



Intranet Redesign Project

Request for Information

January 16, 2018

1.0	General Information	1
1.1	Overview of EBMUD.....	1
2.0	Project Overview	1
2.1	Introduction to the Project.....	1
2.2	Request for Information	2
3.0	Current Business Environment.....	2
3.1	Launchpad.....	3
4.0	Functional Business Requirements.....	3
4.1	Functional Requirements.....	3
5.0	Technical Requirements	4
5.1	Security and Compliance.....	4
5.2	Risk Management.....	4
5.3	Interfaces and Standards.....	5
5.4	Reporting Infrastructure	5
5.5	Mobile Options.....	5
6.0	Vendor Requirements	6
6.1	Vendor Information and Experience.....	6
6.2	Product Information and Hosting Options	6
6.3	Pricing Information.....	7
6.4	Product Implementation.....	8
6.5	Training	8
6.6	Ongoing Production Support.....	8
7.0	Business Function Questions	9
7.1	General Questions.....	9
8.0	Vendor Information	10
8.1	Terms and Conditions.....	10
8.2	Schedule and Contact Information.....	10
9.0	Functional Requirements.....	0
o	Internal Communications.....	0
1.	Announcements / What’s New	0
2.	Notifications / Reminders / Alerts	0
3.	Events Calendar.....	1
4.	Blog	1

5.	Polls and Surveys	1
6.	Photo Album and Videos Sharing	2
7.	Training Management System	2
8.	New Employee Onboarding	2
○	External Communications	3
9.	Portal for Retirees	3
10.	Instant Message/Chat Room	3
11.	Bulletin Board / Discussion Forums	3
12.	Project Sites	3
13.	Automated Content Feeds	4
14.	Wiki	4
15.	Employee Profiles	4
16.	Employee Directory	4
17.	Featured Activity Feed	4
18.	Employee Recognition	4
19.	Advanced Search Engine	5
20.	Employee Personal Dashboard	5
21.	Links to All District Applications	5
22.	Intranet Home Page	6
23.	Content Management	6
24.	Department/Division/Communities Subsite Content	7
25.	Knowledge Base (KB) Articles	7
26.	Page Feedback	7
27.	Document Management	7
28.	Authentication	8
29.	User Management	8
30.	Tag Management	8
31.	Content Approval Process for Home Page	8
32.	Analytics and Reports	9
33.	Forms Shop	9
34.	Job Postings / Job Board	9
35.	Self-help Interactive Tutorials	9
36.	Uniform Look and Feel	9

37.	Responsive Design	9
38.	Style Guide / Graphics Gallery	10
39.	Mega Menu	10
40.	Breadcrumb Trail	10
41.	Printability	10

1.0 General Information

1.1 Overview of EBMUD

East Bay Municipal Utility District (“EBMUD”) supplies water and provides wastewater treatment for parts of Alameda and Contra Costa counties on the eastern side of San Francisco Bay in Northern California. Approximately 390,000 accounts representing 1.4M people are served by EBMUD's water system in a 332-square-mile area extending from Crockett on the north, southward to San Lorenzo (encompassing the major cities of Oakland and Berkeley), eastward from San Francisco Bay to Walnut Creek, and south through the San Ramon Valley. The wastewater system serves approximately 177,000 accounts representing 680,000 people in an 88-square-mile area of Alameda and Contra Costa counties along the Bay's east shore, extending from Richmond on the north, southward to San Leandro. The Water System and Wastewater Systems are legally distinct entities managed by the same Board of Directors.

EBMUD is a publicly owned utility formed under the Municipal Utility District Act passed by the California Legislature in 1921. EBMUD has a seven-member Board of Directors publicly elected from wards within EBMUD’s service area. The Board of Directors and management believe that EBMUD has a public responsibility to preserve the region's resources and set industry standards for the way water and wastewater utilities conduct themselves. EBMUD is a customer-oriented and environmentally sensitive public agency, firmly committed to serving people and the environment.

2.0 Project Overview

2.1 Introduction to the Project

With over 1800 employees, it is essential that all EBMUD staff have direct, easy access to accurate shared information and tools in order to support and efficiently complete District work, and facilitate a positive work environment. Employees need rapid access to information including strategic messages and District direction, data, processes, procedures, training and tools; and the ability to connect with other employees and departments to resolve questions and coordinate work. EBMUD needs a well-organized central repository that can guide employees to self-resolve these work inquiries.

