



Christopher J. Gagliastro, MCPPO
Purchasing Agent

RFP NO. 8414-W5
ISSUANCE DATE: 4/8/25

BUYER: Christopher J. Gagliastro, MCPPO

**AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
REQUEST FOR PROPOSALS
NOTICE TO PROPOSERS**

RFP TITLE: Information Technology Services – Cloud Hosting Platform Migration / DoIT

REFER TO PAGE 7 FOR PROPOSAL SUBMISSION INFORMATION

General Conditions:

All proposals are subject to the terms, conditions and specifications herein set forth:

1. **Scope: Provide professional information technology consulting services to assist in the migration of the City's cloud hosting platform per the attached requirements and specifications City of Worcester Department of Innovation & Technology.**
2. A certified check or bid bond made payable to the "City Treasurer, City of Worcester" in the amount of N/A must accompany this proposal. This must be submitted under separate sealed cover marked "Proposal Security." In the case of default, the surety shall be forfeited to the City as liquidated damages.
3. All terms and conditions are applicable to this proposal except the following section(s) which are hereby deleted from this RFP: 4, 27
4. A performance bond in the amount of **not applicable** will be required. If this proposal is accepted by the City and the Proposer shall fail to contract as set forth in these requirements and to give a bond in the aforementioned amount, within ten (10) days, (not including Sundays, Saturdays, or a legal Holiday) from the date of the mailing of a notice from the City to the Proposer, according to the address given herewith, that the contract is ready for signature, the City may by option determine that the proposer has abandoned the contract and thereupon the proposal and acceptance shall be null and void and the proposal security accompanying this proposal shall become the property of the City as liquidated damages. Performance bond shall be on the City's form only.

Any prospective proposer requesting a change in or interpretation of existing specifications or terms and conditions must do so within 5 days (Saturdays, Sundays, and Legal Holidays excluded) before scheduled proposal opening date. All requests are to be in writing to the Purchasing Division. No changes will be considered nor will any interpretation issued unless request is in our hands within 5 days (Saturdays, Sundays, and Legal Holidays excluded) before scheduled proposal submission date.

Any inquiries related to technical or contractual matters must be submitted in writing to:

**Christopher J. Gagliastro, MCPPO
Purchasing Director
City of Worcester, City Hall
455 Main Street, Room 201
Worcester, MA 01608
gagliastroc@worcesterma.gov**

5. Nothing herein is intended to exclude any responsible Proposer or in any way restrain competition. All responsible Proposers are encouraged to submit proposals. The City encourages participation by Minority and Women Owned Business Enterprises (M/WBE).
6. The following meanings are attached to the defined words when used in this RFP.
 - a) The word "City" means The City of Worcester, Massachusetts.
 - b) The word "Proposer" or "Respondent" means the person, firm or corporation submitting proposal on these specifications or any part thereof.
 - c) The word "Contractor" means the person, firm or corporation with whom the contract is made by carrying out the provisions of these specifications and the contract.
 - d) The words "Firm Price" shall mean a guarantee against price increase during the life of the contract.
7. All proposals and other documents relating to this RFP are subject to the public records provisions of M.G.L. c.30B and shall remain confidential until the time specified in c.30B section 6 (d).
8. All material submitted by vendors becomes the property of the City. The City is under no obligations to return any of the material submitted by a vendor in response to this RFP.
9. Each vendor's proposal must remain in effect for at least 120 days from the deadline for its submission. The City will decide upon acceptance within 120 days of submission.
10. It is understood and agreed that it shall be a material breach of any contract resulting from this RFP for the Contractor to engage in any practice which shall violate any provision of Massachusetts General Laws, Chapter 151B, relative to discrimination in hiring, discharge, compensation, or terms, conditions or privileges of employment because of race, color,

religious creed, national origin, sex, age or ancestry.

