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REQUEST FOR PROPOSALS #2017-47
DRUPAL HOSTING AND MIGRATION SERVICES
RESPONSE TO CLARIFYING QUESTIONS
July 10, 2017

Note that these are questions submitted by interested firms to the above referenced solicitation. The below answers are for clarification purposes only and in no way alter or amend the RFP as published.

1. What are some of the institutional goals your organization would like to accomplish with the migration to Drupal 8?

Answer: This is not applicable at this time.

2. How will these institutional goals be measured?

Answer: This is not applicable at this time.

3. Although your RFP did not mention a new design, would your team be open to receiving a proposal that included a redesign of the Clackamas County websites? Building a Drupal 8 theme for your existing design would take a significant portion of time and building a completely new design would not take much longer.

Answer: No, the goal is to migrate as much as possible with the current design. However, if restrictions due to Drupal capabilities or best practice require some redesign, then that would be part of the migration process.

4. If you are open to the possibility of a redesign project, could you provide a list of websites that you like or find visually appealing?

Answer: We are not seeking design services at this time.

5. What (if any) are the pain points that exist with the Alfresco CMS?

Answer: We will discuss these items with the awarded vendor.

6. How is the site currently maintained? (e.g. how many developers, typical workload/scope of obligations)

Answer: Hosting and support services are provided in-house.

7. Would you consider proposals that recommend Drupal 7 instead of Drupal 8?

Answer: Not for this RFP.

8. Is there a defined budget for this project that you can disclose?

Answer: The County has budgeted for these products and services. Budgets are public record and can be located at: <http://www.clackamas.us/budget/index.html>.

9. When is the anticipated launch date of the migrated web property?

Answer: Migration process to start in August of 2017, with the goal to complete within 12 months or less.

10. Will an initial strategy session and in-person training after the site migration satisfy your requirement for onsite meetings and migration support?

Answer: No, we are looking for onsite presents throughout the project from start to finish.

11. How many pieces of content (web pages, images, files, etc.) do you anticipate needing migration and what source(s) will these be migrated from?

Answer: Estimated 12,000 – 15,000 pieces of content.

12. How many content editors do you anticipate using this system?

Answer: Initial estimate of 15-20.

13. Page 10 of your RFP says that content will be migrated from the primary county website and several smaller supported sites. Can you provide a complete list of these smaller sites?

Answer: The approximate number to be migrated is not known yet.

14. What instances beyond Production, Stage and Development would potentially need to be configured and managed by your hosting provider?

Answer: Production / Stage / Development should cover the requirements.

15. The RFP requests that County staff be assisted in the overall design and development of the new Drupal version of the County sites. If there is no redesign of the sites, how would we assist in the overall design?

Answer: Any redesign work covered under this RFP would be a result of restrictions due to Drupal capabilities or best practice require some redesign.

16. Would you be open to a combined proposal from KWALL and a cloud hosting solution provider?

Answer: Yes, we would accept a joint proposal.

17. What type of Drupal 8 Analytics options did you have in mind? Are you looking for data beyond what a product like Google Analytics can provide?

Answer: We currently use PIWIK (need equivalent capability) which system is part of the technical assistance from hosting vendor.

18. With how many legacy systems / applications will the new Drupal 8 site need to integrate? Will the engagement be limited to advise on those integrations?

Answer: Engagement is to advise on options/best practices for integration based on the business/technical requirements. Level of integration per application to be determined on those requirements.

19. Will the County staff be responsible for ADA considerations and multi-lingual support/integration?

Answer: County is responsible for ADA requirements, contractor is consulting on best practices and use of Drupal in support of ADA considerations.

20. **Page 10, Section 3.3.1, “Scope: Content to be migrated and hosted includes the primary county website (www.clackamas.us) and several smaller supported sites, which include but are not limited to, www.clackamas.us/sheriff, www.clackamas.us/da, www.clackamas.us/fair .”**

Can you explain your current workflow process and needs? Do you need to silo content based on person, group, permissions...

You mention, “but are not limited to” the above mentioned sites. Can you provide links to other sites that might be considered for migration to Drupal 8? Beyond Alfresco being used on the main website, are there any other content management systems of which we should be aware?

Will there be any aggregation of content required between the new websites?

