Technical specification review and additional requirements

# Additional Requirements

## Resource organisation and tagging system

### Within each Key Driver page, resources must:

* Be grouped by **resource type** if possible (guidance, training, case study, assessment tool, etc.)
* Guidance
* Template/Form
* Checklist
* Case study
* Training material
* Video
* Infographic
* Presentation
* Workshop material
* Other
* Maintain filtering capability for cross-cutting searches
* Include implementation level indicators on each resource

## Additional tagging requirements:

* Visual indicators (colour-coded) to distinguish between legal requirements and voluntary best practices (Legal obligation tags)
* Resources marked as "new" for **3 months** after addition, then auto-remove (please feel free to suggest different timeframe)

# Inclusive Communication Toolkit integration

This is our recommended implementation, but please feel free to challenge or suggest an alternative:

* Prominent banner on homepage (similar to notification bar but permanent)
* Banner text: "Inclusive Communication is key to equality and human rights"
* Direct link/button to Inclusive Communication Toolkit
* Messaging about the interconnected nature of both toolkits (to be provided/added later)

# Enhanced "Get Started” functionality

* Can you please provide a breakdown of this page's content and functionality?

Additionally, rather than creating the "Find Tools for Your Role" functionality/button, let’s integrate role guidance instead, to avoid duplicate navigation paths and maintain focus on the six key drivers structure.

We would then like to enhance the Get Started button to include:

* Overview of how to use the toolkit effectively
* Step-by-step guide for first-time users
* Toolkit structure and navigation explanation
* Implementation levels explanation (Foundation, Development, Advanced)
* **Role-based guidance**, with explanations of how different roles can use the toolkit:
* How senior leaders can use the toolkit for strategic planning
* How HR/Equality officers can find operational resources
* How policy officers can access regulatory guidance
* How frontline staff can understand their responsibilities
* Guidance on using the filtering system to find role-relevant content, etc.

# Content management and phased launch approach

* Final content will be delivered in September/October 2025
* Website build and core functionality must be completed for October 2025 launch
* Self-assessment tool content may be delivered after initial launch

## Required from Kaleidoscope:

* Detailed plan for testing website functionality using placeholder content
* Confirmation of ability to add self-assessment tool post-launch if content isn't ready
* Recommendations for staged launch approach with core functionality first
* Content management training for the Equality and Human Rights Mainstreaming Operational Delivery Team

**Questions:**

* What are the specific criteria for launch readiness?
* How might the delayed self-assessment content affect the overall user experience?

# Accessibility approach clarification

**ReciteMe Integration:**

* ReciteMe will be purchased and implemented separately by Scottish Government
* Please ensure the website is compatible with ReciteMe integration
* Ensure WCAG 2.2 compliance is built-in from the start
* ReciteMe should supplement, not replace, built-in accessibility features

# Technical architecture additions

Can we expand the current base filters to include:

* **Legal/** **Best Practice** status with two options: “Legal Requirement” and “Best Practice”. When they choose legal, they will get the tagged content, when they choose best practice, they will get the rest.
* **New content** (within the last 3 months)

With enhanced filtering, tagging, and visual systems, please address:

* Impact on site performance and loading times if any
* Database optimisation strategies for complex filtering
* Mobile performance considerations

## Resource submission form

Can the resource submission form please include required fields for:

* Resource name
* Source organisation
* Brief description (1-2 sentences)
* Most relevant driver(s)
* Target audience (dropdown selection if possible, or type in)
* Resource type ((dropdown selection if possible, or type in)
* Implementation level recommendation
* Legal obligation (Yes, No)

And an optional field for “Any limitations or adaptations needed”

## Mobile responsiveness priority

Is it possible to have:

* Full functionality across all mobile devices, tablets, and desktop computers
* Touch-optimised interface for all interactive elements
* Readable and accessible resource cards on small screens
* Mobile-optimised self-assessment tool with easy navigation between questions
* Responsive filtering and search functionality

**Mobile requirements would include:**

* Thumb-friendly button sizes and spacing
* Collapsible/expandable navigation for small screens
* Optimised image loading and file downloads on mobile
* Cross-browser compatibility including mobile browsers

**Success metrics alignment**

Please ensure the build supports the specified KPIs:

* Page load speed, uptime, error rates, responsive design
* Successful completion of key journeys (finding resources, completing assessment)
* 100% WCAG 2.1 AA standards compliance
* User pathways, time on sections, resource downloads, assessment usage, search patterns

# INFRASTRUCTURE AND OPERATIONAL CONCERNS

1. **Server capacity**

The spec mentions "1x Premium Cloudways Server (2 GB)" for a site expecting significant traffic from across the Scottish public sector:

* What are the traffic capacity estimates?
* What happens if usage exceeds server capacity?
* What are the scaling options and associated costs?

1. **Plugin dependencies and costs**

The spec lists many premium plugins (WPMU suite):

* What happens if any plugin becomes unavailable or changes pricing?

1. **Training and support**

* What specific skills will be covered?
* Is refresher training included in the 3-year agreement?

1. **Backup and data retention:**

"3 Months of Backups Retained":

* Is 3 months backup retention standard for government websites, or would you recommend longer for compliance/audit purposes?

**General Questions:**

1. Is the hybrid approach (combining Options 1 and 2 with logic branching) technically feasible within the current timeline and budget?
2. What approach do you recommend for implementing the red/amber/green system while maintaining accessibility compliance?
3. Can you please provide a summary on how you will handle the delayed content delivery timeline while maintaining the October launch target? We need to provide this to our senior leaders.
4. Will the enhanced filtering, tagging, and visual systems impact site performance and loading times? If yes, what is the best mitigation?
5. How will you track the specific analytics requirements mentioned in the scoping document (user pathways, assessment completion rates, etc.)?
6. What is your plan for content management system training and ongoing support for the team?
7. How will you ensure the site can handle expected traffic volumes from across the Scottish public sector?

There was an additional point discussed not listed above which was around licensing and the use of other people’s content on your website. You are able to link out to any website you wish, however if you are copying content directly from websites (e.g. body copy/imagery etc. or hosting resources on your website) you may need to apply other considerations. We would suggest that you add a statement on the Terms and Conditions page which offers any legal owners of content referenced the option to contact a member of the team to address any concerns and/or request for removal. We would not be able to provide specific legal advice on the usage of content from other websites, as this can vary subject to the owner etc. and would advise you source this from the specific content owner.