



ATTACHMENT A: REQUEST FOR PROPOSALS

Title: **Drupal and WordPress Website Hosting Services**

The County of San Mateo (County) is seeking proposals for Drupal Content Management System (CMS) support, development, and maintenance services from qualified proposers. The selected partner will provide subject matter expertise and development services to maintain the security and enhance the functionality of the County's Drupal website and content management system.

Solicitation Number	ISD-20251904
Number of contracts expected to be awarded	1-2
Estimated Value or Range per contract	\$500,000
Funding Sources	☐ Federal ☐ State ☒ County ☐ Other
Expected Contract Duration	36 months
Options to Renew	1 option of 24 months
Proposal submission format	1 electronic copy, uploaded to OpenGov site
County Mailing Address <i>(for hard-copy communication only)</i>	County of San Mateo- Information Services Department 455 County Center, 3rd Floor Redwood City, CA 94063
Authorized Contact Person	Mikey Brogonia
Authorized Contact Person E-mail	ISD_Solicitations@smcgov.org
E-mail Address for Protests	ISD_Protest_Officer@smcgov.org
RFP Released	Friday, April 25, 2025
Pre-proposal meeting date and time	Tuesday, May 6, 2025, 10:00 AM PST
Pre-proposal meeting location	Via Microsoft Teams, refer to Open Gov.
Deadline for Questions, Comments and Exceptions	Friday, May 9, 2025, 1:00 PM PST
Proposal Due Date and Time	Friday, May 23, 2025, 1:00 PM PST
Interviews/Demonstrations	Week of June 9, 2025, tentatively
Submission to County Board for approval	TBD
Anticipated Contract Award Date	TBD
Attachments: Attachment B: Price Proposal Template- Required with submissions Attachment C: References Template- Required with submissions Attachment D: Technology Security Assessment- Required with submissions Attachment E: County Standard Contract Template- Review Attachment F: Vendor Response Template- Required with submissions Important Reminder: All proposers must complete and submit the required attachments listed above with their proposals. No exceptions will be made to this requirement. Proposals that fail to comply are non-responsive and are ineligible for consideration.	

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SECTION I - DEFINITIONS

Business Day: Monday through Friday except for holidays as observed per the California Government Code.

Confidential Information: Information in any form that is not generally known and treated as confidential by a party, including business, financial, statistical, and non-public personal information, trade secrets, know-how, applications, documentation, schematics, procedures, Personally Identifiable Information, information covered by legal privilege, and other proprietary information that may be disclosed or incorporated in materials provided to one party by the other, whether or not designated as confidential, whether or not intentionally or unintentionally disclosed, and whether or not subject to legal protections or restrictions.

Contract Materials: finished or unfinished documents, data, studies, maps, photographs, reports, specifications, lists, manuals, software, and other written or recorded materials produced or acquired by the Contractor pursuant to the Contract for or on behalf of the County, whether or not copyrighted.

Contract: The agreement between the County and Contractor awarded pursuant to this solicitation.

Contractor: The person or other entity awarded a Contract in conformance with the terms of this solicitation and any subsequently agreed upon terms.

County Data: All information, data, and other content, including Confidential Information and other information whether or not made available by the County or the County's agents, representatives or users, to a Contractor or potential Contractor or their employees, agents, representatives or Subcontractors, and any information, data and content directly derived from the foregoing, including data reflecting user access or use.

County Systems: The information technology infrastructure of the County or any of its designees, including computers, software, databases, networks, and related electronic systems.

County: County of San Mateo

Deliverables: Goods or services required to be provided to the County under the Contract.

Force Majeure: An event or circumstance not caused by or under the control of a party, and beyond the reasonable anticipation of the affected party, which prevents the party from complying with any of its obligations under the Contract, including acts of God, fires, floods, explosions, riots, wars, hurricane, sabotage, terrorism, vandalism, accident, governmental acts, and other events.

Hosting: Storage, maintenance, and management of hardware, software, and the County Data by a party other than the County, on machines and at locations other than those operated by the County, where a party other than the County has regular responsibility for back-up, disaster recovery, security, upgrades, replacement, and overall responsibility for ensuring that all hardware and software continues to function as intended.

Key Employee: Employees of the Contractor jointly identified by the County and the Contractor as possessing unique skill and experience that was a material consideration in the County's decision to award a contract.

Maintenance Updates: Any revision, update, improvement, modification, enhancement, correction, bug fix, patch, or new release for a system, platform, software or other product, including any change made as a result of applicable federal, State, or local law.

