ITEM: 3.47
(ID # 18028)
MEETING DATE:
Tuesday, January 25, 2022

FROM : RIVERSIDE COUNTY INFORMATION TECHNOLOGY AND EXECUTIVE OFFICE:

SUBJECT: RIVERSIDE COUNTY INFORMATION TECHNOLOGY AND EXECUTIVE OFFICE: Approval of the Web Content Management Solution (WCMS) Agreement with Promet Solutions Corporation to provide countywide infrastructure to support the County's public facing websites, including storage, website and application servers, and networking resources as a unified cloud hosted WCMS. Included in the agreement are maintenance and support of the complete solution, website design for eight (8) templates, development, and migration of 70 websites, for a total aggregate amount of $2,194,488, for five years. All Districts [Total Aggregate Cost - $2,194,488, additional compensation not to exceed $300,000 - Executive Office CIP- 61%, RCIT Budget-39%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approval of the Web Content Management Solution Agreement with Promet Solutions Corporation to provide countywide infrastructure to support the County's public facing websites, including storage, website and application servers, and networking resources as a unified cloud hosted WCMS, which includes maintenance and support of the complete solution, website design for eight (8) templates, development, and migration of 70 websites, for a total aggregate amount of $2,194,488, for five years; and
2. Authorize the Chairperson of the Board to sign three (3) copies of the Agreements on behalf of the County and direct the Clerk of the Board to retain one (1) copy and return two (2) copies of the agreements and one (1) copy of the Certificate of Incumbency to the Information Technology Department for distribution; and
3. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel, to sign amendments that stay within the intent of the agreement and increase the compensation for the total aggregate amount not to exceed $300,000 for the term of the Agreement.
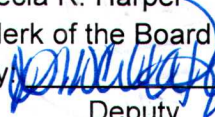
ACTION:Policy

Jim Smith
Jim Smith, Chief Information Officer   12/21/2021

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None   Kecia R. Harper
Absent: None   Clerk of the Board
Date: January 25, 2022   By
xc: RCIT, E.O.   Deputy

FINANCIAL DATA	FY 21/22	FY 22/23	Total Cost:	Ongoing Cost
COST	$ 600,000	$ 747,288	$ 2,194,488	$ 0
NET COUNTY COST	$ 0	$ 0	$ 0	$ 0

SOURCE OF FUNDS: Executive Office CIP- 61%, RCIT Budget-39%	Budget Adjustment: No
	For Fiscal Year: 21/22 – 25/26

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The request before the Board is for a cloud hosted Web Content Management System (WCMS) and professional services with Promet Solutions Corporation. The County's public facing websites are a key component in engaging our residents and businesses with critical and timely communication and this solution provides the infrastructure and tools to seamlessly manage all aspects of our web presence. In addition, the COVID-19 pandemic impacted business as usual and in a very short timeframe required the County to adapt quickly and shift from in person to online service delivery where possible to ensure the safety of staff and the public. This highlighted the need for the County's WCMS to run on a flexible infrastructure that can easily scale, up or down, based on demand and provide access to the latest technologies so that it is agile, secure, and resilient.

A recent review of our web presence revealed that RCIT is currently managing 70 public facing websites in four different WCMS platforms. Some of these web platforms are outdated and pose challenges in keeping the sites current and secure. RCIT selected Promet Solutions Corporation through a competitive Request for Proposal (RFP) process and extensive review of Promet's capabilities as compared to the County's requirements. Promet Solutions Corporation, in partnership with Acquia Inc. (a Gartner magic quadrant company in this space), will provide all the infrastructure to support the County's public facing websites, including storage, web servers, application servers, infrastructure security, and networking resources as a unified cloud hosted WCMS solution. This solution also includes maintenance and support of the complete solution, website design for eight (8) templates creating a unified look and feel, along with the development and migration of 70 websites.

This agreement is in alignment with RCIT's continuing efforts to optimize information technology focusing on reducing duplicate cost and efforts while increasing security and efficiencies. Adopting a unified web technology solution will enable RCIT to improve website security, eliminate multiple infrastructure and technology platforms, provide the opportunity for departments to reduce web development costs, and allow staff to achieve specialization and economies of scale in delivering web solutions.

In an effort to deliver essential online services to County constituents, the Executive Office will provide funding of $1,347,288 which includes one-time costs and annual costs for years 1 and 2. RCIT will fund years 3-5 for a total cost of $847,200.

Impact on Residents and Businesses

The WCMS agreement will provide the necessary infrastructure and support to ensure all web-based services and information will remain available for County departments and County constituents. There is no negative impact on citizens or businesses.

Additional Fiscal Information

Payments to the vendor will be made based on the payment schedule detailed in the agreement. The following tables summarize the one-time and annual costs associated with this agreement:

Description	Qty	Annual Cost	One-time Costs	Total
Annual Software License	5	$ 15,000	$ 0	$ 575,000
Annual SaaS Solution	5	25,000	0	125,000
Annual Content Delivery Network (CDN) *	5	40,000	5,000	205,000
Annual Web Application Firewall (WAF) *	5	40,000	5,000	205,000
Annual Digital Asset Management (DAM) *	5	30,000	5,000	155,000
Annual Maintenance and Support Services **	5	32,400	0	162,000
Training (include material)	1	0	12,480	12,480
Implementation Services	1	0	298,208	298,208
Website Template design	1	0	80,200	80,200
Website migration	1	0	371,200	371,200
Travel (County travel policy D-1)	1	0	5,400	5,400
TOTALS		**$ 282,400**	**$ 782,488**	**$2,194,488**
Year 1 Costs		$ 282,400	$ 782,488	$1,064,888
Annual Year 2 - 5 Costs		$ 282,400	$ 0	$1,129,600
TOTALS AGREEMENT COSTS				**$2,194,488**

*Renewal will be based on the County's needs and may be cancelled at any time during the term of this agreement.

