



Massachusetts Technology Collaborative

(Solicitation No. 2023-GA-05)

Questions and Answers

Thursday, September 1, 2022

	QUESTION	ANSWER
1.	Are you open to non-US vendors completing this work, for example, a Canadian firm?	There are no geographical restrictions. We are seeking the most beneficial solution for MassTech. Preference is for a core localized team that can be available during MassTech's operational hours within our time zone for communication and workflow efficiency.
2.	Have you ever worked with any Canadian vendors? If not, are you opposed to the idea?	Yes. We will contract with a Canadian vendor if their proposal proves to be the most beneficial solution for MassTech.
3.	We have registered office in USA and have offshore development centers in India. We have sales and account managers in the USA to manage the offshore team & deliver the project. Please confirm can we bid for this RFP?	Yes, you can bid. There are no geographical restrictions. Preference is for a core localized team that can be available during MassTech's operational hours within our time zone for communication and workflow efficiency.
4.	Would you consider having an Onshore and Offshore model where a percentage of the development and maintenance activities will be undertaken at Onshore (USA) and another portion of the work will be undertaken from an offshore location such as India.	Preference is for a core localized team that can be available during MassTech's operational hours within our time zone for communication and workflow efficiency.
5.	Is US citizenship required to work on this project?	No.
6.	Are there any potential funding issues that may make this impossible?	No.
7.	Can Permanent Residents (Green Card) and H1 VISA holders work on this project?	Yes.
8.	What is the estimated budget/hourly rate for this project/effort?	So as to not limit the potential scope of proposals, Mass Tech is not releasing budget information. We request that bidders provide their hourly rates for the services including for routine/business hour project work and for non-routine or emergency/off-hour support. Our development work greatly varies month to month based on the various programmatic needs and unanticipated troubleshooting.



9.	Will the vendor that performed your migration from Drupal 7 to Drupal 9 be part of the RFP process? If yes, could you expand on the RFP process - is this due to standard procurement rules? If no, is there a particular reason why not?	The contract with the current vendor is expiring. As a public entity, MassTech is seeking an open and transparent procurement process to achieve the best value for MassTech. The RFP is open to the public for bid; therefore, the current vendor is allowed to submit a bid.
10	Is there an incumbent for this contract? If so, please provide the incumbent name, current contract number, duration, historical level of effort and value of the contract?	MassTech currently contracts with Centretek for web development and maintenance services. The original contract was for one year and was extended for a second year. Since the incumbent is allowed to bid on this public procurement we prefer not to answer the remainder of this question.
11	Are you currently satisfied with their work and support (if not, why not - what are the main pain points)?	Since the incumbent is allowed to bid on this public procurement we prefer not to answer this question.
12	Do you have a preference for a MBE/WBE business (or will organizations with MBE/WBE status be scored higher)?	This is one criteria of firm qualifications that will be considered in determining whether the Respondent is providing the best possible solution for MassTech's needs. See Section 4.2. of the RFP.
13	Is Aquia certification mandatory for responding to this RFP?	It is preferred since our website is hosted on Acquia.
14	Do you have a preference for a provider who is local or offers regional/in-person support or is that not a factor in your decision?	There may be times where in-person meetings are requested, but web development services can be performed remotely.
15	Is providing any Drupal training for MassTech staff in scope for this project?	Yes.
16	Who completed the recent Drupal 7 to Drupal 9 upgrade?	We contracted with Centretek for the Drupal 7 to Drupal 9 upgrade project.
17	Who developed and currently maintaining the website?	The current Drupal 9 version of the website was developed and is maintained by Centretek.
18	Are you looking to contract with one vendor or multiple vendors?	We are looking to contract with one vendor.
19	Under section "address specific website technical issues such as user interface errors, problems with Drupal code, deployment bugs". Are there specific existing issues that need to be addressed?	There are some existing known issues or site enhancements that will carry over from the existing contract. However, this requirement is primarily in reference to routine maintenance of technical issues, which is more of an ad-hoc service.
20	Can you provide any historical benchmarks of support or development request volumes such as 5 a month vs. 10 a week? How much has Mass Tech Collaborative typically spent on annual maintenance?	Last year, our volume was less than prior years because the priority was the development work to upgrade from Drupal 7 to Drupal 9, and therefore the annual maintenance volume is not a typical reflection of our needs going forward. Respondents can assume a typical amount of maintenance to be 20-30 hours per month.



