Instructions for Completion of

Vendors shall complete Annex A –

Select from drop down
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N/A

Additional notes to vendors:

1. **Scoring integrity:** Scores must r

2. **Committed future release (Scor**

3. **Customization transparency (Sc**

4. **Integration accountability (Scor**

5. **Validation:** SPL may validate re:

Annex A — Requirements Response Matrix (CMS & SSO)

– Requirements Response Matrix by assigning a score to each requirement line using the scale below. Vendors

Scoring Considerations
Not provided. The capability is not available in the proposed solution and the vendor is not committing to
Planned, not committed / not aligned. The capability is on the vendor roadmap, but there is no firm commitment to deliver within SPL's required phases/milestones (or no dated release).
Committed future release (phase-aligned). The capability is not available today, but the vendor commits to deliver it by the required SPL phase with a dated release plan, key assumptions/dependencies, and
Available with customization / workaround. The capability can be delivered, but requires custom development or a workaround beyond standard configuration. Vendor must state the impact on cost,
Available via standard integration / certified connector (vendor accountable). The capability is delivered via a pre-built connector/module/standard integration included in the proposed scope. Implementation effort is primarily configuration. The prime vendor remains accountable for end-to-end support.
Available out of the box (vendor-native). The capability is provided natively in the vendor product and can be enabled through configuration only—no custom build or workaround required.
Not applicable / out of scope. The requirement does not apply to this procurement item or the proposed

eflect the proposed solution as offered. Capabilities scored as "4" or "5" must be available today within the pr
re 2): Score "2" may only be used where the vendor commits to delivery within SPL's required phase; the targe
core 3): Where customization/workarounds are required, Comments must summarize what is custom and the
re 4): Where capability is delivered via integration/connector, the prime vendor remains accountable for end-t
sponses through demonstrations and reference checks. Material misrepresentation may result in disqualificatio

shall use the Comments field to clarify any assumptions, dependencies, constraints, and delivery timing where

relevant.

Type	Title	Total Score	Total Possible Score
Layer	Club Enablement	0	20
Component	Multi-tenancy	0	20
Layer	Content Platform - CMS	0	210
Component	Content Delivery	0	35
Component	Content Modeling	0	30
Component	Media Management	0	30
Component	Publishing Controls	0	30
Component	Search	0	25
Component	Taxonomy & Metadata	0	30
Component	Workflow & Permissions	0	30
Layer	Data & Measurement	0	45
Component	Analytics Compatibility	0	25
Component	Data Export	0	20
Layer	Digital Experiences	0	180
Component	Mobile Apps (iOS/Android/Tablet)	0	70
Component	Smartwatch & OS Widgets	0	30
Component	Web Experience	0	80
Layer	Ecosystem Integrations	0	75
Component	Integration Interfaces	0	30
Component	Notifications	0	20
Component	Sports Data (Opta)	0	25
Layer	Experience Standards	0	65
Component	Accessibility	0	20
Component	Design Consistency	0	20
Component	Localization	0	25
Layer	Identity & Consent - SSO	0	165
Component	Account Recovery	0	20
Component	Authentication	0	25
Component	Consent Management	0	25
Component	Fan Profile	0	30
Component	Identity Security	0	25
Component	Registration	0	20
Component	Social Login	0	20
Layer	Migration Capabilities	0	40
Component	Migration Tooling	0	40
Layer	Mobile Operations	0	30
Component	App Store Ops	0	30
Layer	Platform Non-Functional	0	155
Component	Availability & Resilience	0	35
Component	Environments	0	20
Component	Hosting & Residency	0	15
Component	Observability	0	30
Component	Release & Control	0	25
Component	Security & Compliance	0	30

Standardized Score (normalized to range 0 to 5)
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Standardized Score (normalized to range 0 to 5)

Layer	Component
Club Enablement	Multi-tenancy
Club Enablement	Multi-tenancy
Club Enablement	Multi-tenancy
Club Enablement	Multi-tenancy
Content Platform - CMS	Content Delivery
Content Platform - CMS	Content Delivery
Content Platform - CMS	Content Delivery
Content Platform - CMS	Content Delivery
Content Platform - CMS	Content Delivery
Content Platform - CMS	Content Delivery
Content Platform - CMS	Content Delivery
Content Platform - CMS	Content Modeling
Content Platform - CMS	Content Modeling
Content Platform - CMS	Content Modeling
Content Platform - CMS	Content Modeling
Content Platform - CMS	Content Modeling
Content Platform - CMS	Content Modeling
Content Platform - CMS	Media Management
Content Platform - CMS	Media Management
Content Platform - CMS	Media Management
Content Platform - CMS	Media Management
Content Platform - CMS	Media Management
Content Platform - CMS	Media Management
Content Platform - CMS	Publishing Controls
Content Platform - CMS	Publishing Controls
Content Platform - CMS	Publishing Controls

