

Request for Proposal

OIST Main Website Redesign and Development FY2021

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1. Title

OIST Main Website Redesign and Development FY2021 (Proposal Competition)

2. About Us

Okinawa Institute of Science and Technology (OIST) is an interdisciplinary graduate university founded by the Japanese government to attract researchers from Japan and abroad to conduct high-quality research and develop a research hub for technology transfer and industrial innovation in Okinawa. Half of faculty and students are recruited from outside Japan, and research and education are conducted in English.

3. Project Background

a. Website History

When the university's Japanese-English bilingual Drupal 7 website was built in 2011, OIST was only a few hundred employees in two buildings. Now OIST has over a thousand employees and a full campus featuring an auditorium, conference center, dormitories, faculty housing, stores, gym, and four lab buildings. The fifth lab building is under construction, and a second residential campus will open soon.

The university has outgrown the website, and we would like help in redesigning for the future, upgrading the CMS, and updating the design of the website.

b. IA Research Project

In March 2021, OIST worked with an Information Architecture consultant to do an "IA Research Project," including user interviews and workshops and content and competitor analysis of www.oist.jp, in preparation for the design, development, and migration of the website.

The IA Research Project materials will be necessary to write a successful proposal:

1. a detailed IA Report (PDF),
2. an executive summary (video),
3. an IA for main, utility, and global footer menu structures (Excel),
4. a set of Desktop wireframes (Figma),
5. navigation and megamenu prototypes (Figma).

To get the full set, please complete and submit the NDA included with this document. *By requesting these materials, you agree not to redistribute or share them outside of your development team.*

The IA Research Project findings are summarized in the "IA Research Project Findings" section below and form the basis of many of the requirements in the "Points of Concern" section below. *References will be marked [\[IA #\]](#) where the octothorpe is the page number of the IA Report PDF.*

4. IA Research Project Findings

a. Key audience groups [IIA 29](#)

i. Priority audiences:

1. Researchers (external to OIST)
2. Prospective students and researchers
3. Other prospective job applicants for support and administrative roles
4. Prospective post docs

ii. Secondary audiences:

1. Investors/VCs looking for investment opportunities
2. Companies looking to license technology
3. The general public
4. The press
5. Prospective lab members
6. TDIC program applicants
7. Cabinet office
8. Other universities
9. Vendors
10. Travel agencies
11. Families of prospective students
12. Event or workshop participants
13. Donors
14. School students and teachers
15. Current OIST employees and students

b. User goals and motivations [IIA 31](#)

i. Interview and workshops with OIST staff showed us that they want:

1. Improved pathways to content.
2. OIST to be more approachable and attractive to the wider scientific community.
3. Ways to showcase collaboration and partnerships.
4. A more modern presence.
5. A balance between local and global audience requirements.
6. Clear, practical advice.
7. A demonstration that they're living their values.

ii. Our user research uncovered that website users want to:

1. Match their field of interest with OIST faculty and capabilities.
2. Know what life living and working at OIST would be like.
3. Find information on a particular research topic.
4. Find out about job and career information.
5. Attend events at OIST.
6. Arrange a visit to OIST for their school.
7. Learn more about tender opportunities.

c. Top user tasks **[IA 8]**

User Group	Task
Potential students and researchers	Find units and faculty in their field of interest.
Potential faculty and staff	Assess OIST as a place to do research and work.
Investors entrepreneurs	Find out about OIST's support services for fostering innovation.
Other research institutions	Evaluate OIST as a research partner.
Communities	Understand OIST's contribution.

d. Website redesign goals **[IA 6]**

1. Attract quality faculty, students and staff.
2. Showcase OIST's research.
3. Attract entrepreneurs and industry partners to develop commercial applications for OIST's research.
4. Allow the scientific community to find and connect with faculty in their field of interest.
5. Showcase OIST's contribution to the local community and economy.
6. Be a bridge between Okinawa and Japan and the rest of the world.
7. Justify OIST's public funding.
8. Seek partnerships.
9. Attract donations.

