1. **Can companies from Outside USA can apply for this?**
   Companies from outside the US can submit proposals. However, smooth project communications may be adversely affected by timezone differences, so that may be used as a factor in our evaluation of proposals.

2. **Do we need to be on-site for meetings?**
   We do not anticipate the need for on-site meetings.

3. **Can we perform the tasks (related to RFP) outside USA?**
   Tasks can be performed outside the US, but any plans to use subcontractors must be identified in the proposal. Also, strict security and containment of sensitive data must be maintained, so the use of subcontractors may require additional scrutiny and safeguards.

> **Section 3**
> Proposal Submittal Requirements
>
> Below are all the items that must be submitted by the Vendor. Any Vendor who fails to include responses to the following requirements shall be deemed non-responsive.
>
> **Requirements**
> 1. A detailed budget containing all costs, including staff time and all projected expenses. Indicate if different rates are used for different services and/or different team roles.
> 2. A detailed estimated timeline with all project milestones and dependencies included. All tasks related to planning, implementation, testing and deployment should be included.
> 3. A detailed description of the process that will be undertaken for migration, including an explanation of the steps and procedures that will be undertaken as part of the migration process, and processes and contingencies to identify and fix any bugs and issues resulting from the migration. Please respond to all of the Project Requirements (See Section 2).
> 4. Company history and core services.
> 5. Client references and descriptions of their projects (at least 3). Ideally include Drupal migration projects and (if possible) governmental clients.
> 6. If the execution of work to be performed by your company requires the hiring of subcontractors, you must clearly state this in your proposal.
> 7. Answers to the following questions about your company:
>   - Local Address
>   - Location of Headquarters
>   - Number of years in software development
>   - Number of overall employees

4. **Can we submit the proposals via email?**
   Email is the preferred format of submittal. If you don't hear back from us promptly after sending, please email or call to verify that your proposal was received.

5. **What is the total file count with format?**
   There are 1.6 million user-uploaded content files. 1.5 million are pdfs.

6. **What is the total number of nodes in the existing website?**
   The following lists the rounded number of nodes of specific content types:
   - Agency: 400
   - Application: 2,200,000

- Article < 10
- Basic Page < 10
- Benefit: 350
- Email Blast to agencies < 100
- FAQ Entry < 100
- Help Entry < 100
- Letter: 1,700
- Process: 180,000
- Questionnaire: 78,000
- Recruitment: 53,000
- Webform < 10

7. **What is the total number of nodes are you looking to have on the new website?**
   Since we don't know what the schema for the data will be on the new site yet, we don't really know. This will be determined as the City works with the selected vendor to lay out the plan to migrate the data into the Drupal 10 structures.

8. **What is the budget for this project? Is hosting part of this project/budget?**
   We do not have an approved budget for this project yet (budget for 7/1/23-6/30/24 will be approved in June 2023). Reserve funding for Calopps (what we will be using for this project) currently is around $300,000. Hosting is not included in the scope for this project. If you have a hosting partner you prefer and/or you think that alternative hosting would be better or more cost effective, feel free to include that as an OPTIONAL line item in the RFP response. If no hosting alternatives are chosen, we plan to stand up the infrastructure for this project inside our existing AWS environment. Similarly, on-going maintenance is not part of the scope of this RFP, but if you would like to provide pricing for on-going maintenance services, feel free to include that as an option in the RFP response.

9. **What is City's current annual spending on CMS software, hosting, maintenance, and support?**
   Currently, Calopps has these annual expenses (estimated)
   1. CMS Software - $0
   2. Hosting - $30,000
   3. Maintenance (AWS Infrastructure) - $25,000
   4. Support (Development for fixes and features) - $25,000 (although this is because we have been in a feature freeze – typically, this would be around $60,000)

10. **How much has City spent on the previous website?**
    Our last Calopps rebuild was in 2016, and the total spend was around $300,000.

11. **Are there any 3rd party integrations that you require? Is it part of the scope of this project?**
    The only 3rd party integration is with Postmark transactional email service. Currently, we use the SMTP functionality of Postmark, but API could be utilized as well. It is expected that this integration will continue to work after the migration.

12. **What are the challenges that you are facing with the current website that you want to address with this contract?**
    There are no specific challenges with the current site that we are looking to address. The reason we are doing this project is to get to a long-term supported Drupal version. We don't want to

be in a position where we are at increased risk because we stayed on Drupal 7 and missed critical security patches.

13. **Is the project expected to be performed onsite or can it be performed from a remote location?**
All services are to be performed remotely. It is not anticipated that there will be any on-site meetings or labor.