Content Platform - CMS	Publishing Controls
Content Platform - CMS	Publishing Controls
Content Platform - CMS	Publishing Controls
Content Platform - CMS	Search
Content Platform - CMS	Search
Content Platform - CMS	Search
Content Platform - CMS	Search
Content Platform - CMS	Search
Content Platform - CMS	Taxonomy & Metadata
Content Platform - CMS	Taxonomy & Metadata
Content Platform - CMS	Taxonomy & Metadata
Content Platform - CMS	Taxonomy & Metadata
Content Platform - CMS	Taxonomy & Metadata
Content Platform - CMS	Taxonomy & Metadata
Content Platform - CMS	Workflow & Permissions
Content Platform - CMS	Workflow & Permissions
Content Platform - CMS	Workflow & Permissions
Content Platform - CMS	Workflow & Permissions
Content Platform - CMS	Workflow & Permissions
Content Platform - CMS	Workflow & Permissions
Data & Measurement	Analytics Compatibility
Data & Measurement	Analytics Compatibility
Data & Measurement	Analytics Compatibility
Data & Measurement	Analytics Compatibility
Data & Measurement	Analytics Compatibility
Data & Measurement	Data Export
Data & Measurement	Data Export

Data & Measurement	Data Export
Data & Measurement	Data Export
Digital Experiences	Mobile Apps (iOS/Android/Tablet)
Digital Experiences	Mobile Apps (iOS/Android/Tablet)
Digital Experiences	Mobile Apps (iOS/Android/Tablet)
Digital Experiences	Mobile Apps (iOS/Android/Tablet)
Digital Experiences	Mobile Apps (iOS/Android/Tablet)
Digital Experiences	Mobile Apps (iOS/Android/Tablet)
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Digital Experiences	Mobile Apps (iOS/Android/Tablet)
Digital Experiences	Mobile Apps (iOS/Android/Tablet)
Digital Experiences	Mobile Apps (iOS/Android/Tablet)
Digital Experiences	Mobile Apps (iOS/Android/Tablet)
Digital Experiences	Smartwatch & OS Widgets
Digital Experiences	Smartwatch & OS Widgets
Digital Experiences	Smartwatch & OS Widgets
Digital Experiences	Smartwatch & OS Widgets
Digital Experiences	Smartwatch & OS Widgets
Digital Experiences	Smartwatch & OS Widgets
Digital Experiences	Web Experience
Digital Experiences	Web Experience
Digital Experiences	Web Experience

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Digital Experiences	Web Experience
Digital Experiences	Web Experience
Digital Experiences	Web Experience
Digital Experiences	Web Experience
Digital Experiences	Web Experience
Digital Experiences	Web Experience
Ecosystem Integrations	Integration Interfaces
Ecosystem Integrations	Integration Interfaces
Ecosystem Integrations	Integration Interfaces
Ecosystem Integrations	Integration Interfaces
Ecosystem Integrations	Integration Interfaces
Ecosystem Integrations	Integration Interfaces
Ecosystem Integrations	Notifications
Ecosystem Integrations	Notifications
Ecosystem Integrations	Notifications
Ecosystem Integrations	Notifications
Ecosystem Integrations	Sports Data (Opta)
Ecosystem Integrations	Sports Data (Opta)

Ecosystem Integrations	Sports Data (Opta)
Ecosystem Integrations	Sports Data (Opta)
Ecosystem Integrations	Sports Data (Opta)
Experience Standards	Accessibility
Experience Standards	Accessibility
Experience Standards	Accessibility
Experience Standards	Accessibility
Experience Standards	Design Consistency
Experience Standards	Design Consistency
Experience Standards	Design Consistency
Experience Standards	Design Consistency
Experience Standards	Localization
Experience Standards	Localization
Experience Standards	Localization
Experience Standards	Localization
Experience Standards	Localization
Identity & Consent - SSO	Account Recovery
Identity & Consent - SSO	Account Recovery
Identity & Consent - SSO	Account Recovery
Identity & Consent - SSO	Account Recovery
Identity & Consent - SSO	Authentication
Identity & Consent - SSO	Authentication
Identity & Consent - SSO	Authentication
Identity & Consent - SSO	Authentication
Identity & Consent - SSO	Authentication