Major Change: A change to the specified performance, maintainability, operation, power requirements, compatibility, measurement, user interface, reliability, quantity, scale, quality, terms, delivery method, or requirement of any product or service that affects the obligations of the parties or reflects a substantial alteration in circumstances surrounding the agreement or is of such a nature that knowledge of the change would affect a person's decision-making process.

PII (Personally Identifiable Information): information in any format that can be used to identify a specific individual, either used alone or combined with other private or public information that can be linked in some way to a specific individual.

Project Manager: The individual identified by the County as the County's primary contact for the receipt and management of the goods and services required under the Contract.

PST: Pacific Standard Time, including Pacific Daylight Time when in effect

Subcontractor: Firms engaged by the Contractor to perform work or provide goods pursuant to the Contract, including vendors and suppliers

Task Order or Purchase Order: A written request from the County to a vendor to provide goods or services, indicating types, quantities, prices and delivery criteria.

SECTION II - INSTRUCTIONS FOR PROPOSERS

2.1 PRE-SUBMITTAL ACTIVITIES

A. Registration

- (1) Organizations or individuals interested in responding to this solicitation must register online with the County at:

<https://procurement.opengov.com/portal/smcgov>.

- (2) The County does not maintain the eProcurement OpenGov system and is not liable for site failures or technical problems. To resolve technical issues, contact OpenGov Technical Support by using the real time chat located in the lower right hand corner of the screen, or via email at procurement-support@opengov.com at:

B. Questions, Comments, Exceptions

Submit questions, comments, and exceptions, including notifications of apparent errors, to the OpenGov site by the Deadline for Questions, Comments and Exceptions. Questions and comments received after the deadline may not be acknowledged.

Request for Substitution of Specified Equipment, Material, or Process

- (a) Unless otherwise stated in the solicitation, references to items or processes by trade names, models or catalog numbers are to be regarded as establishing a standard of quality and not construed as limiting competition.
- (b) If requesting a substitution for a required item, submit requests by the Deadline for Questions, Comments, and Exceptions. Furnish all necessary information required for the County, in its sole judgement, to make a determination as to the comparative quality and suitability of any suggested alternatives. The County's decision will be final. If alternatives are accepted, the County will issue an addendum to the solicitation.
- (c) Failure to submit requests by the deadline will be deemed a waiver of any exception. The County's consideration of a suggestion does not imply acceptance. If sufficient proposals are received with no requested changes, the County may reject those requesting changes.

C. Revisions to the Solicitation

The County may cancel, revise, or reissue this solicitation, in whole or in part, for any reason. Revisions will be posted as addenda on <https://procurement.opengov.com/portal/smcgov>. No other revision of this solicitation will be valid. Proposers are responsible for ensuring that they have received all addenda from OpenGov.

D. Contact with County Employees

Violation of the following prohibitions may result in a proposer being found non-responsible, barred from participating in this or future procurements, and becoming subject to other legal penalties.

- (1) As of the issuance date of this RFP and continuing until it is canceled or an award is made, no proposer or person acting on behalf of a prospective proposer may discuss any matter relating to the RFP with any officer, agent, or employee of the County, other than through OpenGov, to the Authorized Contact Person, or as outlined in the evaluation or protest procedures.
- (2) Proposers may not agree to pay any consideration to any company or person to influence the award of a contract by the County, nor engage in behavior that may be reasonably construed by the public as having the effect or intent of influencing the award of a contract.

E. Pre-proposal conference and site visits

If a pre-proposal conference or site visit is scheduled, answers to questions raised prior to and at the events may be posted on OpenGov.

2.2 PROPOSAL CONTENT REQUIREMENTS

A. Proposal Format

Number all pages of the proposal. Label and order each section as follows:

- (1) Cover letter - no longer than one page
- (2) Authorized contacts - identify the name and title the person to contact regarding the proposal, as well as all other individuals authorized to represent the organization in contract negotiations.
- (3) Table of Contents, listing all major topics and their respective page numbers.
- (4) Exceptions to the solicitation, or to the final revised solicitation, if any. Exceptions must have been submitted by the RFP's deadline for Comments, Questions, and Exceptions. Exceptions requested after the RFP Deadline for Comments, Questions, and Exceptions will not be considered and/or accepted.
- (5) Technical Proposal
- (6) Supplementary Documents, as requested
- (7) Price Proposal

Proposers are strictly prohibited from submitting internet links (URLs) in place of the required proposal materials. All required information and supporting documents must be included as complete, self-contained files. Submissions that rely on or include links to external files, unless explicitly requested by the County, are considered non-responsive.

