

	2025-21 Drupal Maintenance & Support Questions and Answers
1	What are the installed versions of your Drupal properties currently?
	Drupal 11.2.2
2	Are you concerned about specific security risks or notable updates that need to be made urgently?
	Generally we would expect security updates done within the month and would rely on the vendor to make recommendations if urgent security vulnerabilities are identified.
3	Would you consider your current situation critical, or do you consider your Drupal properties stable and in need of proactive support?
	The Drupal properties are considered stable.
4	Is there a team actively providing you with support?
	Yes.
5	What is the makeup of your internal team in charge of the websites? Are there technical members that will act as our counterpart on the engineering side? Is there one product owner that is in charge of all websites or does each site have their own product owner?
	The SDSTA Communications Department is responsible for all web properties and is a team of 6. You would interact regularly with 1-2 of those team members. For special projects we may bring in others throughout the company for input.
6	Is there documentation of your current setup, local development environments, deployment process, and/or build process?
	There is minimal documentation available. We do rely on Pantheon's development tools and deployment as well as multi-site processes.
7	To what extent are there documentation materials about how to administer your websites? (i.e., how to enter and edit content, user governance, content publishing workflows, layouts, etc.)
	Style guides are available for all three sites and will be provided to the awarded vendor.
8	What is your current process to get the most out of your Pantheon plan and workflow? Do you have a CI/CD setup for every site? If you do, can you describe which services you are using? (i.e., Github, CircleCI, etc.)
	The CI/CD is not maintained by the internal team.
9	Do you currently run automated tests before deploying?
	No
10	Do you use Github or other code repository services for your websites?
	No
11	How many administrative users work on your Drupal properties? What are their roles? (i.e., editorial managers, content writers, IT professionals, etc.)
	Internally roles are content writers, and editorial managers for certain sections of the main site. Science, education, and business sections. Generally, communications maintains editorial control over the rest of the site. There is one page/site builder on the communications team. There are teacher roles that access a dashboard where they can request resources for the E&O team.
12	Are there requirements to access your website? (such as VPN for example)
	No

13	Are there third-party services that you use in your setup besides Pantheon? (i.e., payment gateways, SSO, storage, embedded forms, CRMs, etc.)
	We use embedded jotforms and intergrated video embedding.
14	Can you briefly explain the functionality provided by the custom code that you currently have on your Drupal properties?
	Custom code is for the Education section of the site. It allows for checking out/tracking educational resources and for requesting field trips and presentations form the team. Teachers can also sign up for Professional Development. These items are all linked to a teacher Dashboard.
15	Are there site features that are invisible to us when navigating your public URLs? (i.e., internal directories, logged-in-only functionality, etc.)
	Yes, the teacher dashboard is not available.
16	If this is a new Contract?
	Yes.
17	Work will be onsite or remote?
	Remote.
18	Is this contract intended to be awarded to a single vendor or to multiple vendors?
	Single vendor award.
19	Can our commercial project experience be considered as relevant domain expertise for the website development/redevelopment requirement?
	Yes, please submit case studies that highlight your maintenance experience.
20	Could you please clarify whether the requirement is for the complete design and development of a brand-new website from scratch, or for enhancing the existing website with a new design and content migration?
	This contract is for sustaining and maintaining the current sites with security updates, feature enhancements and smaller design/development requests made within the current framework.
21	Can you share a list of installed themes and modules that are being used within the Drupal sites?
	Yes. Not all are in enabled but list will show what is installed.
22	Are there any integrations between the current sites and any third party or internal systems or databases that we should be aware of?
	No.
23	Are there any plans to upgrade the sites?
	Not at this time.
24	Can you provide an overview of the customizations that exist on the 3 websites?
	See 14
25	Is there any documentation available related to the 3 sites, particularly for the custom code?
	See 14
26	Can you confirm the sites are built in a multisite environment?
	Yes, sites are hosted on Pantheon using dev/test/live.

27	Can you share examples of support or maintenance requests (i.e. Are there typical troubleshooting activities that come up? Are there challenges the team repeatedly faces?)?
	Most of the updates are standard security and module updates. There are some troubleshooting issues around how Mercury Editor behaves after the updates.
28	Are you looking for vendors to provide costs directly related to Pantheon in the response?
	No. Pantheon is a separate hosting contract.
29	Is there an existing backlog or list of in-flight work the selected vendor will be expected to take on? If so, can you share that list?
	There is not a backlog.
30	Will the selected vendor be expected to monitor the Pantheon environment?
	No. You will work with SURF if any issues arise though. We may ask that you participate in troubleshooting calls if needed.
31	Can you share details on the current Pantheon Plan?
	Pantheon Gold account, 1 performance small, 3 basic.
32	Do you have any estimate of the average amount of monthly support time the team is using?
	10-20 hours.
33	Are there any AI-related policies that we should be aware of?
	Not at this time.
34	Are you interested in website tools that will enhance the user experience (search, chatbots, etc) using AI?
	SURF is not interested in any AI development/integration at this point.
35	Has SURF developed a plan to integrate AI into your digital ecosystem? What are you curious or concerned about with regard to AI?
	See #33 and #34
36	Is there a requirement for the vendor to perform post-launch performance audits on new features to ensure they are meeting expectations?
	The vendor should test the performance of all updates before going live.
37	How will the success of new feature implementations be measured? Are there specific performance indicators or metrics that should be tracked for each new feature (e.g., user adoption rate, speed improvements)?
	We would work with the chosen vendor to determine the best practice for any new features.
38	Are there any specific long-term support expectations for the new features, such as scalability improvements or performance tuning, after the initial development phase?
	No.
39	Would you like the vendor to provide guidance on best practices and industry trends before feature development begins?
	Yes.
40	What is the expected timeline for implementing new features once a request is submitted? Are there any established deadlines or milestones for feature rollout.
	This would be request dependant. We would work together to determine a reasonable deadlines and milestones per feature request.
41	Do you expect the vendor to propose new features proactively, or will all enhancements be requested by SDSTA?
	Typically requested, but we are open to hearing about new feature recommendations.