Identity & Consent - SSO	Consent Management
Identity & Consent - SSO	Consent Management
Identity & Consent - SSO	Consent Management
Identity & Consent - SSO	Consent Management
Identity & Consent - SSO	Consent Management
Identity & Consent - SSO	Fan Profile
Identity & Consent - SSO	Fan Profile
Identity & Consent - SSO	Fan Profile
Identity & Consent - SSO	Fan Profile
Identity & Consent - SSO	Fan Profile
Identity & Consent - SSO	Fan Profile
Identity & Consent - SSO	Identity Security
Identity & Consent - SSO	Identity Security
Identity & Consent - SSO	Identity Security
Identity & Consent - SSO	Identity Security
Identity & Consent - SSO	Identity Security
Identity & Consent - SSO	Registration
Identity & Consent - SSO	Registration
Identity & Consent - SSO	Registration
Identity & Consent - SSO	Registration
Identity & Consent - SSO	Social Login
Identity & Consent - SSO	Social Login
Identity & Consent - SSO	Social Login
Identity & Consent - SSO	Social Login
Migration Capabilities	Migration Tooling

Migration Capabilities	Migration Tooling
Migration Capabilities	Migration Tooling
Migration Capabilities	Migration Tooling
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Migration Capabilities	Migration Tooling
Migration Capabilities	Migration Tooling
Mobile Operations	App Store Ops
Mobile Operations	App Store Ops
Mobile Operations	App Store Ops
Mobile Operations	App Store Ops
Mobile Operations	App Store Ops
Mobile Operations	App Store Ops
Platform Non-Functional	Availability & Resilience
Platform Non-Functional	Availability & Resilience
Platform Non-Functional	Availability & Resilience
Platform Non-Functional	Availability & Resilience
Platform Non-Functional	Availability & Resilience
Platform Non-Functional	Availability & Resilience
Platform Non-Functional	Availability & Resilience
Platform Non-Functional	Environments
Platform Non-Functional	Environments
Platform Non-Functional	Environments
Platform Non-Functional	Environments
Platform Non-Functional	Hosting & Residency
Platform Non-Functional	Hosting & Residency
Platform Non-Functional	Hosting & Residency

Platform Non-Functional	Observability
Platform Non-Functional	Observability
Platform Non-Functional	Observability
Platform Non-Functional	Observability
Platform Non-Functional	Observability
Platform Non-Functional	Observability
Platform Non-Functional	Release & Control
Platform Non-Functional	Release & Control
Platform Non-Functional	Release & Control
Platform Non-Functional	Release & Control
Platform Non-Functional	Release & Control
Platform Non-Functional	Security & Compliance
Platform Non-Functional	Security & Compliance
Platform Non-Functional	Security & Compliance
Platform Non-Functional	Security & Compliance
Platform Non-Functional	Security & Compliance
Platform Non-Functional	Security & Compliance

Sub-Component
Role/permission segregation per tenant
Role/permission segregation per tenant
Tenant/site separation capability
Tenant/site separation capability
CDN/caching controls
CDN/caching controls
Delivery APIs
Delivery APIs
Delivery APIs
Webhooks/events
Webhooks/events
Content types & schema configuration
Content types & schema configuration
Content types & schema configuration
Relationships (match/club/player/content)
Relationships (match/club/player/content)
Relationships (match/club/player/content)
Media library
Media library
Renditions & optimization
Renditions & optimization
Rights/usage metadata
Rights/usage metadata
Preview (web/mobile)
Preview (web/mobile)
Scheduling & embargo

Scheduling & embargo
Versioning & rollback
Versioning & rollback
Arabic/English search support
Arabic/English search support
Indexing & query capabilities
Indexing & query capabilities
Indexing & query capabilities
Metadata controls (SEO/social/editorial)
Metadata controls (SEO/social/editorial)
Metadata controls (SEO/social/editorial)
Taxonomies (tags/categories/season)
Taxonomies (tags/categories/season)
Taxonomies (tags/categories/season)
Approval workflows
Approval workflows
Approval workflows
RBAC / roles & permissions
RBAC / roles & permissions
RBAC / roles & permissions
Consent-aware analytics behavior
Consent-aware analytics behavior
Event model + tagging support
Event model + tagging support
Event model + tagging support
Access control & auditing
Access control & auditing

