

Addendum 1

RFP for Web Hosting Services
Contract Number 19-09-10-12

Questions and Answers

The work/ clarification/ answers listed in this addenda shall be considered part of the Bid/ RFP document for the referenced project/ product/ services, etc.

Below are questions and answers regarding subject RFP. All questions are written in black color font and the answers are provided in red color font.

- 1. Question:** Whether companies from Outside USA can apply for this? (like,from India or Canada)?
Answer: Yes.
- 2. Question:** Whether we need to come over there for meetings? **Answer:** No.
- 3. Question:** Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)
Answer: Yes.
- 4. Question:** Can we submit the proposals via email? **Answer:** No, See Page 1 of RFP.
- 5. Question:** May we know the size of the current infrastructure that supports the websites related to this project, in terms of number of servers (and their configuration) current bandwidth usage or the amount of computing resources (like CPU, RAM, Storage, i/o, etc) currently in use to support the project? **Answer:** The current infrastructure consists of production and stage/dev environments.

Production	2 Elastic Load Balancers (not dedicated)	13 ECU, 34.2 GB RAM
	2 web/database/file (dedicated)	6.5 ECU, 7.5 GB RAM
Dev/Stage	2 Elastic Load Balancers (not dedicated)	6.5 ECU, 17.1 GB RAM
	2 web/database/file (dedicated)	7 ECU, 3.75 GB RAM

- 6. Will DSU please clarify whether this cover is being provided by DSU or should the offer or generate their own cover sheet? If DSU is providing the cover sheet, can DSU please attach the cover sheet?**
Answer: Offerer should generate this cover sheet.

7. Will DSU please correct the date that price quotes expire? **Answer: Prices quoted in the proposal shall remain fixed and binding on the bidder at least through the life of the contract.**
8. Will DSU please provide the current SLAs? **Answer: We expect that respondents will propose their own SLAs without influence of current ones.**
9. Will DSU please provide the sizes and number of EC2 Instances? Also, what are the sizes, type, and number of attached volumes to the EC2 instances described above? **Answer: See Question 5**
10. Will DSU please provide how many load balancers are in use? Are they Elastic Load Balancers, or Application Load Balancers? How many of each type? **Answer: See Question 5**
11. Will DSU please provide size and scale of MySQL databases? Are these running on Relational Database Service (RDS)? What are the instances sizes? What are the attached disk sizes? What database engines are in use? Are any databases running on other than RDS, i.e EC2? **Answer: There are 19 MySQL databases on both production and dev.stage environments. Total size of all databases is 1969 MB, free space is 1794 MB. Database engine is InnoDB.**
12. In terms of block storage, is DSU using AWS S3 to store/deliver multi-media? How much S3 storage is in use? Does DSU use multiple storage classes? What are the classes and size of data stored in each storage class? What is the estimated rate of expansion of block storage data on annualized basis? **Answer: The current environment allocates 100GB of disc space on both production and dev/stage. Current production: 10GB database, 14 GB file system. Dev/stage: 9GB database, 57GB file system.**
13. Does DSU use any form of Content Delivery Network (examples: Akamai; CloudFront)? **Answer: No**
14. In regards to Data transfer, will DSU provide the annualized data transfer in/out from for all websites, domains/sub-domains? **Answer: This information is not available.**
15. Does DSU use any third-party monitoring tools? If so, what are they and who is providing licenses under this firm fixed fee agreement? **Answer: No. Monitoring is included as part of the current hosting services.**
16. Does DSU use any third-party security tools such as CloudFlare, etc? **Answer: No**
17. Is the current DSU portfolio hosted on a CSP such as AWS, Azure, or Google? If not directly hosted on a CSP, does DSU host and manage its own environments or contract to a third party to maintain? If not directly hosted on a CSP, is migration to a CSP apart of the FFP of this solicitation? **Answer: The current DSU portfolio is hosted on AWS.**