Collaboration tools that facilitate data sharing for projects and assist new employees to navigate the District as they learn the culture and values will ensure information is quickly accessible and easy to find. A new intranet will provide easy access to key staff and answers to ‘how to’ questions. Scheduling tools will allow for posting and updating important dates, recognitions, or events, and auto-generate reminders.

A new content management system with interactive capabilities is needed to improve internal communication, deliver strategic messages and information, provide staff access to tools and information, as well as foster collaboration and improve efficiencies. This system should feature modern communication and collaboration tools and incorporate features such as bulletin boards, calendars, and project sites that can speed staff collaboration and information sharing. A new platform and navigation can assist new employees as they learn the culture and values, and ensure information is quickly accessible and easy to find. A new intranet will provide easy access to key staff and answers to 'how to' questions. Scheduling tools will allow for posting and updating important dates, recognitions, or events, and auto-generate reminders. The new intranet will allow employees to customize their own home page to bookmark information so the most used information is quickly referenced. The intranet will be a professional centralized information center for all District staff to use. This project meets the District's need for improved efficiencies across all departments by reducing time spent locating resources and maximizing communications methods between employees.

2.2 Request for Information

EBMUD is considering the implementation of a new system to address its internal communication needs. This Request for Information (RFI) has been prepared to assist EBMUD in fully understanding the functionality and associated services that are available in the marketplace as it relates to these types of information solutions. This RFI is a vehicle for information discovery of existing, deployed solutions and should not be construed as a solicitation.

Vendors are encouraged to respond whether they offer technical solutions for all or some of the business areas documented below. If you provide solutions to some of the business areas, it is critical for you to document how your system would interface with other business areas and existing systems.

Select vendors will be asked to demonstrate their solutions to EBMUD stakeholders. Project requirements may be revised over the course of this discovery process based on any additional information acquired.

(NOTE: A response to this RFI does not constitute a bid; however, any information or demonstration provided in a response to this RFI may be considered as historical data by EBMUD if EBMUD decides to issue a Request for Proposal (RFP).)

3.0 Current Business Environment

The information below is meant to provide an overview of our business environment, staffing and volumes. This is not meant to be a comprehensive description of our business processes. This should provide some context as to what we expect from our new solutions. Systems are a combination of

purchased products and custom-developed solutions by our in-house development staff. Our external website was developed using Concrete CMS.

3.1 Launchpad

Launchpad, the current intranet site, does not have any centralized management or interactive capabilities. It is a static site developed and managed using Microsoft Expression Web, an outdated and unsupported Microsoft product. Important information regarding standard business processes and information is stored on the intranet and on a variety of wiki pages, but the information is disorganized, difficult to find and often outdated. District announcements and important information is often shared through email instead of the intranet, resulting in increased email traffic, decreased staff efficiency, and loss of or lack of information delivery. *Launchpad* is minimally managed and has no overriding leadership or content management strategy. Any web author can add content and build pages, but often those pages are not coordinated with any central navigation and not coordinated with other groups. The result is a tangled web of information that can only be retrieved if you remember where you found the information in the past.

A number of applications are used to deliver needed functionality and are available to staff through the launch pad. Most of these applications were developed in house and access data from a number of internal systems. These applications have been developed over many years so some are mobile friendly but many are not. The majority of these standalone applications are written in Cold-Fusion and a few are in Ruby.

4.0 Functional Business Requirements

4.1 Functional Requirements

Please find the functional requirements for the various business units in [Section 9](#).

1. Please indicate whether the requirement specified is included in the out-of-the-box (base) product.

5.0 Technical Requirements

5.1 Security and Compliance

Technical solutions must be designed to protect EBMUD from unauthorized access (in particular, any financial or personally identifiable information) from internal or external parties.

1. Please describe the security features of your product. Identify features at the user, application, transaction and data levels.
2. Describe the configuration features that allow for EBMUD policies to be consistently enforced throughout the organization.
3. Discuss how your solution adheres to Open Web Application Security Project (OWASP) security principles.
4. Describe any cryptographic technologies used by your solution in support of data privacy.
5. Describe the auditing features of your solution.
6. Discuss how your solution uses role-based access control.
7. Describe how your system authenticates users. Do you support single sign on using CAS or SAML?
8. If your application allows for external access (mobile, external customer, vendors, etc.), describe the security features associated with it.