Export mechanisms (API/batch/stream)
Export mechanisms (API/batch/stream)
Deep links / universal links
Deep links / universal links
Embedded surfaces (hosted modules/webviews)
Embedded surfaces (hosted modules/webviews)
Mobile analytics tagging compatibility
Mobile analytics tagging compatibility
Mobile performance & stability
Mobile performance & stability
Native app shell & navigation
Native app shell & navigation
Push routing to destinations
Push routing to destinations
Tablet-native UX
Tablet-native UX
Live activity / glance surfaces
Live activity / glance surfaces
OS widgets (phone/watch)
OS widgets (phone/watch)
Watch app support
Watch app support
Matchday/live patterns
Matchday/live patterns
Navigation & IA

Navigation & IA
Page templates & composition
Page templates & composition
Page templates & composition
SEO controls & indexability
SEO controls & indexability
SEO controls & indexability
URL & redirect management
URL & redirect management
Web analytics tagging compatibility
Web analytics tagging compatibility
Web performance capabilities
Web performance capabilities
API security mechanisms
API security mechanisms
Retry/error handling mechanisms
Retry/error handling mechanisms
Versioning/backward-compatibility
Versioning/backward-compatibility
Consent-aware delivery capability
Consent-aware delivery capability
Push enablement capability
Push enablement capability
Caching & fallback capability
Caching & fallback capability

Entity mapping & sync
Entity mapping & sync
Feed health monitoring hooks
WCAG 2.1 AA support
WCAG 2.1 AA support
WCAG 2.1 AA support
WCAG 2.1 AA support
Design system / tokenized UI support
Design system / tokenized UI support
Design system / tokenized UI support
Design system / tokenized UI support
Arabic/English + RTL support
Arabic/English + RTL support
Arabic/English + RTL support
Arabic/English + RTL support
Arabic/English + RTL support
Recovery mechanisms
Recovery mechanisms
Recovery mechanisms
Recovery mechanisms
Google SSO support
Google SSO support
Session/token lifecycle
Session/token lifecycle
Session/token lifecycle

Consent audit trail
Consent audit trail
Consent capture & preference center
Consent capture & preference center
Consent capture & preference center
Contact update controls
Contact update controls
Favorites & preferences
Favorites & preferences
Profile management
Profile management
Abuse/rate limiting controls
Abuse/rate limiting controls
Identity audit logging
Identity audit logging
MFA capability
Registration & verification mechanisms
Registration & verification mechanisms
Registration & verification mechanisms
Registration & verification mechanisms
Social Providers support
Social Providers support
Social Providers support
Social Providers support
Content import/migration support

Content import/migration support
Identity/profile migration support
Identity/profile migration support
Media migration support
Media migration support
Validation/reconciliation tooling support
Validation/reconciliation tooling support
Release controls (phased rollout/hotfix)
Release controls (phased rollout/hotfix)
Signing keys/cert management support
Signing keys/cert management support
Store account ownership support
Store account ownership support
Backup/restore capability
Backup/restore capability
DR capability
DR capability
HA capability
HA capability
Subcomponent
Environment separation capability
Environment separation capability
Non-prod data masking capability
Non-prod data masking capability
Deployable under SPL GCP
Deployable under SPL GCP
KSA hosting capability

Health checks capability
Health checks capability
Logs/metrics/traces capability
Logs/metrics/traces capability
Synthetic monitoring capability
Synthetic monitoring capability
CI/CD compatibility
Feature flags / kill switches capability
Feature flags / kill switches capability
Feature flags / kill switches capability
Progressive delivery support
GDPR support (as applicable)
GDPR support (as applicable)
PDPL/NDMO/NCA support
PDPL/NDMO/NCA support
Vulnerability/patching capability
Vulnerability/patching capability

