

Indian River County
Board of County Commissioners
Website Requirements Specification



Information Technology Department
Indian River County Board of County Commissioners
1801 27th Street, Vero Beach, Florida 32960

February 28, 2022

Revision: Final

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1 Background

On April 20, 2021, the Indian River County Board of County commissioners directed County IT staff to begin research for a project to upgrade and redesign the County website, move to a Content Management System (CMS) to allow for departmental staff updates of web content, consider the cost and time implementation of such a project, and return to the Board with the findings for further discussion.

This document presents the requirements for a web site and web CMS that will be employed to support the production of the County’s primary website in a redesign project.

2 Objectives

Indian River County seeks to redesign the County website. The primary objectives and goals of the website redesign are as follows:

2.1 An Effective Website

The County is seeking to redesign the County website so it is interactive, inviting, and engaging. In addition, the website should allow residents, visitors and business partners to complete their tasks quickly and easily using any device.

2.2 Purpose of the New Website

- 2.2.1.1.1 The County website shall serve the needs of all users by letting them easily find what they are seeking, providing them with access to key services on a 24x7 basis, allowing them to share information and interact with County staff.
- 2.2.1.1.2 The County website shall brand Indian River County for residents, visitors, businesses and elected officials, and showcase our community in a way that highlights why this is a great place to live, visit, and do business.
- 2.2.1.1.3 The County website shall provide a pleasant experience to all users by making it easy for them to complete their tasks or find what they want in a straightforward manner.
- 2.2.1.1.4 The County website shall contain content that is useful, interactive, and engaging.
- 2.2.1.1.5 The County website shall promote transparency of our local government by making it easy to share and post information, and for our users to find and interact with the information.
- 2.2.1.1.6 The County website shall build a foundation that can adapt and evolve as the community's needs change over the near and long-term.

3 System Requirements

3.1 Administration

3.1.1 Administrative Dashboard

3.1.1.1 *The administrative portion of the CMS shall be accessible for all system administrators, content contributors, and content approvers.*

3.1.1.1.1 The administrative dashboard shall feature a customizable interface that displays critical shortcuts, on-site items that require attention, recent activity logs and an internal messaging system that displays administrative messages and updated information.

3.1.1.1.1.1 The administrative dashboard interface shall display content based on user roles described in 3.1.2.5.1.

3.1.2 User Management

3.1.2.1 *Adding Users*

3.1.2.1.1 The system shall support the ability for in-house administrators to add users and reset users' passwords through a graphical user interface.

3.1.2.2 *Deleting Users*

3.1.2.2.1 The system shall support the ability for in-house administrators to delete users through a graphical user interface.

3.1.2.3 *User Passwords*

3.1.2.3.1 The system shall support an in-house administrator to be able to assign reset users' passwords through a graphical user interface.

3.1.2.4 *Active Directory Integration*

3.1.2.4.1 The CMS should have Active Directory and/or Okta integration for authentication.

3.1.2.5 *Permissions*

3.1.2.5.1 User roles

3.1.2.5.1.1 The system shall support the creation and modification of user roles. The user roles shall be:

3.1.2.5.1.1.1 *Administrators – IT Department staff with full permissions access to system settings, user management, workflow control, and all administrative functions.*

3.1.2.5.1.1.2 *Content Contributors - Department staff with permissions to access assigned site sections or pages to add, modify, or delete content.*

3.1.2.5.1.1.3 *Content Approvers – Designated Department staff that approve content additions, changes, or deletions made by Content Contributors.*

3.1.2.5.2 Site section and page-level permissions

3.1.2.5.2.1 The System shall have the ability for Administrators to assign which specific site sections and/or pages each Content Contributor has access to.

3.1.3 Workflow Management

3.1.3.1 *The system shall have the ability to manage administrative access to the site through a permission system that defines in-system rights and workflows including content approval for both general content and modular applications that are included as a part of the system. Administrators should be able to define the workflow, assign the workflow to content groups and content types, and assign users to workflow rules.*

3.1.3.2 Approval Workflow

3.1.3.2.1 The Administrator's dashboard shall have an Approval Workflow module for content changes submitted by Content Contributors. The Approval Workflow Module shall have a list of currently submitted content with the ability to either approve or decline submitted content with email messaging to indicate publishing status.

3.1.3.2.2 The Approval sequence for submitted content shall be:

3.1.3.2.2.1 The Content Contributor submits a content addition, edit, or deletion.

3.1.3.2.2.2 The Content Approver approves or rejects the content addition, edit, or deletion.

3.1.3.2.2.3 The Administrator checks for ADA Accessibility then publishes or rejects content additions, edits, or deletions sent by a Content Approver.