5.2 Risk Management

EBMUD plans to run its systems for the next 20 years. There are events, however, that could happen that would pose a risk to the support of a system for 20 years. For example, a company providing EBMUD services may go bankrupt; it may be sold to a company not interested in maintaining an existing solution, etc.

1. Will the source code of the vendor's solution be made fully accessible to EBMUD? Will it be readily available to be built or modified by competent EBMUD programmers should EBMUD choose to support the solution in-house? If so, please describe the application development environment and any tools required to enhance the source code?
2. Are clients required to upgrade to new versions of your system?
 - a. Can EBMUD decide to stay on one version of your system?
 - b. Do you publish end-of-life support dates? Are there paid options for continuing support on non-current software releases?

5.3 Interfaces and Standards

EBMUD software environment consists of numerous applications with varying integration requirements.

How does your solution interface with other software systems?

- a. Describe the technical architecture of your solution and what type of protocols is used to transfer information.
 - b. Describe how data are secured while in transit from one system to another.
 - c. Does your solution utilize protocols to verify the identity of senders and recipients?
2. Describe what mechanism you use to manage real-time data transmissions.
 3. Describe any audit features associated with your interface architecture.
 4. Describe how data can be exported from your solution to EBMUD's enterprise Oracle database or data warehouse systems.
 5. Describe any important standards that your solution implements that promotes interoperability with other systems.
 6. Describe how your system handles electronic documents, i.e. what security does it use, what backup mechanism is employed, what API's are available. Describe any electronic documents generated by your system, e.g. electronic invoices.

5.4 Reporting Infrastructure

1. Provide a description on how reporting works in your systems. In particular:
 - a. What reports are standard with your systems?
 - b. What reporting software is standard with your systems?
 - c. What mechanisms are available for EBMUD to generate custom reports? Are there additional costs associated with this? If so, please describe the fee structure.
 - d. What mechanisms are available for EBMUD to generate ad-hoc reports? Are there additional costs associated with this? If so, please describe the fee structure.
 - e. What tools are available to schedule report generation?
 - f. What options are available for internal report distribution?

5.5 Mobile Options

EBMUD is seeking solutions that take advantage of current technologies to provide real-time access to critical business functionality. In addition, we plan to provide our staff with tools to improve productivity ensure compliance and provide flexibility.

1. Describe the extent to which your solution supports mobile access.
 - a. Which technology platforms are compatible with your solution (e.g. tablets, smartphones, etc.)?

2. Describe any additional hardware and software that would be required to implement mobile access to business functionality.
 - a. Please describe any additional fees associated with your mobile options.
 - b. Describe what additional maintenance and support activities are associated with your mobile features.
3. Describe your application standard response time.

6.0 Vendor Requirements

6.1 Vendor Information and Experience

EBMUD is especially interested in partnering with a vendor who has demonstrated a successful track record for intranet implementations. Successful implementations are defined as on-time, at or under budget, meeting all functional and technical requirements and helping the customer take full advantage of the efficiencies provided by the solution for end users and their business units.

1. Provide a brief history of your company, its products, and its strategic focus.
2. Please provide a brief history of your experience working with governmental agencies within the last five (5) years?
3. Please provide a list of all government clients where you have implemented this solution, including the following information:
 - a. Date of implementation
 - b. Length of engagement
 - c. Contact information for each client (name, email and phone)
4. What makes your company uniquely qualified to provide and implement the solution required? Include a description of the qualifications of your staff, effectiveness of your methodologies and depth of your experience.
5. What is the size and financial stability of your company? Provide copies of your annual reports for the last three years. Provide any additional information that you feel would be of significance in evaluating the financial soundness of your company.
6. State the nature of any pending litigation, liens or claims involving your organization. Has your company filed Chapter 7 or 11 bankruptcies in the last ten years?

6.2 Product Information and Hosting Options

EBMUD is open to exploring all hosting options available by our responding vendors. If you offer several options, please be sure to clearly identify the pricing structure of each.

1. If you provide an on-premise solution (a solution hosted in the EBMUD data center), please address the statements below.
 - a. Describe the technical architecture of your application: presentation tier, application tier, databases supported, operating systems supported, etc.
 - b. List the hardware specifications required for each tier in your architecture.
 - c. List the software specifications required for each tier in your architecture: database versions, middleware versions, etc.
 - d. Does your solution support load balanced, high-availability architecture?
 - e. Describe how your solutions handle failover or disaster recovery scenarios. Does this require any additional licenses?
 - f. Describe any system tools included in your solutions that assists in monitoring application performance and stability.