14. **What is the size of the content? Number of content types, Number of nodes , number of users etc.**
    - User uploaded files (see question 5 for file counts) consume around 500GB.
    - Database size is roughly 320GB.
    - There are roughly 2.5 million records in the database/nodes on the site.
    - See question 6 for a listing of content types.
    - There are roughly 1.15 million users.

15. **Does the site have any multilingual content?**
There is no multilingual content on the site.

16. **How many custom modules are used?**
17

17. **Is any specific distribution used for the current D7 site?**
No.

18. **What modules are used for the current site? ubercart etc.**
Around 70 contrib modules are used to implement various features of the site. The most fundamental one is the Organic Groups module, which is used to separate agencies' content in a microsite-like fashion.

19. **What is the estimated budget for this project**
See question 8.

20. **Is there an incumbent for this project?**
We work with a development firm (Urban Insight) to maintain the current Drupal code, and we work with an infrastructure management firm (MissionCloud) for AWS config and monitoring.

21. **Can the work be done remotely?**
See the answers to questions 1,2, and 3.

22. **We understand that your current version is going to be out of support around November, are you expecting this upgrade happen before that?**
Our goal is to get the migration done as soon as possible. But we understand that November is right around the corner, so we have a contingency plan to deploy a web application firewall in front of the Drupal 7 site if the migration project lasts longer than November.

23. **How many content types are being used in the Drupal website migration? Could you provide details of all the fields for each content type?**

See question 6 for a listing of content types. Here are the fields for each type:

Agency

- Agency Title
- Agency type
- Agency Prefix
- Agency Suffix
- Agency Designation
- Contract date
- Contact first name
- Contact last name
- Contact phone
- Contact email
- Invite contact (yes/no)
- Agency Description
- Logo
- District (yes/no)
- Population
- Number of employees
- Agency Website
- Agency Region
- Agency Address 1
- Agency Address 2
- Agency City
- Agency State
- Agency ZIP code
- Agency Country
- Show row weights
- Employment Location name
- Employment Location Address
- Employment Location City
- Employment Location Zip code
- Application contact email
- Application contact phone
- Number of job classifications
- Media sources
- Enable EEO data collection (yes/no)
- Veteran preference (yes/no)
- Text block for Legal Information for Application Submission
- Text block for have you ever been convicted for a violation of the law, excluding minor traffic violations
- Text block for have you ever been discharged or requested to resign from any position for misconduct or unsatisfactory service
- Text block for Confirm letter
- Auto email
- Retention years
- Default questions
- Agency Default Questions (select questionnaire node)
- URL path settings

Agency Archived (yes/no)

Application
Title
Agency Membership
Body
Recruitment
User
Group
First name
Middle name
Last name
Address 1
Address 2
City
State
ZIP code
Country
Primary phone
Secondary phone
Email address
Confirm email address
Driver license number
Driver license state
How did you hear about this job?
How did you hear about this job? (Other)
Education Highest year completed
Did you graduate from High School or receive a GED? (yes/no)
High School Attended
Location of HS/GED
Degree School name
Degree Type
Location (City & State/Region)
Major
Units completed
Unit type
Created Date
Created Time
Last changed Date
Last changed Time
Special Training Type
Special Training Institution
Special Training Certification, Accreditation, or License
List special skills, other relevant information, or provide clarification
May we contact your current or most recent employer? (yes/no)
Do you have any previous work experience? (yes/no)
Company name
Address

Telephone
Job title
Hours/wk
Mo. salary
Supervisor
# of employees you supervised
Start year
Start month
End year
End month
I currently work here (yes/no)
Reason for leaving
Briefly Describe Duties and Responsibilities
List any additional experience (volunteering, internship, etc.)
Are you eligible to work in the US? (yes/no)
Are you over 18 years of age? (yes/no)
Have you ever been discharged or requested to resign from any position for misconduct or unsatisfactory service? (yes/no)
Uploaded Resume
Copy/Paste Resume
Are you related to anyone employed by this agency? (yes/no)
If yes, please provide name and relationship
IP address
Fired statement
Attest statement
Paper application (yes/no)
Eliminated (yes/no)
Hired (yes/no)
Hire Note
Hire Date
Applicant met minimum requirements (HR) (yes/no)
Applicant met minimum requirements (Department) (yes/no)

Article
Title
Category
Image
Body

Basic page
Title
Image
Body

Benfit
title
Description
Agency

Active (yes/no)

Bulk email
- From
- Category
- to
- BCC
- headers
- Subject
- body
- result
- attachments

FAQ Entry
- FAQ Category
- Question
- Answer
- Comment

Help Entry
- title
- Page URL
- Category
- Video URL
- Description
- body
- Attachment

24. **How many vocabularies are being used in the Drupal website migration?**
There are 9 vocabularies in use on the site. They are:
Article category
- Accounts
- Local Government