11. The City reserves the right to accept or reject any or all proposals submitted and waive informalities and technicalities.
12. The City will review and analyze each proposal and reserve the right to interview selected proposers. The City shall select the proposer, which in the City's opinion, has made the proposal best suited to the needs and goals of the City and its operations and deemed to be in compliance with the terms of this RFP.
13. The Contractor will be required to indemnify and save harmless the City of Worcester for all damages to life and property that may occur due to his or her negligence or that of his or her employees, subcontractors, etc. during the contract derived from this RFP.
14. The Contract Agreement will be drafted by the City's Law Department in compliance with the terms of the RFP and may incorporate the terms of this RFP and of the proposal selected.
15. The Proposer must certify that no official or employee of the City of Worcester, Massachusetts, is pecuniarily interested in this proposal or in the contract which the proposer offers to execute or in expected profits to arise therefrom, unless there has been compliance with the provisions of G.L.C. 43 section 27, and that this proposal is made in good faith without fraud or collusion or connection with any other person submitting a proposal.
16. Any proposal withdrawn after time and date specified, the proposer shall forfeit deposit on proposal as liquidated damages.
17. A vendor conference will be held as follows: n/a
18. The Contractor shall not assign, transfer, sublet, convey or otherwise dispose of any contract which results from this RFP, or its right, title or interest therein or its power to execute the same to any other person, firm, partnership, company or corporation without the previous consent in writing of the City. Should the Contractor attempt any of the above without the written consent of the City, the City reserves the right to declare the Contractor in default and terminate the contract for cause.
19. The Contractor shall obtain and maintain in force at all times during the term of the contract derived from this RFP, insurance coverage pertaining to Public Liability, Property Damage and Worker's Compensation in the following types and amounts:
 - A) PUBLIC LIABILITY INSURANCE - Contractor to supply the City of Worcester with certificates of insurance covering public liability in an amount not less than \$1,000,000.00 to any one person, and not less than \$ 1,000,000.00 on account of one accident.
 - B) PROPERTY DAMAGE INSURANCE - Contractor to supply the City with certificates of insurance covering property damage in an amount not less than \$1,000,000.00 for damages on account of any one accident, and not less than \$ 2,000,000.00 on account of all accidents.

C) COMPENSATION INSURANCE - The Contractor shall furnish the City with certificates showing that all its employees shall be connected with the management operations are protected under worker's compensation insurance policies.

20. The Contractor shall carry Public Liability Insurance with an insurance company satisfactory to the City so as to save the City harmless from any and all claims for damages arising out of bodily injury to or death of any person or persons, and for all claims for damages arising out of injury to or destruction of property caused by accident resulting from the use of implements, equipment or labor used in the performance of the contract or from any neglect, default or omission, or want of proper care, or misconduct on the part of the Contractor or for anyone in his or her employ during the execution of the contract derived from this RFP.
21. Prior to starting on the contract derived from this RFP, the Contractor shall deposit with the Purchasing Division, certificate from the insurer to the effect that the insurance policies required in the above paragraph have been issued to the Contractor. The certificates must be on a form satisfactory to the City.
22. All prices quoted must include inside delivery, and set-up in place F.O.B. destination to pre-designated City of Worcester departments.
23. No special charges will be allowed for rigging, packing, crating, freight, express, or carriage unless specifically stated and included in the vendor's proposal.
24. The award to the successful proposer may be cancelled in the event of vendor nonperformance as may be determined by the City.
25. The successful proposer shall comply with all applicable federal, state and local laws, ordinances, and regulations. The awarded contract shall be governed under the laws of the Commonwealth of Massachusetts.
26. Purchases made by the City are exempt from Federal and Massachusetts state taxes and proposal prices must exclude any such taxes. Tax exemption certificates will be furnished upon request.
27. When the contract is executed, a performance bond, in the full amount of the contract, is required. See paragraph 4. The bond will be of a surety company qualified to do business under the laws of the Commonwealth of Massachusetts. The cost of this bond is the vendor's responsibility. Bonds shall remain in force and effect thru the performance of the contract.
28. Expenditures by the City and authorization to spend for particular purposes are made on fiscal year basis. The City's fiscal year is the twelve-month period ending June 30 of each year. The obligations of the City under any agreement to be reached are subject to the appropriation or authorization of the necessary funds. The City agrees to make reasonable efforts to obtain funding and all necessary authorization.
29. No amendment to the contract shall be effective unless it is in writing and signed by authorized representatives of both parties and is accepted by the City of Worcester.
30. The vendor (and its insurers, if any) shall bear all risk of loss or damage to the equipment

which occurs in transit to the user site. The risk of loss or damage to purchased equipment shall remain with the vendor until the purchase price has been paid and title has passed. The vendor shall also bear the risk of loss or damage to leased or rented equipment during the City of Worcester's possession and use thereof subject, however to such conditions and limitations as may be stated elsewhere in the contract.