2. If you provide a cloud-based solution (a solution not hosted in the EBMUD data center), please address the statements below.
 - a. Please state where your data centers are located.
 - b. Please state whether you own and/or lease these data centers. If you do not own this center, describe your contingency plan in the event your hosting partner goes out of business.
 - c. Describe the size and structure of your information security organization.
 - d. Describe the physical security associated with your data centers and who is responsible for it.
 - e. Describe your disaster recovery and business continuity plan.
 - f. Describe the various methods by which EBMUD can access its data. What costs or fees are associated with accessing our data?
 - g. Describe the process and timeframe required to export all EBMUD data should we decide to change hosting option or vendor.
 - h. How does your organization log and monitor system performance?
 - i. Describe your organization's data backup strategy.
 - j. Describe your application, middleware and operating system patching strategy including frequency.
 - k. Describe your organization's privacy program.
 - l. Describe your incident management program.

3. Please describe your product roadmap. What features or strategic goals are incorporated within it?

4. The District uses Concrete CMS to support our external ebmud.com website. If you provide consulting services for Concrete development please provide a description of the consultant services that would support the requirements of this project.

6.3 Pricing Information

1. Please describe the pricing structure of your solution. If you offer different hosting options, please clearly distinguish the difference between each option.
 - a. Please itemize the fees for each component.
 - b. Does your product offer a perpetual license?

- c. Please itemize all recurring costs over the first 5 years.
2. Describe your implementation fee structure. Please itemize all fees associated with the installation, configuration, data migration, functional, regression and integration testing of your solution.

6.4 Product Implementation

Product implementation will require the completion of numerous tasks, including but not limited to testing (functional, regression, integration, acceptance), training (users, administrators) and go-live through post-go-live technical support.

1. Please describe your implementation methodology.
2. Please provide a high-level schedule for the implementation of your solution.
3. Please describe the number and skill sets of EBMUD employees you would need to assist in the implementation of your solution. Please state the time commitment (person hours/weeks/etc.) you would require from each.

6.5 Training

The intranet project will impact numerous business units and a large number of end users. A core group of web authors will be primarily responsible for updating the site. These users have a very diverse background, from engineering to finance to materials management to budgeting. EBMUD desires to provide our users all necessary initial and ongoing training to take full advantage of the new software solution.

1. Please describe the training you would recommend for your solution.
 - a. Describe the different training methods you provide (e.g. online, live, etc.).
 - b. Provide your training fee structure.
 - c. Describe how many hours of training would be optimal for your solution.
 - d. Describe what training resources you provide (e.g. manual, reference guides, etc.).
2. Describe the components of your training plan.
3. Do you conduct a needs assessment before recommending your training options?
4. What type of post-implementation or ongoing training do you recommend?

6.6 Ongoing Production Support

This replacement project addresses several critical business functions, thus application uptime and stability will be important.

1. Provide a summary of your on-going customer service and support programs.
 - a. What levels of customer support are available? What are the main service level agreement (SLA) components of each?
 - b. Describe the escalation procedure in the event that the SLA is not met.

2. Please describe what is involved in a typical software upgrade (e.g. is any system down-time required, and if so, how long do you typically need?).
 - a. Please identify the typical tasks required for a software upgrade.
 - b. What would be a standard timeline for an upgrade?
 - c. How frequently do you release product upgrades?
 - d. Are release notes included with all your upgrades? Briefly describe the content and structure.
 - e. What is the process for evaluating and incorporating specific enhancements into your system?
 - f. What is the process for evaluating and incorporating high priority bug fixes into your system?
 - g. How often have you released major software upgrades in the last 5 years?
3. Please describe what is involved in an emergency software upgrade?
 - a. What is the notification process for an emergency software upgrade?
 - b. How often have you released emergency software patches in the past 5 years?
4. In the event that an upgrade impacts the existing database schema, describe how data conversion activities will be coordinated.
5. Please describe the process of adding additional users to the system including any additional costs.