3.1.3.3 Approval Status - *The system shall have the following approval statuses:*

3.1.3.3.1 Under Review - The system shall have a publish status of "Under Review" in cases where submitted content is being reviewed by a Content Approver or Administrator.

3.1.3.3.2 Published - The system shall have a publish status of "Published" in cases where the content has been approved by an Administrator and has been published to the site.

3.1.3.3.3 Rejected - The system shall have a publish status of "Rejected" in cases where the content has been rejected by a Content Approver or Administrator.

3.1.3.4 Activity Reporting

- 3.1.3.4.1 The system shall provide a report detailing all changes and activity taking place on the website through content contributors and administrators, which can be filtered by start and end dates, times, by content type and by action taken, and be exportable.

3.1.4 System Management

3.1.4.1 Web Analytics

- 3.1.4.1.1 The system shall have an administrative center for reviewing, filtering and exporting overall website statistics, including the ability to view statistics by site, page, or section and presenting the information in a graphical representation.
 - 3.1.4.1.1.1 The web analytics center shall display number of visitors by site, section, or page based on preset and custom time ranges.
 - 3.1.4.1.1.2 The web analytics center shall display site search statistics.
 - 3.1.4.1.1.3 The web analytics center shall display tagged content traffic statistics.

3.1.4.2 Broken link Check Tool

- 3.1.4.2.1 The system shall have an administrative center for reviewing quality assurance, including detailing broken links on the website, including the referring page location so that links can be corrected.

3.1.4.3 Sitewide Spellchecker

- 3.1.4.3.1 The system shall have a spellchecker that checks spelling of words across the entire website.
- 3.1.4.3.2 The spell checker shall create a report of misspelled words.
- 3.1.4.3.3 The spell checker shall allow an Administrator to correct misspelled words from the generated report.

3.1.4.4 Versioning and Rollback Capability

- 3.1.4.4.1 The system must support versioning of files, pages, sections, and sites.
- 3.1.4.4.2 All versions must be retrievable with the ability to roll back the currently published version to a previous version.

3.2 Website Content Management

3.2.1 Content Management System (CMS)

- 3.2.1.1 *The system shall have a Content Management System (CMS), an application used to manage web content, allowing multiple contributors to create, edit, and publish content to the website.*

3.2.2 Content Rich Text Editor

- 3.2.2.1 *The CMS shall have an advanced WYSIWYG (What you see is what you get) rich text editor for content additions and updates with a basic set of simple options and tools to input and edit content with established site styles.*
- 3.2.2.2 *The CMS Rich Text Editor shall enable real-time collaborative editing of certain content outside of established template styles using features found in desktop word processors such as styles formatting (bold, italic, underline, bulleted and numbered lists), tables, block quoting, spell-checker, web resource linking, safe undo function, image inserting, paste from Word, and other common HTML formatting tools.*
- 3.2.2.3 *The Rich Text Editor shall include spell-check functionality.*

- 3.2.2.4 *The CMS shall support the ability for users with appropriate permissions to embed code and/or widgets within a page. This shall include the ability to embed videos, widgets/gadgets, polls, quizzes, slideshows, comment forms, and any other content that can be included via iframes, JavaScript, or other standard browser plugins.*
- 3.2.2.5 *The CMS must enforce the following validation rules before publishing a page. If any of the rules below are violated, the page must be returned to the page owner with a note indicating which violation rule was violated and what action must be taken to resolve the issue before the page can be published.*
 - 3.2.2.5.1 Every page must have at least one component on it before it can be published.
 - 3.2.2.5.2 Every page must be assigned a unique friendly URL before it can be published.
 - 3.2.2.5.3 All images must have an ALT tag applied for accessibility.

3.2.3 Content Types

- 3.2.3.1 *The CMS shall support the creation and utilization of content types. The current set of content types that are created and utilized, and shall be supported, includes:*
 - 3.2.3.1.1 URLs
 - 3.2.3.1.2 Links
 - 3.2.3.1.3 Pages
 - 3.2.3.1.4 Site sections
 - 3.2.3.1.5 Blog post
 - 3.2.3.1.6 PDF Files
 - 3.2.3.1.7 Articles
 - 3.2.3.1.8 Images
 - 3.2.3.1.9 Videos
 - 3.2.3.1.10 Audio
 - 3.2.3.1.11 RSS feeds
 - 3.2.3.1.12 Events
 - 3.2.3.1.13 Maps
 - 3.2.3.1.14 Embedded code (available CMS widgets)

3.2.4 Content Categories

- 3.2.4.1 *Administrators shall have the ability to create content categories within CMS applications and modules and edit the parameters for categories.*