21	Under section "build new page design templates, content types, web tools, as needed. Are there existing requirements for these?	No. If these needs arise based on programmatic requests from our stakeholders, we would want a developer team available and skilled to build these items.
22	Attachment D includes the divisions and website domains, is there information specific to the applications that is available? How many sites are involved in this project -- just the sites listed in the RFP or are there intranets, sign in portals or sub-sites to include in our proposal?	Attachment D specifies the sub-domain sites. We have one main website with one code base that leverages a multi-domain site configuration. There are no intranets or sign-in portals.
23	Under section "execute on enhancements to existing web features, modules and tools". Are there existing requirements for these enhancements?	We do have a list of items that we have set aside for some site enhancements. As part of the transition and onboarding process we would share these with the new contracted vendor and at that time can craft the requirements. Some examples are: ability to filter content in the backend by domain, ability to display taxonomies on a view by domain, hide a content block on home page if there are no results to display, etc.
24	Does MassTech utilize the existing Acquia?	Yes, we will continue to use Acquia as our hosting vendor.
25	Do you expect the vendor to manage the hosting along with Acquia?	No hosting is requested/required as part of this RFP. This RFP is for website development and maintenance services only.
26	Please confirm that Acquia Cloud Platform is being used for hosting as there are various Acquia products on the market.	MassTech is using Acquia Cloud Platform.
27	Delineate the role, responsibilities of Hosting Service Provider, Acquia from the Respondent with respect to the expected maintenance activities to performed by the Respondent	MassTech contracts with Acquia as the hosting vendor. MassTech has a subscription for Acquia Cloud Platform Standard, which includes a development, staging, and production environments for one Drupal codebase, storage, a standard remote admin, Aquia Cloud Platform Standard level of support, 2 advisory hours, search queries and search docs. Acquia does not perform maintenance on our website for security updates or Drupal code updates.
28	The Scope of Services says occasional technical and security support. Is there clarity on the number of work hours for a specific project, or is the role more ad-hoc?	This service is ad-hoc. As Drupal releases a new version update or security patch we expect the vendor to bring this to our attention and perform the update (including QA testing and deployment).
29	Is the Statement of Work link working on your end? I see it says 'Page Not Found' when I select the link.	The RFP document has since been updated. Here is the link: https://masstech.org/sites/default/files/2022-08/Services%20Agreement%20and%20SOW.pdf
30	Please clarify that do we need to present certifications like minority-owned business	This is not a requirement to qualify for the RFP.



	enterprise (MBE) or woman-owned business enterprise (WBE) to qualify for this RFP?	
31	Do we need to provide any training to the users? Please let us know the mode of training to be required (online, in-person, etc.)?	Yes, the need may arise if new modules or other site enhancements would be implemented. Recordings of live virtual trainings have worked to our satisfaction in the past.
32	Please provide approximate budget cap for the project?	So as to not limit the potential scope of proposals, Mass Tech is not releasing budget information. Our development work greatly varies month to month based on the various programmatic needs and unanticipated troubleshooting.
33	What specific experience is expected in the area of website maintenance and upgradation to be showcased as a part of proposal submission?	A Respondent may choose the following to demonstrate experience: list the number of clients that are on Drupal 9 and those that have a multi-domain configuration; share examples of those clients and their projects or scope of service; describe how many Drupal 9 version updates have been installed successfully; describe how many Drupal 7 to 9 and separately Drupal 8 to 9 upgrades that the developer/team has completed.
34	Can you please provide weightage percentage for each criterion like experience, references, pricing and all as stated in the document?	MassTech does not weigh any one criteria over another in determining best value. MassTech may also consider other relevant factors as it deems appropriate in order to obtain the best value.
35	What is the expected decision timeline and the targeted start date with the new vendor?	We anticipate executing a contract with the awarded vendor in October 2022, but no official start date has been formalized. The start date is dependent on the procurement and contracting process.
36	What is the expected volume of Drupal Web Development project (in number of hours or days per year) work during the first year?	Routine maintenance (bugs, troubleshooting, Drupal update, security patches, small enhancements, small development projects, etc.) typically runs about 200 – 350 hours per year. In addition, larger development projects that are scoped out, will require a time estimate from the web developer as they arise. These larger development projects are based on program needs that we cannot anticipate at this time.
37	Is content writing is a part of scope? Will there be any paid subscription content? Should there be a review process once the content contributors upload the content? Also, confirm if the contents in the current website are dynamic or static?	No, content writing is not part of the scope. That will be done in-house at MassTech. There is no paid subscription content that is being fed into our Drupal site. Yes, once the content is drafted, our internal stakeholders (on occasion external stakeholders) need the ability to review the web content, and then our Communications team has the ability to publish/go-live/post to the production site.