7.0 Business Function Questions

7.1 General Questions

1. Describe your approach to implementation. Include staff engagement, training, collaboration, timing and strategy.
2. Describe strategies for increasing user adoption of the new tools and site.
3. Describe best practices you use for monitoring the site to ensure it stays up to date and to understand how staff are using the tools
4. Describe best practices for administration support for the product.

8.0 Vendor Information

8.1 Terms and Conditions

- This RFI requests information regarding potential product and services and no contractual obligations on behalf of EBMUD whatsoever shall arise from this RFI process.
- The Respondent shall be solely and fully responsible for all costs associated with the development, preparation, transmittal and submission of any material in response to this RFI.
- Responses to this RFI become the exclusive property of EBMUD upon receipt.
- Responses received in response to this RFI may be subject to the California Public Records Act.
- The Respondent may designate elements in the response which are defined as business or trade secrets and plainly marked as “Confidential,” “Trade Secret,” or “Proprietary.”

8.2 Schedule and Contact Information

Please see schedule below. Submit your responses to the address below. Email (electronic documents) and/or hard copies are acceptable. To ensure all vendors have equal access to information regarding this RFI, please submit any questions or requests for clarification to Susan Leiga, Information Services Supervisor, via email at susan.leiga@ebmud.com.

Event	Dates
RFI Release	COB, January 16, 2018
Questions Due By	COB, January 23, 2018
Answers Posted By	COB, January 30, 2018
Responses Due By	COB, February 13, 2018

Thank you in advance for your interest in this request.

Send RFI responses to: East Bay Municipal Utility District
Attn: Susan Leiga, IT Supervisor
375 11th Street, MS #307
Oakland, CA 94607-4240

Or email responses to : susan.leiga@ebmud.com

9.0 Functional Requirements

○ Communications

○ Internal Communications

1. Announcements / What's New

Provide immediate access to the District's newsletters, important announcements, retirements and community events, enabling employees to stay up to date with key information

- Consider "New" tag with auto expiration
- Allow employee to like and comment on news items
- Embed images and videos
- Support file attachments
- Role/group membership dictates local department/group news
- Display District "message of the week" box
- Display daily activities, such as:
 - Tips - rotate entries on a scheduled basis
 - External news feed
 - Upcoming Anniversary
 - Birthday – with user permission or based on user's preference
 - Welcome new employees
 - Employee recognition
 - Raffle ticket winners
 - System updates – Water quality issues, main leaks, shutdowns
 - Other activities
- Formatted by a template

2. Notifications / Reminders / Alerts

Update or remind users with important information

- Support push notification by entire District, specific Departments/Divisions/Groups
 - Notice of repairs
 - Operational changes
 - System outage
- Display number of unread notifications
- Integrate with Outlook reminder
- Ability to receive pushed notifications from:
 - Entire District/Department/Division/Group
 - District's applications as selected by users – ETS, AIM
- Ability to view notification history
- Allow users to configure notifications and set preferences – Set type of notifications they receive

3. Events Calendar

Provide employee quick access to District-wide events

- Event calendar
 - Indicates days with events which can be clicked on for details
 - Toggle week day or monthly view
 - Move forward and back in time to see past or future dates
 - Link to maps and event detail pages
 - Ability to click on a link for an event on calendar to add to employee's personal Outlook – "Add to Outlook" option
 - Display District/Department/Division/Group specific calendar events based on user's preference
 - Support event categories and color codes
 - Ability to view the availability of all staff for a group – Vacation calendar with approval workflows
- Event registration
 - Allow employees to register for event(s)
 - Email confirmation
 - Waiting list – automatically let attendees know when a spot opens up
- Automated email reminder
- Quickly check-in guests
- Ability to self-reschedule/self-cancel event(s)
 - Email confirmation
- Event management
 - Admin/Event Admin can create, modify and delete event(s)
 - Support recurring event(s)
 - Set events as public, private or team events per employee preference. Public events: community events, retirement celebrations, etc.
 - Support approval workflows – Time off requests can automatically forward to approver's delegate if approver is out of office.
 - Publish or remove event based on schedule
- Reporting and analytics
 - Attendee summary
 - Event attendance
- Formatted by a template

4. Blog

Enable users to create/edit/delete their own personal or group blogs

- Allow employees to like and comment on blog posts
- Support for audio and video content
- Allow employees to follow or subscribe to the blog
- Allow employees to upload documents and files