31. The vendor shall not assign or in any way transfer any interest in the contract without the prior written consent of the City provided, however, that claims for money due or to become due to vendor from the City may be assigned to a bank, trust company, or other financial institution without such consent so long as notice of such assignment is furnished promptly to the City. Any such assignment shall be expressly made subject to all defenses, setoffs, or counterclaims which would have been available to the City against the vendor in the absence of such assignment.
32. None of the services to be provided by the vendor pursuant to the contract shall be subcontracted or delegated to any other organization, association, individual, corporation, partnership or other such entity without the prior written consent of the City. No subcontract or delegation shall relieve or discharge the vendor from any obligation or liability under the contract except as specifically set forth in the instrument of consent. Any subcontract to which the City has consented shall be attached to the original of the contract on file in the City of Worcester.
33. Neither party will be liable to the other or be deemed to be in breach of the contract for any failure or delay in rendering performance arising out of causes beyond its reasonable control and without its fault or negligence. Such causes may include but are not limited to, acts of God or the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, freight, embargoes, and unusually severe weather. If the vendor's failure to perform is caused by the default of the subcontractor, and if such default arises out of causes beyond the reasonable control of both the vendor and the subcontractor, and without the fault or negligence of either of them, the vendor shall not be liable for any excess costs for failure to perform, unless the equipment or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the vendor to meet the required delivery schedule. Dates or times of performance will be extended to the extent of delays excused in this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.
34. The vendor shall provide to the City of Worcester a warranty and a commitment which clearly states that all equipment and services proposed and supplied by the Vendor, and/or its subcontractors, performs as expected and promised by the Vendor.
35. The vendor represents that no person other than bona fide employees working solely for the vendor, have been employed or retained to solicit or secure this agreement upon an arrangement or understanding for a commission, percentage, brokerage fee, gift or any other consideration contingent upon the award or making of this contract. For breach or violation of the representation, the City shall have the right to annul the contract without liability, or in its discretion to deduct from the contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage fee or other consideration.

36. Any contract made by the City in which the Purchasing Agent or any employee of his/her department, the heads of using agencies or any other officer or employee of the City having a part in the placing of such contract is financially interested, directly or indirectly, shall be void.
37. The vendor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion or medical handicap. The vendor agrees to comply with all applicable Federal and State Statutes, rules and regulations prohibiting discrimination in employment including: Title VII of the Civil Rights Acts of 1964; The Age Discrimination in Employment Act of 1967; Section 504 of the Rehabilitation Act of 1973; Massachusetts General Laws Chapter 151B, Section 4 (1) and all relevant administrative orders and executive orders.

If a complaint or claim alleging violation by the vendor of such statutes, rules or regulations is presented to the Massachusetts Commission Against Discrimination (MCAD), the vendor agrees to cooperate with MCAD in the investigation and disposition of such complaint or claim.

In the event of vendor noncompliance with the provisions of this section, the City shall impose such sanctions as it deems appropriate, including but limited to:

- 1) Withholding of payments due vendor under the contract until vendor complies.
- 2) Termination or suspension of the contract.

SUBMISSION OF PROPOSALS

38. Proposals must be submitted in two (2) packages according to the instructions below. The City intends to consider responses in the Technical Proposal evaluation requirements before considering costs. *Therefore, no reference to pricing may be made in the Technical Proposal.*

A sealed package containing **the original, 3 copies, plus 1 PDF copy on USB drive** of the proposal **must** be labeled as follows:

Purchasing Agent, City of Worcester

IT Services – Cloud Hosted Platform Migration – Technical Proposal

**455 Main Street, Room 201
Worcester, MA 01608**

Re: **RFP No. 8424-W5**

A sealed package containing **the original copy** of the proposal **must** be labeled as follows:

Purchasing Agent, City of Worcester

IT Services – Cloud Hosted Platform Migration / DoIT – Price Proposal

**455 Main Street, Room 201
Worcester, MA 01608**

Re: **RFP No. 8424-W5**

PRICE PROPOSAL PAGE IS LOCATED AT END OF SPECIFICATIONS

Proposals must be delivered no later than Wednesday, April 30, 2025 at 10:00 AM LOCAL TIME. Late submissions will be rejected, regardless of circumstances. The City is not responsible for submittals not properly marked.

The evaluation and cost proposals will remain confidential until a formal and finalized contract has been executed.