B. Technical Proposal Contents

- (1) Explain responses to be understood by people unfamiliar with industry jargon. Use drawings, diagrams, schematics, and illustrations as needed, but do not simply refer readers to an exhibit or other section of the proposal in lieu of a complete response.
- (2) Addressing each requirement outlined in this solicitation in the order presented, describe how the requested goods and services will be provided.
- (3) If applicable or requested, include a project schedule with milestones, deliverables, dates, and a project management plan.
- (4) Specify any needs for physical space or equipment that the County must provide during the engagement.
- (5) Explain how work, equipment, and knowledge will be transitioned to the County or a new vendor at the end of the contract period.

C. Supplementary Documents

- (1) References for Proposer
- (2) Technology Security Assessment, as applicable
- (3) Evidence Proposer is Registered, active, and in good standing on sam.gov.
- (4) Evidence of insurance, per requirements and minimum coverages listed in Section IV.
- (5) All other attachments, certifications, and forms executed as requested.

D. Price Proposal

- (1) Place all cost and pricing data in a separate file clearly marked "PRICE PROPOSAL".

- (2) Use forms and templates provided for the Price Proposal, use them without modification. Failure to use the forms or templates provided, or modification of them, may result in rejection of the entire proposal.
- (3) Alternative Price Proposals may be submitted, but only in addition to, not in lieu of, the requested Price Proposal. If submitting an alternative Price Proposal, clearly identify it as an alternative.
- (4) Include prices for the base period of service and if applicable, for each additional year including option years.
- (5) Unless otherwise indicated, when applicable, in the price of an item, include all licenses required for operation, as well as upgrades and revisions to software over the term.

2.3 PROPOSAL SUBMISSION

A. Submit proposals as directed below.

(1) Electronic Submissions

Include the proposer's name and the RFP title and number in each filename. Submit proposals via the OpenGov website, allowing sufficient time for the upload to complete by the Due Date and Time. Partial uploads will automatically terminate, and proposals will be rejected. The OpenGov submission time will be the official submission time. Contact OpenGov with technical questions regarding the site. The County will not be responsible for and may not accept proposals that are late due to slow internet connections or for any other failure of the OpenGov system.

(2) Conflicts between Certain Requirements

Prior to the submission deadlines and solely relating to a determination of the timeliness of questions, comments, and proposal submissions, information displayed on the OpenGov site will take precedence in the event of a discrepancy between that information and the information within the solicitation documents. For all other discrepancies, the information in the solicitation documents will take precedence.

(3) Hand-written responses, whether or not submitted electronically, will be rejected, with the exception that signatures may be hand-written.

B. Errors in Proposals

The County will not be liable for any errors in proposals. Proposals may be rejected as unresponsive if they are incomplete, are missing pages or information, or cannot be opened for any reason. The County may waive minor irregularities, but such waiver will not modify any remaining RFP requirements.

2.4 PROPOSER CERTIFICATIONS

By submitting a proposal, each proposer certifies under penalty of perjury that:

- Its submission is not the result of collusion or any other activity that would tend to directly or indirectly influence the selection process; and
- Proposer is able to comply with all requirements of this solicitation at the time of proposal submission; and
- Neither proposer, its employees, nor any affiliated firm providing the requested goods and services has prepared plans, specifications, terms or requirements for this solicitation, or has any other actual or potential conflict of interest; and
- Proposer is aware of the provisions of Section 1090 et seq. and Section 87100 et seq. of the California Government Code relating to conflict of interest of public officers and employees and is unaware of any financial or economic interest of any County officer or employee relating to this solicitation.

2.5 WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn, modified, or replaced at any time prior to the Due Date and Time. After that time, whether or not a new solicitation is issued for the same subject matter, withdrawal of a proposal may preclude the proposer from participating in the procurement as a proposer or subcontractor, except that an original equipment manufacturer may participate indirectly through a reseller.

2.6 NO COMMITMENT

Neither submission of a proposal nor the County's receipt of proposal materials confers any right to the proposer nor any obligation on the County. This RFP does not commit the County to award a contract, nor will the County defray any costs incurred in preparing proposals or participating in any presentations or negotiations.

2.7 ESTIMATED QUANTITIES

If the solicitation results in an indefinite quantity or a requirements Agreement, the goods and services actually requested by the County may be less than the maximum value of the Agreement and there is no guarantee, either expressed or implied, as to the actual quantity of goods and services that will be authorized under the Agreement.