5. Polls and Surveys

Receive feedback from employees quickly with quick polls

- Create polls for entire District, specific division or department, or group
- View survey results in real time

- Display survey results in a chart

6. Photo Album and Videos Sharing

Manage and share photos and videos anywhere in intranet

- Allow employees to like and comment on photos and videos – similar to YouTube subscribers
- Implement photo/video management system for group-centric purpose – quickly embed image/photo album
 - Retirement celebration
 - Community events – APEA, BHM, Art Committee
 - Project Authorization
 - Values
- Add tagging to photos and videos
- Organize photos and videos in categories and/or playlists
- Access to archived videos

7. Training Management System

Provide employee access to training management system. Manage internal and external training courses – Link or integrate with Training Management System

- For corporate facilitated training
- Training calendar with upcoming sessions
- Provide access to training catalogue and registration information
- Registration capabilities
- Offer quick reference online training materials
- Consider capabilities for offering media rich training materials such as video
- Ability to add events to employee's Outlook calendar - "Add to Outlook" option

8. New Employee Onboarding

Provide section for new employee quick access to orientation information, human resource documents and forms

- Integrate with District's HRIS system
- Access to onboarding materials before an employee's first day
 - New employee check list
 - IT account setup
 - HR forms and documents
 - Orientation information
 - Help Desk contact information
- Create onboarding site that contains
 - Welcome kit / check list
 - Training section
 - Guides
 - Tutorials
 - Employee handbook
 - FAQs
- Add a new employee feed on intranet home page automatically after their profile has been set up
- Schedule new employee orientation
- Provide online training – See Training Management System

- **External Communications**

- **9. Portal for Retirees**

- Allow retirees access intranet outside of District network

- Secure access required
 - Limited access - Only certain public pages can be accessed

Team Collaborations

- **10. Instant Message/Chat Room**

- Allow employees to send instant messages to others; one to one chats or multi-user chats

- Integrate with Cisco Jabber collaboration tool

- **11. Bulletin Board / Discussion Forums**

- Increase the opportunity for employees to collaborate and communicate with each other. Facilitate knowledge exchange and cross office collaboration.

- Ability to subscribe to a topic
 - Members automatically receive alerts when a new reply is added
 - Searchable
 - Public topic for working in the open; private topic for sensitive ideas
 - Organize topics based on employee's role
 - Content formatted by a template

- **12. Project Sites**

- Collaborate on documents and projects – similar to Yammer or Basecamp

- Task manager – Group tasks together for the specific project
 - Assign task to an employee within the group to complete
 - Set due date for completion with email notification
 - Built-in reminder
 - Documents/multimedia sharing between all team members
 - Ability to upload files, photos and videos
 - Ability to interface with District's DOX application
 - New tag is added for any newly added materials
 - Email notification is sent if documents have been updated
 - Ability to track hours on various projects/program
 - Online events calendar
 - Post team meetings along with meeting agenda
 - Ability to add to outlook so employees can export the meeting to their personal outlook calendar
 - Organize projects based on Departments, Divisions, groups or user's preference
 - Featured employee feed
 - Integrate with Cisco Jabber collaboration tool
 - Support video conferencing - WebEx

13. Automated Content Feeds

- Twitter
- NextDoor
- Weather - Display the current weather and upcoming 3-7 days forecast for user's office location
- Employee Recognition
- External news feeds
- Any RSS or JSON feed

14. Wiki

Provide employee access to Wiki application

- Share knowledge between employees
 - Instructions
 - References
 - Checklists
 - Glossary
 - Best practices
- Multi-user editing
- Version control

Connect

15. Employee Profiles

Include area of expertise, activities and social connection

- Photo, contact details, area of expertise, role, interests, mini-bio, etc.

16. Employee Directory

Find, connect and collaborate with the people you need quickly – Link to or integrate with People & Places

- Integrate with District's People & Places application
- Ability to connect and collaborate with messenger
- Searchable: Name, Employee ID, Email, Areas of Expertise, Contact Phone Number and Department
- Ability to locate a person cubicle/room easily with interactive floor plans
- Online viewable organizational charts

17. Featured Activity Feed

Show all the updates from groups and connections that an individual employee follows. Keep everyone current on projects, files, topics and activities.