5. Scope of Work

a. Overview

Work with OIST Digital Content, Brand, and Design Section (hereafter "OIST Digital") in an agile design and development project to redesign and upgrade www.oist.jp to Drupal 9 to address the issues detailed in the "Points of Concern" section, based on findings and recommendations of the IA Research Project.

Advise OIST Digital on any additional user research needed, do frontend design, build the site, and migrate all contents.

b. Design

Create the site as an English-Japanese bilingual website with all aspects of the design and structure translatable and tested for both languages. The vendor will not be expected to provide translation or Japanese content, but all parts of the website must be translatable and usable in both English and Japanese. For example, the system must be Unicode and compatible with double-byte content, including in filters and search features.

Design the site using the wireframes from the IA Research Project.

Restructure the main menu and implement the utility menu and universal footer proposed in the IA Research Project.

Design the site to be

- mobile-first and
- compliant with WCAG AA.

Deliver a design system of reusable web components using TWIG templates, such as StoryBook, so that OIST Digital can create new pages with existing components and extend the components in the design system.

c. Development

Site development methodology must

- be API-first to facilitate the creation of separate frontend-only mini sites in the future and
- follow TDD (Test-Driven Development), including unit tests for all features.
- Implement CI/CD workflow with Drupal coding standards check, E2E test, etc. to ensure the success of every deployment.

Web applications included in the site must be developed, such as the concert registration feature (Content type: Concert).

The Drupal theme must use a manageable style system and structure, such as OOCSS, SMACSS. The theme style should be easy for editors to use with predefined CSS classes. Bootstrap 5 or equivalent frameworks are preferred, and the theme should extend from the chosen framework.

d. Migration

Clean up OIST assets on migration, moving only currently used content and files into Drupal media and file management. The “orphan” files currently not linked to any page should not be migrated, and files that are migrated must be future proofed to transcribe or remove symbols, spaces, and multibyte characters from filenames and URLs.

Migrate and merge the following existing nodes into single or integrated content type in the new Drupal site: news article, press release, and event report.

Migrate and manage all assets to Drupal file type, including files, images, videos, and embedded media, such as:

1. Media assets used in all CKEditor integrated text area and uploaded with IMCE.
2. Media assets created with content types – photo, video.
3. Media assets created with standalone file field.

In www.oist.jp, the unpublished Media Links are restricted to internal use. They have associated PDF files that are scans of newspaper articles, and we are not allowed to make these public. Care must be taken not to migrate these files.

6. Points of Concern

a. Visual design

Internal stakeholders complain that the current www.oist.jp is “box-like” and looks “old-fashioned” [\[IA 59\]](#) and that

1. the font is too small for recent hi-res displays,
2. the text columns are too many characters in length for ease of reading,
3. the left-rail menu is antiquated in an age of full-width websites with mobile-like slide-in navigation,
4. the right main body content area is too narrow for large images and layouts,
5. and the largest viewport is too narrow when viewed on a large screen.

b. Home page

We have two language audiences –

- Japanese and
- English,

three primary goals (R.E.I.) –

- Research,
- Education, and
- Innovation,

and one secondary goal –

- contribution to local economy and society in Okinawa and Japan.

We want the home page to reflect the university's goals but also to accommodate the audience. To recruit students, faculty, and staff, it is important to stress to the English-language international audience on the primary goals of Research, Education, and Innovation (REI). We also recruit Japanese students, faculty, and staff, so REI are still important to the Japanese audience. However, we also need to show Japanese stakeholders (government and taxpayers) that OIST's public funding is justified by demonstrating to the domestic audience how OIST is contributing to the economic development of Okinawa and the rest of Japan, including STEM education in Okinawa.

In such a rapidly-growing university, priorities change quickly and often, so there is a great deal of competition for home page real estate between events, programs, initiatives, news, research, special-purpose notices, and so on. We need a flexible way to highlight information to satisfy internal stakeholder demands for promotion.