**Unused annual maintenance and support hours will rollover for the term of the agreement.

FY 21/22	FY 22/23	FY 23/24	FY 24/25	FY 25/26	Total Cost
$ 600,000	$ 747,288	$ 282,400	$ 282,400	$ 282,400	$2,194,488

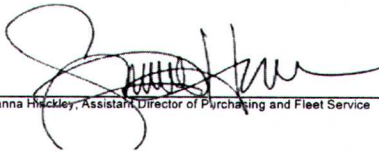## Contract History and Price Reasonableness

The County of Riverside Purchasing, on behalf of RCIT, issued a Request for Proposal (RFP) #RIVCO-2021-RFP-0000233 on March 23, 2021, soliciting proposals for countywide web content management solution. The RFP solicitation was sent to 63 potential vendors resulting in a total of nine respondents.

After careful evaluation and consideration of all aspects of the proposals, the County Evaluation Committee, consisting of representatives from RCIT, recommended the award to Promet Solutions as the most responsive responsible bidder. Promet Solutions Corporation's initial proposed cost was $1,779,488 not including cost for CDN (Content Delivery Network), WAF (Web Application Firewall), and DAM (Digital Asset Management). After a technical evaluation, product demonstrations, and discussions with the Information Security Office (ISO), the Evaluation Committee decided to add CDN, WAF, and DAM for an additional $565,000 for an initial total amount of $2,363,488. Adding CDN, WAF, and DAM provides the County the ability to streamline content delivery and track and monitor website security. After Best and Final Offer negotiations with Promet Solutions Corporation, RCIT was able to reduce the total contract amount by $169,000, resulting in the current proposal of $2,194,488.

Attachments:
Agreement for Web Content Management Solution with Promet Solutions Corporation

Suzanna Hackley, Assistant Director of Purchasing and Fleet Service 12/29/2021	Venus Brambila, Deputy Director - Administration 1/18/2022

Gregory P. Priamos, Director County Counsel   12/29/2021

WEB CONTENT MANAGEMENT SOLUTION AGREEMENT

between

COUNTY OF RIVERSIDE

and

PROMET SOLUTIONS CORPORATION

JAN 2 5 2022 3.47

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This Agreement made and entered by and between Promet Solutions Corporation dba Promet Source, an Illinois corporation with its primary address as 4809 N. Ravenswood Avenue, Unit 126, Chicago, Illinois 60640 (herein referred to as "CONTRACTOR" or "Promet"), and the COUNTY OF RIVERSIDE, a political subdivision of the State of California, (herein referred to as "COUNTY"). The parties agree as follows:

1. Description of Services

1.1 CONTRACTOR shall provide all services as outlined and specified in Exhibit A, Scope of Services, at the prices stated in Exhibit B, Payment Provisions of this Agreement.

1.2 CONTRACTOR represents that it has the skills, experience, and knowledge necessary to perform under this Agreement and the COUNTY relies upon this representation. CONTRACTOR shall perform to the satisfaction of the COUNTY and in conformance to and consistent with the highest standards of firms/professionals in the same discipline in the State of California.

1.3 CONTRACTOR affirms that it is fully apprised of all of the work to be performed under this Agreement; and the CONTRACTOR agrees it can properly perform this work at the prices stated in Exhibit B. CONTRACTOR is not to perform services or provide products outside of the Agreement.

1.4 Acceptance by the COUNTY of the CONTRACTOR's performance under this Agreement does not operate as a release of CONTRACTOR's responsibility for full compliance with the terms of this Agreement.

2. Period of Performance

2.1 This Agreement shall be effective upon signature of this Agreement by both parties and continues in effect for 60 months, renewable by written amendments in 12 months increments, unless terminated earlier. CONTRACTOR shall commence performance upon signature of this Agreement by both parties and shall diligently and continuously perform thereafter. The Riverside County Board of Supervisors is the only authority that may obligate the County for a non-cancelable multi-year agreement.

3. Compensation

3.1 The COUNTY shall pay the CONTRACTOR for services performed, products provided, and expenses incurred in accordance with the terms of Exhibit B, Payment Provisions. Maximum payments by COUNTY to CONTRACTOR shall not exceed two million one hundred ninety-four thousand four hundred eighty-eight dollars ($2,194,488) total aggregate, including all expenses. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products. Unless otherwise specifically stated in Exhibit B,

COUNTY shall not be responsible for payment of any of CONTRACTOR's expenses related to this Agreement.

