

City of Foster City

4/17/2023

REQUEST FOR PROPOSAL

Calopps.org Drupal Upgrade Project

City of Foster City RFP – Calopps.org Drupal Upgrade Project

The City of Foster City requests pricing/proposals for a Drupal 7 to Drupal 10 Upgrade for the website Calopps.org. Pricing is to include professional services for software deployment and migration of existing data and files. The vendor selected will be responsible for the implementation and maintenance of all selected components, project management, training, and providing a complete installation that meets the City's performance requirements.

The City of Foster City is interested in receiving proposals from qualified vendors for Drupal development and migration services.

The City invites you to submit a proposal to furnish materials in accordance with the terms, conditions and specifications contained in this document. Please complete the proposal form as instructed below and return it to the specified e-mail address by the due date. No extensions to the deadline will be allowed. All responses must be in an email to:

TO: Rob Lasky
rlasky@fostercity.org
Due Date: 5/17/2023

The undersigned proposes to provide solution and installation services to the City for the stated prices in accordance with the terms and conditions set forth in this document.

VENDOR:

_____ Company Name	_____ Street Address of Company
_____ Signature of Officer	_____ City, State, Zip
_____ Printed Name of Officer	_____ Telephone No./Fax Nbr.
_____ Title of Officer	_____ Federal I.D. Tax Number

This Request for Proposal includes the following Sections:

Section 1	Introduction / Background
Section 2	Project Services and Requirements
Section 3	Proposal Submittal Requirements
Section 4	Vendor Evaluation Process

TERMS AND CONDITIONS

1. **DATE DUE:** 5/17/2023
2. **QUESTIONS:** Call Rob Lasky at 650-740-7101 or e-mail questions to rlasky@fostercity.org. All communication/questions are to be submitted by any vendor to Rob Lasky via e-mail. All responses to questions/clarifications will be posted on the City's website as addendums and any vendor who has provided an e-mail will be notified via -email of the posting. Vendors are required to provide an e-mail address to which we may send responses.
3. **REPLY FORMAT:** The Vendor's proposal, signed acknowledgment terms and conditions, including all attachments, must be returned by the due date with submittal. Vendors are required to clearly identify any limitations or exceptions to the requirements defined in this RFP. Alternative approaches will be given consideration if the approach clearly offers increased benefit to the City. **The City is not responsible for non-receipt or misdelivery and that it is bidder's responsibility to ensure we have received their communication. The City's e-mail system does not allow attachments larger than 25MB.**
4. **DEADLINES TIME ZONE:** Where referred to in document, all times are in the Pacific Time Zone.
5. **VENDOR QUALIFICATIONS:** The vendor has been in business doing this type of work for at least the last three years.
6. **RESPONSIVENESS AND SELECTION PROCESS:** The decision for selection will be made on a combination of criteria, including: total cost (including ongoing operating costs); responsiveness to RFP, reputation of Vendor and products in similar installations; quality and completeness of proposal; Vendor's ability to perform in a timely fashion; and the City's perception of Vendor's stability within the industry.

The City reserves the right to reject any and all proposals or to waive any minor errors, discrepancies or irregularities. The selection will be at the discretion of the City and may be made in any manner that best meets the needs of the City.

7. **FIRM PRICES:** All quotes shall be held firm for a minimum of ninety (90) days after the proposal due date to allow adequate time for the City to consider each proposal and make an award. All blanks for unit price and total price shall be completed. All prices shall include sales tax where applicable. Any charges for boxing, packing, crating, cartage, handling, insurance, unloading, inside delivery, and any other related charges shall be included in the bid price provided on the Bid Form. Any discrepancy between the unit price and the extended or total price shall be determined by taking the lower price. Upon receipt of this proposal by the City, the Vendor shall be presumed to be thoroughly familiar with all aspects of this work. The failure or omission to examine any location, equipment, form, instrument or document shall in no way relieve Vendor from any obligation with respect to this proposal.
8. **WARRANTY:** The delivered and installed goods, equipment or services shall be warranted to be free from defects in materials and workmanship. The warranty period shall begin upon final acceptance by the City. As a minimum, all goods, equipment and services shall be warranted to operate satisfactorily

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in accordance with the requirements of these specifications, the representations of the Vendor and the published specifications of the manufacturer(s) for a period of at least one (1) year from the date of acceptance by the City.