The 2020 IA project wireframes address this need, but proposals for alternatives and enhancements are welcome, and this perspective should inform the UI design.

c. Navigation

Since the site was built in 2011, changes in management and university structure have driven changes in navigation and content without improvements in menu and page structure. Users complain that it is difficult to find the content they are looking for. [\[IA 44\]](#)

Research sections and administrative groups manage their own content in a separate Drupal 7 Organic Groups (OG) website – groups.oist.jp. These Organic Group sites are not easy to find from the main public website. [\[IA 46, 51, 65\]](#)

There are also some standalone Communications-managed websites like admissions.oist.jp and i2.oist.jp that need to be more intuitively integrated and linked into the main public website.

In addition, there are websites outside of the control of the Communications team which need to be connected to the website.

In 2019, we upgraded our website search engine search.oist.jp. Because some of our websites are restricted to authenticated users, we cannot cover all our content with Google site search. Our search.oist.jp works for anonymous and authenticated users, so we would like to give it more focus in our navigation. [IIA 401](#)

1. The IA — main menu, utility menu, and global footer — proposed by the IA Research Project partially addresses this need, but proposals for enhancements are welcome, and this project includes the implementation of this navigation. [IIA 8.101](#)
2. Ensure that no matter what page the visitor lands on or navigates to, they are oriented in the navigation with main menu, footer, and consistent breadcrumbs. [IIA 471](#) The IA Report recommends, “Impose the new top-level information architecture—the main menu topics and the utility navigation—and the global footer across the subsites (or bring the Groups subsites into the core website). Ensure that breadcrumb trails work as intended to provide navigational cues for users so they can orient themselves if arriving on the page via a search engine, and move seamlessly back within that section.” [IIA 531](#)
3. Create “Navigation Hub” landing pages for top-level menu items that provide context and links to help the user navigate instead of jumping immediately to a satellite website, such as a groups.oist.jp OG. [IIA 101](#)
4. Implement a design and method for making such Navigation Hub landing pages to ensure consistency across the site and make it easier to update them and create new ones as needed.

d. File and web assets management

Lots of media assets and downloadable files are uploaded with IMCE, so they are not managed by the Drupal file field and media module. Most files are linked directly in the Body field with A tags, and there are many orphan files that are no longer used on the site.

Filenames are not currently transliterated to avoid non-ASCII and multibyte characters and symbols and case differences, so we have had problems with case sensitivity and garbled filenames in past migrations. We want to have more control and centralized management of media and files, and we want to future-proof our assets by regulating filenames and managing files centrally from the database.

Set up website so that all files uploaded, including files, images, and media assets from external media platform (YouTube, Vimeo, etc) are managed by Drupal and have alphanumeric filenames after upload. Editors will be able to insert and edit the managed media in the editor easily.

e. Content types

Review all content types and improve to meet current needs. This will require some discovery and interviews with users, which OIST DCBD will do with guidance from the vendor.

The new website should include improved design and implementations for news articles, photos, videos, podcasts, media links, concerts (events with limited but reservable seats), tender, and job descriptions.

Some specific requests are already known from user research and feedback.

i. News

Our current website news content creators complain that the web article creation process is cumbersome. In the current system, each photo and video used in an article is a separate node that is associated with the article node. Because the website is bilingual, each photo and video that is embedded or featured in a gallery in a news article must be created as a separate node in English and then as a Japanese translation, and then each must be linked to that language version of the article. Because the articles are Node Translations, that means two separate Node IDs.

We would like to have a consistent but more efficient way to embed photos and videos with central control for all nodes. (See 6.d. “File and web assets management”)

Specific requests include:

1. Allow authors to easily embed audio in an article with a user-friendly way to play inline, as part of the article itself. (See 6.d. “File and web assets management”)
2. Enable user to go from a media asset in an article or page to each place in the website where it is used.
3. Add a field for one or more journal article citations to the News Article content type. Each citation should be capable of including a DOI.
4. In the current website, news articles are a mixture of institutional announcements like “New Provost”, outreach promotions like “Science for local children”, and hard-core science articles. Introduce categories for news articles and make separate areas in the News Center for the serious science press releases and articles.

f. Research tags

The IA Report pointed out that:

- It is difficult to figure out what kind of research OIST does. [\[IA 39\]](#)
- It is difficult to see what kind of research individual faculty or units do. [\[IA 41\]](#)
- It is difficult to find an expert in a specific field to advise a PhD or answer questions from the Press. [\[IA 46\]](#)

The IA Report recommended using tags to connect news articles, unit websites or pages, faculty listings, publications, and other pages so that visitors can easily find more content related to the article they are reading. [\[IA 41, 47\]](#)

The News Center currently has an outdated set of eight Field tags to indicate Primary and Secondary Fields and an open set of tags for research topic, but the Graduate School has developed a new, larger set of research fields and tags that they want to be used to tag faculty and content.