2.8 PROPOSER SELECTION

At any time in the evaluation process, the County may request clarifications from proposers.

A. Determination of Responsiveness

A responsive proposal conforms to the instructions set forth in this solicitation and any modifications to it.

B. Proposal Evaluation

The County will establish an evaluation committee which will evaluate responsive proposals based on the criteria specified in the solicitation. The committee may then recommend one or more top-ranked proposers for final negotiation of contract terms or may invite one or more proposers for oral presentations and demonstrations, following which those proposers may be allowed to amend their proposals. After evaluating presentations and amended proposals, the committee may recommend one or more top-ranked proposers for final negotiation of contract terms.

C. Determination of Responsibility

The County will make a determination of the responsibility of any proposer under consideration for award, taking into consideration matters such as the proposer's integrity, compliance with public policy and laws, past performance, fiscal responsibility, trustworthiness, financial and technical resources, capacity, and experience to satisfactorily carry out its responsibilities.

By submitting a proposal, the proposer certifies that, to the best of its knowledge, the proposer maintains financial resources sufficient to satisfy the terms of the proposed project, if awarded.

2.9 CONTRACT AWARD

A. Notice of Intent to Award

Once a decision has been made to award a contract to one or more proposers, the County will post a Notice of Intent to Award, notifying the remaining proposers of their non-selection. The posting may be inclusion of the recommendation to award as an agenda item on the Board of Supervisors schedule.

B. Award Procedure

Contract negotiations are neither an offer nor an implicit guarantee that a contract will be executed. Award, if made, will be to the responsive, responsible proposer offering the overall best value to the County for the services and goods described in this solicitation, or as applicable, for a specific portion of the services and goods described. Any agreement reached will be memorialized in a formal agreement using the attached Standard Agreement template.

C. Commencement of Performance

After all parties have signed the Agreement, the County will notify the proposer and performance may proceed. Prior to County execution of the Agreement, no County employee may authorize work. Any work performed prior to that time may be uncompensated.

2.10 PROTESTS

Protests that do not comply with the protest procedures outlined below will be rejected.

A. Protest Eligibility, Format, and Address

- (1) Protests or objections may be filed regarding the selection process and/or the defective content of the solicitation or any addenda.
- (2) In accordance with Sections B and C below, the County will only review protests submitted by an interested party, defined as an actual or prospective proposer to this solicitation whose direct economic interest could be affected by the County's conduct of the solicitation. Subcontractors do not qualify as interested parties.
- (3) Submit protests by e-mail to ISD_Protest_Officer@smcgov.org.

B. Protest Deadlines

Submit protests with any supplemental materials by 5 p.m. PST, as appropriate, on the deadlines set forth below. The date of filing is the date the County receives the protest, unless received after 5 p.m. PST, or on other than a Business Day, in which case the date of filing will be the next Business Day. Failure to file by the relevant deadline constitutes a waiver of any protest on those grounds. Supplemental materials filed after the relevant deadline will be rejected by the County.

If relating to the defective content of the solicitation or to an addendum, file within five Business Days after the date the County releases the solicitation or addendum.

C. Protest Contents

- (1) The letter of protest must include all of the following elements:
 - (a) Detailed grounds for the protest, fully supported with technical data, test results, documentary evidence, names of witnesses, and other pertinent information related to the subject being protested; and
 - (b) The law, rule, regulation, ordinance, provision or policy upon which the protest is based, with an explanation of the violation.
- (2) Protests that simply disagree with decisions of the Evaluation Committee will be rejected.
- (3) Except for protests related to defective content filed by the relevant deadline, protests from parties who did not submit a proposal prior to the proposal due date and time will be rejected.

D. Reply to Protest

The County will send a written response to the protestor and to any other party named in the protest.

E. No Stay of Procurement Action during Protest

Nothing in these protest requirements will prevent the County from proceeding with negotiations or awarding a purchase order or contract while a protest is pending.

2.11 PUBLIC RECORDS

A. General

- (1) All proposals, protests, and information submitted in response to this solicitation will become the property of the County and will be considered public records. As such, they may be subject to public review.