RFP EVALUATION

39. The City of Worcester Purchasing Agent will assign an evaluation team, hereafter referred to as the Selection Committee, to perform a full and complete evaluation of RFP submittals. The Purchasing Agent will ultimately forward a formal recommendation of award to the City Manager who has final award authority.
40. RFP evaluation responses will be evaluated by the Selection Committee based directly upon vendor's response to mandatory and comparative evaluation criteria. Vendors must meet or exceed the mandatory criteria requirements or be rejected as non-responsive.

Comparative criteria will be evaluated by use of all or some of the four (4) rating categories as set forth by M.G.L. Chapter 30B:

- 1) **HIGHLY ADVANTAGEOUS** - Vendor's submittal meets all the stated requirements and offers significant performance above the stated requirements.
- 2) **ADVANTAGEOUS** - Vendor's submittal meets the stated requirements without risk or disadvantage.
- 3) **NOT ADVANTAGEOUS** - Vendor's submittal contains some risk or disadvantage but is not unacceptable.
- 4) **UNACCEPTABLE** - Vendor's submittal fails to meet the standards of the stated requirements.

After proposals have been assigned ratings on the basis of each evaluation criterion, a composite rating will be established by the Selection Committee. Submittals will then be ranked based upon finalized composite rating.

41. The Purchasing Agent will identify the most advantageous proposal based upon the rankings of the Selection Committee and an evaluation of the price proposals received. The Purchasing Agent will forward a recommendation for award to the City Manager based upon the most advantageous proposal received considering evaluation rankings and price proposals received.

GIVE FULL NAMES AND RESIDENCES OF ALL PERSONS INTERESTED IN THE FOREGOING PROPOSAL.

(NOTICE: Give first and last name in full; in case of corporations, give corporate name and names of President, Treasurer, and Manager; and in case of firms give names of the individual members)

Name	Address	Zip Code
_____	_____	_____
_____	_____	_____
_____	_____	_____

KINDLY FURNISH THE FOLLOWING INFORMATION REGARDING BIDDER:

(1) If an Individual or Proprietorship

Name of Owner: _____

Business Address: _____

Zip Code _____ Telephone No. _____

Email _____

Home Address _____

Zip Code _____ Telephone No. _____

(2) If a Partnership, Full names and addresses of all partners

<u>Name</u>	<u>Address</u>	<u>Zip Code</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

Business Address _____ Zip Code _____

Tel. No. _____

(3) If a Corporation

Full Legal Name: _____

State of Incorporation: _____ Qualified in Massachusetts? Yes _____ No _____

Principal Place of Business _____
Street P.O. Box

City/Town State Zip

Email: _____

Telephone No. _____

Place of Business in Massachusetts _____
Street P.O. Box

City/Town State Zip

Telephone No. _____

GIVE THE FOLLOWING INFORMATION REGARDING SURETY COMPANY

Full Legal Name of Surety Company _____

State of Incorporation _____ Admitted in Massachusetts? Yes _____ No _____

Principal Place of Business _____
Street P.O. Box

City/Town State Zip

Place of Business in Massachusetts _____
Street P.O. Box

City/Town State Zip

Telephone No. _____

NOTE:

The Office of the Attorney General, Washington, D.C. requires the following information on all bid proposals amounting to \$1,000.00 or more.

E.I. Number of bidder _____

This number is regularly used by companies when filing their "EMPLOYER'S FEDERAL TAX RETURN, U.S." Treasury Department Form 941.

AUTHORIZED SIGNATURE OF BIDDER _____

TITLE _____

DATE _____

UNDER MASSACHUSETTS GENERAL LAWS, CHAPTER 30B: SECTION 10, THE FOLLOWING CERTIFICATION MUST BE PROVIDED:

Section 10. A person submitting a bid or a proposal for the procurement or disposal of supplies, or services to any governmental body shall certify in writing, on the bid or proposal, as follows:

"The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals."

(Please Print)

Name of Person Signing Bid

Signature of Person Signing Bid

Company

No award will be made without vendor certification of the above.

- **Proposers must sign and submit the above form with their proposal submission.**

CERTIFICATE OF AUTHORITY

At a duly authorized meeting of the Board of Directors of the _____
held on _____ Directors were present or waived notice,
(name of corporation) (date)

it was voted that _____ of this company be and hereby is
(officer and title)

authorized to execute contracts and bonds in the name and behalf of said company, and affix its Corporate Seal thereto, and such execution of any contract or bond of obligation in this company's name shall be valid and binding upon this company.