1. Implement the new sets of tags created by the Graduate School to describe faculty, units, and content like articles.
2. Convert the current set of news article tags to the new Taxonomy. OIST Digital will supply a table to indicate which old tags should map to which new tags.
3. Apply the SDG taxonomy to news articles and other content in the site so that users can move between news articles and OIST SDG pages based on topic.

g. Faculty, unit, and research discovery

i. Quotations and findings from the IA Report and user feedback:

“Potential students must be able to easily find OIST faculty and publications that match their field of interest. If they cannot find the unit that matches their field of interest on the OIST website, they may not realise it exists at all. This means potential students will not complete the application process.” [\[IA 39\]](#)

“The unit web pages seem to be organised around the Professor, whereas they should be organised around the research.” [\[IA 54\]](#)

OIST needs a “Find an Expert” feature. Can this faculty discovery fill that need?

ii. Use cases:

- Journalist is looking for a quick description of what kind of research is done here as part of an introduction to the university.
- Journalist is looking for an expert in a general or specific field to interview about a story which will probably not be directly related to OIST.
- Prospective student is searching for a unit or mentor for their graduate research project. They might know exactly what topic they are interested in, or they might just be interested in a general area and be looking for ideas.
- New PhD student at OIST has an idea of what they want to do for the dissertation but is looking for the right advisor(s).
- Researcher considering working at OIST is looking at website to find out what kind of research is being done there, so see if they will fit in, to see if they will find it interesting.
- Researcher from another university is looking for collaborators on a specific topic or project.
- Entrepreneur is looking for researchers in a specific technology to make their idea a reality.

iii. Current status

We currently have a custom content type “Faculty” on groups.oist.jp. Each faculty member is represented by a node of type Faculty.

Currently, the Faculty nodes include eight Research Areas — Primary (single) and Secondary (multiple). They also have a set of tags called Fields which is determined by faculty members.

This information is used to filter and search the faculty on <https://admissions.oist.jp/faculty-and-research>, a dynamic list where you can find faculty by filtering for faculty or unit name, string match in the description, Research Area tags, and Field tags.

The current faculty list at <https://www.oist.jp/research-units> is a static list.

Manager of OIST Digital maintains details about faculty in an Excel file to keep straight details like names in Japanese and English.

iv. Goal

Create a dynamic, filterable faculty and unit discovery page on www.oist.jp that allows visitors to filter, sort, and search to find faculty.

Implement a more complete faculty database that uses the new expanded taxonomy, developed by the Graduate School and faculty, as mentioned above in section “Research tags.”

Update <https://admissions.oist.jp/faculty-and-research> to use the same set of taxonomies and features, so that both websites have the same faculty and unit exploration which pulls data from the same central data store.

Advise on how this can serve as our “Find an expert” page for potential students, journalists, and anyone else looking for an expert in a specific field.

h. Job post discovery

HR Recruiting asked that we make Careers “a more good-looking with the following information visible at glance: Job title, posted date, closing date” — a dynamic page. Enable users to sort and filter by

- Job type,
- Title,
- Posted date,
- Closing date,

search for strings in

- Title
- Description

and use multiple Tags to narrow search. Tags will be determined by HR.

Example: A user selects Job Type Administration and then adds Tags “Finance” and “Compliance” to find positions in Finance that require experience with financial compliance.