3.2.5 Content Tagging

- 3.2.5.1 *Administrators and Content Contributors shall have the ability to create and add topic-related tags to published pages or posts which shall be displayed graphically on the pages or posts.*
- 3.2.5.2 *A site user shall have the ability to click a topic tag and see all content that has been tagged into that topic.*

3.2.6 Content Scheduling

- 3.2.6.1 *Content added to the site, whether as part of page content or additions to plug-in applications or modular elements, shall feature delayed posting and automatic expiration abilities.*

3.2.7 Content States

3.2.7.1 *The CMS shall allow for the following content states*

- 3.2.7.1.1 Draft – The content is being drafted, has not been approved, and has not been published.
- 3.2.7.1.2 Published – The content has been drafted, approved, and published.
- 3.2.7.1.3 Expired – The content has reached an expiration date and automatically unpublished.
- 3.2.7.1.4 Archived – The content stays within the CMS, but it is no longer displayed to the website visitor.

3.2.8 Content Expiration

- 3.2.8.1 *The CMS shall allow for content to expire and automatically unpublish.*
- 3.2.8.2 *Notification of expiration of site content shall be received by Content Contributors and Administrators through notifications available via the CMS, including a dashboard administrative display and e-mail notifications.*
- 3.2.8.3 *The dashboard shall also detail the dates for when specific content was last updated and allow for notifications when certain time periods are reached.*

3.2.9 Archiving

- 3.2.9.1 *The CMS shall support content contributors to be able to archive pages, in a system database, complete with its metadata attributes and its link designations.*
- 3.2.9.2 *Archiving a page should not archive all content on that page so those assets remain available for use on other pages of the site.*
- 3.2.9.3 *The CMS shall provide functionality for individual instances of links on an individual page to be disabled, and thus not published.*
- 3.2.9.4 *The CMS shall provide functionality to archive external links and URLs, and their attributes indefinitely.*
- 3.2.9.5 *For links, archiving a link shall involve the removal of every instance of the link across the sites, and with the normal link change notification processes being followed.*
- 3.2.9.6 *The CMS shall provide functionality to retrieve and publish previously archived pages, links and URLs.*

3.2.10 Media Management

- 3.2.10.1 *The CMS shall have image management tools for the addition of images to onsite content through web pages and modular elements associated with the CMS.*
 - 3.2.10.1.1 *The CMS shall have image editing and auto-formatting abilities on uploaded images, including the ability to change opacity, resize images dynamically based on width and height, ability to constrain proportions, flip images, rotate images, crop images, restore images and save altered images as a thumbnail or alteration of the original upload or to replace the original upload with the altered image.*
 - 3.2.10.1.2 *The CMS shall have the capacity to upload multiple images at one time and associate images with specific pages; the maximum file size should be no less than two (2) megabytes.*
 - 3.2.10.1.3 *The CMS shall provide the ability to preview images prior to association with on-site content.*

3.2.10.1.4 The CMS shall have the ability to alter image properties, including image width, image height, capability to associate or disassociate width and height, image alignment, margins and application of Cascading Style Sheet (CSS) classes from overall website styles.

3.2.10.1.5 The CMS shall have the ability to compress image file sizes.

3.2.11 Testing/Staging

3.2.11.1 *The system shall allow for a test environment to preview single pages and sections of the site before publishing.*

3.2.12 Uniform Resource Locators (URLS)

3.2.12.1 *The CMS shall support users with appropriate permissions to create both internal and external URLs in the CMS. A URL is a unique instance of destination page. Internal URLs refer to specific pages, allowing staff to link to internal pages from multiple locations on the site. External URLs refer to content on other websites.*

3.2.12.2 *The CMS shall accommodate URLs that have multiple associated Links throughout the website.*

3.2.12.3 *The CMS shall support the requirement that URLs shall be unique in the CMS repository.*

3.2.12.4 *The CMS shall support a validity check for URLs upon entry but if this check fails, it should prompt the user to enter a unique URL.*

3.2.12.5 *The CMS shall provide for the recording, retrieval and display of the identification of the last user to modify or add each URL.*

3.2.12.6 *The CMS shall automatically update the "last updated date" on a page when a URL contained on the page is edited.*

3.2.12.7 *The CMS shall support the division of URLs into referencing internal (to the website) and external sites.*

3.2.12.8 *Editing an existing URL shall cause any pages that contain links that utilize the URL to be automatically republished without approval.*

3.2.12.9 *User-friendly URLs – System shall allow for creation of user-friendly URLs. A friendly URL accurately describes the page using keywords that are easy to read for both search engines and users.*

3.2.13 Links

3.2.13.1 *The CMS shall support an authorized user to be able to create links in the CMS. A URL may have multiple links. To the site visitor, a link is what they see displayed on the page to click on, and the URL is where they will be taken after they click the link. The CMS shall support an authorized user to be able to create multiple links associated with the same URL, with the purpose of specifying alternate link text and other attributes.*