3.2   No price increases will be permitted during the first year of this Agreement (if applicable). All price decreases (for example, if CONTRACTOR offers lower prices to another governmental entity) will automatically be extended to the COUNTY. The COUNTY requires written proof satisfactory to COUNTY of cost increases prior to any approved price adjustment. After the first year of the award, a minimum of 30-days advance notice in writing is required to be considered and approved by COUNTY. No retroactive price adjustments will be considered. Any price increases must be stated in a written amendment to this Agreement. The net dollar amount of profit will remain firm during the period of the Agreement. Annual increases shall not exceed the Consumer Price Index- All Consumers, All Items - Greater Los Angeles, Riverside and Orange County areas and be subject to satisfactory performance review by the COUNTY and approved (if needed) for budget funding by the Board of Supervisors.

3.3   CONTRACTOR shall be paid only in accordance with an invoice submitted to COUNTY by CONTRACTOR within fifteen (15) days from the last day of each calendar month, and COUNTY shall pay the invoice within thirty (30) working days from the date of receipt of the invoice. Payment shall be made to CONTRACTOR only after services have been rendered or delivery of materials or products, and acceptance has been made by COUNTY. Prepare invoices in duplicate. For this Agreement, send the original and duplicate copies of invoices to:

<div align="center">

Riverside County Information Technology
Attn: Accounts Payable
3450 14th Street
Riverside, CA 92501

</div>

a) Each invoice shall contain a minimum of the following information: invoice number and date; remittance address; bill-to and ship-to addresses of ordering department/division; Agreement number (ITARC-SOFTWAR-0003898); quantities; item descriptions, unit prices, extensions, sales/use tax if applicable, and an invoice total.

b) Invoices shall be rendered monthly in arrears.

3.4   The COUNTY obligation for payment of this Agreement beyond the current fiscal year end is contingent upon and limited by the availability of COUNTY funding from which payment can be made, and invoices shall be rendered "monthly" in arrears. In the State of California, Government agencies are not allowed to pay excess interest and late charges, per Government Codes, Section 926.10. No legal liability on the part of the COUNTY shall arise for payment beyond June 30 of each calendar year unless funds are

made available for such payment. In the event that such funds are not forthcoming for any reason, COUNTY shall immediately notify CONTRACTOR in writing; and this Agreement shall be deemed terminated, have no further force, and effect.

4. Alteration or Changes to the Agreement

4.1 The Board of Supervisors and the COUNTY Purchasing Agent and/or his designee is the only authorized COUNTY representatives who may at any time, by written order, alter this Agreement. If any such alteration causes an increase or decrease in the cost of, or the time required for the performance under this Agreement, an equitable adjustment shall be made in the Agreement price or delivery schedule, or both, and the Agreement shall be modified by written amendment accordingly.

4.2 Any claim by the CONTRACTOR for additional payment related to this Agreement shall be made in writing by the CONTRACTOR within 30 days of when the CONTRACTOR has or should have notice of any actual or claimed change in the work, which results in additional and unanticipated cost to the CONTRACTOR. If the COUNTY Purchasing Agent decides that the facts provide sufficient justification, he may authorize additional payment to the CONTRACTOR pursuant to the claim. Nothing in this section shall excuse the CONTRACTOR from proceeding with performance of the Agreement even if there has been a change.

5. Termination

5.1. This Agreement shall be effective upon signature of this Agreement by both parties and continues in effect for 60 months, invoiced annually.

5.2 COUNTY may, upon five (5) days written notice terminate this Agreement for CONTRACTOR's default, if CONTRACTOR refuses or fails to comply with the terms of this Agreement or fails to make progress that may endanger performance and does not immediately cure such failure. In the event of such termination, the COUNTY may proceed with the work in any manner deemed proper by COUNTY.

5.3 After receipt of the notice of termination, CONTRACTOR shall:

(a) Stop all work under this Agreement on the date specified in the notice of termination; and

(b) Transfer to COUNTY and deliver in the manner as directed by COUNTY any materials, reports or other products, which, if the Agreement had been completed or continued, would have been required to be furnished to COUNTY.

5.4   After termination, COUNTY shall make payment only for CONTRACTOR's performance up to the date of termination in accordance with this Agreement.

5.5   CONTRACTOR's rights under this Agreement shall terminate (except for fees accrued prior to the date of termination) upon dishonesty or a willful or material breach of this Agreement by CONTRACTOR; or in the event of CONTRACTOR's unwillingness or inability for any reason whatsoever to perform the terms of this Agreement. In such event, CONTRACTOR shall not be entitled to any further compensation under this Agreement.

5.6   If the Agreement is federally or State funded, CONTRACTOR cannot be debarred from the System for Award Management (SAM). CONTRACTOR must notify the COUNTY immediately of a debarment. Reference: System for Award Management (SAM) at https://www.sam.gov for Central Contractor Registry (CCR), Federal Agency Registration (Fedreg), Online Representations and Certifications Application, and Excluded Parties List System (EPLS)). Excluded Parties Listing System (EPLS) (http://www.epls.gov) (Executive Order 12549, 7 CFR Part 3017, 45 CFR Part 76, and 44 CFR Part 17). The System for Award Management (SAM) is the Official U.S. Government system that consolidated the capabilities of CCR/FedReg, ORCA, and EPLS.