9. **CANCELLATION CLAUSE:** The City may terminate and cancel any purchase order or contract that result from this RFP without obligation at any time prior to receipt of the goods or services.

Section 1

Introduction / Background

1.1. The Project

CalOpps is a public sector employment job board owned and operated by the City of Foster City. Subscriptions are paid by public sector agencies (cities, counties, special districts, etc.) which allows them to post job openings, accept applications, and use flexible processing to move applicants through the unique hiring workflows for each agency. Currently there are approximately 300 agencies that use the system for various processes. Potential applicants use the site to get notified of new job openings, create a personal profile to store contact information and job history, and use that profile information to apply for open positions. Currently there are over 300,000 active profiles on the site. The system is managed by the City of Foster City Human Resource Department and Information Technology Division.

With the upcoming Drupal 7 end-of-support, we are looking for a vendor to plan and perform a migration of the functionality and content of the current site to Drupal 10. Look and feel can remain the same (or similar to) the current site.

RFP responses should include costs for professional services, software deployment, and migration of existing data and files. The vendor selected will be responsible for the implementation of all selected components, project management, training, and providing a complete installation that will meet the performance requirements as stated in final contract.

The vendor shall submit a proposed time-line schedule for implementation. The vendor will need to identify staff from their company who will be working on their team and confirm their availability for the duration of the project.

Tentative schedule and dates:

Release RFP	4/17/2023
Vendor Written Inquiries (on or before)	5/8/2023
City response to Written Inquiry (on or before)	5/10/2023
Proposals due from potential bidders	5/17/2023
Interviews with vendors	6/5/2023-6/9/2023
Vendor Notified of accepted bids	TBD
Award of Contract	TBD
Project Start Date	TBD

1.2. Current Systems Environment

1.2.1. Calopps.org is currently running on Drupal 7.

1.2.2. Calopps.org is hosted on AWS. AWS also hosts development, staging, and test environments.

1.2.3. The AWS infrastructure is managed by MissionCloud.

1.2.4. There are four environments currently configured: Development, Staging, Testing, and Production.

1.2.5. The website application has three main areas of functionality: Public/Job Seeker Interface, Subscriber Agency Interface, and Calopps Site Administrator Interface. See below for details about each area.

1.2.6. **Public/Job Seeker Interface** allows anyone to search for job postings, view a list of agencies and basic information about them, read FAQs, learn about government employment and to apply for open positions. Some specific functions of the Job Seeker Interface includes:

- **Creating a Profile:** A personal profile can be created that stores the user's basic information which can then be used to pre-fill job application fields. Job Seeker

profile information is secure and requires the user to create a username and password to manage their profile.

- Notifications: An email can be sent to the user listing new job openings based on categories and locations. The user can also specify how often notifications are sent.
- Job Cart: Users can place job openings in a cart to review later.
- Apply for Open Positions: Information saved in the applicant's personal profile is used to populate the job application. The applicant then completes the remaining agency application requirements (each recruitment can have additional questions, a supplemental questionnaire, pre-qualification questions, etc.). Applicants can save their progress on an application and return to it later, but the application must be completed/submitted by close date/time of the specific job opening.
- Personal Profile Options: Users can view and edit personal profile information, view applications submitted, delete their profile and view their job cart.

1.2.7. **Subscriber Agency Interface** allows the staff of subscriber agencies to create and manage their recruitments. All subscriber agency access requires a secure login to the site. Some specific functions of the Job-Posting Agency Interface include:

- Tools Interface: Agency admins are able to edit their agency information, view login history of their HR and Departments users, view FAQ/Documentation, and authorize agency users to specific recruitments.
- Create a Recruitment: Authorized agency users enter the necessary information to post a recruitment on the CalOpps site. Some required information includes job category, region/location, job type (full-time, part-time, seasonal), recruitment close date, and pay/salary. Some of this information is viewable by potential applicants via the Job Seeker Interface.
- Work with Recruitments: Authorized agency users can view applications, create and manage processes/steps to move applicants through the recruitment process; rate/comment on applications, and cancel or close a recruitment.
- Process Templates: Templates help save staff time by storing the agency's standard language for letters, questionnaires, and other relevant information that can then be used in the applicant tracking process.
- Notifications: Authorized agency users to communicate with applicants in a specific recruitment. Notifications can be sent via e-mail or can generate pdf letters for applicants without email addresses.
- Schedule interviews: Authorized agency users can set up interview timeslots and notify candidates they wish to interview, and candidates can sign up for timeslots from the notification email.
- Reports: Reports display summary information on all recruitments for an agency by different criteria.