Answer:

Workflow: Currently, authors email their materials to a CMS management team to upload to the website as required. This model will be expanded but still overall maintained in the initial Drupal implementation. Not sure of the Silo question, access/permissions will be role based and hierarchal, with a few all access staff varying down to basic access in specific areas.

Other sites/Other CMS: For now, this site list is suffice. No other CMS is used, however, hand coding is extensive in HTML, CCC and Java Script.

Aggregation of Sites: The goal is to have 1 Code Base for all sites with access between sites based on role security. While the sites may be presented to the public as independent sites, internally it is hoped to maximize efficiency by using common Drupal taxonomy, processes, best practices and to a more limited degree, common documents (such as policies etc) across all sites as much as possible to contain maintenance requirements.

21. **Page 11, Hosting Requirements**

Is there a particular reason you require FedRAMP for this project, or is a subset of these requirements acceptable? Although we can provide a solution that meets this designation, we work with a number of other counties / county websites that did not require this standardization (and would open the project up to additional and more cost effective options for hosting), so we are wondering if you can elaborate on the need for this level of hosting?

What level of FISMA is required?

What version of Solr do you require?

Do you require Solr search to return results from across all of the websites or will searches performed on respective websites only return results from those websites?

Support for site Analytics and reporting: Do you currently use Google Analytics on your current websites? Is there a specific analytics tool that you are hoping to implement?

Multilingual support: What languages do you need to support and are you needing to physically translate content or is machine translation acceptable?

Answer:

FedRAMP: FedRamp is in preparation for expected additional governance and regulations as both the Federal Government increases security requirements and as the County expands services to include more support/services around Housing, HIPAA, CJIS etc.

FISMA: At this time, a specific level of FISMA has not been specified, assume to comply with FIPS 199/200 and NIST 800.

SOLR: 6.5.

SOLR Scope: SOLR will return results from all websites, not independent.

Site Analytics: Currently use PIWIK, needs to be similar, nothing specific at this time.

Multi-Lingual: This is not applicable as part of the migration, but is part of the long term goal therefore the hosting solution needs to be compatible with an automated system.

22. Page 11, Migration Assistance Requirements

Assist in the review of County content and development of Content Type Taxonomy based on best practices: approximately how many content types do anticipate being required on the new website?

Advise on options for integration between Drupal and legacy systems/application: can you provide us with the names of specific legacy systems that you anticipate needing to integrate?

Ability to migrate County content with minimal redesign, except where required, utilizing Drupal best practices or equivalent: approximately how many pages of content exist on the current website? Can we assume that all pages will be migrated? Do you anticipate significant updates to content being made during the migration?

Answer:

Taxonomy: To be determined as part of the migration design process to identify and map all required content types.

Legacy Systems: There are too many systems to list however; a mix of vendor solutions (i.e. Ascend, PeopleSoft, Accela, etc.) in house developed applications, a number of interactive forms with databases and a CRM (Public Stuff – Accela). At this time, we are not looking to change any of the applications, we would like to better understand the capability of Drupal to potential replace some of the functionality and how to better present the applications with Drupal.

Re-Design: The goal is to migrate as much as possible with the current design. However, if restrictions due to Drupal capabilities or best practice require some redesign, then that would be part of the migration process.

23. **General Questions**

What kind of internal technical resources from Clackamas County will be participating in this project? What are their roles and what will be their capacity for involvement on the project?

Do you have a budget or budget range in mind for this project?

Answer:

Internal Resources: The Drupal Migration team will include the Hosting Technical Services, an additional onsite contractor (TBD) to assist in the physical migration, as 3-4 members of the web team (developers) to help as required, and the content support team 3-4 staff, to work on the actual content move.

Budget: The County has budgeted for these products and services. Budgets are public record and can be located at: <http://www.clackamas.us/budget/index.html>.

24. The RFP states that "sealed proposals may be emailed." Can you clarify what constitutes a sealed email attachment? Is a normal PDF document acceptable?

Answer: A normal PDF document is acceptable. Proposals will be logged upon receipt but not opened or reviewed until after the closing date and time. Proposals are logged based on the date and time stamp the email was received in the procurement@clackamas.us email.

25. Please clarify what is expected for the support price. You are asking for a not to exceed price based on a very undefined scope of work over 1+ years. There is no way to accurately estimate the number of hours you may need based on the information provided.