- (2) Any contract arising from this RFP will be a public record.
- (3) Submission of any materials in response to this RFP constitutes:
 - (a) Consent to the County's release of such materials under the Public Records Act without notice to the person or entity submitting the materials; and
 - (b) Waiver of all claims against the County and/or its officers, agents, or employees that the County has violated a proposer's right to privacy, disclosed trade secrets, or caused any damage by allowing the proposal or materials to be inspected; and
 - (c) Agreement to indemnify and hold harmless the County for release of such information under the Public Records Act; and
 - (d) Acknowledgement that the County will not assert any privileges that may exist on behalf of the person or entity submitting the materials.

SECTION III - QUALIFICATIONS, EXPERIENCE, AND EVALUATION CRITERIA

3.1 MINIMUM QUALIFICATIONS

Proposals will be accepted only from proposers that meet the following required minimum qualifications and requirements at the time of proposal submission. Proposals that fail to meet these criteria are considered non-responsive and are ineligible for consideration.

Minimum Qualifications and Requirements of Proposed Platform(s):

- Minimum five (5) years operating in a production environment and supporting government customers with the requirements detailed in this RFP.

Minimum Qualifications and Requirements of Proposer(s):

- The proposer has a minimum three (3) years' experience implementing the proposed solution(s), performing similar services as those detailed in this RFP.
- The proposer has completed at minimum three (3) successful implementations for government agencies of similar size and requirements within the last five (5) years.
- Provide evidence of the insurance requirements and coverage limits for each of the checked categories as outlined in Section IV-Insurance. Expired certificates will not meet this requirement.
- Provide evidence the proposer is registered, active, and in good standing with sam.gov and is not barred from public contracting by any federal or state authority. Incomplete registrations will not meet this requirement.

3.2 ORGANIZATIONAL CAPACITY AND EXPERIENCE

Provide all of the following regarding the prime proposer.

Organizational Capacity:

- (1) Titles and names of staff members who will be on the team responsible for the project, as well as the expected availability of the various individuals. If requested, include the resume of a dedicated, full-time project manager.
- (2) All applicable licenses and license numbers relevant to the project, the names of the holders of those licenses, and the names of the agencies issuing the licenses.

B. Experience

- (1) The number of years providing services similar to those contemplated
- (2) The number of years providing services to government entities

3.3 REFERENCES

Provide at least three references from successfully completed projects of similar nature to that described in this solicitation, including the name of the organization for which work was performed, and the name, phone number, and e-mail address of an individual at the organization who was responsible for managing and accepting the work. Ensure that contact information is current. If the County cannot contact the reference because of incorrect or out-of-date information, the reference will be deemed not to have been provided. References cannot include the County of San Mateo or any employees thereof.

3.4 EVALUATION CRITERIA

Proposals will be evaluated in accordance with the following evaluation criteria:

Phase I: Evaluation of Technical Proposal

50% - Method and approach

- Apparent understanding of the scope of services to be provided
- Appropriateness of the proposed solution/services

25% - Experience and organizational capacity

- Qualifications and experience of both the proposer and key personnel
- Experience with other public agencies
- Organizational resources and staff, apparent ability to meet any required timelines or other requirements

25% - Price (Minimum)

Top-ranked candidates will be offered to present a demonstration of their product/solution. The demonstration script will be provided prior to the date of the presentation. The demonstration will be evaluated based on the presentation of the provided demonstration script in accordance with the following Demonstration Evaluation Criteria:

Phase 2: Evaluation of Demonstration/Interviews of elevated proposals

1. 100% - Presentation of Demonstration Script & Interview

After evaluating proposals and presentations, the committee may recommend one or more top-ranked proposers for final negotiation of contract terms. Award, if made, will be to the responsive, responsible proposer offering the overall best value to the County for the services and goods described in this solicitation, or as applicable, for a specific portion of the services and goods described.

SECTION IV - INSURANCE

Include evidence of insurance in your **proposal submission** for each of the checked categories.

☒	General Liability (Including operations, products and completed operations, as applicable.)	\$1,000,000 - per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, the general aggregate limit either must apply separately to this project or must be twice the required occurrence limit. To be carried at all times during the term of the Contract
☐	Automobile Liability	\$1,000,000 - per accident for bodily injury and property damage. To be carried at all times during the term of the Contract
☒	Workers' Compensation	As required by the State of California To be carried at all times during the term of the Contract
☒	Employers' Liability	\$1,000,000 - each accident, \$1,000,000 policy limit bodily injury by disease, \$1,000,000 each employee bodily injury by disease. To be carried at all times during the term of the Contract
☐	Professional Liability (Errors and Omissions)	\$1,000,000 - per occurrence. To be carried at all times during the term of the Contract
☒	Cyber Liability	\$5,000,000 per occurrence for Privacy and Network Security, \$1,000,000 per occurrence for Technology Errors and Omissions To be carried at all times during the term of the Contract and for three years thereafter.