42	How frequently does SURF request new features or enhancements, and is there a formal process for submitting and prioritizing those requests?
	Request for enhancements are done on a case by case basis.
43	The timeline for ongoing maintenance and support is flexible. Could you clarify any major milestones or expected deliverables that should be factored into the vendor's proposed schedule?
	We do not have any major requests or feature enhancements pending at this time.
44	What is your preferred method of communication for troubleshooting and issue resolution with SURF staff? Do you require a specific reporting format for ongoing technical support?
	Zoom, email, and Slack are all acceptable. We prefer to speak in person at least bi-monthly. We would like to see a log including date/duration and task detailed issued with any invoices.
45	Are there any specific Service Level Agreements (SLAs) in place regarding response times and issue resolution, or is the vendor expected to propose their own SLA terms for these aspects?
	There is no SLA currently and vendor is welcome to propose one. It would be reasonable to expect at least a response and initial assessment within 24 hours.
46	Can you confirm the frequency and process for applying security patches and module/theme updates? Is there an expectation for proactive monitoring for potential vulnerabilities or just responding to reported issues?
	We expect the vendor to be proactive to security vulnerabilities.
47	Apart from the three websites mentioned in the RFP, does the custom headless Drupal installation powering the digital exhibits also fall under the maintenance and support scope outlined in this RFP?
	The headless site does not receive updates. We would only require assistance if the site quits functioning as expected.
48	Is your team familiar with ADA best practices when writing content?
	Yes. We have minimal controls in place to encourage best ADA/WCAG practices.
49	Do you have an interest in leveraging any automated testing software/programs on your current site? (example, Cypress, Cucumber, Selenium, etc)
	Yes, we are open to automated processes.
50	In addition to ensuring that SURF's digital properties are secure and performant, what are your short-term and long-term roadmaps for the sites? In an ideal world, what feature(s) would you like to see on one, or any, of the sites?
	Short term is to sustain and maintain. Long term goals are in development at this time.
51	How will SURF define success with your partner relationship?
	Success will be defined by a secure, stable, and well-maintained Drupal websites supported by a responsive, collaborative vendor who provides proactive communication, clear documentation, and reliable delivery of updates, enhancements, and issue resolution within agreed timelines and budgets.
52	How many hours per month does SURF want to utilize in ongoing maintenance/security? How many hours would you like in more forward-thinking feature development or discrete designs?
	Rather than prescribing a set number of hours, SURF invites vendors to propose the level of effort they believe is appropriate to effectively maintain the sites in thier proposal. As billing models vary vendors may recommended hours or service tiers for maintenance and security support and suggest allocation or approach for new feature development or design enhancements. Vendor

	may provide an explanation of how estimate ensures responsiveness, predictability, and cost efficiency.
53	Of the 3 Drupal 11 sites hosted on Pantheon, are they all separate repositories or do they share a common upstream or multisite install?
	All separate installs.
54	What 3rd party integrations do any of these sites have? Anything like Salesforce, Mailchimp, etc
	Combine with 13
55	Do any of these sites rely heavily on importing data from external sources? If so, do you use feeds module, migrate module, or something else?
	No.
56	The headless Drupal install, is that part of the SURF site or is that a separate Drupal installation? If it is separate, is it also Drupal 11 and hosted on Pantheon?
	It is hosted on Pantheon as a separate site. This site serves a niche service as exhibit kiosks that we would only anticipate support in the event of an outage or failure. Current version is Drupal 9.4
57	Can you please give us an extension of 1-2 weeks to submit our proposal?
	The RFP has been extended (RFP DUE 10/22) to accommodate the delay in posting in Q&A.
58	How will the winning vendor be selected? Is there a scoring matrix or something similar?
	There will be a scoring matrix used to determine best value proposal.
59	Who currently supports and maintains the sites?
	No answer.
60	Has a budget or budget range been identified for this project? If so, will that information be shared with vendors?
	No answer.
61	What was the annual spend for the previous year on this Project?
	No answer.
62	Who are previous incumbents on this project?
	No answer.
63	Are you open to a hybrid delivery model with a mix of offshore and onshore resources?
	No.
64	We are a US company with employees outside the US. Is there any limitation on their ability to work on the project?
	Yes. See #63