Answer: We would expect to see an annual not to exceed amount for the hosting services and migration services to be on a time and material basis.

26. We provide fixed cost Drupal discovery and architecture services that would cover all the requirements related to design and architecture of the Drupal site. Are you interested in a fixed cost bid for that portion of the project, with time and materials based hourly billing for whatever implementation support you need from us?

Answer: Please see response to question 25 above.

27. Are you looking for a hosting firm that will also do all the consultative / development work, or is a Drupal developer partnered with a hosting firm an acceptable solution?

Answer: Any combination as long as the requirements of this RFP are met.

28. What 3rd party systems may need support under the Drupal support contract?

Answer: Not at this time.

29. How much do you spend on hosting and support currently?

Answer: Hosting and support services are provided in house.

30. Do you expect your hosting and support costs to change significantly with a Drupal site?

Answer: Hosting and support services are currently provided in house so we do expect to see change in hosing and support costs as a result of this RFP but is unknown to what degree at this time.

31. How many Drupal developers do you have on staff currently? Or do you expect the vendor to do most of the migration work? No experienced developers, will assume basic support after migration.

Answer: Goal is for hosting technical support to support, advise and assist in configuration for the migration. Bulk of actual migration work to be done by County staff and onsite migration contractor awarded through this RFP.

32. Is the current site WCAG 2.0 AA compliant? Is making it compliant if not in scope for the vendor? Current status is not fully compliant (PDFs, non-subtitled videos etc).

Answer: Our goal is to be as compliant as possible, and is not considered part of the contractor scope, except to show how Drupal can be best utilized to help achieve compliance.

33. How much on site work do you expect? We are happy to travel but need an idea to estimate travel costs for meetings.

Answer: We would like all migration work to be on site, much of the technical support we need to be onsite to attend meetings with County staff and users, coordinate with staff on design, configuration, testing, etc. Some custom train the trainer of County staff may also be needed. Elements of the work might be done off site but would be dependent upon the County needs.

34. To clarify, are we able to submit our proposal via email submission?

Answer: Yes, please submit proposals to procurement@clackamas.us.

35. Will you consider bids from Canadian vendors?

Answer: Yes, we will consider bids from Canadian contractors; however, the actual hosting site(s) must be located in the United States.

36. Do you have a preference for local/and or US vendors over Canadian vendors?

Answer: Please see answer to question 35 above.

37. Is the County looking for Strategy, UX, or Creative design work to be done? Or is the intention of this project is to perform a 'like-for-like' migration to the Drupal 8 platform?

Answer: The goal is to migrate as much as possible with the current design. However, if restrictions due to Drupal capabilities or best practice require some redesign, then that would be part of the migration process.

38. Is there a project incumbent?

Answer: No, the hosting and support services are currently provided in house.

39. Is there an estimated budget for this project? If you cannot specify exact numbers, are you able to provide us with a budget range?

Answer: The County has budgeted for these products and services. Budgets are public record and can be located at: <http://www.clackamas.us/budget/index.html>.

40. How many page views do you average per month? If you cannot provide an accurate estimate, please provide a range.

Answer: 40,000 to 50,000 a month on average.

41. When do you anticipate the project to start? When would you like the new website to be online?

Answer: The goal is to have the hosting setup in early August with the total hosting site completed and all migrated within 10-12 months.

42. Do you require a Content Delivery Network?

Answer: We do not currently require a CDN, nor given our audience and services at this time. However, if it becomes a requirement in the future, the hosting service should be able to provide / accommodate a CDN service.

43. Do you plan for (www.clackamas.us) and the several smaller supported sites, (i.e. www.clackamas.us/sheriff, www.clackamas.us/da, www.clackamas.us/fair, etc.) to be served from multiple code bases. Or are you looking to utilize Drupal's multisite capabilities to serve each of these websites from a single code base?

Answer: The goal is to have 1 Code Base for all sites with access between sites based on role security. While the sites may be presented to the public as independent sites, internally it is hoped to maximize efficiency by using common Drupal taxonomy, processes, best practices and to a more limited degree, common documents (such as policies etc.) across all sites as much as possible to contain maintenance requirements.

44. How many content items (pages) do you have in your existing Web site?

Answer: Estimated 12,000 – 15,000 pieces of content.

