

City of Kirkland  
REF Web CMS Requirements  
**Proposer Response Worksheet**

Req	Type	Function	Description	Current Capability or Configurable Item	Future Release	Custom Development	Not Available	Proposer Response Comment (optional)
1.02	CMS	Functional	The system shall allow web-based content updates using a web browser.					
1.03	CMS	Technical	The system shall provide HTML access to web page code limited by role definition.					
1.04	CMS	Technical	The system shall be cloud hosted of Software-as-a-Service (SaaS).					
1.05	CMS	Technical	The system shall use a database for storage of content.					
1.06	CMS	Technical	The system shall provide additional functionality, through modules or embeddable third-party web services.					
1.07	CMS	Functional	The system shall be compatible with all current browser versions including Edge, IE, Safari, Firefox, Chrome and Opera.					
1.08	CMS	Technical	The system shall provide the ability for City administrators to configure the user interface.					
1.09	CMS	Functional	The system shall provide the ability to create and update a website sitemap.					
1.10	CMS	Technical	The system shall allow system administrators and content contributors to update the website via mobile devices such as tablets and phones.					
1.11	CMS	Technical	The system shall upload linked files automatically upon content save.					
1.12	CMS	Technical	The system shall provide a WYSIWYG content editor functioning like a word processor with a user-friendly interface.					
1.13	CMS	Technical	The system shall have the ability to display a "now leaving the CoK website message" for links outside of established domain.					
2.01	Content	Functional	The system shall have content versioning with the ability to access view and restore previous versions.					
2.02	Content	Functional	The system shall have integrated, inline spell check as changes are made to content.					
2.03	Content	Functional	The system shall provide the ability to stage content with configurable publishing criteria (e.g. publish date/time, expire date/time, delete/archive date/time).					
2.04	Content	Functional	The system shall have integrated calendar functionality for posting events.					
2.05	Content	Technical	The calendaring function shall provide the ability to consume or import events from third party calendars such as partner agencies, RSS calendars, and more.					
2.06	Content	Functional	The system shall allow users to import calendar events for all platforms (event, day, month, etc.)					
2.07	Content	Technical	The system shall provide the ability to display embeddable calendars based on selected tags or categories.					
2.08	Content	Functional	The system shall provide the ability to create a site-wide alert banner for emergencies.					
2.09	Content	Functional	The system shall provide the ability for webpages to be easily shared to social media with an on-page button.					
2.10	Content	Functional	The system shall support the ability for webpages to generate social media preview cards (e.g. Facebook link previews and Twitter Cards) with configurable images and text.					
2.11	Content	Technical	The platform shall allow technical staff to create specialized content templates.					
2.12	Content	Technical	The system shall have an autosuggest feature with "context aware" functionality suggesting content that might be of interest to the user based on tagging.					
2.13	Content	Technical	The system shall provide the ability to consume and display RSS feeds from external websites.					
2.14	Content	Functional	The system shall support breadcrumb navigation to display path taken through the site.					
2.15	Content	Functional	The system shall provide a visually engaging news page template to display recent news, blog posts and multimedia.					
2.16	Content	Functional	The system shall support the ability to automate display of recent news, blog posts and multimedia on related pages on website.					
2.17	Content	Functional	The system shall provide the ability to create accordion menus without using code.					
2.18	Content	Functional	The system shall provide the ability to clone existing content to create a new versions.					
2.19	Content	Technical	The system shall check for similar titled content and autosuggest existing content to avoid duplication.					

