

5. Specification

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1. Background

Port Phillip City Council has recently redeveloped Council's website and Intranet which included a new Content Management System. As Council moves forward in the Local Government Online space, continued support of our Website and Content Management has been identified as a critical part of our continued growth to further develop Council's web presence.

2. Objectives

Port Phillip City Council is tendering for support, maintenance and training services for Council's current Website, Intranet and Content Management System environments. These requirements have been created to ensure the following objectives are met:

- To continually improve the useability of Council's Website and Intranet
- Ensure website availability
- Improve quality of content by the delivery of training to Content Management Authors and Editors

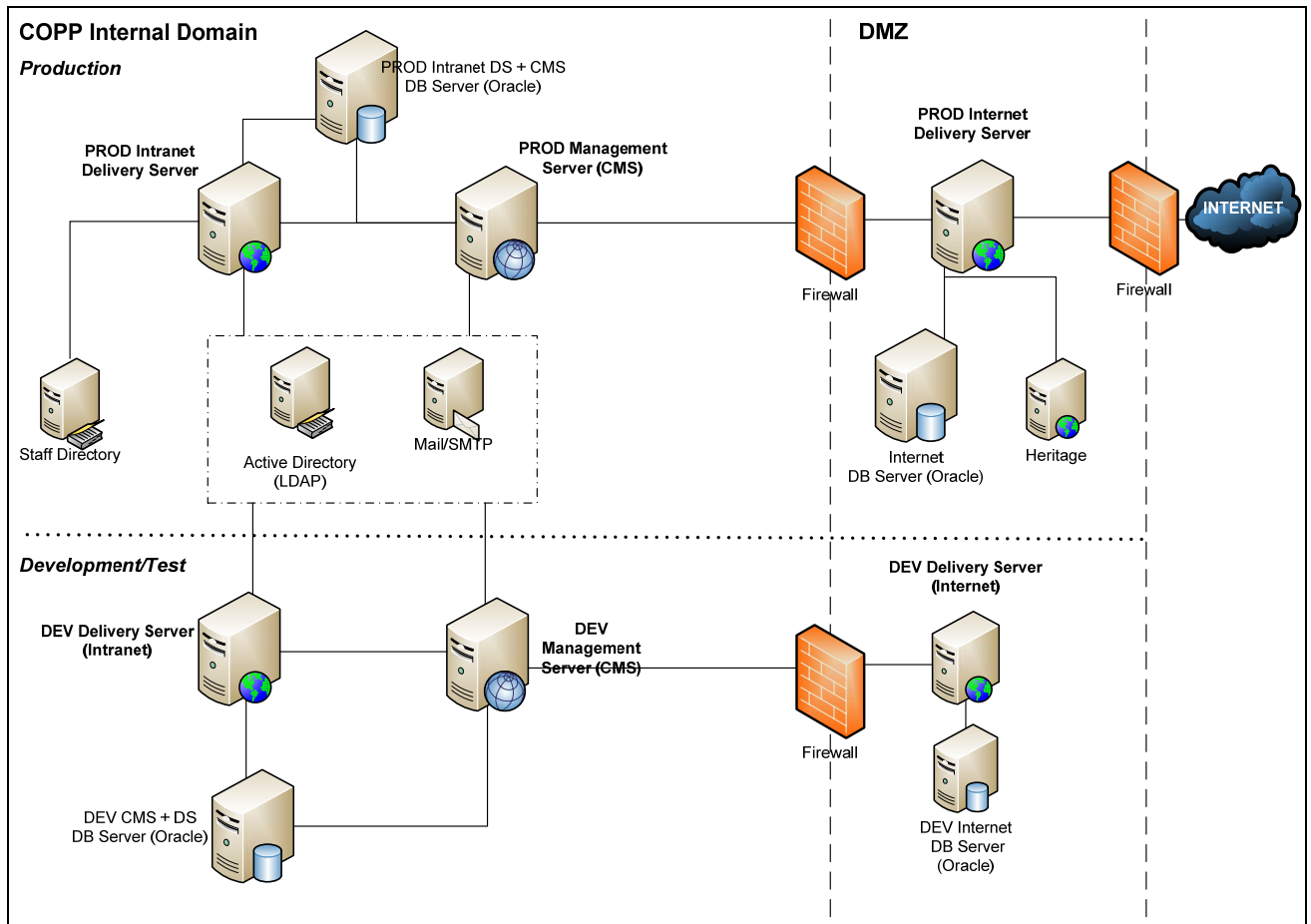
3. Architecture

3.1 Current environment

Current environment consists of both a Production and Development/Test environment with the same Operation System and Software configurations. The environment consists of:

Function	Operation Environment Configuration
Production Environment	
Intranet Delivery Server & CMS Database Server	HP-UX 11.23; Oracle 10g R2
Intranet Delivery Server	MS Windows 2003 R2 SP2; IIS 6.; Open Text Web Solutions DS 10.0 SP1 (inc Apache Tomcat Server); Verity K2; Jakarta Isapi Redirector (1.2.25); J2SE (1.6.0_13)
Staff Directory	SLES 10 (32 bit)
Management Server	MS Windows 2008 R2 SP2; IIS 7.0; .Net 3.5; MSXML 4.0; MS SOAP 3.0 Toolkit; Open Text web Solutions MS 10.0 SP1
Internet Delivery Server	MS Windows 2003 R2 SP2; IIS 6.0; Open Text Web Solutions DS 10.0 SP1 (inc Apache Tomcat Server); Verity K2; Jakarta Isapi Redirector (1.2.25); J2SE (1.6.0_13)
Internet Database Server	SLES 10 (32 bit); Oracle 10g R2
Heritage	SLES 10 (32 bit); PostgreSQL 8.1.19
Development/Test Environment	
Intranet Delivery Server & CMS Database Server	HP-UX 11.23; Oracle 10g R2
Intranet Delivery Server	MS Windows 2003 R2 SP2; IIS 6.; Open Text Web Solutions DS 10.0 SP1 (inc Apache Tomcat Server); Verity K2; Jakarta Isapi Redirector (1.2.25); J2SE (1.6.0_13)
Management Server	MS Windows 2008 R2 SP2; IIS 7.0; .Net 3.5; MSXML 4.0; MS SOAP 3.0 Toolkit; Open Text web Solutions MS 10.0 SP1
Internet Delivery Server	MS Windows 2003 R2 SP2; IIS 6.0; Open Text Web Solutions DS 10.0 SP1 (inc Apache Tomcat Server); Verity K2; Jakarta Isapi Redirector (1.2.25); J2SE (1.6.0_13)
Internet Database Server	SLES 10 (32 bit); Oracle 10g R2

3.2 Architecture Diagram



Note:

Intranet and Internet projects are built on i-box.
VMWare is used for all servers.

4. Services Requirement

The contractor will provide the following services to maintain the Council's website, Intranet and Content Management System.

4.1 Licence Maintenance

To provide services in the ongoing licencing and maintenance of Open Text Web Solutions software and other software components required for Council's website, intranet and Content Management System as outlined in 3.1 and 3.2.

4.2 Training

Training will be required on Open Text Web solutions.

There will be various types of training requirements, ranging from:

- Web Administration – Train the Trainer model and group lead training
- CMS training – Train the Trainer model and group lead training
- Technical training – group lead training
- Best Practice Learning's – training on best practice processes and design of projects

Refer to Schedule 2 of the Tender Conditions to provide a schedule of rates.

4.3 Support

The contractor/s will have a minimum of 3 years experience performing support and development for Open Text Web Solution products.

Provide support to Port Phillip City Council to ensure the Council's website availability and continuance of functionality, by

- Reviewing Projects to identify:
 - Risks;
 - Solve issues as to why something is not working;
 - Provide recommendations to improve performance
- Being an escalation point when issues can not be resolved by Council
- Website outage escalation response within 1 hour of reporting outage
- Support coverage is between Council's core hours 8am to 6pm, Monday to Friday. Optional support coverage: 24/7
- Providing assistance and expert advice on upgrades to the Open Text Web Solutions
- Providing a method to track issues raised with Contractor
- Helpdesk Support
- On call support

4.4 Development

Consultancy services are required for development functionality of Council's website, by

- providing advice on Council's future scope of works
- assisting Council's staff in future development work
- provide wireframe process, creative and style guide

4.5 Services Supplied Within Australia

Council has preference for a contractor to provide their support and development services within Australia.

5. Assumptions

- Port Phillip City Council's subject matter experts will be made available as required for the duration of the contract
- Port Phillip City Council Change Management process will be followed for any configuration changes to the production environment
- Outages to any servers and/or website must be authorised by a representative of Port Phillip City Council
- Remote Access to support staff will be provided based on Port Phillip City Council's Acknowledgment of Third Party VPN Access Policy