It will probably be necessary to list the tags that are currently in use for the current filter/search.

i. OIST website discovery

OIST has public website content on many different websites, such as

- <https://www.oist.jp/> — main website

- <https://groups.oist.jp/> — hundreds of D7 Organic Group websites
- <https://admissions.oist.jp/> — Grad School admissions website
- <https://i2.oist.jp/> — startup incubator and programs

and there are some outliers and scientific specialty sites, such as

- <https://arilab.unit.oist.jp/>
- <https://marinegenomics.oist.jp/gallery>

Develop a website directory, as mentioned in the IA Report, that will enable users to browse links to other sites.

Possible fields for filtering and sorting:

- Title of website
- URL
- List of keywords for each website entry

j. Navigation hubs and content pillars

In the new IA and with a more modern menu UX, the site will require pages that act as “topic pillars” and navigation hubs to related information.

From the IA Report, “Some topic keywords (e.g. COVID, ADHD, jellyfish, Neanderthals) are ranking extremely well and bringing many visitors to the website.... There are opportunities to showcase content from a topic perspective in a more prominent and engaging way. OIST is already tagging content, and this could be widened to ensure these popular topics and pages are gaining even more visibility. Plus, cross-linking within the website from topic-related pages to a core topic pillar page can give a site an SEO boost.” [IIA 371](#)

OIST is changing rapidly, and the structure of the organization changes frequently, so provide design components and features that will allow web editors and administrators to easily create and modify attractive, easy-to-use navigation hub pages.

Each top-level menu item, major forks in the navigation, and content pillar pages must be on www.oist.jp, instead of just being a link to another site, like an Organic Groups website on <https://groups.oist.jp>.

k. Campaign and special-purpose landing pages

The site currently has some landing pages which act as mini sites. They use manually maintained Pages with stopgap measures like tags or path alias to switch to alternate themes or approximate custom content types.

1. Advise on how to maintain this content going forward. Should we integrate this content into another part of the site. Should we recreate the landing pages and, where necessary, new content types, list pages, etc. to simplify content creation and maintenance?
2. Give website editors a flexible way to make campaign-specific landing pages in the future.
3. Give OIST Digital ability to create a headless site with preferred front-end framework. (See 5.c. requirement that website be API-first.)

- i. President landing page and serial content
 - 1. Landing at <https://www.oist.jp/president> .
 - 2. Easier way to create, display, and find serial content at <https://www.oist.jp/president/writing-and-speeches> .
 - ii. SDGs landing page and serial content

Landing page and way to create, display, and find serial content at <https://www.oist.jp/sdg> .
 - iii. COVID-19 projects landing page and serial content

Landing and way to create, display, and find serial content at <https://www.oist.jp/covid-19/community-projects> .
- I. Giving to OIST
- Move OG site Giving to OIST <https://groups.oist.jp/giving> to www.oist.jp . It is the website of the donations team.
- There are several donation webforms and a serial content type for Stories of Giving that must be included in the migration. Evaluate needs and develop way to donate. OIST is currently using PayPal.
- Recommendations for better ways to distribute this content online are welcome.
- m. New content
- The current site has several sections where content can be improved or is recommended for creation in the IA Research Project.
- i. Life at OIST

Implement landing page for mostly static content and advise OIST Digital on content and UX strategy.

OIST Digital will create and upload the content by integrating content from and linking to the Resource Center’s Life at OIST material — <https://groups.oist.jp/resource-center/about-okinawa>.

The new section “Life at OIST,” recommended in the IA Report [IIA 44](#), will promote what students say are poorly advertised, unique benefits of living in Okinawa and working at OIST:

 - 1. Academic freedom.
 - 2. Well-resourced labs.
 - 3. Strong financial and psycho-social support for students and their families.
 - 4. Island location for focus and concentrated calm.
 - 5. Subtropical climate.
 - ii. Campus

Current campus pages <https://www.oist.jp/campus> were made ad-hoc.

Redesign landing page and some child pages to better showcase campus, facilities, and architecture. OIST Digital will create and upload content and graphics.