5.7   The rights and remedies of COUNTY provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or this Agreement.

6.   Ownership/Use of Contract Materials and Products

The CONTRACTOR agrees that all materials, reports or products in any form, including electronic, created by CONTRACTOR for which CONTRACTOR has been compensated by COUNTY pursuant to this Agreement shall be the sole property of the COUNTY. The material, reports or products may be used by the COUNTY for any purpose that the COUNTY deems to be appropriate, including, but not limited to, duplication and/or distribution within the COUNTY or to third parties. CONTRACTOR agrees not to release or circulate in whole or part such materials, reports, or products without prior written authorization of the COUNTY.

7.   Conduct of Contractor

7.1   The CONTRACTOR covenants that it presently has no interest, including, but not limited to, other projects or contracts, and shall not acquire any such interest, direct or indirect, which would conflict in any manner or degree with CONTRACTOR's performance under this Agreement. The CONTRACTOR further covenants that no person or subcontractor having any such interest shall be employed or retained by CONTRACTOR under this Agreement. The CONTRACTOR agrees to inform the COUNTY of all the

CONTRACTOR's interests, if any, which are or may be perceived as incompatible with the COUNTY's interests.

7.2   The CONTRACTOR shall not, under circumstances which could be interpreted as an attempt to influence the recipient in the conduct of his/her duties, accept any gratuity or special favor from individuals or firms with whom the CONTRACTOR is doing business or proposing to do business, in accomplishing the work under this Agreement.

7.3   The CONTRACTOR or its employees shall not offer gifts, gratuity, favors, and entertainment directly or indirectly to COUNTY employees.

8.   Inspection of Service; Quality Control/Assurance

8.1   All performance (which includes services, workmanship, materials, supplies and equipment furnished or utilized in the performance of this Agreement) shall be subject to inspection and test by the COUNTY or other regulatory agencies at all times. The CONTRACTOR shall provide adequate cooperation to any inspector or other COUNTY representative to permit him/her to determine the CONTRACTOR's conformity with the terms of this Agreement. If any services performed or products provided by CONTRACTOR are not in conformance with the terms of this Agreement, the COUNTY shall have the right to require the CONTRACTOR to perform the services or provide the products in conformance with the terms of the Agreement at no additional cost to the COUNTY. When the services to be performed or the products to be provided are of such nature that the difference cannot be corrected; the COUNTY shall have the right to: (1) require the CONTRACTOR immediately to take all necessary steps to ensure future performance in conformity with the terms of the Agreement; and/or (2) reduce the Agreement price to reflect the reduced value of the services performed or products provided. The COUNTY may also terminate this Agreement for default and charge to CONTRACTOR any costs incurred by the COUNTY because of the CONTRACTOR's failure to perform.

8.2   CONTRACTOR shall establish adequate procedures for self-monitoring and quality control and assurance to ensure proper performance under this Agreement; and shall permit a COUNTY representative or other regulatory official to monitor, assess, or evaluate CONTRACTOR's performance under this Agreement at any time, upon reasonable notice to the CONTRACTOR.

9.   Independent Contractor/Employment Eligibility

9.1   The CONTRACTOR is, for purposes relating to this Agreement, an independent contractor and shall not be deemed an employee of the COUNTY. It is expressly understood and agreed that the CONTRACTOR (including its employees, agents, and subcontractors) shall in no event be entitled to any

benefits to which COUNTY employees are entitled, including but not limited to overtime, any retirement benefits, worker's compensation benefits, and injury leave or other leave benefits. There shall be no employer-employee relationship between the parties; and CONTRACTOR shall hold COUNTY harmless from any and all claims that may be made against COUNTY based upon any contention by a third party that an employer-employee relationship exists by reason of this Agreement. It is further understood and agreed by the parties that CONTRACTOR in the performance of this Agreement is subject to the control or direction of COUNTY merely as to the results to be accomplished and not as to the means and methods for accomplishing the results.

9.2 CONTRACTOR warrants that it shall make its best effort to fully comply with all federal and state statutes and regulations regarding the employment of aliens and others and to ensure that employees performing work under this Agreement meet the citizenship or alien status requirement set forth in federal statutes and regulations. CONTRACTOR shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by federal or state statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. CONTRACTOR shall retain all such documentation for all covered employees, for the period prescribed by the law.

9.3 Ineligible Person shall be any individual or entity who: Is currently excluded, suspended, debarred or otherwise ineligible to participate in the federal health care programs; or has been convicted of a criminal offense related to the provision of health care items or services and has not been reinstated in the federal health care programs after a period of exclusion, suspension, debarment, or ineligibility.

9.4 CONTRACTOR shall screen prospective Covered Individuals prior to hire or engagement. CONTRACTOR shall not hire or engage any Ineligible Person to provide services directly relative to this Agreement. CONTRACTOR shall screen all current Covered Individuals within sixty (60) days of execution of this Agreement to ensure that they have not become Ineligible Persons unless CONTRACTOR has performed such screening on same Covered Individuals under a separate agreement with COUNTY within the past six (6) months. Covered Individuals shall be required to disclose to CONTRACTOR immediately any debarment, exclusion or other event that makes the Covered Individual an Ineligible Person. CONTRACTOR shall notify COUNTY within five (5) business days after it becomes aware if a Covered Individual providing services directly relative to this Agreement becomes debarred, excluded or otherwise becomes an Ineligible Person.