45. Does your site require external authentication (LDAP, SAML, etc.)?

Answer: By the public for any current applications, no.

By the content administrators, currently no, but long term this is a goal to add additional authentication County staff.

46. Do you process any e-commerce transactions?

Answer: Currently no; however, we may ask for some required information, then link to our payment processing center via US Bank. No PCI issues at this time.

47. Could you describe inefficiencies related to current workflows/processes as well as their business impact? Could the County provide KPIs for this initiative?

Answer: No specific KPI's identified at this point. No real deficiencies, this is a redesign of the County content support process taking advantage of Drupal capabilities in the process of content updates, management, and maintenance over custom in house solutions.

48. What software development skills exist in-house to support this initiative? (e.g. .net/java, C#, PHP etc.)? Can you provide a distribution of the skill set?

Answer: Developers include Java, Javascript, HTML, CSS, and SQL.

49. Does the County have any experience working with Drupal?

Answer: No Drupal experience.

50. Are there any key metrics you will be using to measure the effectiveness of this new platform? i.e. Average time for site launch, cost of site launch, decrease in number of IT related tickets, decrease in 3rd party agency contracts, decrease time to market, increased engagement/conversion, etc. Any information on metrics being used to determine success would be very helpful.

Answer: No, the reason for this project is a paradigm shift in the support of the content of the web from a technical support role to a more direct user based role with our Communications Team having a more direct role in the design and support of the web and the technology team supporting back end systems and applications integration / development. Moving to a hosted Drupal solution supports this model and allows the communications/content team to take advantage of the Drupal CMS and the technical team to utilize resources for other development. No direct KPI or metrics involved at this point to support this migration.

51. Enterprise customers required the use of an integrated CDN and/or WAF/DDoS provider to ensure performant and secure delivery off their high profile digital properties. Does Clackamas currently utilize a CDN or WAF/DDoS service?

Answer: No, historically the County website was hosted on premise so a CDN was not required. DDos / security etc is all supported internally. This includes internet firewalls, load balancing, DS/NDS, webfilters, multiple levels of malware protection etc.

52. Please provide data on the following for potential CDN options (inclusive of all traffic hitting the CDN):

- Monthly bandwidth usage (TB/month)
- List of each of the second-level domains ([example.com](#), [example.co.uk](#), etc.)
- Will the domains use SSL?
 - If yes, which domains will use a custom SSL cert provided by Somerville?
 - Could any of the domains be combined into a single SAN cert?
- Where is majority of traffic coming from? (North America, EMEA, South Africa, LATAM, Asia/China)

Answer:

- **Monthly bandwidth usage (TB/month):** See answer to question 51 above.
- **List of each of the second-level domains ([example.com](#), [example.co.uk](#), etc.):** Clackamas.us & co.clackamas.or.us only at this time
- **Will the domains use SSL?:** Currently no, but it is a goal to have this option or even the default at some point soon so would need to be fully supported.
 - **If yes, which domains will use a custom SSL cert provided by Somerville?:** no, we use wild card certs from go-daddy.
 - **Could any of the domains be combined into a single SAN cert?:** Yes.
- **Where is majority of traffic coming from? (North America, EMEA, South Africa, LATAM, Asia/China):** North America

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

Answer: Not at this time but given the potential for new applications/utilities to be located on the Drupal site, compliance for such data governance is required.

54. Many customers require that ‘personal data’ or PII that is stored via a secure method. Please provide requirements.

Answer: Not initially, PII data sets are potential. No PCI at this point.

55. Is two factor authentication (TFA) for the platform and the Drupal site required?

Answer: Not initially, but the goal is to have all access to the site for maintenance, management, and content to be via TFA.

56. Is two factor authentication (TFA) for the platform and the Drupal site required?

Answer: Some information may be collected prior to the actual transaction, but the transaction process is routed to our bank processing contractor, US Bank. No PCI.

57. Are there any back end systems that require connectivity via VPN?

Answer: Not at this time.

58. To meet industry standards for data privacy and security will the provider be required to be ISO 27001 certified in addition to FedRAMP and FISMA? Are additional compliance requirements necessary?

Answer: Not at this time; however, in the future HIPAA, CJIS, IRS-HUD, etc. related standards may apply.

End of Clarifying Questions