FAQ category
- none
- Accounts
- Applications

Help Entry Category
- none
- Applications
- General
- Processes
- Recruitments
- Templates
- Videos

Job Category
- - None -

Agriculture
Animal Control
Appraisal
Aquatics
Architect
Auditor
Behavioral Health
Boards and Commissions
Building
Child Care Services
City Administration
Clerical/Administrative Support
Code Enforcement
Communications
Community Services
Counselor/School Psychologist
County Administration
Custodial
Customer Service
District Administration
Economic Development
Education
Electrical/Instrumentation
Emergency Medical Services
Emergency Preparedness
Employment
Energy
Engineering
Environmental
Executive
Facility Services
Finance
Fire
Food Services
Graphic Design
Housing
Human Resources
Information Technology
Law Enforcement
Legal
Library
Maintenance
Mechanics
Media Productions
Medical Services
Nursing
Open Space Planning
Park Ranger

Parking Services
Parks
Parks Maintenance
Planning
Probation
Program Management
Project Management
Public Affairs
Public Health
Public Safety Dispatch
Public Works
Public Works Maintenance
Purchasing
Quality Control
Real Property
Recreation
Resource Management
Risk Management
Safety and Security
School Administration
Skilled Trades
Social Services
Solid Waste
Teacher/Instruction
Transportation
Utilities
Volunteer
Job subcategory
Job type
Media source
process action
Recruitment status
Region
Tags
Visitor Origin
Job Secondary category
- None -
Agriculture
Animal Control
Appraisal
Aquatics
Architect
Auditor
Behavioral Health
Boards and Commissions
Building
Child Care Services
City Administration

Clerical/Administrative Support
Code Enforcement
Communications
Community Services
Counselor/School Psychologist
County Administration
Custodial
Customer Service
District Administration
Economic Development
Education
Electrical/Instrumentation
Emergency Medical Services
Emergency Preparedness
Employment
Energy
Engineering
Environmental
Executive
Facility Services
Finance
Fire
Food Services
Graphic Design
Housing
Human Resources
Information Technology
Law Enforcement
Legal
Library
Maintenance
Mechanics
Media Productions
Medical Services
Nursing
Open Space Planning
Park Ranger
Parking Services
Parks
Parks Maintenance
Planning
Probation
Program Management
Project Management
Public Affairs
Public Health
Public Safety Dispatch
Public Works

    Public Works Maintenance
    Purchasing
    Quality Control
    Real Property
    Recreation
    Resource Management
    Risk Management
    Safety and Security
    School Administration
    Skilled Trades
    Social Services
    Solid Waste
    Teacher/Instruction
    Transportation
    Utilities
    Volunteer
    Job subcategory
    Job type
    Media source
    process action
    Recruitment status
    Region
    Tags
    Visitor Origin

Job type
    - None -
    Full-Time
    Internship
    Part-Time
    Seasonal
    Temporary
    Volunteer

Media source
    <freeform list entered by each agency>

Recruitment status
    Complete
    Incomplete

Region
    - None -
    Central Coast
    Central Valley
    East Bay
    Eastern Sierra
    Los Angeles Area
    Northern Bay Area
    Northern California Coast
    Northern California Inland
    Orange County

> Riverside County
> Sacramento/Metro Area
> San Bernardino County
> San Diego Greater Area
> San Francisco/Peninsula
> Sierra
> Sierra Foothills
> South Bay
> Ventura County

25. **How many user roles are being used in the Drupal website migration?**
There are 5 user roles in use.

26. **How many custom modules are being used in the Drupal website migration?**
See question 16

27. **What is the data size of the images, PDFs, and content?**
See question 14

28. **Are there any third-party APIs being used? If yes, please explain.**
There are no third party APIs in use.

29. **Could you please describe the current theme details?**
The site uses a custom theme built in Bootstrap.

30. **Can you provide more details on how candidates respond to the time slot for remote job interviews?**
When an agency sets up an interview process, they enter the interview slots they would like to offer, and then they initiate the process. Job seekers that were included on that process then get an email with a link to ask them to sign up for an interview slot. Slots are filled on a first-come, first-serve basis. So any slots that have already been reserved will not show up for other job seekers that subsequently try to sign up.

31. **What is the interview process for remote jobs?**
There is only one way to schedule interviews, and it is described in question 29. If the agency chooses to allow job seekers to interview over Zoom, that is handled outside the system.

32. **How are the interview levels and feedback configured towards the job applicant?**
The job applicant gets feedback as the agency moves through the processes in the job recruitment. For example, an agency may have a "regrets letter" process, and in that process they will filter the applicants to the ones not moving on to the next process, and send them a templated email saying that they are not being considered for this position. Or an agency may use the interview scheduling process and job seekers included on that process will receive an email asking them to book a slot. The processes are somewhat flexible, as every agency has a somewhat unique hiring style.