9.5   CONTRACTOR acknowledges that Ineligible Persons are precluded from providing federal and state funded health care services by contract with COUNTY in the event that they are currently sanctioned or excluded by a federal or state law enforcement regulatory or licensing agency. If CONTRACTOR becomes aware that a Covered Individual has become an Ineligible Person, CONTRACTOR shall remove such individual from responsibility for, or involvement with, COUNTY business operations related to this Agreement.

9.6   CONTRACTOR shall notify COUNTY within five (5) business days if a Covered Individual or entity is currently excluded, suspended or debarred, or is identified as such after being sanction screened. Such individual or entity shall be promptly removed from participating in any activity associated with this Agreement.

10.   Subcontract for Work or Services

No contract shall be made by the CONTRACTOR with any other party for furnishing any of the work or services under this Agreement without the prior written approval of the COUNTY; but this provision shall not require the approval of contracts of employment between the CONTRACTOR and personnel assigned under this Agreement, or for parties named in the proposal and agreed to under this Agreement.

11.   Disputes

11.1   The parties shall attempt to resolve any disputes amicably at the working level. If that is not successful, the dispute shall be referred to the senior management of the parties. Any dispute relating to this Agreement, which is not resolved by the parties, shall be decided by the COUNTY's Purchasing Department's Compliance Contract Officer who shall furnish the decision in writing. The decision of the COUNTY's Compliance Contract Officer shall be final and conclusive unless determined by a court of competent jurisdiction to have been fraudulent, capricious, arbitrary, or so grossly erroneous to imply bad faith. The CONTRACTOR shall proceed diligently with the performance of this Agreement pending the resolution of a dispute.

11.2   Prior to the filing of any legal action related to this Agreement, the parties shall be obligated to attend a mediation session in Riverside County before a neutral third party mediator. A second mediation session shall be required if the first session is not successful. The parties shall share the cost of the mediations.

12. Licensing and Permits

CONTRACTOR shall comply with all State or other licensing requirements, including but not limited to the provisions of Chapter 9 of Division 3 of the Business and Professions Code. All licensing requirements shall be met at the time proposals are submitted to the COUNTY. CONTRACTOR warrants that it has all necessary permits, approvals, certificates, waivers and exemptions necessary for performance of this Agreement as required by the laws and regulations of the United States, the State of California, the County of Riverside and all other governmental agencies with jurisdiction and shall maintain these throughout the term of this Agreement.

13. Use By Other Political Entities

The CONTRACTOR agrees to extend the same pricing, terms, and conditions as stated in this Agreement to each and every political entity, special district, and related non-profit. It is understood that other entities shall make purchases in their own name, make direct payment, and be liable directly to the CONTRACTOR; and COUNTY shall in no way be responsible to CONTRACTOR for other entities' purchases.

14. Non-Discrimination

CONTRACTOR shall not discriminate in the provision of services, allocation of benefits, accommodation in facilities, or employment of personnel on the basis of ethnic group identification, race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex in the performance of this Agreement; and, to the extent they shall be found to be applicable hereto, shall comply with the provisions of the California Fair Employment and Housing Act (Gov. Code 12900 et. seq), the Federal Civil Rights Act of 1964 (P.L. 88-352), the Americans with Disabilities Act of 1990 (42 U.S.C. S1210 et seq.) and all other applicable laws or regulations.

15. Records and Documents

CONTRACTOR shall make available, upon written request by any duly authorized Federal, State, or COUNTY agency, a copy of this Agreement and such books, documents and records as necessary to certify the nature and extent of the CONTRACTOR's costs related to this Agreement. All such books, documents and records shall be maintained by CONTRACTOR for at least five years following termination of this Agreement and be available for audit by the COUNTY. CONTRACTOR shall provide to the COUNTY reports and information related to this Agreement as requested by COUNTY.

16. __Confidentiality__

16.1 The CONTRACTOR shall not use for personal gain or make other improper use of privileged or confidential information which is acquired in connection with this Agreement. The term "privileged or confidential information" includes but is not limited to: unpublished or sensitive technological or scientific information; medical, personnel, or security records; anticipated material requirements or pricing/purchasing actions; COUNTY information or data which is not subject to public disclosure; COUNTY operational procedures; and knowledge of selection of contractors, subcontractors or suppliers in advance of official announcement.

16.2 The CONTRACTOR shall protect from unauthorized disclosure names and other identifying information concerning persons receiving services pursuant to this Agreement, except for general statistical information not identifying any person. The CONTRACTOR shall not use such information for any purpose other than carrying out the CONTRACTOR's obligations under this Agreement. The CONTRACTOR shall promptly transmit to the COUNTY all third party requests for disclosure of such information. The CONTRACTOR shall not disclose, except as otherwise specifically permitted by this Agreement or authorized in advance in writing by the COUNTY, any such information to anyone other than the COUNTY. For purposes of this paragraph, identity shall include, but not be limited to, name, identifying number, symbol, or other identifying particulars assigned to the individual, such as finger or voice print or a photograph.

16.3 The CONTRACTOR is subject to and shall operate in compliance with all relevant requirements contained in the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191, enacted August 21, 1996, and the related laws and regulations promulgated subsequent thereto. Please refer to Attachment 1 of this agreement.