Requirement Statement
The Solution shall provide tenant-level RBAC to segregate administrative and editorial access between SPL and clubs.
The Solution shall provide safeguards to prevent cross-tenant data leakage (content, media, user data where applicable).
The Solution shall provide multi-tenancy capabilities to support SPL and club digital properties under a shared platform where applicable.
The Solution shall provide tenant-level separation of configurations (domains/branding/navigation/content models as applicable).
The Solution shall provide caching controls and CDN integration capabilities to support matchday performance.
The Solution shall provide cache invalidation mechanisms aligned with publishing events.
The Solution shall provide content delivery APIs suitable for web and native mobile consumption.
The Solution shall provide support for querying content by type, taxonomy, language, and relationships.
The Solution shall provide secure API access controls (authentication, authorization) appropriate for internal and public consumers.
The Solution shall provide webhooks or event mechanisms to notify downstream systems of content changes (publish/update/delete).
The Solution shall provide retry and failure-handling mechanisms for event delivery.
The Solution shall provide configurable content types and schemas to model SPL content (e.g., news, articles, match pages, club pages, player pages).
The Solution shall provide field-level validation and constraints (required fields, formats, length rules) for content quality control.
The Solution shall provide support for modular content blocks suitable for omnichannel delivery (web, app, widgets).
The Solution shall provide support for structured relationships between content and key sports entities (clubs, players, matches, competitions).
The Solution shall provide support for reference integrity and relationship-driven rendering (e.g., match page assembling related content automatically).
The Solution shall support importing and maintaining entity relationships from integrated sports data sources where applicable.
The Solution shall provide a centralized media library with search, filtering, and reuse across content items.
The Solution shall provide media upload and management capabilities suitable for high-volume season operations (e.g., player imagery).
The Solution shall provide automatic media rendition generation (sizes/formats) for web and mobile delivery.
The Solution shall provide image optimization capabilities (compression, responsive delivery) without manual editorial work.
The Solution shall provide media rights/usage metadata fields and governance controls to support compliance and correct usage.
The Solution shall provide support for preserving media attribution/credit metadata through delivery surfaces.
The Solution shall provide preview capabilities for content and pages in web and mobile contexts prior to publishing.
The Solution shall provide preview of localized variants (AR/EN) before publishing.
The Solution shall provide content scheduling capabilities for publish/unpublish with timezone support.

The Solution shall provide embargo controls to prevent early visibility prior to publish time.
The Solution shall provide version history for content and templates with compare and restore capabilities.
The Solution shall provide rollback capabilities for erroneous publishing/configuration changes.
The Solution shall provide Arabic and English search support, including language-appropriate tokenization and relevance behavior.
The Solution shall provide support for RTL-safe presentation of search results in Arabic experiences.
The Solution shall provide indexing and search capabilities across SPL content types and media.
The Solution shall provide search filters and facets based on taxonomies and metadata.
The Solution shall provide relevance ranking controls/tuning capabilities.
The Solution shall provide metadata management for SEO and social sharing per content item (titles, descriptions, OG fields).
The Solution shall provide support for language-specific metadata (AR/EN) and RTL-safe rendering where applicable.
The Solution shall provide support for structured data/markup where applicable to enable rich search results.
The Solution shall provide configurable taxonomies (tags, categories, seasons, competitions) usable across content types.
The Solution shall provide taxonomy governance controls (create/edit permissions, controlled vocabularies) to prevent fragmentation.
The Solution shall provide taxonomy-driven navigation and discovery capabilities (e.g., category pages, tag aggregations).
The Solution shall provide configurable approval workflows (draft ? review ? approve ? publish) with role-based gates.
The Solution shall provide support for multi-step approvals and content scheduling approvals where required.
The Solution shall provide auditability for workflow actions (who changed what, when).
The Solution shall provide role-based access control (RBAC) for editorial, admin, and operational roles.
The Solution shall provide granular permissions at minimum for content creation, editing, approval, publishing, and deletion.
The Solution shall provide environment-aware permissions where applicable (e.g., restricting publishing rights in production).
The Solution shall provide consent-aware analytics behavior that respects fan consent choices (collection and activation).
The Solution shall provide controls to manage analytics collection behavior for different user consent states.
The Solution shall support a consistent analytics event model across web and native apps (shared event definitions and properties).
The Solution shall provide mechanisms to capture analytics at page/screen and component level without repeated invasive code changes.
The Solution shall support attaching content metadata (e.g., content type, language, entity IDs, taxonomy) to analytics events.
The Solution shall provide access controls for exported data and export endpoints.
The Solution shall provide auditability for export activity (who/when/what).