33. **We understand that the design change isn't required and you want the design to be as-is, however we identified that we could improve UI/UX as well. Do you still want us to exclude that from consideration?**
We are excluding design changes in order to keep the cost of this project in check. If you would like to include design change services in your proposal, please do so as an OPTIONAL line item on your pricing sheet.

34. **Are there any third-party integrations being used on the job portal?**
See question 28

35. **What is the current traffic volume and expected growth rate of the job portal?**
Current traffic is 700,00 page views/month, and 100,000 users/month. No growth rate is expected. In other words, traffic is expected to remain static.

36. **Are there any specific performance requirements that need to be met with the migration to Drupal 10?**
See question 10.

37. **Would you like us to manage the infrastructure, or do you have an existing team that handles infrastructure management?**
See question 8.

38. **Where/how are the files stored?**
The entire site runs in AWS. Attachments (like resumes or professional certifications) are stored in an EFS volume.

39. **What types of files will they be?**
Most of the content of the website is database driven, so nodes are more meaningful than files. But to answer the question, files will likely be attachments to job applications, such as resumes or certifications. Files can only be uploaded in the following formats: txt, pdf, doc, docx, png, or jpg. Current size of these files is around 650GB.

40. **Do you have a DAM currently or are these all managed through Drupal?**
Everything is managed in Drupal. The files aren't really designed for a DAM, as authority to view the files is limited to the users that the member agency's HR person has assigned to review applications for that particular job recruitment.

41. **How do you currently generate PDF letters?**
All pdfs are generated by the Drupal module https://www.drupal.org/project/print

42. **For the application process has there been consideration given to CCPA and other privacy needs? Would you need us to provide recommendations? Or will there be a legal counsel for the City of Foster City that will be involved?**
We have more the 50,000 applicants in the system, so the CCPA does apply to us. However, we do not sell personal information, so we don't have to worry about that part of the law. We do have keep security in mind in all parts of the website, and we have cyber-insurance coverage

just in case we do have a breach. Also, the City Attorney would be involved if the City were to be sued under the CCPA.

Long story short, CCPA compliance is not included in the scope of this project. However, vendor procedures and security will be a major facet of this migration project, so I would suggest making clear in your response how your company will guarantee privacy is maintained throughout the project. Also, refer to question 3 if you plan to use any subcontractors.

43. **Could the City please grant an extension on the due date?**
Currently, we do not anticipate extending the proposal due date of 5/17/23. However, that may change if internal staff needs more time to prepare for the next steps, or if a multitude of interested vendors contact us to indicate that they are needing more time to respond.

44. **Does the City allow to use of subcontractors in this project?**
See question 3.

45. **Requirements point 5: In case as a prime, we cannot comply with the references, does the City allow to use of a subcontractor to comply with those references?**
If your company is only going to be the prime contractor (aka the project manager) and all website work will be done by subcontractors, then client references for those subcontractors would suffice. If this is the case, please make this clear on your proposal to avoid confusion when evaluating.

46. **If we do not have references from government clients, would we be disqualified?**
As stated in the RFP: "Ideally include Drupal migration projects and (if possible) governmental clients." So, the lack of Drupal migration experience or governmental client references will not disqualify your proposal outright. However, we will use Drupal migration experience and/or governmental client references as a factor during the evaluation process.

47. **Does the City accept remote resources to work on the project?**
See question 1, 2, and 3.

48. **In addition to training, does the agency prefer on-site resources to execute the project?**
We do not anticipate the need for on-site meetings, not even for training.

49. **Is there any incumbent associated with this project? If so, please disclose the name.**
See question 19.

50. **Does the City require wet ink signatures? Is it allowed to use digital signatures?**
Wet signatures are not required. E-signatures are acceptable.

51. **Is it required to provide the COI alongside the proposal response?**
COI is not required to be included with the proposal. COI will only be required of the vendor that is chosen for the project.

52. **Is there any established budget for this project?**
See question 8.

53. **The solicitation document does not include a pricing format. Does the City have a preferred pricing format? If not, can we use an Excel spreadsheet detailing milestones and the cost of each?**
You can use any format for the pricing sheet, and Excel format is acceptable. The only thing we ask is that you make clear in your price listing which line items are required to fulfil the scope of this project, and which line items are optional.

54. **Is there a font type and size preference?**
We have no preferences for font type and size.

55. **Is there a page limit for our response?**
There is no page limit for the response.

56. **Do we have to provide resumes with the proposal? If we have to provide resumes, do the resumes have a length limitation? If not, is 2 pages long considered okay for the City?**
Resumes of your staff are not required, but if you do choose to include them, there is no length limitation.