18. Given the requirement for providing license/certifications to perform the work, will DSU consider requiring an AWS Premier Consulting Partner? **Answer: This is not a requirement for responding to the RFP.**
19. Will DSU please identify the number of support tickets each month for the past 3 months? Also the time to resolve these tickets? **Answer: DSU has not initiated support tickets in the past 3 months. Tickets are generated by the current provider when new code updates and patches are released.**
20. How many times has the website gone down in the past year and the recovery time for each of these outages? **Answer: During the past 12 months the website was down once and the site was recovered within 30 minutes. This was caused after a code update. There have been no outages resulting from equipment failure. The site has also been offline due to DNS outages not related to the hosting environment.**
21. Does DSU have a budget assigned for this activity? If so, what is the budget? **Answer: Funds for website hosting is budgeted. However, in order to get favorable pricing, the amount will not be disclosed.**
22. Given that many of the technical questions are required to perform the work, would DSU consider extending the deadline to 3 weeks after responses to formal Q&A? **Answer: No**
23. Do you have a platform preference or requirement for the new website (e.g. Windows based, Linux based etc.)? **Answer: No**
24. Are you open to using managed or cloud hosting such as Pantheon, Heroku, or AWS ? **Answer: Yes**
25. Is there any provision for students to upload their projects? **Answer: This is not a requirement for this project.**
26. How much disk space is currently being used to host the websites? **Answer: See Question 12**
27. How much bandwidth is being used per month for the websites? **Answer: This information is not available.**
28. How do you monitor the visitors? **Answer: Visits are tracked using Google Analytics.**
29. Do you currently use Google analytics? Will you be able to share analytics from the past six months? **Answer: The websites receive approximately 250,000 page views per month. 50,000 are unique visitors. Access to analytics data can be provided to the successful bidder.**

30. From your current website analytics, how many sessions do you get per month? **Answer: See Question 29.**
31. Are you using any Automation Bot services like UIPath, Blue Prism, Automation anywhere? **Answer: No**
32. Have you procured the licenses of any Automation Bot services? **Answer: N/A**
33. If not procured then who will provide the licenses? **Answer: N/A**
34. While upgrading/updating Drupal/Wordpress, what will be max downtime allowed for all websites? **Answer: There is no defined duration for the maximum time the website will be unavailable during updates. However, this time should be kept to a minimum and defined in an RFP response.**
35. Do you have specific service availability requirements and do you have specific recovery objectives in the event of a disaster? **Answer: Guaranteed uptime of 99.9% and less than 5 minute recovery time and be backed by a Service Level Agreement (SLA).**
36. Tech support is required on-site or off-site using remote desktop? **Answer: Tech support can be remote.**
37. How many users of your staff will develop and maintain the websites? **Answer: One dedicated developer and backup support the development of the sites. There are over 30 content managers with access to the site to perform updates.**
38. Do you have a matrix of roles and permissions for content management and editing? **Answer: Yes, but that this RFP is for website hosting services, not content management.**
39. Should we make a video tutorial, or a step-by-step walkthrough? **Answer: The format of training and support is open consideration**
40. Are you open to video training user guides as opposed to typed user guides? **Answer: Yes**
41. Are there performance benchmarks for the website? **Answer: Guaranteed uptime of 99.9% and less than 5 minute recovery time and be backed by a Service Level Agreement (SLA).**
42. Which sites would be hosted on WordPress? **Answer: WordPress is anticipated to be used for future small project/research and faculty websites.**
43. How many sites would be hosted on WordPress? **Answer: Initially less than 10 but could grow to 300+ if faculty websites use hosting.**