1.2.8. **CalOpps Site Administrator Interface** is used by City of Foster City HR staff to manage the CalOpps application.

- Support: Allows Calopps admins to 'act as an agency' to troubleshoot reported issues.
- Search: Allows Calopps admins to search and view applicants and profiles system-wide.
- Add New Agency: Calopps admins add agencies and designate membership (Full, Advertise Only).
- Login History: Calopps admins can see all logins system-wide (profile, agency, administrator)
- Statistics: Calopps admins can access statistical reports on applications received, job seekers, admin emails sent, agency details, open recruitments. Reports can be exported to csv.
- Notifications: Calopps admins can email agency contacts and/or active job-seekers.
- Application Maintenance: Calopps admins can add/change/delete general categories and information on the site.

Section 2

Project Services and Requirements

The following are the minimum requirements we expect from the vendor's proposal. Your response should address every requirement.

As part of the project, the selected vendor will be responsible for:

- Performing a thorough analysis of our current Drupal 7 site.
- Preparing a migration plan addressing our unique content and module needs. The migration plan must include:
 - A listing the fields of each existing content type and a mapping to the proposed content types in the Drupal 9/10 website.
 - A proposed schedule for execution of migration scripts, keeping in mind we want to minimize “content freezes” or the need for duplicate manual data entry during the site transition.
- Providing project and timeline management and delivering progress reports.
- Ensuring compliance with Web Content Accessibility Guidelines 2.0 (WCAG 2.0).
- Working with City of Foster City staff and/or consultants to do quality assurance testing of migrated website, coordinate cutover dates, and ensure expectations and deadlines are met.
- Performing necessary front-end and back-end work to facilitate the migration of the site to Drupal 9/10.
- Providing reports to confirm that the migration of content was complete and successful.
- Troubleshooting any issues that occur as a result of the Drupal 9/10 migration, up to 14 days after cutover.
- Providing clear, detailed documentation of the configuration of the migrated site.
- The vendor will need to be familiar with and able to work with these technologies:
 - Drupal, Composer, Drush, and PHP
 - MySQL, MariaDB and other SQL databases
 - NGINX and Apache
 - Solr search platform
 - Standard AWS technologies such as EC2, S3, RDS, etc.

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

Section 4

Vendor Evaluation Process

1. Selection/Evaluation Criteria for RFP Proposals

Proposals will be reviewed by members of Foster City's IT and HR Divisions.

A subset of vendors will be asked to participate in a 1-2 hour interview during the week of 6/5/2023-6/9/2023. Selected vendors will be contacted during the week of 5/29/2023 to set up a timeslot for their demo.

2. City Purchasing Ordinance '3.04.260 --Lowest responsible bidder determination' states as follows:

In determining the "lowest responsible bidder," the following factors may be considered in addition to price:

- A. The ability, capacity and skill of the bidder to perform the contract or provide the service required;*
- B. The character, integrity, reputation, judgment, experience and efficiency for the city or other contracting parties;*
- C. The quality of performance of previous contracts or services for the city or other contracting parties;*
- D. The previous and existing compliance by the bidder with the laws and ordinances relating to a contract or service;*
- E. The sufficiency of the financial resources and ability of the bidder to perform the contract or provide the services;*
- F. The ability of the bidder to provide future maintenance and service for the use of the subject of the contract. (Ord. 536 § 1 (part), 2007)*

3. Project Specific Evaluation

RFP Format Response Section

The vendor shall respond to all the areas listed in Section 3. The vendor shall describe how their proposal will meet the objectives, tasks, requirements, and other services identified in this document.