

# **TexasOnline 2.0 Master Agreement**

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Between

**The State of Texas, acting by and through  
the Texas Department of Information Resources**

*and*

**Texas NICUSA, LLC**

## **Exhibit N Portal Enhancements**

July 31, 2009

## Exhibit N Portal Enhancements

Contents of *Exhibit N Portal Enhancements* follow:

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### Article I. Introduction

The purpose of *Exhibit N Portal Enhancements* is to comprehensively address Portal Enhancements for TexasOnline 2.0, subject to the Business Case Process.

### Article II. Contractual Principles

*Exhibit N Portal Enhancements* addresses the following Portal Enhancement principles:

#### Section 2.01 Portal Enhancements

- (a) Subject to the Business Case Process, Portal Enhancements will include:
  - (i) content management system,
  - (ii) Internet and intranet Web templates,
  - (iii) Internet and intranet toolsets, and
  - (iv) improved navigation and search features.
- (b) DIR prefers that these enhancements be implemented as soon as possible, subject to the Business Case Process.
- (c) Successful implementation will strengthen and augment usability, increase overall customer satisfaction, reduce calls to the help desk, and attract more users to complete transactions online.
- (d) In *Attachment N-1 Portal Enhancements*, the Vendor addresses the list below concerning each Portal Enhancement:
  - (i) Identify additional feature-specific requirements that support the goals of TexasOnline 2.0;
  - (ii) Support TexasOnline 2.0 extensible architecture requirement;
  - (iii) Work within TexasOnline 2.0 governance model as described in *Exhibit H Governance*;

- (iv) Demonstrate its understanding of the TexasOnline 2.0 funding model and how it applies to each Portal Enhancement proposed;
  - (v) Demonstrate how it will develop and deploy these features while continuing the existing revenue stream to the State;
  - (vi) Propose economies of scale that will provide savings to the State;
  - (vii) Leverage interdependencies between features that will provide savings and value;
  - (viii) Identify roles and responsibilities of Vendor and other stakeholders;
  - (ix) Identify effective and efficient methods for Customer training and continuous improvement
- (e) The Vendor will be responsible for submitting final project plans through the Business Case Process to DIR for approval no later than March 31, 2010.

### **Section 2.02     Content Management System**

- (a) A content management system will be used to create, edit, manage, and publish web content in a consistent manner with a user interface that can be operated without a high degree of technical expertise.
- (b) The objectives of the content management system are to:
  - (i) Empower Customers to publish and update content directly to the web,
  - (ii) Separate architecture from content,
  - (iii) Provide a resource library of commonly used templates and information resources,
  - (iv) Free up Customer resources and staff to focus on other programming tasks, and
  - (v) Encourage potential Customers to migrate their websites to TexasOnline 2.0.
- (c) The content management system must be accessible and secure.
- (d) The Vendor will identify all other requirements that support the objectives in the Business Case.
- (e) The Vendor will develop a business model that provides:
  - (i) A basic website hosting package that is free to Customers. The basic package should also include a defined number of pages, storage capacity, and content management system features; and
  - (ii) Upgrade or premium packages, at an additional cost to Customers. The premium package may include additional services, features, larger storage capacity, and upgraded network capacity.
- (f) In *Attachment N-1 Portal Enhancements*, the Vendor includes:
  - (i) A description of Vendor's proposed content management system,

- (ii) Policies and procedures for implementation,
- (iii) A description of Vendor's approach to a pilot phase,
- (iv) Issue management,
- (v) Preferred underlying technology,
- (vi) Customer support,
- (vii) Additional offerings, and
- (viii) Description of the business model.

### **Section 2.03     *Internet and Intranet Web Templates***

- (a) Web templates, delivered in conjunction with the content management system described above, will help Customers redesign their Internet and intranet sites.
- (b) Creative designs will employ a common look and feel that unite disparate websites and clarify TexasOnline 2.0 boundaries.
- (c) Subject to the Business Case Process, Web templates will
  - (i) Comply with accessibility standards;
  - (ii) Allow for customizations and add-ons;
  - (iii) Increase overall usability, navigation, and aesthetics of websites;
  - (iv) Provide a common TexasOnline 2.0 look and feel;
  - (v) Address shared government Customer needs for Internet and intranet websites; and
  - (vi) Be designed appropriately for a government portal.