44. How many developers/users do you typically have to manage your sites? **Answer: 1 developer and 30+ content editors**
45. What website integrations are you looking for? **Answer: none**
46. Is there currently content shared between sites? If so, what is the process of sharing the content? **Answer: News and events are distributed from a central hub to the main sited and 5 college sites.**
47. What are your security concerns for the sites? **Answer: Concerned that host may not provide adequate support for preventing access to hosting environment resulting in site being unavailable.**
48. Have you had a data breach in the past? **Answer: No**
49. What is your backup strategy? **Answer: Backups are run on a daily basis.**
50. Are there any other site software requirements, aside from Drupal and WordPress? **Answer: No**
51. What are the URL addresses for all the sites that your current hosting services support? **Answer:**

Website	Number of Pages	Visits per month	Unique Visitors per month	Pageviews per month
desu.edu	420	50,000	50,000	250,000
chbs.desu.edu	40	5,000	5,000	6,500
cast.desu.edu	135	5,000	5,000	6,500
chess.desu.edu	105	5,500	5,500	7,500
business.desu.edu	77	7,500	7,500	10,250
echs.desu.edu	35	1,100	1,100	4,000
sgaes.desu.edu	35	6,500	6,500	1,000
hcrobotics.desu.edu	16	no data available		
herbarium.desu.edu	6			
facilities.desu.edu	6			
hub.desu.edu	2,000			
hbcusymposium.com	9			

52. What are the primary functions of the University sites? Are there additional site features that are required or desired? **Answer: The websites are used for marketing to prospective students, listing the academic programs, and promoting international and domestic programs. Any transactional processes such as applying, registration for classes use external applications.**

53. Could you provide your current infrastructure specs, to include: Firewalls, switches, servers, SANs, network speed, nature of data stored (PII, etc.)? **Answer: See Question 5**
54. How many end users will be accessing the sites? Are the sites considered to be high volume? **Answer: See Question 25**
55. What are you paying for your current hosting services? **Answer: See Question 21**
56. What is the scope of the support that is expected for Drupal and WordPress? Will staff training be required? **Answer: The training should provide technical information for maintaining the environment from a developer's perspective. It is not expected that end user/content manager training is needed.**
57. Are any required licenses for software provided by the University? **Answer: No**
58. Can you provide the specs for the required sites? **Answer: The respondent is expected to propose recommendations. See Question 5 for current environment.**
59. Does the university have any specifications regarding what equipment is used for storage? **Answer: No. The respondent is expected to propose recommendations**
60. How extensive is the training in Drupal and WordPress that the University is expecting the vendor to provide? **Answer: See Question 56**
61. Approximately how many individuals from the university would the vendor be responsible for providing Drupal and WordPress training for? Will staff receive training from the university? **Answer: 2-3 staff. Other training will be provided by the University.**
62. Who is the incumbent contractor currently providing these services to Delaware State University? **Answer: Acquia**
63. Where are you currently hosting your websites? **Answer: Acquia**
64. Is your current hosting environment Windows, Linux, or MacOS? **Answer: Linux**
65. What is the infrastructure configuration for your current hosting environment? **Answer: See Question 5**
66. Will you be leveraging Single Sign On (SSO)? **Answer: SSO is not being used but is being considered.**

67. Are you currently leveraging a Content Delivery Network (CDN)? If so, which CDN are you using?
Answer: No
68. Are you using version control (e.g., GIT, SVN) for source code management? Answer: GIT, provided by current service provider.
69. Will you require assistance migrating your sites? Answer: Internal resources are available to migrate but respondents may include services in proposal.
70. How much storage space does each of the websites consume? Answer: See Question 12
71. How many pages comprise each website? Answer: See Question 51
72. How many page views per month does each website currently experience? Answer: See Question 51
73. How many visits per month does each website currently experience? Answer: See Question 51
74. How many unique visits per month does each website currently experience? Answer: See Question 51
75. Can you provide any other statistics on each website's current traffic? Answer: Access to analytics data can be provided to the successful bidder.
76. What is the intended/expected go-live date for your site migrations? Answer: 12/16/2019
77. Are there any significant events that are driving the go-live date? Answer: End of current hosting contract
78. Can you provide any information (e.g., a range) regarding the anticipated project budget? Answer: See Question 21