3.2.13.2 *The CMS shall provide for the recording, retrieval and display of the last user to modify or add a link.*

3.2.13.3 *The system shall have the ability to associate a file with a link. If the file is an image, the image should be displayed next to the link, or instead of the hyperlink text, as determined by the HTML templates. The images should be made clickable for the users so that when they click on the image, they will be taken to the URL specified in the link. If the file is not an image but some other format (PDF) than the clicking of the link will take the user to the file specified for download or viewing.*

3.2.13.4 *Links should be immediately published after being changed or added/removed from a published page.*

3.2.14 Navigation Builder

3.2.14.1 *The CMS shall provide a graphical user interface to build site navigation, including mega-menu capabilities.*

3.2.15 Plugins/Widgets

3.2.15.1 *The CMS shall have ability for authorized users to add, delete, and update available CMS plugins and widgets.*

3.2.15.2 *The CMS shall have the ability for authorized users to add and delete custom code for 3rd party embedded app integration.*

3.2.16 Workflow

3.2.16.1 *The workflow for publishing content shall be, in order:*

3.2.16.1.1 *The Content Contributor or Administrator shall create a page using page templates.*

3.2.16.1.2 *The Content Contributor or Administrator shall have the ability to preview content.*

3.2.16.1.3 *The Content Contributor or Administrator shall submit content for review.*

3.2.16.1.4 *The Content Approver shall receive the request for approval and approves or denies content publishing request.*

3.2.16.1.5 *If approved by the Content Approver, the request advances to Administrators for approval.*

3.2.16.1.6 *If rejected, the content request shall revert back to the first step with the reason for rejection and requests for changes.*

3.2.16.1.7 *The Administrators approves content to publish to site.*

3.3 Website Design

3.3.1 Consistency

3.3.1.1 *The website design shall remain functionally and visually consistent throughout all pages to maximize usability and maintain a common branding of Indian River County.*

3.3.1.2 *Each page shall have a clear intention for the user while establishing a focal point where the most important information can be easily found.*

3.3.1.3 *Website features shall be aligned on a full-width grid layout (Bootstrap) with columns and sections that align.*

3.3.1.4 *Information shall be clean, simple, and non-confusing in appearance.*

3.3.1.5 *Website imagery shall be high-quality and professional in appearance.*

3.3.1.5.1 *The overall tone of imagery shall match the standardized color pallet in requirement 3.3.2.2*

3.3.2 Styles

3.3.2.1 *All website pages shall share a common set of styles, all sourced from the same Cascading Style Sheet (CSS)*

3.3.3 Templates and Page Types

3.3.3.1 *The CMS shall use page templates to generate webpages.*

- 3.3.3.2 *The CMS shall support authorized users to be able to create, modify, register, maintain and apply page templates and types to individual pages, which will contain and display content developed and stored in the CMS.*
- 3.3.3.3 *The CMS shall support authorized users to be able to select page types and templates from a list when they are creating pages.*
- 3.3.3.4 *The CMS shall support the creation, modification, placement, maintenance of various page components and component types, in order to differentiate page templates and types.*
 - 3.3.3.4.1 Template page types shall be:
 - 3.3.3.4.1.1 County home page
 - 3.3.3.4.1.2 Department home page
 - 3.3.3.4.1.3 Section page
 - 3.3.3.4.1.4 Article page
 - 3.3.3.4.1.5 Blog section page
 - 3.3.3.4.1.6 Blog article page
 - 3.3.3.4.1.7 Photo gallery page
 - 3.3.3.4.1.8 Contact page
- 3.3.3.5 *The CMS shall provide the functionality to add new page types.*
- 3.3.3.6 *The CMS shall have the ability for Administrators to restrict the editable parts of page posts to specific design style.*

3.3.4 Header

- 3.3.4.1 *The website shall have a consistent header across all site pages to include the County logo, header navigation, and social media navigation.*
- 3.3.4.2 *The CMS shall have the ability to add an Emergency Alert box to the top of any page.*

3.3.5 Logo

- 3.3.5.1 *One consistent County logo shall be located at the top left of every web page.*

3.3.6 Footer

- 3.3.6.1 *All web pages shall have a consistent footer with Copyright notice and footer navigation.*

3.3.7 Navigation Menu Structure

- 3.3.7.1 *The website shall have a dynamic menu structure, with the ability for approved users to easily add, edit, move and delete menu items in multiple structural areas of the site.*
- 3.3.7.2 *Navigation shall be consistent between pages.*
- 3.3.7.3 *The dynamic menu structure shall include the following navigation types:*
 - 3.3.7.3.1 The site shall have Header (top) Navigation.
 - 3.3.7.3.1.1 The Header Navigation shall be a megamenu, a type of expandable menu in which many choices are displayed in a two-dimensional dropdown layout
 - 3.3.7.3.1.2 The website shall have consistent header navigation on the top of each web page.
 - 3.3.7.3.1.3 The header navigation shall have a home button link to the County home page.

