Office of the Treasurer & Tax Collector (TTX)
Drupal Long-Term Support Services
RFP #FY21 Drupal Support
Questions and Answers

	Question	Response
1.	Whether companies from Outside USA can apply for this? (like, from India or Canada)	Proposers do not need to be based in the U.S. Any successful proposer would still need to become a registered supplier with the City of San Francisco if selected.
2.	Whether we need to come over there for meetings?	In person meetings are not required.
3.	Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	The tasks do not need to be completed within the US. Any successful proposer would still need to become a registered supplier with the City of San Francisco if selected. If subcontractors will be used, please note the subcontractor in the application.
4.	Can we submit the proposals via email?	Yes. As noted in the RFP, you can submit an electronic version to: eric.manke@sfgov.org.
5.	What is the problem? Why now? What is the driving factor for the new Drupal Support?	TTX is seeking Drupal long-term support services for TTX, the Office of Financial Empowerment (OFE) and the Financial Justice Project (FJP) websites. Please refer to pages 2 & 3 of the RFP for the Scope of Work.
6.	When is the Pre Bid Proposal Conference meeting scheduled?	There is no conference for this RFP.
7.	Are you looking to buy an off the shelf solution or Build a custom solution?	This RFP is for long-term support of existing Drupal websites. This may require design and development work and TTX is open to existing or custom solutions.
8.	What is your budget?	The contract total compensation for the original period is expected to not exceed $100,000. Should the contract be extended, the annual compensation will increase at a rate similar to the per year costs of the original term.
9.	Will the hosting be On-Prem or Cloud?	The sites are hosted on Pantheon cloud.
10.	Will the incumbent be bidding on this or are you looking for a new vendor?	This is not known as no proposals have been received. The due date is January 11, 2021.
11.	What are your requirements?	Evaluation and Selection criteria can be found on pages 5 through 7 of the RFP.

12.	What is the scope of the project?	Long-term Drupal support for TTX, the Office of Financial Empowerment (OFE) and the Financial Justice Project (FJP) websites. The full Scope of Work can be found on pages 2 & 3 of the RFP.
13.	Does the new solution integrate with existing systems?	This RFP is for long-term support of existing Drupal websites. Any work performed would have to be compatible with those sites.
14.	What is your timeline?	Proposals are due at 5:00 p.m., January 11, 2021. The schedule can be found on page 2 of the RFP.
15.	Who is the point person on the project?	Eric Manke at eric.manke@sfgov.org
16.	Who are your key stakeholders? Do they have adequate representation and input?	Stakeholders for the TTX site are City of San Francisco taxpayers and residents, and TTX and City staff. Stakeholders for the OFE and FJP sites are San Francisco residents with a special focus on low-income residents. Please refer to page 1 of the RFP for more information on TTX, OFE and FJP. Stakeholder input was integrated into the original build of the TTX, OFE and FJP sites and TTX is open to continually integrating stakeholder input into site updates.
17.	Who is responsible for making the vendor selection decision?	A panel that includes TTX staff and non-TTX staff will evaluate and score each proposal in accordance with City of San Francisco Contract Monitoring Division criteria. Evaluation and Selection criteria for this proposal can be found on pages 5 through 7 of the RFP.
18.	How many agencies have been asked to bid on this RFP?	This is not known as no proposals have been received. Proposals are due at 5:00 p.m., January 11, 2021.
19.	Are you considering any firms outside of North America?	This is not known as no proposals have been received. Proposals are due at 5:00 p.m., January 11, 2021.
20.	In the General section, it mentions long-term Drupal support services for TTX, OFE and FJP websites. Are there any additional department websites that will require attention?	The support services are for the sites associated with TTX, OFE and FJP. We do not anticipate additional sites needing support.
21.	How many sites are in the additional departments' websites?	There are no additional sites in addition to the TTX, OFE, and FJP sites.
22.	What versions of Drupal are the sites running?	Drupal 8
23.	Have the list of issues been prioritized already?	No priorities have been set yet. Projects will be driven by the needs of TTX, OFE and FJP.
24.	How many stakeholders will we be working with for this contract?	There will be one primary point of contact from the TTX with additional staff brought in as needed.
25.	Are projects to be driven by the results of the staffing of this contract? a. Will we be able to add or remove the appropriate team once the initial meetings have taken placed?	Projects will be driven by needs of TTX, OFE, and FJP. Selected contractor will be able to use appropriate staff to complete projects.
26.	Where are the sites currently being hosted? a. Is Pantheon a hosting option if it is not the current hosting provider?	The sites are currently hosted on Pantheon.

27.	The RFP states that proposers are to submit 1 proposal document (aside from any compressed photos) however Section 6. Price Proposal calls for a separate electronic folder.
	   a. Does the TTX team want the price proposal a separate section of the proposal WORD or PDF file?
	   b. Or does the department want a separate XLS or PDF file for Pricing?
		The price proposal may be submitted as part of the one file attachment referenced in Section III B. The proposal should be in Word or PDF file format.