

# **Attachment D – RFP 10599-17-R/DKK RE-BID Technical Specifications**

## **Website Redesign Phase 2**

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The Consultant's recommended CMS and hosting service must meet the technical specifications listed below. If hosting is subcontracted, or 3rd party or partner resources are used, identify and describe the technical components they will provide.

### **I. Content Management System (CMS)**

The Consultant will have the expertise in all aspects of their recommended system. Describe how the CMS meets the following minimum requirements. In addition, detail other features/functions included in the solution you are proposing. If the features marked with an asterisk (\*) are not integrated within your CMS, specify your recommendations for delivery of that feature by another method, including any additional pricing.

#### **A. Minimum Required Features (listed in priority order):**

1. Search\*
2. Responsive page templates
3. News feed
4. Language translation\*
5. ADA compliancy—system: all page templates need to contain basic structural code
6. ADA compliancy—for editors: functions that support tool tips, alt text, etc.
7. Banner capabilities: able to display still images with Ken Burns style (special effect panning and zooming) or view video
8. Photo galleries
9. Calendaring capabilities: ability to include recurring meetings, options for sub-section calendars that feed into a main calendar, event details, etc.
10. Blogging
11. Forms tool: easy to use, ADA compliant, manages and exports form content as needed, etc.
12. Scheduled Publishing & Page content expiration
13. Version history: system needs a full audit trail that reflects who made a particular edit or change, with a comparison feature between versions
14. Designer level HTML/CSS access capabilities to administer and implement future page templates
15. General monitoring and reporting capabilities
16. Editor tagging capabilities for optimizing Search Engine Optimization (SEO)
17. Analytics\*



**B. Required Functions:**

Describe how your solution meets the required functions.

1. User roles and access: describe the general capabilities and whether individual functions can be assigned into specific roles or content related groups.
2. The system needs to have a development and preview environment.
3. Supports an HTTPS only web environment.
4. Reports and other administrative tools.

**C. Preferred But Not Required:**

If any of these items are available with your solution, include details about them. If they are available as an add-on, describe and include pricing options.

1. Authenticates CMS editors and administrations against the City's Active Directory Federated Services.
2. Optional features/functions:
  - Site visitor accounts and profiles
  - Search Engine Optimization (SEO) tools
  - Recommendation services

**II. Hosting Services**

The Consultant's recommended hosting service, whether provided by the Consultant or a 3<sup>rd</sup> party, is expected to meet industry best practices and the City of Redmond's requirements listed below. In addition to describing how your solution meets the requirements below, state how the maintenance process would function. Would the City's IT staff have direct access for services or would the Consultant be used as an intermediary?

- A. Services need to have a geographic presence with reasonable proximity to Redmond, be within the United States, and have geo-redundancy.
- B. City of Redmond staff must be able to install public SSL certificates on sites.
- C. Describe the dynamic scaling capabilities and how the process works.
- D. Describe how the solution protects against DDOS attacks and other spikes.
- E. Is Dedicated Hosting available? Include pricing differential for Dedicated Hosting models.
- F. Describe support hours and Service Level Agreements (SLA's).
- G. Describe your approach to applying security updates including how frequently they are applied.
- H. Describe the disaster recovery plan including, but not limited to, frequency of backups for servers and systems, recovery procedures and frequency of testing those procedures, any disaster recovery service levels in terms of recovery point objective (RPO), recovery time objective (RTO), and fail over plans and options.

