

Addendum #1 – RFP 16-72 Web Hosting Services



CITY OF SOMERVILLE, MASSACHUSETTS
Department of Purchasing
JOSEPH A. CURTATONE
MAYOR

To: All Parties on Record with the City of Somerville as Holding RFP 16-72 Web Hosting Services

From: Michael Richards, Procurement Analyst

Date: 4/20/2016

Re: Amend answers to questions, extend deadline to submit

Addendum No. 1 – RFP 16-72 Web Hosting Services

Please acknowledge receipt of this Addendum by signing below and including this form in your proposal package. Failure to do so may subject the proposer to disqualification.

The deadline to submit proposals has been extended. The new deadline to submit is **11:00am ET on Wednesday May 4th, 2016**. Sealed proposals are to be delivered to:

Purchasing Dept., Attn: Michael Richards
93 Highland Avenue
Somerville, MA 20143

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE/FAX/EMAIL: _____

SIGNATURE OF AUTHORIZED INDIVIDUAL: _____

ACKNOWLEDGEMENT OF ADDENDA:

Addendum #1 _____ **#2** _____ **#3** _____ **#4** _____

Addendum #1 – RFP 16-72 Web Hosting Services

Questions and Answers

Q. What is the deadline for submitting Round 2 questions?

The deadline to submit Round 2 questions has been pushed back to allow extra time. The new deadline to submit questions will be **12:00pm ET on Wednesday April 27th, 2016.**

Q. Page 2, Notice to Proposers: Some of the items in the sections table appear to be documents that should be included with the proposal and others are just instructions - should our proposal be organized according to these section numbers?

A. The Notice to Proposers form should be included along with all forms in your technical proposal, along with all forms listed in Section 5.0. The exact organization of the forms and technical proposal does not matter as long as everything is easily identifiable.

Q. Page 3: States that a complete bid includes documents listed in Sections 2.0, 4.0, 5.0 and all related appendices. Section 2.0 does not appear to reference any documents that should be submitted with the proposal. Please clarify what if any documents are listed in this section.

A. Section 2.0 Scope of Work outlines the body of work that the selected vendor will be expected to complete. Your technical proposal should demonstrate your qualifications to meet the requirements as outline in the Scope of Work.

Q. Page 14, Proposers' Checklist: Where should this checklist be included? With the forms following the proposal, or in front of the cover letter?

A. The Proposers' Checklist is not a required form in and of itself; it is merely an organization tool to help you ensure all required documents are included. With that in mind, it is best served to accompany the forms following the proposal.

Q. Page 14, Proposers' Checklist: There is an acknowledgement of addenda on the pricing sheet, should we also include a separate acknowledgement of addenda in the non-price proposal?

A. The acknowledgement of addenda on the pricing sheet is a redundancy. Since the price proposals will be opened after the evaluation of the technical proposals is complete, it is best to include the acknowledgment of addenda form (the first page of this document) with your technical proposal.

Q. Page 15, Quality Requirements Form: Asks whether we can provide links to a portfolio of similar projects - is this referring to URLs of websites we provide hosting for?

A. The scope of this project includes not just hosting but ongoing security patches, maintenance, and work related to design and development. Whatever format your portfolio might be in, whether a list of links or a showcase on the web, it should offer links to relevant websites along with a description of which services your firm provided for it. For example, if you host a website that was developed by an outside party, it should be clear that the link is an example of your firm's hosting solutions but not development services.

Q. Page 30, Quality Requirements Forms: states each set of standards should be addressed - are you looking for a narrative response to each item in the table, or is merely indicating "yes" or "no" sufficient?

A. A checkmark noting 'yes' or 'no' will suffice.

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Q. What is the budget, per year, that the City is aiming for, for both the hosting and the hourly support? If a budget isn't available, please provide a range that's expected

A. The City does not have a fixed budget for this contract, but expects to receive bids between \$10,000 and \$60,000. Bidders should provide a clear breakdown of their cost proposals.

Q. Page 7, Scope of Work: Website Launch: Microsites: are the potential microsites (aside from those that will be in static HTML) envisioned to be part of the Drupal codebase, or a new codebase altogether?