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2.20	Content	Functional	The system shall provide a modular template design that allows users to drag and drop content elements into predefined areas.					
2.21	Governance	Technical	The system shall support the ability for system administrators to lock down ability to alter templates (e.g. changing what elements can go where).					
2.22	Content	Functional	The system shall allow users to archive content that can be reused such as for seasonal posting.					
3.01	Accessibility	Security and Compliance	The system shall support the ability for hidden trigger components to reveal content from a keyboard.					
3.02	Accessibility	Security and Compliance	The system and design shall be Web Content Accessibility Guidelines (WCAG 2.0) Level AA compliance or higher.					
3.03	Accessibility	Security and Compliance	The system shall enforce mandatory ALT text (e.g. descriptions, tags, etc.) & titles for images and links.					
3.04	Accessibility	Security and Compliance	The system shall support machine-based language translation for content.					
3.05	Accessibility	Security and Compliance	The system shall enforce required mandatory meta data based on content type (e.g. HTML pages - Keyword, Description, HTML Title).					
3.06	Accessibility	Security and Compliance	Templates and design shall support a skip navigation functionality so repeated navigation can be skipped.					
3.07	Accessibility	Security and Compliance	Any designs or templates shall support prominent display of a language translation button on all webpages.					
3.08	Accessibility	Security and Compliance	The system shall support enforcement of no "click here" link text.					
3.09	Accessibility	Security and Compliance	The system shall support ability to store translated content and display it based on browser language settings (e.g. show Spanish translated content if the user's browser specifies this is their preferred language.)					
3.10	Accessibility	Security and Compliance	The system and design shall be Section 508 compliant.					
3.11	Accessibility	Security and Compliance	The system shall support ability to control tab order for links through editor.					
4.01	Online Services	Technical	The system shall support ability to "wrap" external applications in an iframe inside the existing template.					
4.02	Online Services	Technical	The system shall support "identity management functionality" to connect constituent identities across services and applications on the City's website.					
4.03	Online Services	Technical	The system shall support online chat feature with the ability to open/close during office hours.					
4.04	Online Services	Technical	The system shall support easy integration with chat-bot technology.					
4.05	Online Services	Functional	The system shall support push notifications through user subscription with ability to opt in and opt out.					
4.06	Online Services	Technical	The system shall support ability to integrate with Qscend (311/Constituent Relationship Management).					
4.08	Online Services	Technical	Easy integration with common government applications (methods for integration in addition to an iframe).					
5.01	Forms	Functional	The system shall provide a secure, uniform and consistent form tool sitewide with export capability (PDF, HTML, etc.).					
5.02	Forms	Functional	The system form elements shall be designed and optimized for mobile devices.					
5.03	Forms	Functional	The system shall provide ability to store and export history of form submissions.					
5.04	Forms	Functional	The system shall support ability to configure a customized design of individual forms.					
5.05	Forms	Functional	The system shall provide ability to show graphical summary of responses (e.g. survey responses).					

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6.01	Governance	Security and Compliance	The system shall support role based content editing access and process.					
6.02	Governance	Security and Compliance	The system shall establish tasks allowed per role for content editing.					
6.03	Governance	Security and Compliance	The system shall provide review and approval of content prior to publishing via workflow.					
6.04	Governance	Security and Compliance	The system shall establish roles for content editing access based on configurable categories.					
6.05	Governance	Technical	The system shall support CMS integration with accessibility and link checking software (e.g. tool such as Siteimprove) for web content quality control.					
6.06	Governance	Security and Compliance	The system shall provide a configurable workflow to efficiently review, approve and publish updated and/or new content.					
7.01	Media	Functional	The system shall allow administrators the ability to create image banners for the homepage, based on category or based on a content item.					
7.02	Media	Functional	The system shall provide the ability to upload multiple items at once (e.g. Images, documents and PDF's).					
7.03	Media	Functional	The system shall allow users to upload multiple sized images and present in photo galleries.					
7.04	Media	Functional	The system shall allow users to embed a photo gallery on multiple pages.					
7.05	Media	Functional	The system shall provide the ability to embed an image from a photo gallery on multiple pages.					
7.06	Media	Functional	The system shall support the ability to embed videos from online hosting providers (e.g. YouTube, Vimeo, etc.).					
7.07	Media	Technical	The system shall have a robust digital asset management module that supports easy search, versioning, and asset use reporting.					
8.01	Metrics and Reporting	Technical	The system shall provide easy integration with metrics tools (ex: Google Analytics) to capture website metrics.					
8.02	Metrics and Reporting	Technical	The system shall generate a report so users can locate orphaned files with no links.					
8.03	Metrics and Reporting	Technical	The system shall provide a report to show last updated date with dynamic sort including (category, editor, etc.).					
8.04	Metrics and Reporting	Technical	The system shall create a report to show broken links.					
8.05	Metrics and Reporting	Technical	The system shall provide the ability to schedule reports and send via email on a defined interval.					
8.06	Metrics and Reporting	Technical	The system shall have a native metrics tool that displays website metrics on system administrator dashboard.					
9.01	Navigation	Functional	The system shall provide ability to create a mobile-responsive mega menu for top-level navigation.					
9.02	Navigation	Functional	The system's mega menu shall support links, descriptions, thumbnails, etc..					
9.03	Navigation	Functional	The system shall create category wide navigation menus that have flyout/drop down functionality.					
9.04	Navigation	Technical	The system shall support a defined limit for the "number of flyouts menu sub items" as a sitewide setting.					
10.01	Design	Technical	Site shall provide a responsive design optimizing content for screens including headings, paragraphs, images, tables, forms, etc. on any device (e.g. smart phone, tablet, laptop, desktop, etc.).					
10.02	Design	Functional	City hosted online resources, service applications, or third party applications shall hold the website design standard (including logo size, logo placement, colors, standard links, etc.).					
10.03	Design	Technical	Site design templates shall include embedded content elements such as accordion menus, tables, images, bulleted lists, form elements, hyperlinks, etc.					
10.04	Design	Technical	Site design shall utilize modern front-end framework such as Bootstrap CDN (Content Delivery Network).					
10.05	Design	Technical	Site design shall support printable content via print stylesheet.					

