



March 20, 2017

To: All Potential Bidders
From: Ken Discher, Issuing Officer
Subject: RFP1217185012 – Drupal Managed Services

Amendment One

Please amend the subject RFP to include answers to the following timely received questions. This Amendment shall supersede, modify and/or change all requirements to the contrary in the RFP and associated documents.

Based on the nature of questions received, OCIO submits the following two notes as clarification on the background information:

Note #1:

OCIO has reviewed our current time reporting for development and support of existing Drupal websites and amends our reference in Section 4.3 relating to the current number of hours associated with development and support of Drupal websites to an average of 700 hours per month. This includes work by a system administrator, content editor, product owner, scrum master, and developers (not all workers are utilized at 100%).

Note #2:

The Contractor is expected to develop approximately 2 new websites per month based on the Iowa Web Template (IWT). Sites are generally static content with a few hundred pages. As the Contractor migrates to Drupal 8 they will be expected to have a basic website template that allows for quick implementation. Examples of sites built on the Iowa Web Template include this sample:

<https://dia.iowa.gov>

<https://smokefreehomes.iowa.gov/>

<https://childadvocacy.iowa.gov>

<https://terracehill.iowa.gov>

<https://iowamentoring.org>

Additional Notes:

- a) **Please STRIKE Section 2.3 titled, “Downloading the RFP from the Internet”, from the RFP. It was included inadvertently. If communication is required, the State will use email to contact directly all contractors that have been prequalified for the ITQ area of Application and Web Development Services.**

b) Please **STRIKE** the first sentence in RFP Section 3.2.5, “By submitting a Proposal,...without change.” It was included inadvertently. Per RFP Section 6.1, “Contract Terms and Conditions”, as part of the ITQ process for becoming a pre-qualified contractor Terms and Conditions were included and agreed to by each contractor.

1. **Question 1 (Q1):** Wanted to check to see if the State of Iowa would be open to full or partial offshore option?

Answer 1 (A1): Due to security and compliance requirements of our partner agencies, the State of Iowa does not allow work to be performed on its systems outside the contiguous United States.

2. **Q2:** Concerning page 6, Section 1.4. The RFP indicates “The support will consist of: maintaining and enhancing existing State of Iowa Drupal websites, creation of new Drupal websites, and system administration and facilitation of Drupal websites within State of Iowa agencies and entities provided through Amazon Web Services servers and Linux servers.”

a) Is the scope of services associated with “Creating new websites” considered to be part of or outside of the scope of the original Drupal content management services cost proposal bid (the fixed price bid)? As an alternative, is it part of the overall scope, but not part of the original Drupal content management services cost proposal bid (the fixed price bid)?

b) If it is part of the scope of the original Drupal content management services cost proposal bid (fixed price), how will the number, complexity and breadth of the new websites be constrained so that this does not represent an unlimited, open ended scope of work?

A2: a) The scope of services associated with “Creating new websites” is considered to be part of the original Drupal content management services cost proposal bid (the fixed price bid) with regard to sites created with the Iowa Web Template (IWT). See Note #1 on page 1 of this document.

b) The demand of new sites will be, on average, two sites per month.

3. **Q3:** Concerning page 6, Section 1.4 and Attachment 6. The RFP provides an approximate number of sites to be administered and a partial list of the sites. Please provide a complete list of the sites to be supported. For each site, please indicate if the site is hosted on an OCIO Linux server or if it is hosted using Amazon Web Servers.

A3: See attached PDF titled “RFP-ITQ OCIO-Drupal URL list”. Please note: the list is always changing, so this list should still be considered a subset of the full list.

4. **Q4:** Concerning page 6, Section 1.4. The RFP indicates “Current support for existing Drupal websites includes support from 7 full time workers spending approximately 12,000 hours per month (full time) on Drupal activities.”

a) What is the history of the support team in terms of the changes in the number of staff members that have been required to support the sites (how long has the team consisted of 7 FTEs)?

b) Do the 7 full time workers represent a full staff, or are there open positions?

c) What are the service level goals for this team?

d) What is the performance of this team (as measured by the service level goal measurements)?