- 3.3.7.3.1.4 The header navigation shall have a link to the Board of County Commissioners site section.
- 3.3.7.3.1.5 The header navigation shall have an A-Z Guide & Dept/Division site navigation dropdown menu.
- 3.3.7.3.1.6 The header navigation shall have a “I want to” navigation dropdown menu for popular web services.
- 3.3.7.3.1.7 The header navigation shall have a link to the Event Calendar
- 3.3.7.3.1.8 The Header Navigation shall have a link to the staff Contact Directory
- 3.3.7.3.2 The system shall have sidebar static navigation that can be applied to pages of a section or department.
- 3.3.7.3.3 The system shall have a footer navigation component that can be applied to all web pages.
 - 3.3.7.3.3.1 The footer navigation shall have a link to the County Accessibility Statement.
 - 3.3.7.3.3.2 The footer navigation shall have a link to the County Website Policy.

3.3.8 Design Elements

- 3.3.8.1 *The website shall use a standardized color palette (five or fewer total colors).*
- 3.3.8.2 *The website shall use a limited number of fonts (three or fewer).*
 - 3.3.8.2.1 The chosen font typefaces should have a variety of weights and styles that can be used strategically in the (User Interface) UI design.
- 3.3.8.3 *Website imagery shall be high-quality and professional in appearance.*
 - 3.3.8.3.1 The overall tone of website imagery should generally match the standardized color palette.
- 3.3.8.4 *Each web page shall have a clear intention for the user while establishing a focal point where the most important information can be easily found.*
- 3.3.8.5 *A web site user shall be able to intuitively navigate the website, and navigation techniques should be consistent between pages.*

3.3.9 Home Page

- 3.3.9.1 *The website home page shall display a visually appealing slideshow of County scenes and areas of interest.*
- 3.3.9.2 *The website home page shall display a prominent section of the most commonly visited/searched services as described in requirement 3.4.2.*
- 3.3.9.3 *The website home page shall display a prominent, graphical calendar function displaying the current month and highlighting key meetings and happenings.*
- 3.3.9.4 *The home page shall have an easy tool to identify in which Commission District an address is located. (GIS app link)*
- 3.3.9.5 *The home page shall link to constitutional officers.*
- 3.3.9.6 *The website home page shall be designed to minimize scrolling by directing users to content rather than posting content to the home page.*

3.4 Features

3.4.1 Automatic Sitemap

- 3.4.1.1 *The CMS should automatically create and update a sitemap when content is added, edited or removed from the site.*
- 3.4.1.2 *The CMS should automatically create and update on-page breadcrumb navigation when content is added, edited or removed from the site.*

3.4.2 Dynamic Featured Content

- 3.4.2.1 *The system shall have a dynamic featured content section on the home page where the contents are based on most visited searched-for content.*
 - 3.4.2.1.1 *CMS Identifies top 6 searched phrases and identify possible category.*
 - 3.4.2.1.2 *Dynamically Serve category link and icon on home page.*

3.4.3 Frequently Asked Question (FAQ) App

- 3.4.3.1 *The system shall have a searchable Frequently Asked Questions module accessible from all webpages for site visitors to find answers to common questions.*

3.4.4 Site Search

- 3.4.4.1 *The website should have one unified system for search, with all fields searchable.*
- 3.4.4.2 *The website shall provide configurable search results screens, such that metadata can be added or removed from display on the search results screen.*
- 3.4.4.3 *The website search interface shall be keyboard accessible. Specifically, users shall be able to tab to the next entry field.*
- 3.4.4.4 *The website shall display the related URL in the results, when searching for links.*
- 3.4.4.5 *When searching for content, within search results, the website shall provide to the user a numerical count of the items returned, the title of the item, the description of the item (if applicable), and the elements of the search results shall be clickable.*
- 3.4.4.6 *Users shall be able to sort search results by date, content, title or relevance; users able to filter by type of content and easily apply advanced search techniques, such as Boolean, if desired.*
- 3.4.4.7 *Administrators shall have the ability to fine tune the search results by using synonyms for common words or terms, and promote pages through the use of keywords.*
- 3.4.4.8 *The system shall have search functionality that will search web content as well as the contents of PDF files and metadata of Videos and Audio files.*

