**ATTACHMENT 16**

RFP Response Template

[Insert Company Name Here]

Title:  
California Courts Digital Services and Self-Help Redesign: Open Source (Drupal) Web Content Management System

RFP Number: RFP-IT-2019-11-LB

## PROPOSALS DUE:

May 2, 2019

NO LATER THAN 4:00 PM PACIFIC TIME

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# Functional Narratives

In service of deliverables described in Section 2.0 of the RFP, proposer’s must describe their capabilities with configuring and customizing specific WCMS functional use cases.

If possible, limit response to one page for each question.

|  |  |
| --- | --- |
| 1.1 | Describe the WCMS authoring/editor experience when writing content for various pages with different page designs. Please provide examples and screenshots of successful WYSIWYG editing solutions where less technical users can have better context over the page(s) they are editing. |
| *(Insert response here)* | |
| 1.2 | **Describe how content is managed from the WCMS to support headless content usage. How will a page editor work with a headless WCMS to reuse content between pages and between sites? How will a Web developer use that same content while building their frontend solutions?** |
| *(Insert response here)* | |
| 1.3 | **Describe how a new content type that offers an interview process and decision tree/flow is added to the WCMS. What are the architecture and recommended patterns to follow for a clean implementation?** |
| *(Insert response here)* | |
| 1.4 | **Describe how the WCMS manages or supports multiple sites with different domains. How are common resources shared between projects? How are administrator rights managed in this scenario?** |
| *(Insert response here)* | |
| 1.5 | **Describe how the WCMS supports dynamic content presentation driven by a simple end-user input, etc. For example, display a collection of forms that match a category selected by the user.** |
| *(Insert response here)* | |
| 1.6 | **Describe how the WCMS tracks, manages, and stores digital assets including images, documents, forms, audio, etc. How do users upload files in meaningful ways and find the files they need?** |
| *(Insert response here)* | |

# Implementation Overview

In the following section Proposer must provide all information requested regarding Proposer’s abilities and experiences implementing general WCMS features and services.

Use the following response codes to describe the type of implementation for the requirement

|  |  |
| --- | --- |
| **Codes** | **Definition** |
| 5 | Item is "Out-of-the-Box"- indicate module or software product.  Requires no coding or customization to meet this requirement. |
| 4 | Requires some configuration. |
| 3 | Requires some customization to existing feature and/or framework. |
| 2 | Requires new code to be written. |
| 1 | Requires third-party integration. |
| 0 | Cannot meet the requirement |

*Example:*

|  |  |  |
| --- | --- | --- |
|  | ***Business Requirement*** | ***Response Code*** |
| ***1*** | ***Content Management*** |  |
| *1.0* | *The WCMS must support template versioning.* | *0* |
| *Template source management is done outside of Drupal. Our recommendation is that you should have an appropriate process and resources in place to support template development. See Drupal Themes for more information.* | |