A4: a) OCIO has used various different configurations of the support team for Drupal. The information in Section 1.4 should be used and considered as a high-level description of the current system configuration. We are not making any assumptions on the support level that a Contractor will need to meet the requirements of the RFP. Please also see Note #1 on page 1 of this document.

b) Not Applicable (N/A)

c) N/A

d) N/A

5. **Q5:** Concerning page 6, Section 1.4. Current Staff.

a) Of the 7 FTE's currently providing support, how many are "staffed" employees and how many are State of Iowa employees?

b) Are the State of Iowa employees included in this group being offered retention bonuses or other positions within the State of Iowa government organization?

A5: a) See answer to Question #4.

b) N/A

6. **Q6:** Concerning page 6, Section 1.4. Upgrades.

a) What are the requirements for migration/upgrades of the existing sites to Drupal 8?

b) Will the selected Managed Services Contractor be responsible for the upgrades?

c) Will these migrations/upgrades be part of or outside of the scope of the original Drupal content management services cost proposal bid (the fixed price bid)?

A6: a) OCIO expects that existing sites are eventually upgraded to Drupal 8.

b) Yes, the Contractor will be responsible for the upgrades.

c) This work will be prioritized in conjunction with other maintenance and new site work, and is within the scope of the fixed cost proposal bid.

7. **Q7:** Concerning page 6, Section 1.4. This section refers to "managing servers."

a) What are the responsibilities included in the Managed Services that are included in this scope of work that are associated with the management of the OCIO Linux servers? Are there hardware related responsibilities?

b) What are the responsibilities included in the Managed Services that are included in this scope of work that are associated with the management of the OCIO AWS servers?

A7: a) Responsibilities for managing OCIO Linux servers include: server setup and ongoing maintenance, site deployments, module and core updates, and security patches. Contractor will be required to follow necessary OCIO guidelines for server administration. There are no hardware related responsibilities.

b) Responsibilities for managing OCIO AWS include: server setup and ongoing maintenance, site deployments, module and core updates, and security patches. Contractor will be required to follow necessary OCIO guidelines for server administration.

8. **Q8:** Concerning pages 18-19, Section 4.3. Support of Other Vendors or OCIO Development.

a) What is the role (Project Management, Change Management, Patch Management, Compliance, Server Setup/Administration, Test Coordination, Training, etc.) of the managed services contractor for Drupal website development projects that are undertaken by a 3rd party vendor or OCIO?

b) As the number and complexity of these projects cannot be accurately predicted is this support a component of the “additional Drupal content management system support and maintenance and potential related projects” referred to on page 34, item 2. of the RFP?

A8: a) We would expect the Contractor to configure, develop and maintain Drupal websites, in addition to managing servers (development, test and production), site deployments, module and core updates, and security patches.

b) We expect all services outlined in A8(a) would be covered under the fixed price bid.

9. **Q9:** Concerning pages 18-19, Section 4.3. We don’t see that training OCIO or any other State of Iowa staff members is listed as a responsibility of the Managed Services Contractor. Is training of OCIO or other State of Iowa staff members a responsibility of the Managed Services Contractor? If yes, please provide details, including how the price for this will be addressed by the agreement.

A9: Training is not specifically included in All-Inclusive Fixed Price Drupal Support Costs. Training could be included by Contractors in the consulting rates section of Attachment #5. Training currently available through OCIO includes basic and advanced Drupal training for content editors including making websites accessible, managing image sizes, tables, webforms, and Google Analytics. 10.

10. **Q10:** Concerning pages 18-19, Section 4.3. Scope of Work Items. Will the Managed Services Contractor be responsible for network/firewall change requests and cyber security scans associated with the sites? If yes, please provide details.

A10: Network/firewall change requests and cyber security scans are performed by internal OCIO teams; however, Contractor will be required to request the changes and scans to those teams. The Contractor will have access to the OCIO ticketing system (ServiceNow) to make necessary requests, and will also have an OCIO Drupal Program Manager as a liaison to work through for these types of requests.