A TRUE COPY, ATTEST:

[Signed]

[Company Name and Address]

I hereby certify that I am the _____ of the _____
(Title) (Name of Corporation)

that _____ is the duly elected _____
(Name of Officer) (Title)

of said company, and the above vote has not been amended or rescinded and remains in full force and effect as of the date of this contract.

Signature: _____

Name/Title: _____

Date: _____

(Corporate Seal)

COMMONWEALTH OF MASSACHUSETTS

WORCESTER, SS.

On this ____ day of _____, 2024, before me the undersigned notary public, personally appeared _____, who proved to me through satisfactory evidence of identification, which was/were _____, to be the person whose name is signed on the preceding or attached document, and acknowledged to me he/she signed it voluntarily for its stated purpose.

Notary Public

My commission expires:

IT SERVICES – CLOUD HOSTED PLATFORM MIGRATION / DoIT
RFP #: 8424-w5

The City of Worcester, Department of Innovation and Technology (DoIT), is seeking proposals for professional services to migrate to a new Cloud hosting platform, along with ongoing support and maintenance of a Drupal 10+ CMS.

MINIMUM PROPOSAL REQUIREMENTS

To be considered, proposals must include all the items specified below.

1. Each proposer shall provide a narrative describing your firm, including years in business and experience with website maintenance and support, and migrating to a cloud-hosted environment.
2. Each proposal shall include a plan to migrate worcesterma.gov to a new Cloud hosting provider, Pantheon. This will be a one-time fixed fee. The vendor must be a Strategic Partner or better with Pantheon.
3. Each proposal shall include a concrete plan of engagement with the City of Worcester over the next 12 months. This plan should include:
 - a. A proposal of how the vendor will engage with the City of Worcester for Ongoing Maintenance and Support as defined in the scope.
 - b. A proposal of how the vendor will engage with the City of Worcester for Ad Hoc Support & Maintenance.
4. Each proposer shall submit information about the named individual who will be the primary resource assigned to the City of Worcester, any secondary resources, as well as their resumes and any other background to demonstrate their competence in the area of Drupal website maintenance and support.
5. Each proposer shall provide detailed documentation of at least two (2) similar engagements with clients similar to the City of Worcester in at least one of the following ways:
 - a. municipality
 - b. public sector institutions
 - c. similar size of IT infrastructure
 - d. similar geographic footprint
 - e. similar duration and complexity of relationship

The consultant will not be reimbursed for any out-of-pocket expenses, including but not limited to travel, mileage, meals, and technology.

The consultants assigned to our account must be U.S.-based. Any consultants must be employees of the company submitting the proposal.

The City shall retain ownership of all documents and materials created under these services.

MINIMUM EVALUATION CRITERIA

Proposers must meet the minimum criteria listed below. Proposers that do not meet the minimum will not be further evaluated.

- Experience in migrating Drupal websites to Pantheon.
- Minimum of one reference from client similar to City of Worcester for similar services.

- Dedicated, assigned resources with Drupal 10+ experience who have extensive experience maintaining and operating cloud hosted websites.
- Must be a Strategic Partner or better with Pantheon.

BACKGROUND

The City of Worcester's initial municipal website was launched in 1997. Since then, the City's municipal website has undergone three redesigns, the first in 2002, the second in 2009 and the third culminating in the current website design launched in 2017. In 2024, the City of Worcester began migrating the City's official municipal website www.worcesterma.gov from an on-premises LAMP/Perl based content management system (CMS) to an on-premises Drupal 10+ CMS. In 2024, the website had approximately 1.5 million visitors.

The City of Worcester official municipal website consists of approximately 500 static and dynamic pages, 2,000 images, 1,500 files and 11 Data Forms. The site is maintained by an internal Website Support team and many of the City's Department/Divisions routinely login to the site and contribute content. The collective effort enables the site to offer constantly changing information.

SITE CONTENT

Currently, our Drupal environment consists of approximately 90 contributed modules, 3 custom modules, and 1 distribution. These modules may be paired down or replaced with alternative modules if a more suitable use case is presented and approved by the City.