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11.01	Search	Functional	The system or search tool shall include search functionality for front end content including documents.					
11.02	Search	Technical	The system shall support search functionality for manager/admin within the site and HTML content.					
11.03	Search	Functional	The system shall provide a featured banner to highlight prioritized content at the top of the search results.					
11.04	Search	Functional	The system or search tool shall support synonyms to correct and suggest related search terms.					
11.05	Search	Technical	The system or Search tool shall allow system administrators to add/update synonym list as needed.					
11.06	Search	Technical	The system or search tool shall provide metrics for search queries, terms, etc. that are accessible to content contributors.					
11.07	Search	Technical	The system or search tool shall have the ability to search other "City web accessible" locations and file locations which shall all be included search results.					
11.08	Search	Functional	The system or search tool shall autosuggest content that might be of interest based on the user's search query.					
11.09	Search	Functional	The system or search tool shall provide a spell check (e.g. suggested correction) search query.					
11.10	Search	Technical	The system shall support redirects for search terms that aren't managed by the City.					
11.11	Search	Functional	The system or search tool shall allow a user-based configurable "number of search results displayed".					
11.12	Search	Technical	The system or tool shall allow search administrators to weigh search results (e.g. Web Pages over PDFs).					
12.01	Security	Security and Compliance	The system shall provide HTTPS delivery of website on the kirklandwa.gov domain name using the City's wild card certificate.					
12.02	Security	Security and Compliance	The system shall allow authentication via City's Active Directory using a federated connection.					
12.03	Security	Security and Compliance	The system shall provide the system administrators direct access to the file directory and database.					
12.04	Security	Security and Compliance	The system shall be built on a performance optimized/secure framework.					
12.05	Security	Security and Compliance	The system shall allow file uploads on a hosted separate subdomain.					
12.07	Security	Security and Compliance	The system shall provide a data loss prevention tool that scans and notifies the system administrators of pattern matches in content for personally identifiable information (PII) and Payment Card Industry (PCI) data.					
12.08	Security	Security and Compliance	The system shall provide secure access for all users using contemporary security methods. Note the City is experienced with multifactor authentication.					
12.09	Security	Security and Compliance	The system shall be highly available.					
13.01	Environment Staging	Technical	The system shall provide a non-production instance of website for the system administrators to prelease and test website updates. Additionally, the system shall ability to designate the non-production website as the production website, then create a new non-production website.					
14.01	Other	Technical	The system shall provide easy methods for search engine optimization (Friendly URLs easy to share via email, social media, etc.).					
14.02	Other	Technical	The system shall support the ability to embed social media widgets.					
14.03	Other	Technical	The system shall support the ability for social media widgets to load at the end of the page or provide the ability to cache as to not slow down or delay the loading of the website.					