17. __Administration/Contract Liaison__

The COUNTY Purchasing Agent, or designee, shall administer this Agreement on behalf of the COUNTY. The Purchasing Department is to serve as the liaison with CONTRACTOR in connection with this Agreement.

18. **Notices**

All correspondence and notices required or contemplated by this Agreement shall be delivered to the respective parties at the addresses set forth below and are deemed submitted two days after their deposit in the United States mail, postage prepaid:

COUNTY OF RIVERSIDE   **CONTRACTOR**

Riverside County Information Technology   Promet Solutions Corporation
Attn: Procurement Contract Specialist   Attn: Andrew Kucharski
3450 14th Street, 4th Floor   4809 N. Ravenswood Ave., Unit 126
Riverside, CA 92501   Chicago, IL 60640

19. **Force Majeure**

If either party is unable to comply with any provision of this Agreement due to causes beyond its reasonable control, and which could not have been reasonably anticipated, such as acts of God, acts of war, civil disorders, or other similar acts, such party shall not be held liable for such failure to comply.

20. **EDD Reporting Requirements**

In order to comply with child support enforcement requirements of the State of California, the COUNTY may be required to submit a Report of Independent Contractor(s) form **DE 542** to the Employment Development Department. The CONTRACTOR agrees to furnish the required data and certifications to the COUNTY within 10 days of notification of award of Agreement when required by the EDD. This data will be transmitted to governmental agencies charged with the establishment and enforcement of child support orders. Failure of the CONTRACTOR to timely submit the data and/or certificates required may result in the contract being awarded to another contractor. In the event a contract has been issued, failure of the CONTRACTOR to comply with all federal and state reporting requirements for child support enforcement or to comply with all lawfully served Wage and Earnings Assignments Orders and Notices of Assignment shall constitute a material breach of Agreement. If CONTRACTOR has any questions concerning this reporting requirement, please call (916) 657-0529. CONTRACTOR should also contact its local Employment Tax Customer Service Office listed in the telephone directory in the State Government section under "Employment Development Department" or access their Internet site at www.edd.ca.gov.

21. **Hold Harmless/Indemnification**

21.1   CONTRACTOR shall indemnify and hold harmless the County of Riverside, its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives (individually and collectively

hereinafter referred to as Indemnitees) from any liability, action, claim or damage whatsoever, based or asserted upon any services of CONTRACTOR, its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to this Agreement, including but not limited to property damage, bodily injury, or death or any other element of any kind or nature. CONTRACTOR shall defend the Indemnitees at its sole expense including all costs and fees (including, but not limited, to attorney fees, cost of investigation, defense and settlements or awards) in any claim or action based upon such acts, omissions or services.

 21.2 With respect to any action or claim subject to indemnification herein by CONTRACTOR, CONTRACTOR shall, at their sole cost, have the right to use counsel of their own choice and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of COUNTY; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes CONTRACTOR indemnification to Indemnitees as set forth herein.

 21.3 CONTRACTOR'S obligation hereunder shall be satisfied when CONTRACTOR has provided to COUNTY the appropriate form of dismissal relieving COUNTY from any liability for the action or claim involved.

 21.4 The specified insurance limits required in this Agreement shall in no way limit or circumscribe CONTRACTOR'S obligations to indemnify and hold harmless the Indemnitees herein from third party claims.

22. **Insurance**

 22.1 Without limiting or diminishing the CONTRACTOR'S obligation to indemnify or hold the COUNTY harmless, CONTRACTOR shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverage's during the term of this Agreement. As respects to the insurance section only, the COUNTY herein refers to the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents or representatives as Additional Insureds.

 A. Workers' Compensation:

 If the CONTRACTOR has employees as defined by the State of California, the CONTRACTOR shall maintain statutory Workers' Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than $1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of The County of Riverside. Policy shall name the COUNTY as Additional Insureds.

B. Commercial General Liability:

Commercial General Liability insurance coverage, including but not limited to, premises liability, unmodified contractual liability, products and completed operations liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of CONTRACTOR'S performance of its obligations hereunder. Policy shall name the COUNTY as Additional Insured. Policy's limit of liability shall not be less than $2,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit. Policy shall name the COUNTY as Additional Insureds.

C. Vehicle Liability:

If vehicles or mobile equipment are used in the performance of the obligations under this Agreement, then CONTRACTOR shall maintain liability insurance for all owned, non-owned or hired vehicles so used in an amount not less than $1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit. Policy shall name the COUNTY as Additional Insureds.

D. Insurance Requirements for IT Contractor Services:

1) Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to person or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, or employees. Contractor shall procure and maintain for the duration of the contract insurance claims arising out of their services and including, but not limited to loss, damage, theft or other misuse of data, infringement of intellectual property, invasion of privacy and breach of data.

2) Cyber Liability Insurance, with limits not less than $2,000,000 per occurrence or claim, $2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Contractor in this agreement and shall include, but not limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

3) If the Contractor maintains broader coverage and/or higher limits than the minimums shown above, the County requires and shall be entitled to the broader coverage and/or higher limits maintained by

the Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the County. Policy shall name the COUNTY as Additional Insureds.