DYNAMIC/USER CONTRIBUTED CONTENT

The City of Worcester website is primarily maintained by dedicated Website Support staff, however many of the City's Department/Divisions routinely login to contribute content. Dynamic content includes but is not limited to:

- Video on Demand (Cable Services)
- Municipal Calendar/Public Meeting Notices (City Clerk/Police Department)
- Benefit Documents (Human Resources)
- Board/Commission Members (Human Resources)
- Press Releases (Office of the City Manager/Police Department)
- Construction Activity (Public Works & Parks)
- Street Sweeping/Fall Leaf Collection Notices (Public Works & Parks)
- Open Bids (Purchasing)

THIRD PARTY VENDOR INTEGRATION

The successful vendor is expected, at a minimum, to continue existing integration, interoperability and functionality with third party vendor websites using iframes, responsive embeds, and external linkage. However, any improvements using actively maintained and secure Drupal modules are welcome.

Our numerous partners include, but are not limited to:

- Agenda Management (Granicus)
- Anonymous Crime Tips (Motorola Solutions)
- Citizen Alert Notifications (CodeRED)

- Customer Service Requests (SeeClickFix)
- Mapping (ESRI/Google)
- Newsletters (Constant Contact)
- Open Data Portal (OpenGOV)
- Parking (LAZ Parking)
- Parking Ticket Payments (Kelley&Ryan)
- Parks and Recreation (RecDesk)
- Permits (OpenGov)
- Police Policies (PowerDMS)
- Property Valuations (Vision)
- Public Records Requests (GovQA)
- Residential Parking Permits (Kelley&Ryan)
- Social Media (Facebook, Twitter, Instagram, etc.)
- Tax/Service Payments (UniBank)
- Web Form Workflow (GovOS)
- Video (EarthChannel/CHAMP/YouTube)

STYLING

A custom theme is used for the look and feel of the website. This theme was developed by a third-party vendor for our use and has been updated and modified by City staff since implementation. The chosen vendor should review this theme and related code for compliance with Drupal's community best practices.

ACCESSIBILITY

Page translation is enabled to automatically translate content into a wide variety of languages including Arabic, Chinese, Spanish, French, Polish, Portuguese, Vietnamese and others. The website must continue to conform to Level AA of the Web Content Accessibility Guidelines 2.1 (WCAG 2.01), and any required legal updates.

Accessibility testing has been performed using automated tools such as Lighthouse, WAVE Evaluation Tool, WebAIM, etc. Although these automated tools provide a baseline report and audit, a more thorough review will be needed to ensure compliance with the Department of Justice (DOJ) ADA ruling.

CONFIGURATION

- LDAP integration is configured.
- HTTPS is configured.

SCOPE OF SERVICES

Migration to Cloud Hosting Platform

The City of Worcester is seeking a vendor to migrate all static, dynamic/user contributed content, and web forms of the City's official municipal website, listed above, from an on-premises Drupal 10+ CMS to Pantheon. The City has a Performance Large Site Plan.

The vendor must commit to migrating to a cloud hosted platform by June 30, 2025. ***Proposers are advised that there are no exceptions to this timeline.***

- Configure security on the Cloud Hosting Platform, including, but not limited to, two-factor authentication and SSO via Microsoft Entra.
- Set up Dev-Test-Live environments within the Cloud Hosing Platform.

Ongoing Maintenance & Support

The vendor will provide technical, security, and diagnostic support; and perform system updates and upgrades. The vendor must be a certified partner or better with Pantheon.

Some activities under these topics include, but are not limited to:

- Monitor site performance and proactively troubleshoot and resolve issues.
- Address specific website technical issues such as user interface errors, problems with Drupal code, deployment bugs.
- Address “hot fix” website issues within 24 hours to address specific issues or bugs as needed.
- Keep the environment up to date with the latest security patches and updates with quarterly or more frequent patching. Zero-day high-risk patches will be performed within 24 hours.
- Provide alternative solutions along with comparisons and estimates for the required level of effort to solve business needs.
- Work collaboratively with the City of Worcester’s Communications and IT staff, as well as other web contractors, such as the hosting vendor.
- Provide documentation of new web-based, digital features, and modules – both technical and instructional.
- Support Drupal functionality or content created by the City of Worcester or other third-party vendors doing work on behalf of the City of Worcester.
- Create and maintain a team learning environment for the City of Worcester staff to enable smooth flow of knowledge transfer between the consultant and City of Worcester staff.
- Support or exhibit proficiency in web design and/or web analytics.
- Regular status updates and monthly meetings.

