GOVERNMENT OF
SAINT CHRISTOPHER AND NEVIS

Request For Proposal

DIGITAL TRANSFORMATION MANAGEMENT UNIT

Implementation of Government of Saint Christopher and Nevis
WHOLE OF GOVERNMENT DIGITAL SERVICES STANDARDS LIBRARY AND WEBSITE STANDARDIZATION FRAMEWORK

12th May, 2025

Request for Proposals (RFP)

Project name:	**Develop a Digital Services Standards Library and Website Standardization Framework for the Ministry of Technology, Government of St. Christpher and Nevis**
Issued by:	**Digital Transformation Management Unit, Ministry of Technology, Government of St Christopher and Nevis**
Date:	May 7th, 2025

1. **Background** The Government of St. Christopher and Nevis (GoSKN) aims to strengthen its digital service delivery by adopting a standardized, user-centered, and agile approach to service design and implementation. The GoSKN also recognizes the need to enhance consistency, accessibility, usability, and security across all government websites. As key service components for the dissemination of information, delivery of services and citizen engagement, websites are crucial to the standardization processes.

    In recognition of this strategic need, the Government seeks to engage a qualified consultant or consulting firm to develop a comprehensive Digital Services Standards Library to guide the development and execution of government digital services. Additionally for development is a comprehensive website standardization framework. This framework development is to ensure user centricity, uniformity of experience, improved public trust, and operational efficiency across all Ministries, Departments, and Agencies (MDAs).

2. **Objectives** The standards library and framework will ensure digital services and websites are user-centric, secure, mobile-friendly and efficient while aligning with global best practices for digital-first deployments.

    2.1. The primary objective of this consultancy is to develop a comprehensive Digital Services Standards Library and checklist. This digital standardization resource is to provide clear and context relevant guidelines for designing and delivering digital services across government ministries, departments, and agencies (MDAs).

    2.2. The development of an accompanying Government Website Standardization Framework that provides clear policies, standards, and procedures to guide the design, development, content management, and governance of government websites. This framework is to enable consistent and governed website

development and maintenance, adherent to established and selected international best practice standards for content and layouts, accessibility and security and domain naming.

3. **Expected Benefits**
   The Digital Services Standards Library, adherence checklist, and website standardization framework will offer the following benefits:

   3.1. **Enhanced User Experience** – Prioritizes user needs, accessibility, and usability, resulting in more intuitive services.
   3.2. **Increased Trust and Transparency** – Promotes open standards, open data, and public engagement in service design and delivery.
   3.3. **Operational Efficiency** – Reduces duplication of efforts, streamlines workflows, and promotes reuse of components and best practices.
   3.4. **Scalable and Future-Proof Design** – Encourages modular, interoperable solutions that can evolve with changing needs and technology.
   3.5. **Improved Service Consistency** – Ensures a uniform look, feel, and experience across all government digital services and websites.

4. **Scope of Work The consultant will be responsible for:**
   4.1. **Developing Digital Service Standards**
       4.1.1. **Establish a Digital Services Deployment Framework** based on the following nine key principles, for the deployment of digital information and transactional services:
           4.1.1.1. **Embrace Digital-First Mindset.** Prioritization of digital channels for new and redesigned government services for enhanced accessibility, promotion of automation, self service and real-time delivery as core system components and embedding digital considerations in service policies and design modalities.
           4.1.1.2. **Prioritize User-Centricity and Co-Design with Users**
               4.1.1.2.1. Incorporate human-centered design principles to ensure services are accessible, inclusive, and meet the needs of users.
               4.1.1.2.2. Use user research and usability testing methodologies to inform service development.
               4.1.1.2.3. Ensure the design process actively involves end-users from concept to deployment through co-creation workshops and iterative prototyping.
               4.1.1.2.4. Define key usability and accessibility metrics to evaluate the effectiveness of digital services and improve them over time.

4.1.1.3. **Embed Agile Methodologies in Digital Service Development**

4.1.1.3.1. Define an agile framework for iterative development and continuous delivery of government digital services.

4.1.1.3.2. Utilize cloud-based collaborative development management tools (such as Scrum and Lean-Kanban) to streamline workflows and enhance service responsiveness.

4.1.1.3.3. Establish cross-functional teams with defined roles and responsibilities to drive digital service innovation.

4.1.1.3.4. Develop a continuous integration and deployment (CI/CD) pipeline to enable frequent updates and service enhancements based on iterative feedback.