11. **Q11:** Concerning pages 18-19, Section 4.3. Support History – ServiceNow Reports. Please provide detailed reports (or a data extract) that indicates the following information about each past support incident, related to the supported Drupal sites and infrastructure that have been tracked by the OCIO:

1. Incident category
2. Incident priority (with description of priorities)
3. Description of incident
4. Diagnosis of incident
5. Incident Escalation History
6. Incident Investigation Results
7. Duration of Incident from Reported stage through resolution
8. Hours of staff effort to resolve incident

A11: Refer to attached PDF titled “RFP-ITQ OCIO-Drupal Support Requests” for a listing of the requests submitted to the Drupal support team for the June 2016 through February 2017 period. For additional information, please refer to Section 1.4 of the RFP for OCIO’s description of the support requirements for this procurement.

12. Q12: Concerning pages 18-19, Section 4.3. Linux Server Applications. In addition to the LAMP stack (Linux, Apache, MySQL and PHP), what other Linux server applications are used to support the managed websites (backups, security monitoring, email, etc.)?

A12: OCIO uses the following additional applications and tools: Drush, Zabbix, Jenkins, and BitBucket.

13. Q13: Concerning pages 18-19, Section 4.3. What website development project(s) does the OCIO Drupal team currently have underway? Please provide details.

A13: The current Drupal team works in a 2-week scrum cycle. During one scrum, the types of activity we see are: updates to existing sites (content changes, new modules), security or core updates, and new site development. New site demand is approximately 2 per month (See Note #2 on page 1 of this document for further information about new site development). We also attempt to fit in time for innovation, such as Drupal 8 or Google Home integration.

14. Q14: Concerning pages 18-19, Section 4.3. In addition to Amazon Elastic Compute Cloud (Amazon EC2), what other AWS components/tools are used to support the managed websites (S3, RDS, SES, CloudFront, Auto Scaling, etc.)?

A14: OCIO uses the following AWS components/tools: S3.

15. Q15: Concerning pages 18-19, Section 4.3. Are there plans for a migration of the OCIO hosted site to AWS? If so, please provide details about these plans. Will these migrations be part of or outside of the scope of the original Drupal content management services cost proposal bid (the fixed price bid)?

A15: a) There are no plans to migrate the OCIO hosted sites at this time, however, it could be requested at a later date.

b) If the sites are requested to be migrated at a later date, then it is expected that those migrations would happen as part of the fixed price bid.

16. Q16: Concerning page 25, Section 6. The ITQ Contract Terms and Conditions is supportive of development projects, but does not speak to Managed Services details. Please provide the Scope of Work or an Amendment to the Terms and Conditions that is being proposed by the OCIO for this managed services engagement.

A16: The Terms and Conditions would be the ITQ Contract Terms and Conditions in addition to Section 6 of the RFP. A Statement of Work that outlines the specific scope of work will be negotiated with Contractor after award.

17. Q17: Concerning page 34, Cost Proposal.

a) What are the specific services to be delivered as a component of the Fixed Price Rate and what are the specific services to be delivered as a component of the Consulting Rate?

b) What are the criteria for determining if a related service is requested by the OCIO is within the scope of the original Drupal content management services cost proposal bid (the fixed price bid) or if it is part of the overall scope, but not part of the original Drupal content management services cost proposal bid (the fixed price bid)?

A17: a) The vast majority of services will be delivered as part of the fixed price rate. These services will include: maintaining and enhancing existing State of Iowa Drupal websites, creation of new Drupal websites, and system administration and facilitation of Drupal websites within State of Iowa agencies and entities provided through Amazon Web Services servers and Linux servers. See Note #2 on page 1 of this document for further information about new site development.

The Consulting Rate is requested by OCIO for instances where requests for work are outside of the Fixed Price Rate services. No such projects currently exist.

b) The specific services will be outlined in a Statement of Work that will be negotiated with Contractor after an Intent to Award is issued.