18. Employee Recognition

Provide access to employee recognition application; celebrate people and their achievements – Link to ebmud.awardsuite.com (Engage2Excel)

- Recognize top employees
- Recognition feed
- Customize award categories

Enterprise Search

19. Advanced Search Engine

Highly effective search engine based on industry best practices enables quick and easy access to relevant information

- Search system should be personalized, provides immediate “best bets” and pull from several data sources and services
- Easy to find the search feature
- Auto suggestion - Get result after typing just a few letters
- Crawl everywhere a user may need to be looking
- Queries should return in under a second
- Return relevant and well-described results. Example: “Instant search” gives employees immediate answers
- Ability to search within actual documents (such as Word and PDF documents)
- Hit or highlighting within search results and documents
- Filters
 - Employee directory/profile
 - Forums
 - Blogs
 - Documents
 - Videos/audios

Personalization

20. Employee Personal Dashboard

Allow employees to personalize their logged in experience with personal widgets; organize employee relevant details into high level summaries and personalize it with business needs.

- Either a customizable home page (with a few mandatory items), or one click off the intranet home page
- Ability to create a quick note that can be displayed between multiple locations/offices
- Provide snapshot of information about employee’s pay, retirement and savings, health insurance, training, career, recognition, work (Help Desk ticket, JIRAs, On-Call) and life
- Provide access to current Human Resources forms with immediate access to corresponding procedural and policy information (e.g. on-boarding for new employee)
- Suggested topic based on employee’s role
- Ability to create personal bookmarks
- Ability to configure and show links to major applications based on user’s preference
 - DCS and PI for Wastewater
- Display Department and Division news page to assist with team building and more effective communication within each organization
- Area for classified ads from employees

21. Links to All District Applications

Provide dynamic self-services aggregated links to all District’s applications

- Create links to all District applications. Examples: ETS, DOX, AIM Work Order System, On Call Application, Training Management System, Pareto, ArcGIS, AIM, BMAP, Customer Watch, Jasper, Pool Vehicle Request, JIRA, Water Consumption Data Hub, District Online Store, etc.
- Display links to applications based on employee’s role

- Area for common used applications
- Categorize links with logical headings

22. Intranet Home Page

Single entry point for employees, combine with static and dynamic content

- Ability to utilize District's single sign-on (SSO)
- Simple intuitive navigation (task-based mega menu)
- Display the District news and announcements
- Display District event calendar
- Easy access to employee's personal dashboard
- Advanced search with ability to filter results
- Display featured contents from forums or blog posts.
- Dynamic display common links – Links that employees use most often
 - Electronic timesheets
 - People & Places
 - MOUs
 - Wiki pages
 - Forms/eforms
- Display social media updates/feeds based on user's preference (Twitter, NextDoor, Weather, Employee Recognition, External News)
- Access to polls and view survey results
- Ability to live chat or send instant message
- Display alerts about what employee need to know or do (e.g., emergency information/event, task reminder, on-call alerts, etc.)
- Display emergency contact dynamically based on user's role (e.g., on-call staff, supervisor or delegation of authority contact information)
- Display team members contacts and their availability (Who's out of office) - Integrate with Who Works for Whom
- Ability to get directions to District facilities (similar to Google driving directions and maps)
- Dynamic site map
- Area for site feedback
- Area for EBMUD mission statement
- Area for business continuity plan
- Area for "How do I..."
- Link to ebmud.com
- Link to Help Desk
- Link to "Who to call" page

Content Management

23. Content Management

Ability for web authors to create, update, publish and unpublish their own content

- Easy editable – WYSWYG editor for editable region
- Support free text, hyperlinks, tables, documents, videos and pictures
- Publish/un-publish content based on user defined schedule

- Send notification to web author to review content and keep contents up-to-date
- Create a “New!” tag/flag to highlight the new content
- Ability to tag content with approved keywords

24. Department/Division/Communities Subsite Content

Display content specific to departments, divisions and communities

- Easy access to department subsite from home page
- Authors have ability to manage (CRUD) their own content and subsite menu
- Access levels controlled in Control Panel based on user or groups
- Provide dynamic self-services aggregated links to all District’s applications
- Ability to integrate with Geographic Information System (GIS) maps
- Support various file types: Microsoft office files, Images, Audios, Videos, Adobe PDFs, CAD files, GIS files(KMZ/KML) and others
- Consider plugin for dynamic mapping
- Support diagramming drawing tool – Confluence Diagramming
- Enable easy migration of content from Wiki-based software
- Centralize/easy access to references/libraries for different work groups
 - Division/functional desk manuals
 - Library of Electronic Codes and Standards
- Ability to create online inventory tools (library for various items - Books, Engineering Tools and Laptops)
 - Check in and Check out using employee ID
 - Email reminder for over-due items