|  |  |  |
| --- | --- | --- |
|  | **Business Requirement** | **Response Code** |
| **1** | **Content Management** |  |
| 1.1 | The WCMS must support management of Information Architecture (IA) - the structure of a site. |  |
| (Explain response) | |
| 1.2 | The WCMS must support template-driven web page generation, with ability to create a variety of page layouts, and component templates. |  |
| (Explain response) | |
| 1.3 | The WCMS must provide an integrated asset management for images, PDFs, and other assets. |  |
| (Explain response) | |
| 1.4 | The WCMS must support various content types such as Web forms interview processes, events, social media, etc. |  |
| (Explain response) | |
| 1.5 | The WCMS must provide non-technical users the ability to create, update, review, approve, and manage website content. |  |
| (Explain response) | |
| 1.6 | The WCMS must provide a customizable WYSIWYG editor for content authoring. |  |
| (Explain response) | |
| 1.7 | The WCMS must provide preview capabilities so that a user can review content changes prior to content publishing. |  |
| (Explain response) | |
| 1.8 | The WCMS must provide the ability for editors to collaborate on content simultaneously. |  |
| (Explain response) | |
| 1.9 | The WCMS must provide the ability to utilize and manage content modules to support cross-site publishing of content so that shared content (i.e. announcements, articles, events, etc.) can be updated in a single location and have changes displayed on all connected pages/sites/sub-sites. |  |
| (Explain response) | |
| 1.10 | The WCMS must support template versioning. |  |
| (Explain response) | |
| 1.11 | The WCMS must provide the versioning of content and the ability to reinstate a previous version. |  |
| (Explain response) | |
| 1.12 | The WCMS must provide a mechanism for content managers to compare different versions of content and identify changes between versions. |  |
| (Explain response) | |
| 1.13 | The WCMS must support complete revision history. |  |
| (Explain response) | |
| 1.14 | The WCMS must provide a mechanism to check for internal broken links, so they can be corrected. |  |
| (Explain response) | |
| 1.15 | The WCMS must prompt content managers to fix basic accessibility issues. (i.e. missing alt text) |  |
| (Explain response) | |
| 1.16 | The WCMS must allow admins to define elements that are “locked” at the template level and what are changeable components of a page. |  |
| (Explain response) | |
| 1.17 | The WCMS must support the addition of pattern libraries (UI collections) for common use when building pages and/or content. |  |
| (Explain response) | |
| 1.18 | The WCMS must support creating pre-defined taxonomies (tags and tag categories, referred to as terms and vocabularies) and associating those tags to the content. In addition, the WCMS should allow retrieving the content related to specified tags. |  |
| (Explain response) | |
| 1.19 | The WCMS must support importing and exporting of content. |  |
| (Explain response) | |
| 1.20 | The WCMS must provide ability to view list of content based on status of review. |  |
| (Explain response) | |
| 1.21 | The WCMS must support bulk management of content, including metadata. |  |
| (Explain response) | |
| 1.22 | The WCMS must support printer-friendly view of content. |  |
| (Explain response) | |
| 1.23 | The WCMS must provide the ability to export content for offline usage. |  |
| (Explain response) | |
| 1.24 | The WCMS must provide the ability to search content across the system. |  |
| (Explain response) | |
| **2** | **Device & Browser Support** |  |
| 2.1 | The WCMS must support presenting content on mobile devices via a Responsive Web Design. |  |
| (Explain response) | |
| 2.2 | The WCMS must provide multiple browser support for both public-facing content delivery and for content authoring. |  |
| (Explain response) | |
| **3** | **Internationalization** |  |
| 3.1 | The WCMS must support multiple languages and translations management including integrations with third party applications. |  |
| (Explain response) | |
| 3.2 | The WCMS must detect browser language settings and display localized content accordingly. |  |
| (Explain response) | |
| **4** | **Marketing/Search Engine Optimization** |  |
| 4.1 | The WCMS must support user friendly/readable URLs. |  |
| (Explain response) | |
| 4.2 | The WCMS must allow the ability to provide SEO friendly page titles, description and other meta-data. |  |
| (Explain response) | |
| 4.3 | The WCMS must support the option to exclude selected pages from indexing and content search engines. |  |
| (Explain response) | |
| 4.4 | The WCMS must support posting of content to, and integration with, social media channels. |  |
| (Explain response) | |
| 4.5 | The WCMS must support aliases for Search Engine Optimization purposes (i.e. domain.com/vote2018 could be an alias for domain.com/campaigns/2018/vote.html). |  |
| (Explain response) | |
| 4.6 | The WCMS must support sitemap generation for search engines (Sitemap XML). |  |
| (Explain response) | |
| 4.7 | The WCMS must provide content personalization capabilities (serve content based on users implicit and explicit information). |  |
| (Explain response) | |
| **5** | **Publishing** |  |
| 5.1 | The WCMS must support the ability to target several publication sites, inclusive of different servers. |  |
|  | (Explain response) |  |
| 5.2 | The WCMS must support publishing a single page, group of pages or a whole website. |  |
|  | (Explain response) | |
| 5.3 | The WCMS must support un-publishing of a published page. |  |
| (Explain response) | |
| 5.4 | The WCMS must support scheduling when a page, assets, or a component in a page should be published (and/or unpublished). |  |
| (Explain response) | |
| 5.5 | The WCMS must support role-based content publishing. |  |
| (Explain response) | |
| **6** | **Search** |  |
| 6.1 | The WCMS must provide robust site search function that allows public users to search for specific content across the site. (Content and Documents). |  |
| (Explain response) | |
| 6.2 | The WCMS must support automatic indexing of new and updated content. |  |
| (Explain response) | |
| 6.3 | The WCMS must support presenting faceted/contextual search results across system based on taxonomies. |  |
| (Explain response) | |
| 6.4 | The WCMS must support global search-and-replace capability for content. |  |
| (Explain response) | |
| 6.5 | The WCMS must support the integration with third party search engines. |  |
| (Explain response) | |
| **7** | **Technical Capability** |  |
| 7.1 | The WCMS must support multi-site/multi-domain implementations (multiple websites within the same installation/infrastructure). |  |
| (Explain response) | |
| 7.2 | The WCMS must separate content from presentation format. |  |
| (Explain response) | |
| 7.3 | The WCMS must support modular design, development, and deployment. (e.g. implementation by plugins, component grouping, etc.) |  |
| (Explain response) | |
| 7.4 | The WCMS must support the integrations with third party applications using middleware and/or web services. |  |
| (Explain response) | |
| 7.5 | The WCMS must allow administrators to provide headless access to the content repositories for federated content management. |  |
| (Explain response) | |
| 7.6 | The WCMS must support pushing or pulling content updates to other sites/channels via web APIs. |  |
| (Explain response) | |
| 7.7 | The WCMS must provide extensibility for the development of custom features (SDK, API, Libraries). |  |
| (Explain response) | |
| 7.8 | The WCMS availability should not impact production sites. |  |
| (Explain response) | |
| 7.9 | The WCMS must support the preferred secure protocols solutions, i.e. HTTPS |  |
| (Explain response) | |
| **8** | **Workflow** |  |
| 8.1 | The WCMS must support multistep content approval for workflows. |  |
| (Explain response) | |
| 8.2 | The WCMS must support the configuration of notifications (review/approval/publishing) at each stage of the workflow. |  |
|  | |
| 8.3 | The WCMS must allow administrators to define workflow roles and workflows. |  |
| (Explain response) | |
| 8.4 | The WCMS must support automated publication of content items based on completion of review/approval workflow processes. |  |
| (Explain response) | |
| 8.5 | The WCMS must provide the ability for collaborative reviews and commenting. |  |
| (Explain response) | |
| **9** | **Administration & Security** |  |
| 9.1 | The WCMS must support administrator(s) to manage users and roles. |  |
| (Explain response) | |
| 9.2 | The WCMS must support administrator(s) to customize permissions per user/role. |  |
| (Explain response) | |
| 9.3 | The WCMS must support administrator(s) to customize permissions per page, group of pages, components, content, website section or website. |  |
| (Explain response) | |
| 9.4 | The WCMS must support integration with third party identity providers such as Microsoft Active Directory. |  |
| (Explain response) | |