Addendum No. 2 to RFP #17-72

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

To: All Parties on Record with the City of Somerville as Holding RFP #17-72
        Web Hosting Services

From: Thupten Chukhatsang, Procurement Analyst

Date: 6/12/2017

Re: Questions & Answers

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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.

NAME OF COMPANY / INDIVIDUAL: _____

ADDRESS: _____

CITY/STATE/ZIP: _____

TELEPHONE/FAX/EMAIL: _____

SIGNATURE OF AUTHORIZED INDIVIDUAL: _____

ACKNOWLEDGEMENT OF ADDENDA:

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

Questions & Answers

1.   Although not required, but for ease of management, would the City of Somerville be open to using a hosting control panel to manage SFTP accounts, microsites, MySQL users, etc.?

Yes, we would be open to using a control panel.

2.   Will the project manager also need direct access to the MariaDB databases? Our recommendation would be to use a separate MariaDB instance for production and dev/testing, to prevent performance issues and increase security.

No, the PM will not need direct access to the databases.

3.   To guarantee matching configurations across the three environments we can utilize technologies such as Docker/microservices. Is Somerville open to using a microservices approach for this project?

Yes, we are open to using a microservices approach.

4.   Regarding encryption, we recommend using TLS/SSL within the dev/testing and staging environment as well. This allows us to perform testing on the external assets being included on the website (to prevent mixed content warnings to website visitors). A free SSL CA can be used for this (LetsEncrypt). Is Somerville okay with this adjustment?

Yes, we are open to using TLS/SSL on said environments.

5.   Does the Somerville website require the ability to communicate with backend services that are not publicly accessible?

No, it does not.

6.   Does the project manager require access to view the load balancer, web server, and php server stats in real-time?

Real-time access to those stats is not a requirement.

7.   Currently, an expired certificate is installed on https://www.somervillema.gov/ -- will you require a Certificate Authority signed certificate each year, and shall the vendor provide this?

Yes, the City intends to switch its domain to HTTPs and the vendor should expect to provide signed certificates.

8.   Will SSH access to the existing environment be provided to the vendor?

The City will provide the Vendor with either SSH access or a database/file system export, depending on what is more practical.

9.   Do you require the ability to scale up and scale down the number of virtual machines within the environment?

Not specifically; however, we do require that the environments be able to keep pace with demands on capacity, access, performance etc.

10.   Although the environment is fully managed by the vendor, do you require console access to each virtual machine?

We do not require console access to each virtual machine.

11.   Does Somerville require a specific backup retention period? I.e. 30 days, 3 months, 7 years, etc.

Backups must be retained and available through the end of the contract period. The Vendor will provide the City with access to the Vendor's backups throughout this period, and any long term (post-contract) retention of those backup files will be managed by the City.

12.   May the vendor subcontract the web development services?

The vendor may subcontract the web development service, but the subcontractor must be able to meet or exceed the Service Level Agreement described in the RFP. Please also keep in mind that the City considers it advantageous to have a sole point of contact for hosting and development issues.

13.   Do you have any requirements for the geographic location where www.somervillema.gov website will be hosted?

Hosting servers must be located inside of the Continental US.

14.   Would Somerville consider a more robust method of deploying the sites (such as a tiered environment consisting of highly available load balancers, web servers, and database server nodes?

We would be open to any such proposals.

15.   Has Somerville been the target of DDoS attacks in the past? If so, how large were the attacks in terms of bandwidth and packets per second?

The City's website has not been the target of DDoS attacks in recent memory (12+ years), but we do require mitigation and management of any such attacks for this project.