38	Can you please specify the implementation timeline for each website?	There isn't an implementation timeline. All websites are "live" on production and viewable by the public.
39	Do you have any preference in terms of project methodology (e.g., Agile or Waterfall methodology)?	No preference at this time. Please outline the methodology you would employ for a development project. The preference may depend on the size and scope of the project.
40	Who will be the project owner of this project?	MassTech's Senior Communications and Web Manager will be the owner of the contract management and will be the liaison for the vendor team.
41	Does each website have different stakeholders?	Yes. However, the Senior Communications and Web Manager will facilitate the review and approval process with the various stakeholders and provide feedback to the vendor. Vendor will have one point of contact, but may interact with the Director of Communications and Marketing and the IT Manager from time to time depending on subject matter or availability.
42	Do you expect the vendor to include any wireframe/mock as part of the proposal?	No. There are no projects outlined in this proposal to mock-up.
43	What are the different compliances expected as part of the scope?	Our websites need to be in compliance state and federal accessibility regulations. Our website content is subject to Massachusetts public records law.
44	What level of post-production support and maintenance is expected after the go-live?	This is not applicable to this RFP. All website properties are live.
45	Does Mass Tech Collaborative need a qualified contractor having experience in Drupal Web Development on any or all of the prior versions of Drupal or a qualified contractor having experience only with Drupal 9 coding and development? – Please clarify.	Since MassTech just completed an upgrade from Drupal version 7 to Drupal version 9, we would prefer the development team to be well versed in all things 'Drupal 9'.
46	What would be the number of resources (Full time equivalent - FTE) you are expecting to work on the development activities during the first year? Mention their roles. What would be the number of resources (Full time equivalent - FTE) you are expecting to work on the development activities during the second and third years? Mention their roles. What would be the number of resources (Full time equivalent - FTE) you are expecting to work on the maintenance activities during the first year? Mention their roles.	This scope of work would not require FTEs from the contracted vendor.
47	What is the expected volume of Drupal Web Development work during the second and third years? What is the expected volume of	We anticipate that during the second and third years, we would need the same level of maintenance support as the first year.

	Maintenance work (in number of hours or days per week) during the second and third years? What would be the number of resources (Full time equivalent - FTE) you are expecting to work on the maintenance activities during the second and third years? Mention their roles.	Unanticipated projects may arise but we cannot account for this at this time.
48	What is the expected volume of Maintenance work (in number of hours or days per week) during the first year? If you have any past history of maintenance tickets, please share the historical trend along with the major reasons for the maintenance.	Routine maintenance (bugs, troubleshooting, Drupal update, security patches, small enhancements, small development projects, etc.) typically runs about 200 – 350 hours per year, which also incorporates project management meetings, demos, strategy calls, QA, etc. However, these are ad-hoc services.
49	Are you expecting 24/7 kind of maintenance support?	No. As stated in section 2.2 the ideal vendor for this work will provide a high level of responsiveness to Mass Tech Collaborative's requests. We are seeking proposals that can provide a flexible and nimble process for reasonable, prioritized on-call tech support services (within 24-48 hours) and ability to address "hot-fix" website issues within 24 hours
50	Can Mass Tech provide the key personnel job descriptions for this project?	We expect to have an Account Manager, Project Manager, and Senior Drupal Developer, and a combination of back-end developer(s), front-end developer(s), full stack developer(s), and QA professionals/team. This is our past experience with vendor contracts. Other set-ups of team members are considered and should be outlined in the proposal.
51	In order to give our team a sense of the complexity of your current Drupal 9 instance, please share the following: a. Number of content types b. Number of nodes (pieces of content) c. Number of taxonomies d. Number of custom user roles e. Number of custom modules	A. 8 content types: alert, article, basic page, company, event, landing page, person, resource B. 2,800 pieces of content C. 24 taxonomies D. One user role currently - admin. We plan to add other user roles, for instance, a user profile for just building content and viewing webform submissions, which would provide a more limited access than the admin role. E. 11 custom modules, 9 appear to be in enabled/in use
52	Who are the people on your core team? a. What are their roles and responsibilities? b. What percentage of their time will be dedicated to this project? c. What superpowers/abilities can we leverage on this project?	1. Sr. Communications and Web Manager that serves as the contract manager, content manager, and strategist. 2. IT Manager that manages the host vendor contract, SSL certificates, and domains. 3. Our in-house staff consists of our Communications and IT staff. MassTech's Communications team has working knowledge of