4.1 SPECIAL INSURANCE REQUIREMENTS - CYBER LIABILITY

If the work involves services or goods related to computers, networks, systems, storage, or access to County data or to any data that may, alone or in combination with other data, become Confidential Information or Personally Identifiable Information, the following insurance is required.

(1) Privacy and Network Security

During the term of the Contract and for three years thereafter, maintain coverage for liability and remediation arising out of unauthorized use of or access to County data or software within Contractor's network or control. Provide coverage for liability claims, computer theft, extortion, network breach, service denial, introduction of malicious code, loss of Confidential Information, or any unintentional act, error, or omission made by users of Contractor's electronic data or systems while providing services to the County. The insurance policy must include coverage for regulatory and PCI fines and penalties, crisis management expenses, and business interruption. No exclusion/restriction for unencrypted portable devices/media may be on the policy.

(2) Technology Errors and Omissions

During the term of the Contract and for three years thereafter, maintain coverage for liabilities arising from errors, omissions, or negligent acts in rendering or failing to render computer or

information technology services and technology products, including at a minimum, coverage for systems analysis, design, development, integration, modification, maintenance, repair, management, or outsourcing any of the foregoing.

SECTION V - STANDARD TERMS AND CONDITIONS

Note to proposers: These are attached for information only. Do not complete this form. The final agreement between the County and any successful proposer will be based on this template.

See Attachment E- County Standard Contract Template

Please note that the redline requests by proposer are for review by County only. Proposers should not rely on the County's agreement to modified terms.

SECTION VI - SCOPE OF WORK AND SPECIAL PROVISIONS

6.1 SUMMARY

The County of San Mateo's Information Services Department is seeking to enter into an agreement with an enterprise web application hosting service provider to host and maintain availability of the County's public-facing Drupal and WordPress websites.

The objectives for this RFP are to:

- Identify a reliable, secure, and high-availability enterprise web hosting service for the County's Drupal and WordPress websites
- Explore features and benefits of applicants' products and service tiers

The County of San Mateo's primary website is a single Drupal 10 website that serves as the primary public web portal for 20 County departments and agencies. The Drupal platform has approximately 10,000 published nodes and 200 GB of media and files. In addition to the primary Drupal platform, the County operates approximately 30 public WordPress websites for a variety of audiences, programs, and services.

Proposals will be fully responsive to the documentation, descriptions, and specifications contained in this RFP. The successful proposer will be singularly responsible for the proposed solution and will not use subcontractors to perform the services.

Drupal Hosting Background Information

Drupal production Site statistics

- 10,000+ published webpages (nodes)
- 200 GB of media files (images and documents)
- 5-6 million pageviews/year (source: Google Analytics)
 - Traffic spiked to 13 million pageviews in 2020 due to COVID, and remained elevated in 2021, but as of 2024, we are back to pre-covid traffic levels (5-6 million annual page views). The hosting environment will need to be robust and capable of handling sudden, unexpected spikes in traffic in the event of an emergency or major event impacting the County.

In addition to hosting the core Drupal application, the hosting environment will need to support the following integrations with the Drupal application:

- Swifttype/Elastic Search engine
- SOLR index and list views
- Outline design system leveraging web components, Storybook, TypeScript, and Tailwind CSS: <https://github.com/phase2/outline/>
- Custom editor and page designer based on ReactPage: <https://react-page.github.io/>

WordPress Hosting Background Information

The County of San Mateo operates 32 public WordPress websites for a variety of audiences, programs, and services.

County hosted WordPress sites and statistics (approximate, subject to change)

Website	WP version	PHP version	Storage	Avg visits/Mo
https://comment.smcgov.org	6.7.1	8.2	50 MB	500
https://diversity.smcgov.org	6.7.1	8.2	743 MB	500
https://elr-smcgov.org	6.7.1	7.4	872 MB	6000
https://elr.smc-hr.org	6.7.1	8.2	179 MB	2000
https://benefits.smc-hr.org/	6.7.1	8.2	1.1 GB	2000
https://nextgensiliconvalley.org/	6.7.1	8.2	469 MB	4000
https://smc-hr.org/	6.7.1	7.4	2 GB	14000
https://jobs.smcgov.org/	6.7.1	8.2	3 GB	21000
https://jobsforyouth.org/	6.7.1	8.2	3 GB	15000
https://smcwomenlead.org/	6.7.1	8.2	561 MB	3000