3.4.5 Social Media Integration

- 3.4.5.1 *The website shall Integrate Twitter and Facebook feeds and other social tools, including the ability to comment on specific pages and/or events through social media.*
- 3.4.5.2 *The website shall have page-level shareability, follow, like, etc.; article-level shareability must be unobtrusive but clear; ability to globally add or remove social networks as they gain or lose market; ability to embed social media feed and livestreams within pages.*

3.4.6 Forms

- 3.4.6.1 *The system shall have the ability for site visitors to complete and submit forms electronically.*
- 3.4.6.2 *The system shall have a form designer interface for users with appropriate permissions to design and configure web forms.*
 - 3.4.6.2.1 *The form designer shall have the ability to design forms with drag and drop form fields.*
 - 3.4.6.2.2 *The form designer shall have the ability to design a form confirmation page.*

- 3.4.6.2.3 The form designer shall have the ability to design an autoresponder email template.
- 3.4.6.2.4 The form designer shall have the ability to set the CSS of global forms or individual forms.
- 3.4.6.2.5 The form designer shall have common input validations.
 - 3.4.6.2.5.1 Required fields
 - 3.4.6.2.5.2 Max length
 - 3.4.6.2.5.3 Pattern
 - 3.4.6.2.5.3.1 *Custom*
 - 3.4.6.2.5.3.2 *Currency*
 - 3.4.6.2.5.3.3 *Date*
 - 3.4.6.2.5.3.4 *Phone*
 - 3.4.6.2.5.3.5 *Social*
 - 3.4.6.2.5.3.6 *Zip*
- 3.4.6.2.6 The Form Designer shall have the following form Processing options:
 - 3.4.6.2.6.1 Show a “confirm the submission” page.
 - 3.4.6.2.6.2 Auto response option with designer.
 - 3.4.6.2.6.3 Save form submissions to database.
 - 3.4.6.2.6.4 Send form via email.
 - 3.4.6.2.6.5 Load value from URL.
 - 3.4.6.2.6.6 Email user confirmation.
 - 3.4.6.2.6.7 Assign unique ID to be used for form confirmation number.
- 3.4.6.2.7 The form system shall allow for secure upload of specific documents.

3.4.7 Public Records Request Module

- 3.4.7.1 *The system shall have a process for a user to make a public records request.*
 - 3.4.7.1.1 The process to make a public records request shall be:
 - 3.4.7.1.1.1 User inputs public records request requesting one of the following records:
 - 3.4.7.1.1.1.1 *Personal Records*
 - 3.4.7.1.1.1.2 *Utility Records*
 - 3.4.7.1.1.1.3 *Plans/Permits/Inspections*
 - 3.4.7.1.1.1.4 *Right of way project plans*
 - 3.4.7.1.1.1.5 *Fire reports/inspections*
 - 3.4.7.1.1.2 Public Records search for ordinances and resolutions direct to <http://ircdocs.indian-river.org>.
 - 3.4.7.1.1.3 Public Records search for all others to <http://ori.indian-river.org>
- 3.4.7.2 *The system should have a method of public record workflow management. The process of public records requests workflow should be:*
 - 3.4.7.2.1 Requestor receives time-stamped public records request acknowledgement email.
 - 3.4.7.2.2 Dashboard shows submitted public records requests to Public Records Custodian.
 - 3.4.7.2.3 Public Records Custodian assigns public records requests to applicable staff.

- 3.4.7.2.4 County staff uploads records to applicable file share, marks delivery completed.
- 3.4.7.2.5 Public Records Custodian responds to requestor with applicable file share link.
- 3.4.7.2.6 Staff can manually enter public records requests.
- 3.4.7.2.7 The statuses of a public records request shall be:
 - 3.4.7.2.7.1 Unassigned
 - 3.4.7.2.7.2 Preparing
 - 3.4.7.2.7.3 Redaction
 - 3.4.7.2.7.4 Completed