		<p>the backend user interfaces for our web properties and manages content and menu structure. MassTech's Information Technology team has proficiency in web servers and security along with some Drupal code-based working knowledge. The need for a website services vendor is to augment our existing team's skill sets with strong professional Drupal-based expertise in development and hosting services.</p>
53	<p>Please tell us about the stakeholders at your organization</p> <p>a. You mentioned that there are five primary divisions of Mass Tech Collaborative...how large/complex is the stakeholder group?</p> <p>b. Is there a RACI chart or steering committee set up to manage them?</p> <p>c. How do you envision the selected partner interacting with your stakeholders?</p> <p>d. Is there a designated project champion and core team, and are they prepared to collaborate with us on a weekly basis?</p>	<ul style="list-style-type: none"> a. Typically there is a program lead from a division that the Communications Manager will work with directly and then obtain approval from the Division Director and Chief of Staff. In some divisions we may need to have an advisory group or committee weigh in for feedback. b. Some programs do have a steering committee that would present a web strategy, status updates, and previews either through email or at a routine meeting. c. In a rare instance the Communications Manager will invite a stakeholder to a discovery/requirements meeting or to answer questions. <p>The Communications and Web Manager will meet on a weekly basis for project management/status calls.</p>
54	<p>Are there any initiatives happening that this project is dependent on or related to (i.e, are you also doing a rebrand exercise or some other initiative that this project might need to wait for?)</p>	<p>There are no rebranding exercises on the horizon. There are no initiatives that would impact the maintenance services of our website at this time. We are continually launching new programs, hosting annual events, or opening up application periods throughout the year. We may shift any content freezes for deployments based on those activities.</p>
55	<p>Are you aware of any major risks to this project or workflow? Are there any known risks a vendor partner should be mindful of?</p>	<p>No known risks.</p>
56	<p>Do you have developers on your team? If so, will they be available to co-sprint with our developers during the build phases of this project?</p>	<p>No, we do not have developers employed at MassTech.</p>
57	<p>Can you please mention the anticipated average number of concurrent users accessing each website? What are the different categories of users and user levels and their access privilege?</p>	<p>Currently, we only have one level, role of user profiles – admin. We plan to add other user roles, for instance, a user profile for just building content and viewing webform submissions, which would provide a more limited access than the admin role.</p>



58	Do you have brand guidelines? If so, when was the last time they were updated?	Yes. It was last updated November 2021.
59	Has any user research been done to inform this RFP and is the team open to engaging users to participate over the course of the project? This can range from as early as the discovery phase to explore and validate needs, to later in the design process to verify the team's findings & assumptions prior to build. Scope can range from as minimal as a standardized user survey, to larger scale focus groups, usability testing, social media engagement, and public installations.	User research was not conducted to inform this RFP.
60	Does Mass Tech Collaborative anticipate any of the following to be considered in-scope for future improvements? Strategy, design, SEO, desired publishing workflow, content strategy and auditing?	Yes, we could consider a SEO audit and strategy, improved content publishing workflow, etc. These are not required but can be included in the proposal. These would be consider larger development projects that would be scoped out and require a time estimate (LOE) if awarded.
61	Do you expect the vendor to provide one-time SEO optimization or ongoing engagement? If ongoing engagement, can you please specify the period for SEO optimization?	This would probably be an on-going project. Vendor should identify ways to improve our SEO as they familiarize themselves with our backend. If there are fields, modules, tactics that are not being utilized that could improve our SEO that could become a virtual training session. Or possible a pitch to install a new module which could be a scoped project. If respondent feels that a SEO audit is needed that may be included in the proposal but it is not a requirement.
62	We read on page 3 of the RFP, you have "one website database with 9 sub-domains." Can you confirm if this is a Drupal multisite and not Acquia Site Factory?	Drupal multisite Domain Access Module
63	Are you using the Domain Access module, Organic Groups, or some other non-Drupal-core method for managing the multisite configuration?	We are using the Domain Access Module
64	If the backend of your Drupal ecosystem is going to be costly to service, are you open to a potential platform change?	No. We will not consider changing platforms.
65	Has a website strategy or roadmap project ever been completed at MassTech?	Yes, a roadmap for the MassMakes.com website was created to inform how to redesign the content structure for an improved user navigation on the frontend of that site.
66	Can you provide a list of outstanding technical issues?	As part of the transition and onboarding process we would share a full list with the new contracted vendor. Some examples are: ability to filter content in the backend by domain, ability to display



		taxonomies on a view by domain, hide a content block on home page if there are no results to display, etc.
67	Can you confirm that Drupal configuration is in code? And, how are the multisite configurations managed?	Yes, the website is configured in Drupal code. The Domain Access Module is utilized to select what content is display on what domain/site.