P |
| DCI 1.16 | The system will allow users to browse folders to access and retrieve image/document | M |
| DCI 1.17 | The system will provide a preview for captured documents without the need for its native application | M |

| | | |
|---|---|---|
| DCI 1.18 | The system will allow files to be retrieved and viewed by external users (registered users and guests) of the Legal Information Platform using any standard web browser. | M |
| DCI 1.19 | The system should provide control mechanism for the validation of the number of pages scanned against the document page count | P |
| DCI 1.20 | The system should allow for the correction of any inconsistencies between scanned page count and manually entered page count | P |
| DCI 1.21 | The system will alert the user to any failure to successfully capture a record. | M |
| DCI 1.22 | The system should allow multiple documents to be logically linked via unique identifier | P |
| DCI 1.23 | The system will allow index templates to be configurable based on document/image type or role/groups | M |
| DCI 1.24 | The system should allow the creation of an unlimited number of indices per document. If there is a limit it must be specified. | P |
| DCI 1.25 | The system will allow modification to indexes provided the necessary authorization exists. | M |
| DCI 1.26 | The system will allow for full-text indexing, batch indexing, and accommodate flagging an index field as mandatory or optional. | M |
| DCI 1.27 | The system will facilitate edit rules and checks in the indexing and verification modules | M |
| DCI 1.28 | The system will facilitate the easy entry of document properties and metadata using auto-fill fields and drop-down list. | M |
| DCI 1.29 | The system will allow captured documents to be indexed based on subject, date, document type and other custom fields | M |
| **Technical Specification** | | |
| TSR 1.01 | The proposed solution should be an off the shelf solution or a customizable off the shelf solution | M |
| TSR 1.02 | The system will provide an API and or Web service interface to allow documents and images to be captured from third party applications. | M |
| TSR 1.03 | The system will integrate with an Online Payment Processor to facilitate online payments, purchase, and maintenance of subscriptions | M |
| TSR 1.04 | The system will include formal and logical error checks and validations within each module of the system to ensure the high quality of data | M |
| TSR 1.05 | The system should provide functionalities to support public Access to Information including but not limited to: | P |
| | - Monitoring and control of records' exemption periods from public access. | |
| | - Management of public requests for access to information. | |
| TSR 1.06 | The system will integrate with the MOJ's email system to enable emails to be sent from the system automatically | M |
| TSR 1.07 | The system should enable users to request that E-mail notifications be sent to them where changes are made to document/records they have authored. | P |
| TSR 1.08 | The system should be able to use XML schemas that are defined outside the Solution to encode document/Record-level Metadata | P |
| TSR 1.09 | The system should be able to use XML for search and retrieval as well as to export records tagged with XML metadata. | P |
| TSR 1.10 | The system will not display system or application identifiers until the log-on process has been successfully completed. | M |

| TSR 1.11 | The system will not provide help messages during the log-on procedure that would aid an unauthorized user. | M |
|---|---|---|
| TSR 1.12 | The system will validate the log-on information only on completion of all input data. If an error condition arises, the system should not indicate which part of the data is correct or incorrect. | M |
| TSR 1.13 | The system should block the user account for a parameter-driven length of time after a parameter-driven number of invalid logon attempts. | P |
| TSR 1.14 | The system will facilitate performing user authentication checks via a central authentication server consisting of LDAP or higher based user role and privilege directory | M |
| TSR 1.15 | The system will not transmit passwords in clear text over a network. | M |
| TSR 1.16 | The system will provide protection from unauthorized access by any utility, operating system software, and malicious software that is capable of overriding or bypassing system or application controls. | M |
| TSR 1.17 | The system will only support one active session per login-ID | M |
| TSR 1.18 | The system should terminate inactive sessions after a defined period of inactivity. | P |
| TSR 1.19 | The system should be able to support and employ encryption capabilities for protection of system data (data at rest) and information transported by mobile devices. | P |
| TSR 1.20 | The system will support and enforce the capability to interface/connect with third party applications via secure communication methods/technologies | M |
| TSR 1.21 | The system will provide secure authentication method and encryption for all interfaces, e.g., for web services integration. | M |
| TSR 1.22 | The system will ensure that all data transmitted between all modules of the system are done over a secure channel. | M |
| TSR 1.23 | The system will support revision control and roll back capabilities for all major system changes or software updates and/or system upgrades. It shall be able to revert to a prior software release and/or a recent working configuration | M |
| TSR 1.24 | The system will track/audit all major changes | M |
| TSR 1.25 | The system will log and record user activities, exceptions, and information security. These events should be produced and kept for an agreed period to assist in future investigations and access control monitoring | M |
| TSR 1.26 | The system will be built on a content management framework that can be integrated with the Government of Jamaica Portal - gov.jm | P |
| TSR 1.27 | The system should be built on a low/no code framework to ensure better management and sustainability of the portal with little or no reliance on developers. | M |
| TSR 1.28 | The system will easily create and manage content models for your web content through Web Content Structures and should support various content types including audio and video formats. | M |
| TSR 1.29 | The system will manage digital assets and files at scale with an improved tool for bulk management of tags, categories, and file operations like deletion, moving files | M |
| TSR 1.30 | The system will create taxonomies using tags, vocabulary and categories to classify, organize and dynamically share content. Faceted search leverages tags to allow users for filtered results across the platform. | M |
| | | |