25. Knowledge Base (KB) Articles

Provide employees access to instructional, searchable articles

- Frequently Asked Questions (FAQs)
- Tutorials
- Reference guides
- Ability to add KB articles to each of department sites with specific FAQ articles related to IT, Human Resources, Communications sites and project sites

26. Page Feedback

Provide a way for an employee to send a suggestion about the page to the author

- List web author’s name on all pages
- Allow users to add their rating to content/page

Document Management

27. Document Management

Easy for employee to find, edit and revise documents

- Integrate with and access DOX
- Document review – Automatically contact author alerting them to review and update files
- Commenting and rating – Allow employees to provide feedback and rating
- Refine content search results by tagging

- Ability to upload documents to Dox from intranet with explanations and context easily
- Ability to review/share secure documents
 - Between departments/divisions/groups
 - Within District network or outside of District network
- Archiving and cleanup
- Full-text document indexing – find the exact document with a keyword or key phrase
- Provide document control/work-flow to streamline the document preparation process
 - BD-1s
 - Procedures and Policies
- Provide a central single repository with search capability for District mission critical data
- Policy and procedures versioning
 - District policies, procedures, strategic plans and staffing plans
 - Human resource policies and procedures
 - Operations policies and procedural manuals
 - Purchasing policy and procedures
 - Health and safety procedural information
 - Strategic plan
 - Staffing plan

Administration

28. Authentication

Authentication with enterprise authentication mechanism for all employees

- Utilize District's Single Sign-On (SSO) mechanism
- Ability to log into intranet from any computers or mobile devices 24 x 7

29. User Management

Admin has the ability to update user's profile, impersonate user and grant access to certain page(s)

- Integrate with District's Active Directory
- Create user group
- Update user profile/attributes
- Impersonation – Sign in as user
- Deactivate user(s)
- User permissions - Easy to set permissions for groups of staff, compared to one-by-one permission changing process

30. Tag Management

Allows administrators to manage keywords used to tag content, blog posts and forms

- Manage keywords, equivalent terms and preferred terms

31. Content Approval Process for Home Page

Allow site admin(s) to approve and publish content; ensuring content is conveniently maintained current.

- Enable role definition and assignment
- Define appropriate level of workflow

32. Analytics and Reports

Produce industry best practice usage metrics

- Google analytics
- Page views
- Number of pages created
- Most recent downloads
- Ability to export reports in Excel / PDF format

Miscellaneous Features

33. Forms Shop

Allow employee quick access to all District online forms

- Employee-centric design - Organize based on employee's needs (e.g., Business, HR, Health & Safety, etc.)
 - Mileage calculation
 - Expense report
- Ability to tag form with approved keywords
- Searchable regardless of form format (e.g., eForms, Word, Excel or PDF)
- Version control
- Provide eForms user guide, form standards and contact information

34. Job Postings / Job Board

Provide employees access to both "Internal only" and public job postings

- Integrate with NeoGov

35. Self-help Interactive Tutorials

Teach employees how to use intranet by guiding employee through various sections in intranet

- Setup profile
- Access different features – e.g., ETS, People & Place, Calendar, Forms

Design Elements

36. Uniform Look and Feel

Uniform look and feel throughout the site with pre-designed page layouts and unified site-wide branding

- User-centered navigation - Easy to navigate, interface is simple, user friendly and logical
- Unified design
- To ensure quality and usability

37. Responsive Design

Responsive layout to enable use by different devices

- Mobile phones
- Tablets
- Computers
- Big screen TVs

38. Style Guide / Graphics Gallery

Use of key templates and resource image gallery

- Images and simple icons
- Create key content management templates

39. Mega Menu

Expandable menu that displays choices in a two-dimensional drop down menu

- Menu options revealed on hover, click or tap
- Navigation choices structured through layout, typography and icons
- No scrolling – All choices should be visible at once
- Collapsed menu on mobile devices

40. Breadcrumb Trail

Display breadcrumb trail at top of content so employee can more efficiently see where they are on the intranet

41. Printability

Printing capabilities maintain format for professional looking output