ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Analytics It is a must that any new CMS will work in tandem with third party analytic tools such as Google Analytics and SiteImprove. The system should be able to record and display a comprehensive range of site access statistics. These statistics should be as granular as possible. Necessary code management should be made easy outside of templates, e.g. in a separate include file that developers can go and amend as and when necessary. (Enabling the editing of the analytic codes and meta data for developers within site areas is a key requirement that cannot be overlooked.) It is also required that for parts of the site (e.g. directories/content sections), web administrators can attach extra meta tags such as 'council tax, or 'listed buildings', etc to enable better Analytic reporting. This function should allow web administrators to easily change meta data without web developer involvement.	**R**		
Analytics, Siteimprove The application should allow for better integration with SiteImprove - help us tackle issues with broken links, misspellings etc more receptively. For example integrating a section of the backend with the SiteImprove broken link and misspelling checkers so amendments can be made without having to log on to both the SiteImprove website and the CMS separately.	**O**		
Compliance As a local government website, this system will need to conform to a range of different standards. These cover everything from data protection through to government specified interoperability standards. The main areas of compliance are detailed here.	**R**		

ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Cookies In line with the EU directive on cookies which came into effect on 26 April 2011, the system must meet all requirements with regards to seeking permission from the user to implement the use of cookies. ACC currently has a cookies policy page which need to be replicated in the new CMS, with a new cookie audit to be written up as part of the documentation.	R		
Data protection The system must ensure complete compliance with Data Protection legislation (also, see cookies above).	R		
Web standards In addition to passing the W3C AA and WAI AA standards, the CMS must support validations on HTML, XHTML, CSS, XML and any other languages used within the site	R		
General CMS Requirements Fully test and evaluate the efficiency of the site performance, in conjunction with an agreed UAT schedule, signed off at each stage of development Provide ACC assistance, support and training of the new functionalities for developing, editing and publishing content To support easy automation of backups, and restores at both CMS and database level Retain deleted items, enabling content editors to easily restore accidentally deleted pages	R		

ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Workflow The site must conform to a content approval workflow process that is fully configurable. That process will have to support, as a minimum, the following: - A sign off process on all content - A detailed hierarchy of privileges, supporting different levels of responsibility - System alerts in the form of emails as well as visual system messages: generate notifications for content due to expire; generate periodic notifications for content with default expiry date; implement reliable and robust automated alerts between CMS users, editors and administrators	**R**		
Content flagging The system should allow the site authors to flag content as being particularly news worthy. In doing so, the flagged content should be displayed and potentially highlighted in suitable areas of the site. For example, the content could be listed in a 'What's new?' section.	**O**		
Page replacement The system should allow the direct replacement of individual pages on the site. By this we mean we would like the ability to archive an older page and completely replace it with a new one without breaking the link. This is different to version/revision control.	**O**		
Automated updates and page replacement The system should allow a page to have a start and end publishing date and time, when a page can be automatically replaced with a new page without breaking the link.	**O**		

ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Revision management The system should maintain a history of all revisions of content entered into the system to allow CMS users to revert a page to an earlier published version.	R		
Multi-segment content entry The system should enable the content author to create and edit multiple, independent content segments within a particular page. We would like the ability to un-publish or expire (by an automated end date and time) on items within a page not just the page itself.	O		
Dynamic content linking The system should suggest potentially related articles that the content author may want to link through to. It is envisioned that the system will achieve this through intelligently linking metadata and through the system's ability to find related material based on content.	O		
Approval annotations The system should allow content approvers to annotate any content that they approve or reject.	R		
Incoming link detection	O		

ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Content metadata The system should integrate the creation of metadata as part of the authoring process. It is important that metadata is accurately and consistently added to any content added to the system and the authoring process should ensure that this happens. This will involve both automated and manual adding of metadata. For example, automated adding of metadata may be in the form of 'author', 'page title', and additional metadata for web analytics (see below). Manual adding of metadata may be in the form of page 'description', 'keywords' and content tags. The system should also make automatic recommendation of metadata based on page content and related links. (Consider making the keywords automatic as well - pull all the popular terms on the page to enrich the keywords field).	R		
Web analytics metadata In addition to this, the system should enable administrators to attach extra metadata to specific sections of the site for better web analytic reporting. (See above under 'Analytics' for more information) We would like to see the entry of metadata on new pages enforced as a prerequisite before submitting the page for publishing.	R		
Template creation/modification The system should provide a user friendly way to aid in the creation and modification of the CMS templates. This may be in the form of providing a list of all templates in the system and the generation of reports on templates used within the site for the web developers.	R		

ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Documents and multiple (batch) file upload The system should facilitate multiple (batch) file upload.) The system should accommodate a variety of document and image formats including PDF, doc, docx, xls, xlsx, ppt, pptx, jpeg, png, msg, gif. We should also be able to add new file types easily. Documents should automatically display their file type, an icon and their size to the nearerst KB in the document management system and wherever they are used on a webpage.	**R**		
File and article management The system should provide a facility to allow content owners and authors to be able to search the system for files and articles in order to efficiently manage them. This is particularly important in managing old assets and large files. The system should allow the user to refine the search based on certain attributes. Those attributes must include, but are not limited to: - file name - size - creation date - last modified - file type - owner - expiry date	**R**		
Change tracking The system should have a change tracking system to allow content authorisers to easily identify changes made to a page ahead of approval. It is envisaged that this would take the form of highlight over the relevant content.	**R**		

ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Find and replace The system should have a facility to 'find and replace' text within a page being edited. A global find and replace function would also be required. (Consider incorporating with SiteImprove misspelling checker)	R		
Broken link replacement The system should have a find and replace ability for broken links. This could either be integrated into the CMS itself or by integration with SiteImprove.	R		
Integrated image management The system should enable a content author to be able to upload and manipulate an image as part of the actual authoring process i.e. without the need to save their work and go to another part of the system. The integrated image manipulation process should have the ability to tag the images, create associated text, crop and resize images as they import them, with compression automatically applied.	O		
WYSIWYG authoring The system should provide full WYSIWYG authoring to the level that the author sees the actual page that they are editing. We envisage that the author will see the webpage with a full suite of controls to create/edit the content rather than rely on smaller, individual panels for each section.	R		

ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
TAG stripping The system should automatically strip unwanted formatting data from content 'pasted' into the system. This issue is particularly important in regards to Microsoft Word and Outlook emails, but should cater for all sources. The system should be able to handle diacritics. 'Paste as plain text' should be the default option for editors.	**R**		
Security **CMS editor administration** The system must have a robust, flexible and granular security model that, in addition to other features, must be able to prevent certain groups of users from permanently deleting assets. **Site/server security** The site should be fully tested for vulnerabilities before the site is launched. Testing should be carried out using industry standard tools (PEN test) and a full report issued detailing the tests carried out and what measures will be taken to rectify any failings.	**R**		
Design It is envisaged that the latest design will be replicated onto the new CMS, including the application of printer-friendly web pages. It is assumed that templates will be controlled by style sheets (or similar) providing a wholesale means to change the look and feel of the websites whilst maintaining consistency.	**R**		

ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Navigation The system should allow authors with select permission to easily edit the site navigation and related content on drop down menus through the CMS. It is assumed that the changes should automatically be reflected in the XML sitemap that the CMS will generate.	**R**		
Browser compatibility The system must ensure that content is delivered to a wide range of systems as possible. As a minimum, it should cater for the following main browsers: - Internet Explorer 7+ - FireFox - Safari - Google Chrome	**R**		
Mobile compatibility ACC plans to deliver substantial support for mobile device use and would like the main site to be a responsive website that works well on a variety of platforms (smartphones, tablets, desktops, etc). To this end, it is required that the Development Company takes this in to consideration for the CMS build. This should be discussed fully in the planning phase.	**R**		
Sub-domains and extranet opportunities We need to be able to add subdomains to the site with their own look and feel. In addition, we would like to have the ability to create secure login areas, for example to create an extranet for councillors and possibly a resource-facility for specific practitioners that work with the council.	**O**		

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ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
RSS feeds The system should support RSS feeds, both creating our own feeds and displaying existing feeds from other sites. The system will be expected to allow users to subscribe to its feeds as well as potentially consuming feeds from 3rd party websites.	**O**		
Social media The system set-up should be able to support modern social media systems integration such as Facebook and Twitter APIs.	**O**		
Share this/print this The system should enable users of the site to share links to content on the site through a wide variety of social media and web applications. Any widgets/add-ons used, must allow the collection of usage stats.	**R**		
Search The search facility is arguably the most critical part of our new system. Its efficiency and ability is essential for users of our site to find what they need amongst our huge amount of content.	**R**		
Search result grouping and filtering The search functionality must provide the user with the option to improve the results of their query based on a set of intelligent filters. Those filters must include, but are not limited to: - Document Type – e.g. Webpage, PDF, Word Document, etc - Relevance - Section area To assist with this, the search must present the filters in clear groups, allowing the user to seamlessly adjust their search criteria.	**R**		

ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Multi-site search facility The search functionality must be able to index content from across all sites in the structure. This multi-site search should offer the facility to localise the search to a particular site, or provide the user with the ability to search the whole of ACC. For example, a user may wish to search for "housing repairs" and localise that search to just the ACC subdomain. If they did not get an appropriate response, they should be able to widen the search across the entire ACC website.	**R**		
Error correction and 'Soundex' The search functionality must assist the user in finding the most accurate results as fast as possible. In order to achieve this, it should dynamically help to refine the user's search to guide them to potentially more valuable results. Expanding on this, the system should: • Offer spelling correction search – by this, we mean the search should always attempt a search against the string that the user has entered but it should recognise spelling mistakes and offer alternative search results based around that suggestion. • A similar mechanism should be in place for similar sounding results (e.g. Their, There).	**R**		

ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Recommended links In addition to error correction, and the results around that correction, the search functionality should offer users recommended links. These links will be controlled by the web administrators and will allow certain content to be promoted to prominent areas of the search results system. A real life example of this would be the 'Sponsored Links' on Google. These links should be obviously separate from the main results but offer the user a potentially more useful route.	**R**		
Results weighting The search functionality must intelligently balance its results against the content of the individual site assets and the metadata stored against each asset.	**R**		
Results paging To assist the user with their navigation through the offered search results, no more than 20 links should be displayed on a page at any one time. The search should automatically 'page' the results, displaying the number of pages and allowing the user to jump to any given page. The search should also display a summary of the results, informing the user of how many items have been returned in this query.	**R**		
Search result formatting Each search result should provide the user with as much information as possible, whilst being as succinct as possible. Note: Please quote costs for building this is if it is not part of the CMS	**R**		

ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Content features The system should allow a content author to embed and/or stream audio clips, video clips, podcasts, flash files, image slideshows/galleries, and any other multimedia, on any page (providing the user has the permissions to) without the need for technical assistance. An example is an 'embed' button that enables users to add the path of a video (e.g. from YouTube or Vimeo) or audio file directly into the page without the need to write codes.	**R**		
One integrated editing platform	**R**		
Linkpages The CMS should allow for the easy creation of linkpages or links in the navigation. For example, we would like to be able to easily embed links to our moderngov webpages from our navigation, without having to create a landing page for this.	**R**		
Shortcuts/friendly urls It should be easy to create friendly urls or shortcuts, and this function should be available to admins, without the need to involve the web developers. www.aberdeencity.gov.uk/jobs is an example of this.	**R**		
Sensible simple names/links The CMS should automatically create sensible simple names and breadcrumb links, without the need to fill this in manually. The simple name should not be a random number, but a linkfriendly version of the titlepage.	**R**		

ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Access and entry: user session override Users should be allowed to end any running sessions without having to call the web team or service desk to unlock their account. For example when a user attempts to login, the system runs a check to see if another session is running. If so, the user is asked if they want to end it so they can start a new one.	R		
Portals The user should have access to the application via the virtual desktop environment. A web portal link should also be available for web administrators to access the CMS (securely) outside the VDI – for the purpose of emergency contingency planning	R		
Page properties There should be a variety of page properties options including, but not limited to - hiding pages from navigation and search results - checkbox option to include page in RSS feeds - Information on when it was last edited and by whom	R		

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ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Content editing The CMS should incorporate the following functions: - hyperlink web and email addresses automatically - add various heading styles (H1, H2, H3 etc) - anchor links – create an anchor point without having to highlight the text, characters (uses the cursor as anchor point) - Option to disable formatting options (i.e. adding colours) to certain authors/user groups (permissions) - Offer preview of pages on simulated alternate systems (ie. Smart phone, tablet) to give an idea of how it will look when live - Spellchecker (not necessary if integration with SiteImprove is achieved) - Accessibility checker (not necessary if integration with SiteImprove is achieved)	**R**		
Linking When links are created, these should be added to and stored in a link database within the CMS. If someone adds the same link, a prompt appears telling the user it already exists and asking if they wish to use the existing link.	**O**		
Custom autocorrect Include an option in the editor that automatically corrects textual content according to our style guide (you can do it in excel for dates etc.) For example if somebody types in 23 December or 23:00, the editor will change it to December 23 or 11pm.	**O**		

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ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
List creation and search ACC would like the ability to create listpages and have a search of that page/section only available, separate from the site-search. For example, the Halls for hire page would benefit from this. Two options could facilitate this; 1) the list of halls could be re-ordered based on a range of custom criteria such as capacity, area or price OR 2) the list could be searchable with a searchbox offered at the top for that page only. This should be easy for web administrators to set up and for authors to keep up-to-date.	O		
A-Z functionality Ideally, the system should allow for automated creation of A-Z listing. Ie. It should be able to choose to add a page of content to the A-Z via the page properties so that it will automatically be listed. Should this not be available, an alternative option of creating A-Z listings with minimal work is required.	O		
Audit logs The system must allow for historical reports on users and pages to track changes that have been made.	R		
Personalisation and Active Directory For the intranet, we require the ability to personalise the homepage, based on links to the Active Directory. We would like the ability to personalise the content staff sees by (for example) showing directorate specific news and/or content based on preferences they have chosen (through metadata tags), as well as the ability to possibly embed content from social media profiles.	O		

ACC Requirement	Required (R) or optional (O)	Base product (BP) or add dev (AD)	ACC response
Integration The chosen CMS must be able to integrate with a range of other products to deliver a seamless digital platform. In thought needs to given to how will third party applications will be rendered through the CMS to ensure a single website experience.			