A. All microsites hosted on this server will be static HTML; there will be no co-existing CMS codebases on the server.

Q. How many microsites does the city expect to add?

A. The City will likely add 2-5 static HTML microsites per year, and again, the vendor will not be responsible for the upkeep of these websites as a part of this contract (outside of offering the City a way to add them to the /www directory for public viewing).

Q. Page 7, Scope of Work: Post-Launch Support and Ongoing Development and Page 13, Pricing: Are you looking for 2 separate prices for additional support, one for 5 hours per month and one for 10 hours per month?

A. Yes, that is correct. The City is exploring both options and would like to see the difference in pricing.

Q. Page 7, Scope of Work: Post-Launch Support and Ongoing Development: Do the 10 hours of monthly development support expire at the end of the service period/year?

A. Once any outstanding support tickets or service requests have been resolved, any remaining development and support hours will expire with the end of the contract.

Q. Does the city contemplate renewal (should adequate level of service be provided) beyond the June 2017 expiration date? Or does renewal necessarily mean a new RFP process?

A. It is the City's expectation to receive the services on a one-year contract. Following the initial contract, the City will re-evaluate its web hosting needs and will likely re-bid the services with the option to renew.

Q. The City of Somerville is already a customer. Can / should we use you as a reference?

A. You are welcome to list your contact(s) with the City as one of your references.

Q. Will you entertain joint proposals from vetted partnerships between a Drupal development and support shop and a hosting provider, where the Drupal vendor is your main point of contact?

A. Yes, we would consider the joint proposal you described provided that each partner is able to offer the same quality requirements, service level agreement, etc. outlined in the RFP.

Q. What level of hosting and support has been allocated in the budget?

A. The hosting and support expectations are outlined in the RFP, but we welcome any questions regarding the specifics. The City does not have a fixed budget for this contract, but expects to receive bids between \$10,000 and \$60,000. Bidders should provide a clear breakdown of their cost proposals.

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Q. Requesting more information on the microsite hosting requirements for non-Drupal microsites and any specific workflows or use cases.

A. Use case: The City hosts a static HTML microsite for the Somerville High School Building Committee. The microsite is hosted in the /www directory of our web server, and the microsite directory is created/maintained via SFTP and has its own .htaccess file. The static microsite is edited by our webmaster locally and then republished as needed. This will require some level of access to the filesystem of the web server, unless the bidder can propose an alternate and satisfactory workflow.

Q. Per “All services, delivery and other required support shall be conducted in Somerville and other locations designated by the Department POC. Meetings between the Vendor and City personnel shall be held at the City of Somerville, Massachusetts.”, is the City of Somerville specifically requesting that all or part of the work be done onsite?

A. The Department POC (in this case, the webmaster acting as Project Manager) will designate the place of performance. For this project, work can be conducted remotely. Remote vendors must be willing to travel to Somerville to meet if absolutely necessary, but we expect to almost always handle meetings via phone or video and for the vendor to work off-site in this case.

Q. Who is the incumbent vendor that built the new D7 site that is to be launched?

A. The new D7 site was developed by Interpersonal Frequency, LLC.

Q. Is the development group bidding/being considered for this RFP as well?

A. Yes, all interested and qualified vendors are encouraged to submit a proposal for consideration.

Q. Is the new D7 site available for review prior to proposal submission?

A. The new D7 website is not available for public review, but so that vendors can have a chance to review the function and design of the website, a video preview/demonstration will be made available to all registered vendors by Tuesday, April 26, 2016. The video will be hosted at www.Somervillema.gov/D7preview

Q. Whether companies from Outside USA can apply for this? (like, from India or Canada)

A. Yes, but please be aware that due to the additional financial and legal logistics of managing a contract with a company outside of the U.S., applications from outside of the U.S. will be considered less advantageous, though they will not be ruled out for this reason

Q. Whether we need to come over there for meetings?

A. Remote vendors must be willing to travel to Somerville to meet if absolutely necessary, but we expect to almost always handle meetings via phone or video and for the vendor to work off-site in this case.