https://whof.smcgov.org/	6.7.1	8.2	320 MB	1000
https://regionaltrainingconsortium.org/	6.7.1	8.2	728 MB	5000
https://youth.smcgov.org/	6.7.1	8.2	482 MB	2000
https://buildupsmc.com/	6.7.1	7.4	408 MB	20000
https://first5sanmateo.org/	6.7.1	8.2	5.7 GB	19000
https://helpmegrowsmc.org/	6.7.1	7.4	246 MB	18000
https://espanol.helpmegrowsmc.org/	6.7.1	7.4	238 MB	5000
http://espanol.first5sanmateo.org/	6.7.1	7.4	614 MB	5000
https://ccag.ca.gov/	6.7.1	8.2	20.4 GB	11000
https://ccagtdm.org/	6.7.1	8.2	253 MB	6000
http://seconduitcentersmc.org/	6.7.1	8.2	920 MB	4000
https://homeforallsmc.org/	6.7.1	8.2	1.6 GB	8000
https://smcenergywatch.org/	6.7.1	7.4	2.1 GB	4000
https://seachangesmc.org/	6.7.1	7.4	2.6 GB	3000
https://www.smcsustainability.org/	6.7.1	8.2	13.4 GB	20000
https://smcmeasurek.org/	6.7.1	8.2	3.3 GB	10000
https://smcmentalhealthmonth.org/	6.7.1	7.4	451 MB	9000
https://stophumantraffickingsmc.org/	6.7.1	7.4	313 MB	12000
http://thebiglift.org/	6.7.1	8.2	278 MB	13000
http://letsreadsmc.org/	6.7.1	8.2	349 MB	6500
https://sanmateocountytrees.org/	6.7.1	8.2	TBD	TBD
https://smc-connect.org	6.7.1	8.2	TBD	TBD

6.2 REQUIREMENTS AND SCOPE OF WORK

Proposal Requirements

The following items must be included with your proposal:

- Service Level Agreement (SLA) for hosting environment
- Technical support contact channels and response times.
- Detailed technical support service offerings and tiers.
- Itemized cost breakdown and detailed descriptions of the recommended hosting environment and features necessary to support the websites, features and requirements described in this RFP.
- Data center locations and backend hosting providers, if applicable (e.g. AWS, GCP, Azure, etc.).
- Any WordPress plugins or Drupal modules that are unsupported or not allowed in your environment.
- A sample project plan and estimated timeline for full migration and go-live activity support for 30 WordPress websites.
- Detailed outline of onboarding and migration services included with your proposal.
- Any additional features included with your proposal that are not mentioned in the requirements outlined below. Be sure to include all relevant details, including any additional costs, limitations, terms, or restrictions.
- Disaster recovery response plan in the event of a major disaster affecting the primary data center.
- Fixed-price cost of adding future WordPress websites during the contract term.

Drupal Hosting Requirements

1.1	Host entire current state Drupal application stack
1.1.1	Development, Test and Production environments
1.1.2	Include web servers, database servers, and file servers
1.1.3	SSL/TLS certificate management and support
1.1.4	Git based code development workflows and deployments
1.1.5	SSH access to hosting environments
1.1.6	Drush command-line tool support

1.1.7	Ability to create snapshots / full backups of all databases, file system contents, application code
1.1.8	Automatic daily backups, kept for a minimum of 30 days.
1.1.9	All environments must be restorable within 12 hours in the event of a data center failure or regional disaster.
1.1.10	The primary data center must be located in the continental United States, preferably on the west coast.
1.1.11	There must be a fully redundant secondary data center located within the continental United States but in a separate geographical location to maintain uptime in the event of a regional disaster.
1.1.12	Data center must be capable of providing high availability to the software application and databases with minimum guaranteed uptime of 99.95%.
1.1.13	Provide environment monitoring dashboards for monitoring system status and resource utilization
1.1.14	Ability to access and review environment syslogs for errors
1.1.15	500 GB of file system storage
1.1.16	The system must scale automatically to handle sudden, unexpected spikes in traffic.
1.1.17	The system must provide reports detailing user login history, including date and time of the attempted login, IP address of the user and if the login attempt was successful or not.
1.1.18	The system must support multi-factor authentication (MFA) and/or SAML SSO for authenticated administrator access.
1.1.19	Email for Drupal notification and transactional emails
1.1.20	Content Delivery Network (CDN) & Web Application Firewall (WAF)
1.1.21	Web-based control panel for management, configuration and administration of the hosting environment(s).
1.1.22	Application performance monitoring to monitor, investigate and troubleshoot application performance issues.
1.2	Provide enterprise level account management features and support
1.2.1	Support role-based access control (RBAC) with various permission levels (e.g. admin, editor, viewer)
1.2.2	24/7 support desk for problem investigation/resolution and technical assistance
1.3	URL Redirection: support the following redirection scenarios in the hosting environment
1.3.1	http => https, i.e. https by default for all public resources
1.3.2	Subdomain to a URL, e.g., http://food.smcgov.org => https://smcgov.org/food
1.3.3	Vanity domain to a URL, e.g., http://smcequity.com => https://www.smcgov.org/ceo/office-racial-and-social-justice
1.3.4	Subdomain URL to another URL, e.g. https://cmo.smcgov.org/pdu => https://www.smcgov.org/ceo/project-development-unit