E. General Insurance Provisions - All lines:

1) Any insurance carrier providing insurance coverage hereunder shall be admitted to the State of California and have an A M BEST rating of not less than A: VIII (A:8) unless such requirements are waived, in writing, by the County Risk Manager. If the County's Risk Manager waives a requirement for a particular insurer such waiver is only valid for that specific insurer and only for one policy term.

2) The CONTRACTOR must declare its insurance self-insured retention for each coverage required herein. If any such self-insured retention exceeds $500,000 per occurrence each such retention shall have the prior written consent of the County Risk Manager before the commencement of operations under this Agreement. Upon notification of self-insured retention unacceptable to the COUNTY, and at the election of the County's Risk Manager, CONTRACTOR'S carriers shall either; 1) reduce or eliminate such self-insured retention as respects this Agreement with the COUNTY, or 2) procure a bond which guarantees payment of losses and related investigations, claims administration, and defense costs and expenses.

3) CONTRACTOR shall cause CONTRACTOR'S insurance carrier(s) to furnish the County of Riverside with either 1) a properly executed original Certificate(s) of Insurance and certified original copies of Endorsements effecting coverage as required herein, and 2) if requested to do so orally or in writing by the County Risk Manager, provide original Certified copies of policies including all Endorsements and all attachments thereto, showing such insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall contain the covenant of the insurance carrier(s) that a minimum of thirty (30) days written notice shall be given to the County of Riverside prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. If CONTRACTOR insurance carrier(s) policies do not meet the minimum notice requirement found herein, CONTRACTOR shall cause CONTRACTOR'S insurance carrier(s) to furnish a 30-day Notice of Cancellation Endorsement.

4) In the event of a material modification, cancellation, expiration, or reduction in coverage, this Agreement shall terminate forthwith, unless the County of Riverside receives, prior to such effective date, another properly executed original Certificate of Insurance and original copies of endorsements or certified original policies, including all endorsements and attachments thereto evidencing coverage's set forth herein and the insurance required herein is in full force and effect. CONTRACTOR shall not commence operations until the COUNTY has been furnished original Certificate (s) of Insurance and certified original copies of endorsements and if requested, certified original policies of insurance including all endorsements and any

and all other attachments as required in this Section. An individual authorized by the insurance carrier to do so on its behalf shall sign the original endorsements for each policy and the Certificate of Insurance.

5) It is understood and agreed to by the parties hereto that the CONTRACTOR'S insurance shall be construed as primary insurance, and the COUNTY'S insurance and/or deductibles and/or self-insured retentions or self-insured programs shall not be construed as contributory.

6) If, during the term of this Agreement or any extension thereof, there is a material change in the scope of services; or, there is a material change in the equipment to be used in the performance of the scope of work; or, the term of this Agreement, including any extensions thereof, exceeds five (5) years; the COUNTY reserves the right to adjust the types of insurance and the monetary limits of liability required under this Agreement, if in the County Risk Management's reasonable judgment, the amount or type of insurance carried by the CONTRACTOR has become inadequate.

7) CONTRACTOR shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement.

8) The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to the COUNTY.

9) CONTRACTOR agrees to notify COUNTY of any claim by a third party or any incident or event that may give rise to a claim arising from the performance of this Agreement.

23.   General

23.1   CONTRACTOR shall not delegate or assign any interest in this Agreement, whether by operation of law or otherwise, without the prior written consent of COUNTY. Any attempt to delegate or assign any interest herein shall be deemed void and of no force or effect.

23.2   Any waiver by COUNTY of any breach of any one or more of the terms of this Agreement shall not be construed to be a waiver of any subsequent or other breach of the same or of any other term of this Agreement. Failure on the part of COUNTY to require exact, full, and complete compliance with any terms of this Agreement shall not be construed as in any manner changing the terms or preventing COUNTY from enforcement of the terms of this Agreement.

23.3   In the event the CONTRACTOR receives payment under this Agreement, which is later disallowed by COUNTY for nonconformance with the terms of the Agreement, the CONTRACTOR shall promptly refund the disallowed amount to the COUNTY on request; or at its option the COUNTY may offset the amount disallowed from any payment due to the CONTRACTOR.

23.4 CONTRACTOR shall not provide partial delivery or shipment of services or products unless specifically stated in the Agreement.

23.5 CONTRACTOR shall not provide any services or products subject to any chattel mortgage or under a conditional sales contract or other agreement by which an interest is retained by a third party. The CONTRACTOR warrants that it has good title to all materials or products used by CONTRACTOR or provided to COUNTY pursuant to this Agreement, free from all liens, claims, or encumbrances.

23.6 Nothing in this Agreement shall prohibit the COUNTY from acquiring the same type or equivalent equipment, products, materials or services from other sources, when deemed by the COUNTY to be in its best interest. The COUNTY reserves the right to purchase more or less than the quantities specified in this Agreement.

23.7 The COUNTY agrees to cooperate with the CONTRACTOR in the CONTRACTOR's performance under this Agreement, including, if stated in the Agreement, providing the CONTRACTOR with reasonable facilities and timely access to COUNTY data, information, and personnel.

23.8 CONTRACTOR shall comply with all applicable Federal, State and local laws and regulations. CONTRACTOR will comply with all applicable COUNTY policies and procedures. In the event that there is a conflict between the various laws or regulations that may apply, the CONTRACTOR shall comply with the more restrictive law or regulation.