Q. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Please refer to the answer for question 2, and please note that the ‘on-call’ hours outlined in the RFP refer to Eastern Standard Time, and that all vendors, regardless of location, must be available for support requests during those times.

Q. Can we submit the proposals via email?

A. No, proposals must be submitted in hard copies with original, wet signatures.

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Q. In Section 2.2, under "Post-Launch Support and Ongoing Development," the RFP states that in the 90 days following launch, the City wants 40 hours of Drupal development support (in addition to any support for hosting and maintenance). Then it states that for remainder of the contract (9 months) the vendor should provide 10 hours of support a month, which would come to a total of 130 hours for the year. However on the next page, it states that we should provide pricing for both 5 hours of additional support per month, and 10 hours per month. Is this on top of the 10 hours per month previously mentioned? Or, after the initial 40 hours of development support, do you want the option of 5 or 10 hours per month?

A. To be more clear about the additional support component: after the initial 40 hours of development support during the launch period, the vendor will provide either 5 or 10 hours of additional support per month. The City would like to see separate prices for each option (5 hours or 10 hours). For some vendors, this will simply be a case of Rate x Hours, but others may offer a tiered pricing model.

Q. Do you need any recommendations from the selected vendor to host assets in a CDN? Is a CDN currently being utilized? If so please provide details.

A. No, and we do not currently utilize a CDN.

Q. In 2.2 there are references to development support hours including: "design, development, and overall refinement of the City website at the direction of the Project Manager."

Please provide detail on the scope of work related to these activities.

A. During the support hours that the City and the Vendor agree on, whether it is 5 additional support hours per month or 10, the Vendor will be expected to perform duties such as:

- Database repair/maintenance
- Implement front end changes using current and compliant CSS and Sass, HTML, JavaScript and jQuery, and PHP.
- Create, implement, and maintain features of the Drupal installation (blocks, views, modules, content types, roles, permissions, etc.)
- Adjust behavior of responsive design elements

Tasks will be assigned by the Project Manager as new needs are identified. In essence, these hours will be used to assist the City with making iterative changes to ensure that the site is always being improved.

Q. Does this solution need to store any PII or HIPAA related data?

A. No, it does not.

Q. Is Single Sign-on (SSO) utilized by the website?

A. No, it is not.

Q. Please detail Single Sign-on (SSO) service requirements if necessary.

A. (N/A)

Q. How many simultaneous non-authenticated users do you average? What is your peak? What is anticipated?

A. We average 60 simultaneous non-authenticated users at a given time, and peaks are around 400. We do not anticipate that this will change dramatically in the short term.

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Q. Please provide traffic data on the following: Monthly bandwidth usage (TB/month)

A. Average monthly bandwidth is 25.86 GB

Q. List of each of the second-level domains (example.com, example.co.uk, acquia.com, etc)

A.

ci.somerville.ma.us

somervillema.gov

Q. Which domains will use the single SAN cert provided by Acquia? Which will use a custom SSL cert provided by the customer?

A. The City will provide any certificates that are requested by the vendor.

Q. Traffic origin - where is majority of traffic coming from? (North America, EMEA, South Africa, LATAM, Asia/China)

A. The majority of traffic comes from the residents of the City of Somerville (MA, US).

Q. Current CDN vendor and yearly spend

A. (N/A)

Q. There are references to security measures including prevention of DDoS attacks. Can you please provide details on the security requirements for the site. Will an integrated WAF (web application firewall) be required as part of the site architecture?

A. An integrated WAF is not named specifically, but if one will not be used the Vendor should propose alternative security measures to protect against SQL injections and DDoS attacks. This is true of the security requirements more generally; the City is not being prescriptive here about specific tools to use, but rather requesting that vendors propose solutions to make the website and its users secure.

Q. Would having a ticketed based support system meet the hourly support requirements?

a. Ticketed support includes a set number of tickets that would have no restriction on the number of hours to resolve.

A. The City would consider a ticket-based support system if proposed by a vendor, and will consider such proposals on a case-by-case basis to determine whether or not this would meet our support requirements.