1. Add Tokyo Office and move <https://groups.oist.jp/tokyo> to www.
2. Add Seragaki Marine Science Station, which will be a groups website by the time development of this website is done.
3. Add Innovation Square Incubator facility as part of campus, with link to <https://i2.oist.jp>.
4. Add venue information as an introduction to <https://groups.oist.jp/conference-venues>, which gives details to external users which venues they can rent for events.

iii. Access

Redesign the university's access pages <https://www.oist.jp/access-map>, using the navigation changes proposed in the IA Research Project.

The Conference Venues Access pages have a good solution at <https://groups.oist.jp/conference-venues/accessing-oist-venues> and <https://groups.oist.jp/conference-venues/bus>, but OIST Digital would like the vendor to design a solution that is consistent with the overall website design.

n. User authentication and permissions

The website is managed by a small team, but several other sections in the university need to create and modify content.

In the current site, this has been done by assigning Author of single pages to specific people, but only one person can be the author at a time, so some users have shared local user account credentials.

1. Implement OIST Single Sign-On (SSO), which uses Azure AD and is managed by OIST IT. The Azure endpoint is publicly accessible, so there is no need for special connections.
2. Allow website administrators to give editing permission on specific pages to specific users or groups of users.

o. Editor experience

One of the usability problems with the website is that users are disoriented when taken to a Groups website, and one reason for creating many Groups websites has been to give content owners the ability to update information.

1. Allow editors to preview in the actual theme what their changes and new content will look like on the site before making it public.
2. Make sure that the content in the WYSIWYG looks the way it will look when published.
3. Make it easy to customize Opengraph and other structured data for social media sharing and semantic web SEO.
4. Make it easy to upload tailored images for social media.

p. URLs

The Japanese URL must match the English URL, e.g. the Japanese translation of <https://www.oist.jp/page> would be <https://www.oist.jp/ja/page>.

URLs must be only safe alphanumeric characters, using only 0-9, a-z, underbar, and hyphen. When the page title uses non-English characters, transcribe or require human input.

q. Accessibility and usability features

i. WCAG compliance

During OIST's rapid growth, we have been aware of accessibility as an essential requirement but unable to make major changes, so the new website must be fully WCAG 2.1 AA compliant.

ii. Table of Contents feature

Enable website editors to easily add a "Table of Contents (TOC)" / "Contents" / "On this page" block that allows visitors to easily jump to anchors farther down in the page. The feature could be manual or automatic. One automatic option is to dynamically generate an expandable TOC based on the heading outline of the page; this would also force content creators to use semantic heading structure in the page. It should be optional.

r. Policy Library

The OIST Policy Library <https://www.oist.jp/policy-library> is currently part of www.oist.jp, but it will be moved to a web-based specialized system by the end of FY2022. There is no need to migrate and accommodate the Policy Library in the new www.oist.jp, but the PRP needs to be accessible from the time the vendor migrates the new website until the Policy Library is moved to the web-based service.

After the new website is launched, hide access to the other parts of the site and make forwarding links so that, for example, <https://www.oist.jp/policy-library/7.3> forwards to <https://ww2.oist.jp/policy-library/7.3>. OIST Digital and OIST IT will supply the new domain and hosting.

7. Criteria by which proposals will be evaluated

See Appendix "Evaluation Criteria".

8. OIST Digital team members and resources

OIST Digital team does website design and development, content creation and strategy, multimedia, graphic design, and social media for English and Japanese audiences. Publicly accessible examples of the current team's website design:

- <https://i2.oist.jp/>
- <https://anniversary.oist.jp/>

Members

- Manager: Team and project management, English-Japanese bilingual content creation and strategy, translation, writing, user relations and training.
- Web developer: Full-stack developer with over 12 years experience using Drupal. Graduate degree in product design and specialty in UI/UX and frontend development.
- Graphic designer: Raster and vector graphics illustration, photo and video creation and post-production, 2D and 3D animation, website design in XD and Sketch, and CAD.
- Multimedia specialist: Video and photo planning, production, and post-production.
- Social media coordinator: English-Japanese bilingual specialist in crafting messages for both international English and local Japanese audiences.
- Translation team: OIST Digital works closely with a Translation Team of three full-time interpreter/translators, each a native Japanese language speaker.