3.4.8 Utilities Application for Service Module

- 3.4.8.1 *The system shall have a process to apply for water and sewer service.*
- 3.4.8.2 *The process to apply for water and sewer service shall be:*
 - 3.4.8.2.1 User completes and submits the application for water/service.
 - 3.4.8.2.2 Autoresponder email
 - 3.4.8.2.2.1 An autoresponder email shall be sent to the customer confirming application receipt.
 - 3.4.8.2.2.2 The autoresponder email shall include link to upload driver's license copy.
 - 3.4.8.2.2.3 Conditional logic check for lease requirement - The application shall have the question "Are you the owner or renter?" If application checkbox for renter is checked, the autoresponder email shall include a link to upload lease agreement.
 - 3.4.8.2.2.4 The autoresponder email shall provide an estimated cost of deposit based on service request formula.
 - 3.4.8.2.2.4.1 *The estimated cost line in the autoresponder shall contain the disclaimer "In addition to any outstanding balances due."*
 - 3.4.8.2.2.5 The autoresponder email shall contain a unique ticket number.
 - 3.4.8.2.3 The system shall save each application to database record set.
- 3.4.8.3 *The system should have a method of application workflow management for customer service staff to manage submitted applications. The process of application workflow should be:*
 - 3.4.8.3.1 Applications shall be collected in an unclaimed inbox.
 - 3.4.8.3.2 Staff shall have the ability to assign applications to themselves or other staff.
 - 3.4.8.3.3 Applications shall have one of the following statuses:
 - 3.4.8.3.3.1 Unassigned – Application not assigned to a staff member
 - 3.4.8.3.3.2 Assigned – Application is assigned to a staff member
 - 3.4.8.3.3.3 Pending payment – Application is pending payment for approval
 - 3.4.8.3.3.4 Approved and Completed. – Application is approved and service turned on.
 - 3.4.8.3.4 The system shall have the ability for staff to email customer through the system
 - 3.4.8.3.5 The system shall have the ability for staff to approve an application.
 - 3.4.8.3.6 The system shall have the ability to send an autoresponder email to the customer with a service activation message.

3.4.8.3.7 The system shall have the ability for staff to manually enter a customer application into the system.

3.4.9 Graphical Media Delivery

3.4.9.1 *The CMS shall allow for image slideshows of defined dimensions with features to alter the order/speed/duration/transition of slides.*

3.4.9.2 *The CMS shall have a built-in video player with standard player controls and the ability to display closed-captioned content.*

3.4.9.3 *The CMS shall allow for a static image banner of defined dimensions.*

3.4.9.4 *The CMS shall have page content transition and scroll animation capability.*

3.4.10 Event Calendar

3.4.10.1 *The system shall have an event calendar application allowing unlimited calendar categories, facilities, and meeting rooms.*

3.4.10.2 *The Event Calendar shall have capability to set up single or recurring events, with options for daily, weekly, monthly or annual recurrences.*

3.4.10.3 *An event within the Event Calendar shall have data fields including:*

3.4.10.3.1 *An event shall have an Event Title.*

3.4.10.3.2 *An event shall have an Event Address.*

3.4.10.3.3 *An event shall have a description with ability to post an image.*

3.4.10.3.4 *An event shall have tags assigned to categorized types of events.*

3.4.10.3.5 *An event shall have a cost field to display the cost of the event, if applicable.*

3.4.10.3.6 *An event shall have a link to the event organizer's website, if available.*

3.4.10.3.7 *An event shall have a County Facility, chosen by dropdown list.*

3.4.10.4 *The Event Calendar shall have capability to filter by category, start date, end date, & keywords.*

3.4.10.5 *The Event Calendar shall have capability for site visitors to view calendars by list of events, by week view, or month view.*

3.4.10.6 *The Event Calendar shall have capability to filter items shown on the calendar by category, start date, end date, & keywords.*

3.4.10.7 *The website home page shall have a prominent, graphical calendar function displaying the current month and highlighting upcoming events and meetings.*

3.4.10.8 *The Event Calendar shall have capability for site visitors to subscribe to calendar.*

3.5 Communication

3.5.1 Electronic Newsletter

3.5.1.1 *The system shall have a newsletter feature.*

3.5.1.2 *The newsletter feature shall allow website visitors to subscribe (Opt-in) for newsletters by department or tagged content (topic interest).*

3.5.1.3 *The newsletter feature shall allow content contributors and administrators to:*

3.5.1.3.1 *Manage subscribers by adding or deleting.*

3.5.1.3.2 *Create a newsletter and newsletter templates.*

3.5.1.3.3 *Send newsletters to selected subscribers.*

3.5.2 Polls and Surveys

- 3.5.2.1 *The system shall have the ability to create and publish a poll and/or survey to the website.*
- 3.5.2.2 *The poll and survey data shall be accessible to authorized users on the CMS dashboard.*
- 3.5.2.3 *A reports feature shall be available to run data reports from submitted poll and survey data.*
- 3.5.2.4 *The system shall have a method to generate embedding code to be used on the website, external sites, and social media sites.*

3.5.3 Blogs

- 3.5.3.1 *The system shall allow the creation of multiple blogs to be used by different individuals or departments within the organization.*
- 3.5.3.2 *The logging functionality shall include the ability to tag or categorize posts into topics.*
- 3.5.3.3 *Blog content shall have the ability to be published on a schedule.*