4.1.1.3.4.1. Develop mechanisms to collect, analyze and act on user insights in real time.

4.1.1.3.4.2. Implement a structured feedback loop for continuous service improvement.

4.1.1.3.4.3. Establish a user feedback governance framework to ensure insights translate into meaningful policy and service delivery enhancements.

4.1.1.4. **Work in the Open by Default.** Promoting transparency through enablement of accessibility of non-sensitive data and information, facilitating a culture of collaboration and interactive community engagement.

4.1.1.5. **Use Open Standards & Solutions.** Enabling interoperability across systems and agencies, embracing opensource software and encouraging innovation and local ecosystem development

4.1.1.6. **Establish the Right Team and Collaborate Widely**

4.1.1.6.1. Development team organization and role responsibilities and qualifications

4.1.1.6.2. Establish a teams communication framework for team and development stakeholder interactions

4.1.1.7. **Empower & Upskill Staff**

4.1.1.7.1. Provide a best practice service technology requirements listing and professional development pathway for team members, that along with specific service technology requirements includes AI and data analytics

4.1.1.8. **Address Security & Privacy Risks.** Strict adherence to internation information and system security standards including but not limited to ISO 27001

4.1.1.9. **Manage Data and Information**

4.1.1.9.1. Determine best practices approach for data and information collection, storage, management and retention

4.1.2. **Develop a Digital Service Standard Checklist**

4.1.2.1. Create a digital services standard checklist that outlines a sequence of steps for government teams to follow when designing and implementing digital services. The UK Government Digital Service Standard (https://www.gov.uk/service-manual/service-standard) may be used as a reference.

4.1.2.2. Ensure the checklist aligns with the Digital Services Deployment Framework and covers key requirements such as accessibility, security, user centricity, and iterative development.

4.1.2.3. Develop role-based guidelines to help different government personnel, from developers to policymakers, adhere to digital service best practices.

4.1.2.4. Include mechanisms for periodic review and updates to the checklist, ensuring its relevance in evolving digital service landscapes.

4.1.3. **Ensure Documentation and Knowledge Transfer**

4.1.3.1. Develop a comprehensive digital services standards manual for government agencies.

4.1.3.2. Conduct training and capacity-building sessions for government officials to ensure the adoption and sustainability of the standards.

4.1.3.3. Establish an online knowledge repository where government personnel can access best practices, templates, and case studies related to digital service implementation.

4.1.3.4. Develop a mentorship and peer-learning program to enable long-term skill development among public sector employees involved in digital transformation.

4.2. Website Standardization

4.2.1. Specify Roles and Responsibilities of the Website Standardization Governance Unit

4.2.1.1. Define the mandate, organizational structure, reporting lines, and operational processes of a central Website Standardization Governance Unit.

4.2.1.2. Outline roles for policy development, technical guidance, compliance monitoring, and capacity building.

4.2.1.3. Recommend inter-agency coordination mechanisms for sustainable website consistency governance.

4.2.2. Establish Content Prioritization Procedures

4.2.2.1. Develop criteria and procedures to identify, organize, and regularly update high-demand, citizen-facing content across MDAs.

4.2.2.2. Recommend a content hierarchy structure and metadata tagging framework to support easy navigation and discoverability.

4.2.2.3. Propose workflow mechanisms for content development and review, approval, and archiving.

4.2.3. Determine Design, Accessibility, and Security Standards

4.2.3.1. Define mandatory website elements (e.g. contact info, service directory, legal notice, privacy policy, language translation, search feature) and consistent layout components.

4.2.3.2. Establish technical standards for:

4.2.3.2.1. Responsive and device-agnostic design

4.2.3.2.2. WCAG 2.1 accessibility compliance

4.2.3.2.3. Secure data handling and privacy controls

4.2.3.2.4. Use of HTTPS and SSL/TLS certificates

4.2.3.2.5. Develop content writing principles, including plain language usage, consistency, and multilingual (English, Spanish, Mandarin?) support where applicable.

4.2.3.2.6. Outline mobile-first design policies and user interface (UI) considerations.

4.2.3.3. Define Technology and Development Modalities and specify:

     4.2.3.3.1. Preferred web architecture and use of content management systems (CMS)

     4.2.3.3.2. Server- and client-side technologies to support scalable and maintainable development

     4.2.3.3.3. Reusable layout templates and design libraries

  4.2.4. **Establish principles for:**

    4.2.4.1. Code library selection

    4.2.4.2. Conducting user testing and iterative feedback loops

    4.2.4.3. Unified website aesthetics across MDAs (look and feel)

    4.2.4.4. Use of subdirectories (e.g., gov.kn/education) instead of subdomains to enhance SEO, accessibility, and branding consistency

5. **Deliverables The consultant shall provide:**

 5.1. **An inception report** outlining the approach, methodology, and work plan.