WordPress Hosting Requirements

2.1	Hosting and Infrastructure
2.1.1	35 WordPress installs.
2.1.2	Included staging sites for each WordPress production install.
2.1.3	Scalable to handle unexpected traffic spikes.
2.1.4	Data residency within the continental US (preferably on the west coast).
2.1.5	Minimum 500,000 monthly user sessions/site visits (combined total for all WordPress installs).
2.1.6	Minimum 80GB storage (combined total for all WordPress installs).
2.1.7	Ability to send system emails (for system emails, such as password resets, etc.)
2.1.8	The managed WordPress hosting solution must have a user-friendly interface to support administrators and website content managers with varying levels of technical proficiency.
2.2	Security and Administration
2.2.1	Automatic or managed core and security updates for WordPress.
2.2.2	Automatic or managed PHP updates.
2.2.3	Automatic or managed updates of WordPress plugins and themes for all production sites.

2.2.4	Monitoring and notification of known security vulnerabilities (CVEs) for all installed plugins and themes.
2.2.5	Real-time threat monitoring and detection, including malware detection and removal.
2.2.6	Built-in support for free SSL certificates and automatic renewal (e.g., Let's Encrypt).
2.2.7	The system must support multi-factor authentication (MFA) and/or SAML SSO for authenticated administrator access.
2.2.8	Automatic daily backups, kept for a minimum of 30 days.
2.2.9	Simple rollback/previous version restoration functionality.
2.2.10	Support for single-site and multi-site WordPress installs.
2.2.11	Support multiple domain names per website/application.
2.2.12	SFTP and SSH access.
2.2.13	Role based access control with granular permissions for hosting environment access and administration.
2.3	Onboarding and Support
2.3.1	Onboarding, migration and go-live services for all existing WordPress sites.
2.3.1(a)	- Migration of all existing WordPress sites into the new hosting solution.
2.3.1(b)	- Testing of migrated WordPress websites to ensure functionality was not degraded by the migration into the new hosting environment.
2.3.1(c)	- Ensure all plugins and themes migrated successfully without any errors.
2.3.1(d)	- Ensure all hosted media items and files (images, documents, etc.) migrated successfully.
2.3.1(e)	- Project management services for all migration and go-live activities to ensure tasks are assigned to the appropriate party, completed on-schedule and the scheduled go-live dates are not delayed.
2.3.1(f)	- Go-live support for domain/DNS cutovers on go-live dates.
2.3.1(g)	- Technical support services for migration and go-live related activities to ensure any issues are promptly resolved.
2.3.2	- 24/7 technical support for all platform users and website administrators.
2.3.3	- Training and documentation for platform users and website administrators.
2.3.4	- Dedicated account manager.

6.3 FINGERPRINTING AND BACKGROUND CHECKS

In some instances, may be required if the proposed contract requires access to certain sensitive groups or proprietary materials. Fingerprinting and background checks are administered at the discretion of the County based on project and/or contract requirements. The vendor must provide the County with confirmation when the fingerprinting and background checks have cleared.

6.4 COOPERATIVE AGREEMENT

This competitive solicitation is being conducted as a Cooperative Procurement. The services, terms and conditions of any agreement resulting from this solicitation may be used by other organizations as a Cooperative Agreement.

This provision in no way commits any affiliate to procure services from any awarded contractor, nor does it guarantee that any additional orders will result. At their discretion, and subject to their own procurement policies, interested organizations may make use of this competitive procurement and contract directly from the awarded contractor.