| | Implementation, Maintenance and Support | |
|---|---|---|
| IMS 1.01 | The bidder shall outline a Preliminary Project Plan containing sufficient detail to show work breakdown structure and sequencing and time frame for every activity. The plan shall include the proposed staffing configuration including numbers, roles, and responsibilities of team members, including the expectations of MOJ staff.  The plan shall have a practical phasing of the system customization, testing, implementation, and roll out including project milestones and performance indicators that may be used to monitor progress, and specific deliverables.  The plan shall also include: | M |
| | - Work breakdown structure | |
| | - Project schedule that shall include tasks, milestones, durations, dependencies, resources, and critical path. | |
| | - Project communication, training, and knowledge transfer plans | |
| | - Change Management Plan | |
| | - Risk Management Plan | |
| | - Project Closure Plan | |
| IMS 1.02 | The bidder shall provide implementation services to properly configure and, if necessary, customize the solution | M |
| IMS 1.03 | The project plan produced by Bidder shall describe the proposed approach to installation and testing that will verifiably ensure the completeness and quality of the solution deliverables | M |
| IMS 1.04 | The bidder will provide assistance and support in conducting training and/or awareness activities for all aspects of the solution to enable the technical staff to test, use, administer, maintain and support the solution effectively. Training materials will be prepared, and training delivered in standard English | M |
| IMS 1.05 | The bidder will provide full training course and material for all the roles involved in the operation and maintenance of the solution | M |
| IMS 1.06 | The bidder will provide a detailed Maintenance and Support plan which includes but not limited to On-going support for all software components of the solution including installation of patches, upgrades, and bug fixes. | M |
| IMS 1.07 | The bidder will provide post implementation support and follow-up assistance for a period of 1 year following system acceptance, to ensure that the solution is properly installed and operational, and to assist in all design modifications | M |
| IMS 1.08 | The bidder will be responsible for performing its maintenance obligations seven (7) days a week during the maintenance periods, product availability information and problem resolution, configuration assistance, information on new releases and maintenance releases | M |

**Appendix II- Application Warranty and Maintenance Support Service for a 12-Month Period**

The Consultant shall provide support services for the JLIP for a period of twelve (12) months after acceptance of the software and installation by the Client, for any software that fails to perform according to specifications, the vendor will provide support to help the customer in restoring the software to operational mode.

The Consultant will provide an online bug reporting and tracking system into which defect/bug reports may be entered by MLCA staff. The Client will permit the Consultant to have remote access to the system to enable the Consultant to fix the defects/bugs and report on completion.

Bugs will be classified in priority groups with the highest being "critical" or Severity 1 where users are unable to work and use the system. The Consultant will start work on the critical fixes within 2 hours of notification by the MLCA staff and provide immediate response to critical problems that disable the system. If a defect in the MLCA software cannot be fixed remotely, the Consultant will make its resources available to their local partners by telephone or online to work with MLCA staff to complete the fix in the shortest time possible. During the support period, the Consultant will also provide online support to MLCA staff that requires assistance in responding to external user requests for assistance.

The Consultant will provide a way to reach the support team during off hours for critical issues. A 24/7 support capability is preferred but not mandatory. However, support must be available during local business hours.