18. **Q18:** Based on the experience of the OCIO staff, what does the vendor need to do to ensure a successful partnership and the long-term success of this managed services arrangement (lessons learned from past managed services engagements)?

A18: A successful partnership would include the following components: continuous bi-directional communication, mutual understanding of expectations and roles, and proactive resolution of issues.

19. **Q19:** Can we partner with another organization for this RFP?

A19: The ITQ Contract Terms and Conditions allow for the use of third parties / subcontractors. The Contractor on the ITQ Pre-qualified list must be the Responsible Contractor.

20. **Q20:** Please clarify the service location. Is the work expected to be performed from within State of Iowa or can it be performed from outside the State (within USA)?

A20: See answer to Question #1. Additionally, the work does not have to be performed inside the state of Iowa.

21. **Q21:** Are current resources (7) maintaining all existing 150 websites and also developing newer websites as needed?

A21: Yes. See Note #1 on page 1 of this document for further information.

22. **Q22:** Is Change management process in place or the contractor has to implement the same?

A22: OCIO will have a Program Manager who will be the main point of contact for the Contractor back into OCIO and will also be the person feeding the work to the Contractor and providing assigned priority to the work. The ideal scenario is for the OCIO Program Manager to work with a similar lead point of contact at the Contractor site.

23. **Q23:** Is the State open to or restrictive of distributed Drupal support models? (e.g. onsite, remote, and offshore) Please describe any restrictions that may exist.

A23: See answer to Question #1.

24. **Q24:** Is the current support team vendor based or State employee based? If vendor based, is the incumbent service provider an ITQ approved vendor and eligible to respond to the RFP?

A24: a) The current support team is state employee and independent contractor based.

b) N/A

25. **Q25:** Are there service level agreements in place today for Drupal support? Are there minimum standards that should be adhered to?

A25: a) Simple requests for content changes should be addressed within 3 days. When a support request is submitted for an emergency production issue, the request should be prioritized and resolved as soon as possible on the day the request is submitted. Requests for enhancements should be validated with OCIO for prioritization. Agencies may be responsible for paying for enhancements or some development services.

b) See answer in A25(a).

26. **Q26:** Are the current websites WCAG 2.0 AA compliant? If no, is a remediation effort part of this managed service solution? Are there any commitments or constraints to any remediation effort (e.g. dates mandated for remediation of non-compliant websites)? Will the selected vendor use State purchased tools/licenses for WCAG 2.0 compliance efforts, or is this to be part of the proposal (e.g. which tools, and how to ensure compliance)?

A26: a) Not all sites are WCAG 2.0 AA compliant.

b) Sites migrating to Drupal 8 must be updated to meet the AA standard. Contractor is only responsible for site design compliance and NOT for content. Agencies are responsible for remediation of documents on their sites.

c) We are unaware of any commitment or constraints related to remediation.

d) It is recommended that the Contractor have access to their own scanning tools to ensure development meets WCAG 2.0 AA compliance.

27. **Q27:** Would the State provide the service now ticket data for the websites identified in Attachment 6?

A27: See answer to Question #11 and attached PDF titled "RFP-ITQ OCIO Drupal Support Requests".

28. **Q28:** Are the existing websites built as responsive and mobile friendly? If not, will the selected Vendor be responsible for design and restructure of these existing sites into responsive/mobile friendly ones?

A28: The majority of sites are responsive design. All new sites are expected to be built mobile first as responsive design. If an old site is not a responsive design the Contractor is to work with OCIO to determine when the website should be updated which may be during the migration to Drupal 8. It is within the scope of the fixed price work that the Contractor will be asked to rewrite the site using responsive design.

29. **Q29:** Which browsers (Safari, Internet Explorer, Edge, Chrome, Firefox, Opera, etc.) and Operating Systems (Windows, Mac Os, Linux, iOS, Android, Windows Phone) will the existing and/or new websites be expected to support?

A29: The major browsers and operating systems shall be supported.

30. **Q30:** Which viewport sizes (small screens - smartphones, medium screens - tablets/small laptops, and large screens - large laptops/desktops/TVs/Projection screens) will the existing/new websites be expected to support?