The Solution shall provide data export mechanisms (API and/or batch export) for relevant platform data (content, identity attributes, consent states, operational logs as applicable).
The Solution shall support scheduled exports and incremental/delta exports where applicable.
The Solution shall provide deep linking into key destinations within the app (e.g., match, club, player, news).
The Solution shall provide universal links (iOS) and app links (Android) to route users from web/notifications to in-app destinations.
The Solution shall provide the ability to embed hosted modules/surfaces within the mobile app where required (e.g., Fantasy section hosted within the app).
The Solution shall support secure in-app rendering of embedded surfaces with SSO continuity where applicable.
The Solution shall provide consistent analytics event instrumentation across iOS and Android apps.
The Solution shall support component-level and journey-level tracking without requiring major refactoring for new measurement needs.
The Solution shall provide performance and stability controls suitable for matchday usage (e.g., efficient rendering, crash resilience).
The Solution shall provide offline-tolerant behavior for key surfaces where feasible (e.g., graceful handling of poor connectivity).
The Solution shall provide fully native iOS and Android applications (not web-only wrappers) with native navigation patterns.
The Solution shall provide consistent app structure across iOS and Android while respecting platform-specific UX conventions.
The Solution shall provide push notification handling that routes to specific in-app destinations (deep link routing).
The Solution shall support consent-aware notification behavior aligned with user preferences.
The Solution shall provide tablet-optimized experiences (iPad/Android tablets) with responsive layouts and tablet-appropriate navigation.
The Solution shall provide support for orientation changes and adaptive UI layouts appropriate for tablets.
The Solution shall provide support for live activity / glance-style surfaces (or equivalent OS capabilities) to present real-time match updates where supported by the platform.
The Solution shall provide controls to enable/disable and manage these capabilities before the season starts (Optimize phase readiness).
The Solution shall provide native OS widgets for supported mobile platforms to surface key SPL information outside the app (e.g., fixtures, match status, reminders).
The Solution shall provide configurable widget content and states that can be updated based on SPL data feeds and user preferences where applicable.
The Solution shall provide native smartwatch application support for supported platforms to surface key SPL information and interactions.
The Solution shall support SSO continuity for watch experiences where authentication is required.
The Solution shall support rendering matchday experiences using integrated live sports data feeds.
The Solution shall provide graceful degradation behavior when live data is delayed/unavailable (e.g., last-known state/fallback).
The Solution shall provide CMS-managed global navigation with hierarchy, ordering, and localization (AR/EN).

The Solution shall provide CMS-managed contextual navigation driven by content relationships and taxonomy.
The Solution shall provide configurable page templates composed from reusable components (modules/blocks) without custom code for standard changes.
The Solution shall provide structured content composition using references/relationships (not hardcoded HTML blobs) suitable for omnichannel delivery.
The Solution shall provide preview capabilities for pages and templates prior to publishing.
The Solution shall provide SEO metadata management per page/content item (title, meta description, canonical URL).
The Solution shall provide social sharing metadata controls (Open Graph or equivalent) per page/content item.
The Solution shall provide indexability controls (e.g., robots directives) per page/content item.
The Solution shall provide configurable URL patterns per content type and per language (AR/EN).
The Solution shall provide redirect management capabilities (301/302) within the platform.
The Solution shall provide page- and component-level analytics tagging mechanisms that are maintainable without repeated code changes.
The Solution shall support exposing structured page/content metadata for analytics collection (e.g., data layer or equivalent).
The Solution shall provide performance capabilities including CDN/caching integration and optimized media delivery (responsive images/renditions).
The Solution shall provide web performance controls (compression/minification/lazy loading or equivalents) suitable for modern performance requirements.
The Solution shall provide secure API authentication and authorization mechanisms for integrations (e.g., OAuth2, API keys with rotation, mTLS where applicable).
The Solution shall provide access controls and auditability for integration credentials and keys.
The Solution shall provide retry mechanisms and error handling for integration calls and event delivery.
The Solution shall provide standardized error responses/logging suitable for troubleshooting integrations.
The Solution shall provide API versioning mechanisms to support backward compatibility for dependent systems.
The Solution shall provide deprecation controls and migration pathways for API changes.
The Solution shall provide consent-aware notification delivery behavior aligned with fan preferences and consent settings.
The Solution shall provide support for notification categories/topics aligned with SPL journeys (e.g., match reminders, club news) where applicable.
The Solution shall support push notification enablement for SPL mobile apps, including device token management and delivery integration with a notification service where applicable.
The Solution shall provide routing mechanisms to send users from notifications to specific in-app destinations (deep link routing).
The Solution shall provide caching capabilities for sports data to ensure stable matchday experience and reduce dependency on real-time feed latency.
The Solution shall provide fallback behavior when the sports data feed is unavailable (e.g., last known state).