9. Contract Term

Start of contract to March 31, 2022, the end of the Japanese FY2021 Fiscal Year. All contracts made in a fiscal year must be completed within that fiscal year. No contract can extend across fiscal years.

10. Budget

The budget for this project is 20,000,000 JPY.

11. Environment

The contractor will work offsite. No on-site meetings are necessary.

The redesigned website will be hosted on Pantheon, as is the current one.

CMS choice: To continue promoting use of Drupal in Japanese public institutions and building our own internal expertise in the platform, we want to develop the new site in Drupal 9. Also, we currently host all sites on Pantheon.

Develop site using Agile Project Management on Pantheon multidevs supplied by OIST.

The contractor will communicate in English with OIST Digital via online team chat, project management platforms, and teleconferencing.

All delivery will be made in the form of Pull Requests to OIST Github and Pantheon repositories.

OIST Digital will review code and require changes when necessary.

12. Payment

Payment will be made in Japanese Yen on a monthly basis as follows.

November 2021 to February 2022: 15% of contract amount each month. (OIST shall pay 15% of contract amount to the contractor by the end of next month from the date on which OIST receive the monthly report.)

At the end of the contract: the rest of contract amount (40%) after the OIST Project Supervisor has reviewed the Services Completion Report of work from the contractor and confirmed that all conditions have been satisfied and OIST finds that the Services passed an inspection conducted by OIST.

13. Communication Rules

All oral and written communication will be in English, through channels provided by OIST Digital.

All written documentation and code comments will be in English.

Meetings and communication will be held through online chat and teleconferencing.

Delivery will be made through OIST Github and Pantheon Multidev.

Tasks requests will be made through Jira or a similar platform to which the OIST team has direct access.

14. Deliverables

a. Development

Development must done on Pantheon multidev provided by DCBD and also submitted to OIST Github.

b. Migration

All current website contents and assets will be migrated according to details in section “Migration” and attached addenda.

c. Testing

A list of test cases — including unit tests, visual regression tests, and end-to-end tests — for review by OIST Digital.

15. Quality Control

The site will be English-Japanese bilingual.

All code will pass an audit by OIST Digital.

The contractor and its personnel in charge will have to follow the standards of quality and coding conventions determined by OIST Digital, particularly Drupal Coding Standards (<https://www.drupal.org/docs/develop/standards/coding-standards>) and security best practices.

The contractor’s work may be audited for security by IT.

The contractor is responsible for the quality of the work delivered and will comply with the coding and quality standards established by the project.

Submission of monthly report is required

When the Services are completed, contractor shall submit to OIST the Services Completion Report.

Within 10 business days from the date of receipt of the Services Completion Report, OIST shall undertake an inspection.

The contractor should write a set of test cases required by OIST team for automation workflow.

16. Eligibility

The contractor must provide a summary of in-house expertise in and examples of previous experience with the following:

1. Drupal 7, Drupal 8, and Drupal 9.
2. Jira or similar project management tool.
3. Oral fluency and writing competence in English.
4. Experience developing multilingual Drupal websites.
5. Git code versioning and repository management.
6. Use of the Pantheon platform.
7. Bulk content migration and conversion on Drupal.
8. Responsive web design.
9. Accessibility.
10. CI/CD.

Able to

1. Write test cases, including unit tests, integrate tests, and perform end-to-end testing.

While not required, knowledge of ElasticSearch and SAML Authentication is preferred.

17. Other Conditions

The contractor, its employees, and its subcontractors when accessing OIST information assets shall comply with the following policies:

1. OIST "Information Technology and Security" (Policies, Rules and Procedures Chapter 17)
2. OIST "Systems Administrator Code of Conduct Version 1.0"

Upon contracting with OIST, the contractor will submit to OIST IT the following forms:

1. AUP (Acceptable Use Policy)
2. NDA (Non-Disclosure Agreement)

All deliverables which newly arise in relation to the performance of the Services shall all vest in OIST.

The contractor will be responsible for determining which of its employees works on the OIST project, as long as the personnel in charge meet the conditions listed under the "Eligibility" section of this RFP.

Subcontracting the work is not allowed without explicit permission from OIST.