 5.2. **Digital Services Standards**

  5.2.1. **A Digital Services Standards Library** document covering all defined principles.

  5.2.2. **A user research report** with insights and recommendations for service design.

  5.2.3. **A framework for applying human-centered design** and agile methodologies.

  5.2.4. **A Digital Service Standard checklist** providing step-by-step guidance for government teams.

  5.2.5. **Training materials and capacity-building workshops** for government staff.

  5.2.6. **A final report** summarizing the work done, feedback collected, and recommendations for future improvements.

 5.3. **Website Standardization**

  5.3.1. **Roles and Governance Report** defining the Website Standardization Governance Unit.

  5.3.2. **Content Strategy and Prioritization Guidelines** for cross-MDA use.

  5.3.3. **Standards and Guidelines Document** covering:

  5.3.4. Mandatory web elements

  5.3.5. Accessibility and security policies

  5.3.6. UI/UX and content guidelines

  5.3.7. **Technical Framework Document** including:

    5.3.7.1. Template and CMS recommendations

    5.3.7.2. Technology stack and development modality

    5.3.7.3. User testing framework

        5.3.8. Final Website Standardization Framework with implementation roadmap.

     5.4. Presentation of consultancy phasing plan to Stakeholders, including but not limited to standards research design, framework and checklist development plan, validation workshops and feedback modality for review and validation.

6. **Timeline The consultancy is expected to <mark>last five (5) months</mark>, with key milestones as follows:**

Month	Digital Services Standards	Website Standardization
1	Inception report and stakeholder consultations	
2	Draft Digital Services Standards Library	Roles and Governance Report defining the Website Standardization Governance Unit.

3	User research and testing	1. Content Strategy and Prioritization Guidelines for cross-MDA use.
		2. Standards and Guidelines Document covering:
		  • Mandatory web elements
		  • Accessibility and security policies
		  • UI/UX and content guidelines

4	Development of Digital Service Standard checklist	Technical Framework Document including:
		  • Template and CMS recommendations
		  • Technology stack and development modality
		  • User testing framework

5	1. Finalization of standards, training sessions 2. Submission of the final report	1. Final Website Standardization Framework with implementation roadmap. 2. Presentation to Stakeholders for review and validation.

7. **Qualifications and Experience The consultant (or consulting firm) must have:**
    - **7.1.** Proven experience in digital government transformation and public sector service design and digital strategy, web development, and user-centered design.
    - **7.2.** Expertise in human-centered design, agile methodologies, and open standards and responsive design.
    - **7.3.** Experience developing digital service standards for governments or large organizations and designing and implementing website governance or digital policy frameworks.
    - **7.4.** Strong knowledge of cybersecurity protocols, data management, and digital innovation practices.
    - **7.5.** Excellent communication, training, and documentation skills.

8. **Reporting and Coordination** The consultant will report to the Chief Transformation Officer, Digital Transformation Management Unit, Ministry of Technology with regular updates provided to a designated project steering committee.

9. **Evaluation Criteria**. Proposals will be evaluated based on the following criteria:
    - 9.1. **Technical Approach:**
        - 9.1.1. Completeness and clarity of the proposed solution
        - 9.1.2. Alignment with Digital Services Standards Library & Website Standardization Framework specific requirements
        - 9.1.3. Innovation and technical feasibility
        - 9.1.4. Quality of the proposed architecture and design
    - 9.2. **Experience and Expertise:**
        - 9.2.1. Consultants experience in digital services deployment and website development
        - 9.2.2. Relevant industry certifications and accreditations
        - 9.2.3. Expertise in data security and compliance
    - 9.3. **Project Management:**
        - 9.3.1. Quality of the proposed project plan
        - 9.3.2. M&E framework
        - 9.3.3. Resource allocation and project timelines
        - 9.3.4. Risk management and mitigation strategies
    - 9.4. **Pricing and Value:**
        - 9.4.1. Competitiveness of pricing
        - 9.4.2. Value for money and return on investment
        - 9.4.3. Clarity and completeness of pricing information
    - 9.5. **Support and Maintenance:**
        - 9.5.1. Quality and comprehensiveness of support services
        - 9.5.2. Service level agreements (SLAs) and response times

