



April 24, 2025

To All Proposers:

Subject: **RFP #: 8424-W5, IT Services – Cloud Hosted Platform Migration / DoIT**

ADDENDUM NO. 1

To Whom It May Concern:

With reference to our proposal request relative to the above subject, please refer to the changes/modifications/clarifications to the original proposal request.

• **PLEASE SEE BELOW QUESTIONS RECEIVED AND RESPONSES FROM CITY**

1. What is your current average monthly web traffic (sessions or pageviews)?
550,000 Page Views (Google Analytics for CY2024)
2. Do they expect significant traffic spikes during any specific seasons, events, or campaigns?
No significant spikes are expected.
3. How many unique users (logged-in or anonymous) do you typically serve per month?
125,000 Active Users (Google Analytics for CY2024)
4. Beyond the 24-hour response for hotfixes, could you provide more details on the expected Service Level Agreements (SLAs) for ongoing maintenance and support, including response times for different severity levels of issues and uptime guarantees? ***Ticketing must be available 24x7 and include 1 hour response for high, 4 hours for medium, and 8 hours for low severity levels. Uptime should be in line with Pantheon 99.9% SLO.***
5. Could you elaborate on the City's expectations for the 'team learning environment' and knowledge transfer to City of Worcester staff? Are there specific training topics or formats that would be preferred? ***The expectation is for the successful vendor to engage collaboratively to attain the objective through dialogue and discussion. There are no preferred training topics or formats.***
6. For accessibility (WCAG 2.1 Level AA), are there any specific sections of the website or types of content that have presented accessibility challenges in the past? ***On April 24, 2024, the Department of Justice's Civil Rights Division (DOJ) issued a final rule revising Title II of the***



Americans with Disabilities Act (ADA). The rule requires state and local governments to make their websites and mobile applications accessible for people with disabilities. The agency is adopting the technical standards of Web Content Accessibility Guidelines (WCAG) 2.1 Level AA, which requires 50 success criteria to make websites accessible. The compliance deadline is April 24, 2026.

7. Could you describe the current skill sets and primary responsibilities of the City's internal Website Support team in relation to the Drupal 10+ CMS? This would help us tailor our proposed ongoing maintenance and support approach and knowledge transfer plan effectively.
The Sr. Web Support Specialist and Web Support Specialist are transitioning from the Innovation & Technology Department to the Office of the City Manager's Communications Team. They are principally responsible for managing the website content. Each has a good understanding of the Drupal CMS UI and features.
8. Could the City please clarify the requirement for a performance bond? Paragraph 4 indicates it is 'not applicable,' while paragraph 17 states a bond in the full contract amount is required upon execution. Please confirm the definitive requirement and the City's form for this bond. ***There is no bond or surety required for this RFP / contract.***
9. Can you provide budget guidance (parameters for expected hourly rates, projected retainer dollar amount annually, etc.)? ***No, the City does not publish budget information with its requests for proposals.***
10. Is submitting the RFP response via physical hard copies and USB required? Or is sending two separate documents via electronic form acceptable? ***Hard copies are required as noted. Electronic submissions are not acceptable.***
11. Does your system use any automated scheduled tasks or background processes? for e.g. Cron Jobs ***Yes, to initiate Drupal cron maintenance tasks.***
12. Regarding the Video On Demand content mentioned, are any video files stored directly in your Drupal system? If so, what is the maximum file size? ***No video files are stored directly in the Drupal system.***
13. What is powering your current site search? (e.g. Database, Apache Solr, etc.)? ***Native Drupal.***
14. Are you using Redis for caching purposes? Have any custom modifications been made to the standard Redis implementation? ***No, Redis is not currently being used.***



15. What source code management system do you currently use (such as Git, Bitbucket, or GitLab)?
No source code management system is currently being used.
16. Do you have a third-party CI/CD service or Git hosting service you use or are you willing to procure one? *No third-party CI/CD or Git hosting service is being used. Procurement of one can be discussed and will be need/cost dependent.*
17. Can team members located outside the United States be utilized for the platform migration project? *No, team members must be located within the United States.*
18. Does your current implementation use any modules identified on Pantheon's "Known Issues" list? (Reference: <https://docs.pantheon.io/modules-known-issues>) *Yes, Views Data Export*
19. What is the current version of PHP? *Unable to answer due to system security.*
20. What database are you using? (MariaDB, MySQL, PostgreSQL, etc.) *Unable to answer due to system security.*
21. Do you have a maximum permitted file size you allow for uploads? Do you have any file uploads above 100MB? *Maximum permitted size for uploaded files is 100M.*
22. What field types/modules does the application use to upload files? (e.g. file fields, IMCE, etc.)
Drupal core File field type.
23. Do you have a third-party CDN service you use? *No third-party CDN service is currently being used.*
24. Are there any environment variables that the Drupal application is dependent on? *No, the Drupal application is not dependent on any environment variables.*
25. Are there any services or other mechanisms operating on the application server that supply information to the application? *No services or other mechanisms supply information to Drupal.*
26. Do you have multiple hosted environments? (e.g. dev, test, prod, etc.) *Yes, dev, test and prod.*
27. What is your Drupal application's current configuration strategy (i.e. core config cim/cex, Features, etc.)? *The current configuration strategy is core config cim/cex.*



28. Will we be able to access the application server environment (i.e. SSH access) to perform an audit and automate the migration process? ***No, audit information or migration automation will be facilitated by the Department of Innovation and Technology.***
29. Are there any custom server configurations or .htaccess rules (if using Apache) or Nginx configurations that need to be preserved? ***Yes, this information may be shared with the vendor awarded this contract.***
30. Does the site rely on any specific PHP extensions or libraries that need verification on Pantheon's environment? ***Font Awesome Pro library, need for verification is unknown.***

Proposers are requested to acknowledge and/or include this addendum with submission.
All other terms, conditions and specifications remain unchanged.

Very truly yours,

Christopher J. Gagliastro
Purchasing Director