A30: Contractor is to support the current Iowa Web Template (IWT) which is the design foundation for a majority of the websites. This design is based on a desktop viewport that gracefully degrades to support a mobile responsive design. Future website designs for new websites or for Drupal 8

development should support all viewports. See also Note #2 on page 1 of this document.

31. Q31: Could you please clarify meaning of Section 4.4.9 “Develop and maintain websites that are mobile responsive and contain optimized search engines where applicable.” Does the State currently have metrics that need to be met in order to determine ‘mobile responsiveness’ and if search engines are ‘optimized’?

A31: Sites should pass the basic Google mobile responsive test <https://search.google.com/search-console/mobile-friendly>. Sites should enforce good search engine structure such as unique title pages/tags, URL should be included in xml sitemap, and design should enforce alt tags for images and other basic SEO design functions.

32. Q32: RFP Section 4.3 states: “The current State of Iowa OCIO Drupal website portfolio is approximately 150 Drupal websites (test and production) across many State of Iowa agencies, with a demand of approximately 2 new websites per month.”

- a) Is this demand for new websites requests or for completed/deployed new websites per month?
- b) If it is for new requests, how many websites are produced per month?
- c) What is the expected time to produce a website after a request is made and approved?

A32: a) The demand is for the completion and deployment of approximately 2 new websites per month. See Note #2 on page 1 of this document for further information.

b) N/A

c) Expected time to produce a website is 2-4 weeks, assuming agency is requesting a site using the Iowa Web Template. See Note #2 on page 1 of this document for further information.

33. Q33: RFP Section 4.3 states: “Contractors will be required to follow necessary OCIO guidelines, best practices and security requirements.” Are all of these guidelines, practices and security requirements provided in the documents referenced by <https://ocio.iowa.gov/standards>?

A33: The security requirements are listed in the referenced website, but guidelines and best practices will be provided as a separate document at a later time.

34. Q34: RFP Section 4.3 states: “Current support for existing Drupal websites includes support from 7 full time workers spending approximately 1200 hours per month on Drupal activities. The team consists of one scrum master, one product owner, three developers, one content manager, and one system administrator.”

- a) Does the current support model apply Offshore or Global Services workforce?
- b) If not, is this a possibility that can be entertained?
- c) What is the requirement, if any, for On Site support services?

A34: a) No

b) See answer to Question #1.

c) If “On Site” means on site at OCIO, there is no requirement for this.

35. Q35: RFP Section 4.4.9 states: “Develop and maintain websites that are mobile responsive and contain optimized search engines where applicable.”

a) In what way should search engines be optimized?

b) Does each website maintain its own design?

A35: a) See answer to Question #31.

b) See answer to Question #31.

36. Q36: RFP Section 4.4.15 states: “Support Drupal systems on Linux and on Amazon Web Services including all support tasks needed to maintain, monitor, update, and otherwise support PHP, Apache, and MySQL.”

a) What major versions of Drupal (6/7/8) are currently in use, and what is the rough breakdown of their use?

b) What plans/expectations are there for upgrading sites to newer versions of Drupal?

c) How is artwork (images/icons, etc.) developed for the websites?

A36: a) See answer to Question #3.

b) There is an expectation that Contractor upgrades sites to newer versions of Drupal. The upgrades should occur in the following manner: immediately when security patches are released; when site upgrades are prioritized as part of regular maintenance of a site; or, when a new initiative is launched, such as a mass upgrade to Drupal 8.

c) Agencies must supply their own artwork or they may hire OCIO print services for graphic design assistance. Contractor may optionally quote an hourly rate for graphic design services.

37. Q37: RFP Section 4.4.16 states: “Support State of Iowa Drupal website ecosystems including all website software and website system components above the operating system...” What software beyond the Apache/PHP/MySQL/Drupal stack is supported? (Examples might include Node server, external system interfaces, etc.)

A37: See answer to Question #12.

38. Q38: Has the State had discussions, or does it currently have a roadmap in place to move existing websites from Drupal 7 to Drupal 8?