9.6. **References:**

    9.6.1.   References from previous clients

    9.6.2.   Customer testimonials and case studies

10. **Submission of Proposals**

    10.1.   **General Instructions:**

    Consultants are invited to submit proposals for Digital Services Standards Library & Website Standardization Framework Request for Proposals (RFP). All proposals submitted in response to this RFP must adhere strictly to the guidelines set forth herein. Proposals must be comprehensive, well-structured, and fully compliant with all stipulated requirements. Any submission failing to meet these requirements may be deemed non-responsive and, consequently, disqualified from consideration.

    10.2.   **Contact Information**

    10.2.1.   All inquiries and correspondence related to this RFP shall be directed to the designated contact person as follows:

    10.2.2.   **Christopher Herbert**
Programme Manager
Digital Transformation Management Unit, Ministry of Technology, Government of St Christopher and Nevis
christopher.herbert@gov.kn
869-467-1389

    10.2.3.   Communication regarding this RFP with any other personnel is strictly prohibited and may result in disqualification.

    10.3.   **Submission Deadline**

    10.3.1.   Proposals must be received no later than July 25th 2025 4pm AST. Late submissions shall not be considered under any circumstances. Bidders bear sole responsibility for ensuring the timely delivery of their proposals.

    10.3.2.   **Submission Format**

        10.3.2.1. Proposals shall be submitted in electronic format (PDF).

        10.3.2.2. Electronic submissions must be sent via email to Christopher.herbert@gov.kn copy dtmu.technology@gov.kn with the subject line: **"Confidential Proposal Submission – Implementation of Government of St Christopher and Nevis Whole of Government Electronic Document and Records Management System "**.

        10.3.2.3. Hard copy submissions (if applicable) must be delivered to Digital Transformation Management Unit, Ministry of Technology, National ICT Centre, #3 CA Paul Southwell Industrial Park, Basseterre, St Kitts in a sealed envelope

marked **"Confidential – Implementation of Government of St Christopher and Nevis Whole of Government Electronic Document and Records Management System"**

10.3.3. **Proposal Organization**

10.3.3.1. Proposals must be formatted as follows:

10.3.3.1.1. **Cover Letter** – Signed by an authorized representative of the bidding entity.

10.3.3.1.2. **Executive Summary** – A concise overview of the proposal.

10.3.3.1.3. **Technical Approach** – A detailed plan for the development of the digital services standards library and checklist and website standardization framework, including:

10.3.3.1.3.1. Digital Standards Research Strategy

10.3.3.1.3.2. Standards Checklist development plan

10.3.3.1.3.3. Training and capacity building plan

10.3.3.1.3.4. Website standardization development outline

10.3.3.1.4. **Company Qualifications & Experience** – A demonstration of relevant expertise, organizational structure, and key personnel.

10.3.3.1.5. **Project Timeline** – A proposed schedule with key milestones.

10.3.3.1.6. **Financial Proposal** – A comprehensive, itemized budget and pricing breakdown, including development, implementation, hardware, software, training, maintenance, and support.

10.3.3.1.7. **References** – Contact details for previous clients or partners.

10.3.3.1.8. **Appendices** (if applicable) – Any supporting documentation or additional materials.

10.3.4. **Confidentiality**

10.3.4.1. All information contained within the RFP and any proposals submitted in response shall be regarded as confidential. Bidders shall not disclose any details pertaining to their submission to external parties without prior written authorization from the issuing entity.

10.3.5. **Clarifications and Questions**

10.3.5.1. Bidders may seek clarification regarding this RFP by submitting written inquiries to christopher.herbert@gov.kn , copy to dtmu.technology@gov.kn, dot@gov.kn no later than **May 30th**

2025. Responses will be provided via **an email addendum** by **June 13th 2025**

10.3.6. **Proposal Validity Period**

10.3.6.1. Proposals shall remain valid for a minimum period of **[60] days** from the submission deadline. During this period, proposals may not be withdrawn or amended.

10.3.6.2. **Cost of Proposal Preparation**

10.3.6.2.1. All costs incurred in the preparation and submission of proposals shall be borne exclusively by the bidder. The issuing organization shall not be held responsible for any expenses related to proposal development, submission, or presentation.

11. **Management Proposal:** Details on the project management team, including roles, responsibilities, and experience. Also includes project governance, risk management, and communication plans.