The Solution shall support integration with Opta (or equivalent sports data provider) to ingest and synchronize match, club, player, standings, and statistics data.
The Solution shall provide configurable mapping between Opta entities/IDs and SPL content/entities to maintain consistent references.
The Solution shall provide feed health monitoring hooks (status, latency, failures) suitable for operational monitoring.
The Solution shall meet WCAG 2.1 AA (or equivalent) accessibility requirements across web and mobile experiences.
The Solution shall provide support for accessible navigation and interaction patterns (keyboard navigation, focus management, screen reader compatibility).
The Solution shall provide controls to ensure accessible content authoring within the CMS (e.g., alt text, semantic headings) and validation where supported.
The Solution shall provide accessibility testing/validation support or integration points to verify compliance prior to release.
The Solution shall provide support for implementing and maintaining a consistent SPL design system across web and native apps (components, patterns, UI behaviors).
The Solution shall provide support for tokenized theming (e.g., colors, typography, spacing) to enable scalable UI updates without widespread rework.
The Solution shall support reuse of UI components/patterns across multiple SPL surfaces to ensure consistency and reduce duplication.
The Solution shall provide controls to ensure consistent application of design standards across CMS-driven templates and embedded modules.
The Solution shall provide full bilingual support (Arabic and English) across web, mobile, and editorial interfaces where applicable.
The Solution shall provide native RTL support for Arabic experiences, including layout, typography, and component behavior.
The Solution shall provide language-aware URL structures and routing for web experiences.
The Solution shall provide localization support for content, metadata (SEO/social), and system messages.
The Solution shall provide editorial workflow support for managing translations (e.g., linked content variants per language).
The Solution shall provide account recovery capabilities (e.g., password reset or recovery flow aligned with chosen identity method).
The Solution shall provide recovery verification mechanisms (email/phone/identity provider verification as applicable).
The Solution shall provide protection against recovery abuse (rate limiting, throttling, fraud controls).
The Solution shall provide consistent account recovery flows across web and native mobile experiences.
The Solution shall provide authentication using Google Identity services for SPL fan login (preferred authentication mechanism).
The Solution shall provide support for SPL-controlled configuration of identity settings under SPL ownership (tenancy, keys, policies).
The Solution shall provide secure session and token lifecycle management (issuance, expiration, refresh, revocation).
The Solution shall provide single sign-on continuity across SPL web and mobile properties.
The Solution shall provide logout and session revocation capabilities across SPL properties.

The Solution shall provide an auditable consent history (who/when/what version of consent).
The Solution shall provide consent versioning to support updated terms and policies over time.
The Solution shall provide consent capture capabilities aligned with SPL policies (e.g., marketing consent, notifications consent).
The Solution shall provide a fan-facing preference center to manage communication preferences (channels and topics as applicable).
The Solution shall provide support for enforcing consent choices across SPL channels (web/mobile/notifications) where applicable.
The Solution shall provide fan-controlled contact update capabilities (email/phone) with verification where applicable.
The Solution shall provide auditability for profile and contact changes.
The Solution shall provide management of fan favorites (e.g., favorite club/player) and preferences.
The Solution shall provide support for using favorites/preferences to personalize SPL experiences where applicable.
The Solution shall provide fan profile management capabilities (view/update profile attributes) across web and mobile.
The Solution shall provide profile data validation and governance (required fields, formats, constraints).
The Solution shall provide rate limiting and abuse protection controls for authentication, registration, and recovery flows.
The Solution shall provide configurable lockout and throttling policies aligned with SPL security requirements.
The Solution shall provide identity-related audit logs (logins, failures, profile updates, consent changes) with traceability.
The Solution shall provide administrative access to audit logs with appropriate access controls.
The Solution shall support multi-factor authentication (MFA) as an optional capability, configurable by SPL policies.
The Solution shall provide new fan registration capabilities with configurable required fields.
The Solution shall provide verification mechanisms for registration (email and/or phone), configurable by SPL policies.
The Solution shall provide bot/abuse protections for registration flows (rate limiting, anti-automation controls).
The Solution shall provide support for registration flows across web and native mobile experiences.
The Solution shall provide "Sign in with Apple" for fan authentication on supported platforms.
The Solution shall provide support for additional social login providers via configuration (extensible provider model).
The Solution shall provide consistent social login experiences across web and native mobile applications.
The Solution shall provide secure account linking/merging behavior between social identities and SPL fan profiles where applicable.
The Solution shall provide tooling or mechanisms to import and migrate existing SPL website/app content (articles, news, pages) from the current CMS.