A38: The State has had discussions about Drupal 8 upgrades and will expect the Contractor to do upgrade work as part of the fixed bid. The Drupal 8 work will be prioritized among other work requested of the Contractor.

39. Q39: a) Is a Drupal Managed Services contract already in existence and up for rebid? Or would this be an entirely new contract?

b) If up for rebid, can the State provide more information about why new bids are being considered? For example, what kinds of concerns are there with the service provided by the current vendor, if any?

A39: a) There is no contract already in existence. This is an entirely new contract.

b) N/A

40. **Q40:** Are there any modules currently shared between the sites (i.e. calendar) that would need ongoing maintenance and support?

A40: There are no shared modules. Each site is independent. As sites are migrated to Drupal 8 we have been advised to consider a multi-site implementation that would reduce the complexity of code bases and ease the maintenance process.

41. **Q41:** Can the state share a list of 1st and 3rd party modules currently in use?

A41: Please see the attached PDF titled "RFP-ITQ OCIO-Drupal List of Modules". Please note: this list is not comprehensive.

42. **Q42:** Can the state share a copy of the current contract and/or winning proposal?

A42: See answer to Question #39.

43. **Q43:** The RFP Cover Sheet (page 1) states that "Number of mos. or yrs. of the initial term of the contract: 1 year," however, Attachment #5 (page 34) outlines pricing in a three-year fixed-pricing structure.

a) Can the State confirm the length of the contract that will be signed to go into effect 6/15/17?

b) Would the "possible annual extensions" be issued one year at a time? What kind of review process will take place to establish if the chosen vendor will continue to be utilized for an extension?

A43: a) The initial term of the contract will be for one year.

b) The possible annual extensions would be issued one year at a time.

44. **Q44:** RFP Section 1.4 states: "The current State of Iowa OCIO Drupal website portfolio is approximately 150 Drupal websites (test and production) across many State of Iowa agencies, with a demand of approximately 2 new websites per month."

a) Is there a steady stream of 2 websites per month, or does need ebb and flow on an irregular basis that would cause some months to have no website needs, while others have 2+ website additions?

b) For new websites, are there typically hard launch deadlines, or can the vendor suggest potential launch dates within a reasonable timeline?

c) Can you provide a list of all 150 referenced websites, including those still in test? Are all of these 150 websites in Drupal 7?

d) Are there any websites under this contract that aren't currently in Drupal and will need to be converted?

A44: a) The demand is an average of 2 new sites per month. The need will ebb and flow throughout a given year.

b) Both scenarios could happen (hard launch deadlines and Contractor suggested launches). We expect that the Contractor will work closely with the OCIO Program Manager to set proper launch expectations.

c) See answer to Question #3.

d) No websites currently need to be converted, but there is potential for this type of work to come into the queue for the Contractor.

45. **Q45:** Suggested change. Within the Executive Summary, we request that all vendors must identify subcontractors they plan to use to complete work within the proposal, as well as what work is being subcontracted.

A45: Please refer to ITQ Contract Terms and Conditions Section Q.8. The State will retain all rights related to the use of third parties as defined in the ITQ Contract Terms and Conditions.

46. **Q46:** What kind of access do we have for the current Drupal servers ? Administrative level access or access only enough to manage Drupal?

A46: Contractor will have necessary user access to perform the services outlined in the RFP.

47. **Q47:** If the access we have is limited, do we get access to stop/start database and web server?

A47: Contractor will have access to stop/start database and web servers.

48. **Q48:** When a new server needs to be set up, do we need to do it or will it be done by OCIO?

A48: OCIO will set up new Linux or AWS servers.

49. **Q49:** What is the policy on updating the Drupal modules?

A49: Because our current portfolio of sites has a variety of code bases and modules we have determined that it is best to only update modules in two instances: modules requiring a security update and modules that have broken due to security updates of core or another module.

50. **Q50:** State prefer to have the vendor resources working onsite (or) remote?

A50: Contractor shall provide its own working location (not onsite at State of Iowa building).