3.5.4 Social Media Publishing

- 3.5.4.1 *Published site content shall be sharable to County social media sites.*
- 3.5.4.2 *The system shall have the ability to post to Twitter and Facebook directly from the CMS for news, events and blog posts.*
- 3.5.4.3 *The social media posting feature should include the ability to customize messages and images in the post, schedule posts for any time, post to multiple accounts and track posts in a calendar or list view.*

3.5.5 Staff Contact Directory

- 3.5.5.1 *The site shall have a staff contact directory listing employee name, address, job title, and phone extension.*
- 3.5.5.2 *The staff contact directory shall be sourced from Active Directory integration.*

3.6 System

3.6.1 Updates

- 3.6.1.1 *The system shall have the ability for users with appropriate permissions to apply available CMS system updates manually or on a schedule.*

3.6.2 Backups

- 3.6.2.1 *The system shall have the ability to run backups on a schedule or manually.*

3.6.3 Support

- 3.6.3.1 *Vendor support - The vendor's CMS, including all features and modular applications associated with the CMS, shall have qualified and available support accessible from the system.*
- 3.6.3.2 *Support materials – The CMS shall have available support materials such as training manuals, instructional videos, or help button feature to guide staff users on system functions and features.*

3.6.4 Accessibility

- 3.6.4.1 *The website template pages shall be designed with WCAG 2.1 Standards.*
- 3.6.4.2 *The CMS shall have an image alternative text (Alt tag) tool for content contributors and administrators to add alternative text to all images.*
 - 3.6.4.2.1 *The CMS should not allow a page with images to be published unless the alt tag for all images within the page have been filled in.*
- 3.6.4.3 *The CMS link tool shall provide a link description tool to accurately describe the link destination for assistive technologies.*

3.6.4.4 *The website shall offer accessibility tools for users to adjust font size and contrast.*

3.6.5 Mobile Responsive Design

3.6.5.1 *The system shall allow for responsive design in template pages so all pages on the website will automatically detect screen resolution and respond with a view of the site that is optimized specifically for that screen.*

3.6.5.1.1 *The responsive templates shall use the bootstrap framework to achieve a fluid grid system.*

3.6.5.1.2 *Media queries shall be used to alter the layout of template elements when screen sizes meet size thresholds of tablets and mobile devices in both portrait and landscape orientation.*

3.6.6 Security

3.6.6.1 *The System shall provide protection against DDoS & other cyberattacks.*

3.6.6.2 *The website shall be secure utilizing HTTPS encryption.*

3.6.6.3 *The CMS shall comply with the cybersecurity requirements of the NIST Cybersecurity Framework version 1.1.*

3.6.6.4 *The CMS shall comply with the cybersecurity requirements of the NIST Security and Privacy Controls for Information Systems and Organizations (SP 800-53 Rev.5).*

3.6.7 Performance

3.6.7.1 *The website shall load quickly (within 2-3 seconds) on a standard workstation with an Intel Celeron N4010 processor (or better), with 4 GB of RAM (Rapid Access Memory).*

3.6.8 Language Translation

3.6.8.1 *The website shall have the functionality for the user to select multiple language translations.*

4 Desired Capabilities

4.1 The system should have the following capabilities which would give Indian River County the option to consolidate currently offered web-based services in the future.

4.1.1 The system should have Legislative Meeting Management Software capabilities.

4.1.1.1 *The Legislative Meeting Management Software should have the capability to compile and upload meeting agenda packets.*

4.1.1.2 *The Legislative Meeting Management Software should have the capability to compile and upload meeting minutes.*

4.1.1.3 *The Legislative Meeting Management Software should have the capability to record and upload meeting video.*

4.1.1.4 *The Legislative Meeting Management Software should have the capability to send an email notification when agendas, minutes, or video are posted.*

4.1.2 The system should have mass alert notification capabilities.

4.1.3 The system should have park/facility/programming reservation capabilities.

4.1.3.1.1 *The park/facility/programming reservation system should facilitate payment processing.*

4.1.4 The system should have Public Service Request capabilities.

4.1.5 The system should have Job Application capabilities.

4.1.5.1 The Job Application Module should allow for HR staff to post available jobs and job applications.

4.1.5.2 The job Application Module should allow for site visitors to apply for open positions online.

4.1.5.3 The job Application Module should allow for HR staff to manage job applications.

4.1.6 The system should have Bid and RFP posting capabilities.

5 References

5.1 Acronyms

5.1.1 CMS: Content management system.

5.1.2 CSS: Cascading Style Sheet

5.1.3 DDoS: Distributed Denial of Service Attack

5.1.4 HTML: HyperText Markup Language

5.1.5 HTTPS: Hypertext Transfer Protocol Secure

5.1.6 UI – User Interface

5.1.7 URL: Uniform Resource Locator

5.1.8 WCAG: Web Content Accessibility Guidelines