### **Section 2.04     *Internet and Intranet Tools and Features***

- (a) The content management system will provide a resource library for additional toolsets and features that can be easily deployed on Customer intranet and Internet sites.
- (b) Some tools are valuable additions to Customer intranet sites but may be inappropriate for the public-facing Internet site, and vice versa.
- (c) The Vendor's main responsibility is to make these toolsets available and easily deployable.
- (d) All TexasOnline 2.0 intranet tools and features must be accessible and secure.
- (e) In *Attachment N-1 Portal Enhancements*, the Vendor includes:
  - (i) Descriptions of features and tools;
  - (ii) Business model description;
  - (iii) Policies and procedures for implementation;

- (iv) A collaboration strategy to help Customers apply content to the toolsets;
- (v) Training, instruction guides, and continuing support for Customers; and
- (vi) List of additional Vendor-related services to assist Customers in customizing toolsets;

### **Section 2.05    *Improved Navigation and Search Features***

- (a) Improving navigation and search features of TexasOnline 2.0 will allow users to find information quickly and complete transactions easily.
- (b) The requirements of this Portal Enhancement will include at a minimum:
  - (i) Usable site map,
  - (ii) Breadcrumbs,
  - (iii) Compliance with statewide accessibility standards,
  - (iv) Improved search engine,
  - (v) Enhanced search tools,
  - (vi) Search tool help page,
  - (vii) Carefully crafted taxonomy,
  - (viii) Multiple ways to link to most frequently accessed pages,
  - (ix) User feedback mechanism to solicit ideas for improvement, and
  - (x) Analytics to determine traffic patterns and provide continuous navigation improvement.
- (c) In *Attachment N-1 Portal Enhancements*, the Vendor will include:
  - (i) Other navigation and search features,
  - (ii) Approach for navigation design,
  - (iii) Policies and procedures for implementation,
  - (iv) Description of the designs and features that improve overall navigation, and
  - (v) Process for categorizing and organizing information to improve navigation.

## **Article III. Methodology for Updating Associated Exhibit Attachments and Plans**

### **Section 3.01    *Attachment Update Methodology***

- (a) If requested by DIR, DIR and Vendor will collaboratively develop a Business Case for Portal Enhancements. The Business Case will be submitted to the Project Review Board for a recommendation for approval, disapproval, or revision and will follow the procedure for Business Case review and approval as described in the PPM. Once the

Business Case is developed, there will be no corresponding update to *Attachment N-1 Portal Enhancements*.

## Article IV. Documents Referenced in Exhibit N Portal Enhancements

### Section 4.01 Attachments to Exhibit N

(a) The following attachments are incorporated as part of *Exhibit N Portal Enhancements*:

**Table 1: Exhibit N Portal Enhancements Attachments**

Title	Description and Contents
<i>Attachment N-1 Portal Enhancements</i>	<p><i>Attachment N-1 Portal Enhancements</i> describes the Vendor's Portal Enhancements that, subject to the Business Case Process, will include:</p> <ul style="list-style-type: none"> <li>• content management system,</li> <li>• Internet and intranet Web templates,</li> <li>• Internet and intranet toolsets, and</li> <li>• improved navigation and search features.</li> </ul>

### Section 4.02 Exhibit N Associated Plans and Timelines

(a) The following plans and timelines are associated with *Exhibit N Portal Enhancements*:

**Table 2: Exhibit N Portal Enhancements Associated Plans and Timelines**

Title	Initial Draft Due	Final Draft Due	Updates
Business Case for Portal Enhancements	N/A	The Vendor will be responsible for submitting final Business Case Process plan for Portal Enhancements to DIR for approval no later than March 31, 2010.	Ongoing

### Section 4.03 Other Referenced Documents in Exhibit N

(a) The following documents have been referenced in *Exhibit N Portal Enhancements*:

**Table 3: Other Referenced Documents**

Title	Description and Contents
<i>Attachment H-1 Policies and Procedures Manual</i>	The <i>TexasOnline 2.0 Policies and Procedures Manual</i> (PPM) attachment provides a detailed description of the TexasOnline 2.0 governance structure. The PPM defines the following:

Title	Description and Contents
	<ul style="list-style-type: none"><li>• DIR roles and responsibilities</li><li>• Vendor roles and responsibilities</li><li>• Function, authority, responsibility, membership, reports, and meeting frequency of all governance committees and teams</li><li>• Governance policies</li><li>• Governance processes</li></ul>