*MLCA Management Warranty Responsibilities*

The MLCA ICT team will make reasonable efforts to cooperate with Consultant in all problem resolutions. This includes but is not limited to providing timely access to all required experts to resolve issues within the server environment. MLCA will protect its data from loss by implementing appropriate back-up procedures as described by the Consultant. MLCA will work closely with the Consultant support team to restore the data based on the restoration procedures to restore from the backups. It will be the responsibility of MLCA to ensure all relevant personnel are available to the Consultant during any restoration process.

*Warranty Period and Support Services*

The Consultant will provide Maintenance Support Service to MLCA for the duration of the warranty period of 12 months from the operational acceptance of the entire system. The Consultant will provide Maintenance Support Service to MLCA (the Purchaser) according to the following terms and conditions:

- **Support and Services**

The Consultant will provide MLCA, at no additional cost, with Support and Services sufficient to maintain and support the Software as set out below in conformance, repairing or replacing the Software if it fails to conform. MLCA shall inform the Consultant in general terms when it detects any non-conformity, and the Consultant and MLCA jointly will determine whether any malfunction or non-conformity is the result of the Software, Third Party Software, or the System.

- **Consultant General Responsibilities**

***Help Desk Implementation / Incident Management.*** The Consultant shall provide support center coverage regarding suspected failures of the Software thereto to substantially conform to the Specifications ("Problems") between 8:00 a.m. to 6:00 p.m. [EST] "Principal Period" weekdays. For severity 1 issues, as defined below, an emergency phone number will be available during weekends and Consultant holidays.

***Problem Management.*** The Consultant shall attempt to correct all documented Problems reported to Consultant by MLCA that have an impact on business operations and cause the Software to not conform to Functional Specifications. MLCA shall provide Consultant with a detailed description of any Problems, accompanied by examples thereof, if applicable.

- **Limitations on Consultant's Responsibilities.**

The Consultant shall not, as part of Maintenance Service, (a) provide advice or support regarding any Customization of the software; (b) provide onsite services, when an error could be eliminated online; (c) perform systems engineering or integration services; (d) provide service for the Third Party Software or other non-Consultant's software; (e) provide service resulting from Licensee's fault, misuse, negligence, or failure to perform specified MLCA responsibilities; (f) provide service necessitated by a malfunction of any product or goods other than those delivered by Consultant unless authorized.

- **Service Level Terms:**

The Consultant will work for the prompt resolution of Problems and will respond to MLCA as per the target service level and turnaround set below by using a dedicated contact telephone number or e-mail address or other acceptable form of communication for each support call.

Maximum turnaround time of response will be based on the following level of Severity. "Severity Level" means the level of severity assigned to an Error in the Consultant Software and/or System by Consultant and Purchaser using the following criteria:

| Severity Level | Description |
|---|---|
| 1 | **Type:** Causes data corruption or system crash or users are unable to access and process data through the Software.<br><br>**Responses:** Initial response call within two (2) hours after receipt. Calls will be handled on twenty-four (24) hours by seven (7) days a week basis. Consultant will use reasonable efforts to provide a fix, workaround, or to patch Severity 1 within 24 hours after Consultant confirms that reported Problems is a bug of the Software. |
| 2 | **Type:** An Error that causes limitations that is not critical or severe to the development, deployment, or operational use of the Software and/or System. A Severity 2 Error has a reasonable manual or other workaround.<br><br>**Responses:** Initial response call within twelve (12) hours after receipt. Severity 2 calls will be handled during normal business hours. Consultant will make efforts to provide a fix or workaround, or to patch Severity 2 within fourteen (14) calendar days and to incorporate Severity 2 fixes in the next upcoming release of the product |
| 3 | **Type:** All questions for information on the User or enhancement request. |

| Severity Level | Description |
|---|---|
| | **Responses:** Initial responses to calls within twenty-four (24) hours after receipt. Severity 3 calls will be dealt with on a case-by-case basis. Provided the maintenance calls are received during normal business hours. |

"Update" refers to a fix, patch or such other minor improvement, enhancement, modification or expansion of the Software and/or System which is generally commercially distributed by Consultant as part of the S&S Services and for which Consultant does not generally impose a separate charge.

If the Consultant fails to provide this service, the Consultant will be penalized in accordance to the terms of their contract.