The Solution shall provide support for migrating content relationships, taxonomies, and metadata (including SEO/social metadata).
The Solution shall provide mechanisms to migrate fan account and profile data from the legacy SSO being discontinued (including favorites and preferences where applicable).
The Solution shall provide mechanisms to preserve or transition consent states and consent history, or support re-capture aligned with SPL policies where required.
The Solution shall provide tooling or mechanisms to migrate SPL media assets (images, videos, galleries) including associated metadata and renditions where applicable.
The Solution shall provide mechanisms to preserve media URLs or support redirect mapping where needed.
The Solution shall provide validation and reconciliation mechanisms to confirm completeness and accuracy of migrated content and identity data.
The Solution shall provide mechanisms to identify migration exceptions and support re-runs/incremental migration where applicable.
The Solution shall provide support for phased rollouts and staged releases where supported by the platform stores.
The Solution shall provide support for hotfix releases and expedited release processes where applicable.
The Solution shall support secure management of signing keys and certificates under SPL-controlled accounts and policies.
The Solution shall provide mechanisms to rotate and recover signing credentials where applicable.
The Solution shall support operation under SPL-owned Apple App Store and Google Play developer accounts.
The Solution shall provide release processes compatible with SPL-controlled app ownership (e.g., roles, access separation, approvals where applicable).
The Solution shall provide backup and restore capabilities for critical data and configurations.
The Solution shall provide point-in-time recovery capabilities where applicable.
The Solution shall provide disaster recovery capabilities, including support for defined RTO/RPO targets.
The Solution shall provide resilience mechanisms to handle traffic spikes during high-demand events.
The Solution shall provide high availability capabilities suitable for matchday operations (redundancy across critical components).
The Solution shall provide automated failover mechanisms where applicable.
Capability requirement statement (vendor-scorable)
The Solution shall provide separate environments at minimum for development, testing, staging, and production.
The Solution shall provide environment-specific configuration management to prevent unintended cross-environment changes.
The Solution shall provide data masking or anonymization capabilities for non-production environments where production-like data is used.
The Solution shall provide controls to restrict access to sensitive data in non-production environments.
The Solution shall support deployment under SPL's Google Cloud (GCP) account, with vendor-managed operations under SPL ownership.
The Solution shall support separation of environments and resources within SPL's GCP account in alignment with SPL policies.
The Solution shall meet KSA hosting and data residency requirements applicable to SPL.

The Solution shall provide health check endpoints for critical services suitable for automated monitoring.
The Solution shall provide service status indicators and dependency health visibility where applicable.
The Solution shall provide centralized logging capabilities for application and platform events.
The Solution shall provide metrics and tracing capabilities suitable for performance monitoring and troubleshooting.
The Solution shall support synthetic monitoring for critical user journeys (e.g., homepage, match center, login) through integration with common monitoring tools.
The Solution shall provide alerting hooks/mechanisms for operational notifications based on health and performance thresholds.
The Solution shall support CI/CD pipelines for automated build, test, and deployment processes where applicable.
The Solution shall provide feature flag capabilities to enable/disable features without redeploying.
The Solution shall provide kill switch capabilities for rapid mitigation of critical issues in production.
The Solution shall provide support for controlled rollouts of features (e.g., percentage-based or segment-based rollout) where applicable.
The Solution shall support progressive delivery approaches (e.g., canary/blue-green) where supported by the deployment architecture.
The Solution shall support GDPR-aligned capabilities for SPL's global reach where applicable (e.g., consent, data access, deletion support).
The Solution shall provide mechanisms to support user privacy requests (access/export/deletion) where applicable.
The Solution shall meet applicable KSA regulatory and compliance requirements, including PDPL and relevant NDMO/NCA controls as applicable.
The Solution shall provide controls to support data classification and access control aligned with SPL policies.
The Solution shall provide security patching and vulnerability remediation mechanisms suitable for a vendor-hosted managed service.
The Solution shall provide audit logging for security-relevant events and administrative actions.

Vendor Score (0-5, N/A)
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