Ad Hoc Maintenance & Support Provide ad hoc support for requests, how to’s, address the existing backlog, and provide project-based web development. We anticipate requiring 15 hours of support per month. Some activities under these topics include, but are not limited to:

- Provide consultation for custom modules.
- Build new page design templates, content types, web tools, as needed.
- Integrate third-party web applications if specifications allow.
- Execute enhancements to existing web features, modules, and tools.
- Through project work, engage City of Worcester staff in discussions of new development and concepts via round table discussions, online demonstrations, or documentation.
- Offer Search Engine Optimization techniques and strategies to improve our websites’ rankings.
- Offer search strategies to improve search experience within the Drupal site to make it easier for residents to find information.
- Include approach on identifying areas of improvement for accessibility and ways to execute those recommendations.

COMPARATIVE EVALUATION CRITERIA

Each proposal meeting the Minimum Evaluation Criteria shall be further evaluated and rated according to the Comparative Evaluation Criteria in order to determine the relative merits of each proposal. The review will cover the objectives listed below. Within each category, the degree to which the proposal satisfies the stated objective shall be reviewed and rated on a system of “Highly Advantageous,” “Advantageous,” and “Not Advantageous.”

Proposals will be evaluated based on the following criteria:

Drupal Experience: DoIT is looking for a firm with demonstrated experience in Drupal 10+, with a positive track record of working with municipalities and public sector organizations.

Highly Advantageous: The proposal includes two (2) or more case studies from clients similar to the City of Worcester with a well-structured process and verifiable positive results.

Advantageous: The proposal includes two (2) case studies, but one or both do not come from clients similar to the City of Worcester, the process is disjointed, or the results are not verifiably positive.

Not Advantageous: The proposal includes the minimum of one (1) case study.

Cloud Hosting Migration Project Plan: DoIT seeks a consultant to efficiently migrate the City’s website from on-premises to the Cloud.

Highly Advantageous: The proposal includes a project plan or detailed narrative that meets all the requirements of the Scope of Services.

Advantageous: The proposal includes a project plan or detailed narrative that meets most of the requirements of the Scope of Services.

Not Advantageous: The proposal does not include an adequate project plan or detailed narrative.

Qualifications: DoIT is looking for dedicated, assigned resources with Drupal 10+ experience who have extensive experience maintaining and operating cloud hosted websites.

Highly Advantageous: The proposal demonstrates ten (10) or more years of experience maintaining and operating cloud hosted websites using Drupal. The assigned resource has experience with Drupal 10+.

Advantageous: The proposal demonstrates five to seven (5-7) years of maintaining and operating cloud hosted websites using Drupal. The assigned resource has experience with Drupal 10+.

Not Advantageous: The proposal demonstrates less than five (5) years of experience maintaining and operating cloud hosted websites using Drupal. The assigned resource has limited or no experience with Drupal 10+.

Vendor References: DoIT seeks a vendor with verifiably positive references from past clients.

Highly Advantageous: The proposal includes three (3) or more verified strong references, including contact name, relationship, email address and phone number. All references would work with the proposer again.

Advantageous: The proposal includes two (2) verified strong references including contact name, relationship, email address and phone number. All references would work with the proposer again.

Not Advantageous: The proposal includes the minimum of one verified reference including contact name, relationship, email address and phone number. The reference would work with the proposer again.

Price Proposal

To be completed by proposer

Consulting fee must be submitted as a flat, lump sum fee for each tasks A & B noted below and required under the contract. Please include all costs associated in the fees. No additional fees will be considered. Proposers may not add additional items.

Consulting fee must be submitted as a flat, hourly fee for any and all ad hoc maintenance and support services required under task C of the contract. The City estimates that 15 hours of ad hoc maintenance and support services per month are needed annually.

A	Migration to Cloud Hosting Platform flat fee	\$
B	Ongoing Maintenance & Support flat fee	\$
C	Ad Hoc Maintenance & Support hourly consulting fee \$_____ per hour* X 180 hours**	\$
TOTAL ALL ITEMS		\$
<i>(*Lowest proposal price to be based on this total amount)</i>		

Signature of person submitting proposal _____

Date: _____

Printed Name _____

Title _____

Company _____

Address _____

Phone _____

Fax _____

E-Mail _____

*Hourly rate shall be maintained for the entire contract term, including the subsequent annual renewal option years.

** Estimated annual hours are for bidding purposes only and per DoIT guidelines. Hours may be adjusted based on budget availability and departmental needs.