23.9 CONTRACTOR shall comply with all air pollution control, water pollution, safety and health ordinances, statutes, or regulations, which apply to performance under this Agreement.

23.10 CONTRACTOR shall comply with all requirements of the Occupational Safety and Health Administration (OSHA) standards and codes as set forth by the U.S. Department of Labor and the State of California (Cal/OSHA).
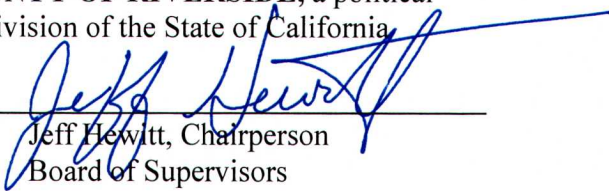
23.11 This Agreement shall be governed by the laws of the State of California. Any legal action related to the performance or interpretation of this Agreement shall be filed only in the Superior Court of the State of California located in Riverside, California, and the parties waive any provision of law providing for a change of venue to another location. In the event any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will nevertheless continue in full force without being impaired or invalidated in any way.

23.12 This Agreement, including any attachments or exhibits, constitutes the entire Agreement of the parties with respect to its subject matter and supersedes all prior and contemporaneous representations,

proposals, discussions and communications, whether oral or in writing. This Agreement may be changed or modified only by a written amendment signed by authorized representatives of both parties.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Agreement.

COUNTY OF RIVERSIDE, a political subdivision of the State of California

By: _____
Jeff Hewitt, Chairperson
Board of Supervisors

Dated: JAN 2 5 2022 _____

ATTEST:
Kecia Harper
Clerk of the Board

By: _____
Deputy

APPROVED AS TO FORM:
Gregory P. Priamos
County Counsel

By: _____
Kristine Valdez
Supervising Deputy County Counsel
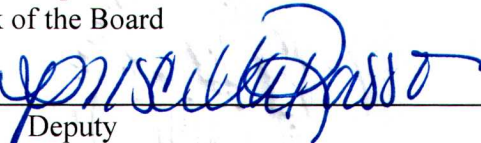
Promet Solutions Corporation, an Illinois corporation

DocuSigned by:
Andrew Kucharski
978BF47B3CDC4DE...
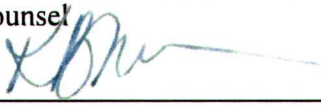
By: _____
Andrew Kucharski
President

Dated: 12/29/2021 _____

Exhibit A
Scope of Work

CONTRACTOR shall provide a dynamic Web Content Management Solution (WCMS) with complex web development, support, mobile applications, and strategic marketing. The solution must be based on the latest technologies in Web Content Management Systems to be implemented in a constantly growing organization with a need for scalability, security, and the capability to integrate with other systems used within the organization.

The WCMS to be implemented will replace existing mixed (DNN free, WordPress, Drupal) environments and enable, or help enable, the County to achieve the following business objectives:
a) Improve customer (County departments) experience.
    i. Provide an intuitive, easy to use, interface for updating website content.
    ii. Improve the time to production for changes and new website requests.
    iii. Provide functionality to help engage with residents (such as: Chat, event calendar, newsletter, news feeds, surveys, blogs, and social network feeds).
    iv. Provide ability to prepare and schedule content for publication on a specific date and time.
b) Increase the value of the user (constituents, visitors, and business owners) experience.
    i. Provide an intuitive method for users to find services and information across County department websites.
    ii. Provide a secure solution to prevent defacement or interruption to websites.
    iii. Provide responsive and highly available websites.
    iv. Implement websites that work well (as if designed for) within desktops, laptops, and tablets.
    v. Implement intentional design that is both aesthetically pleasing and easy for the user to find and navigate content.
    vi. Implement County branding across all departmental websites to clearly identify County resources and services and to establish the County brand, in alignment with other forms of communication.
    vii. Implement ADA compliant websites and content.
    viii. Provide enhanced search engine optimization (SEO) across all county sites to make it easy to find the information our customers are looking for.
c) Improve employee (web developers) productivity.
    i. Provide a stable, scalable, and flexible environment for developing and managing websites.
    ii. Provide an intuitive, easy to use, interface for creating websites and page templates.
    iii. Provide an automated process to promote websites and updates to production (from dev to test and from test to production).
    iv. Provide source control for custom code and website assets.
    v. Provide access to a large marketplace of third-party solutions (add-ons, website templates etc.).
    vi. Provide access to a large community of web developers and resources.
    vii. Provide granular website and content access for customer editors at different levels of technological understanding.
    viii. Provide reliable WCMS and infrastructure support and maintenance.

Section A – Professional Services:
1. Template Design:

1.1   CONTRACTOR will design 8 general all-purpose website templates to be approved by RCIT.

1.2   CONTRACTOR will use County provided header and footer designs on all developed templates/websites.

1.3   Templates must include parallax page sections.

1.4   Templates must be mobile responsive (and Mobile exclusive) optimized for phones, tablets, laptops and all size displays.

1.5   Templates must be compatible with the latest browsers (Edge, Firefox, Chrome, Safari)

1.6   Templates must include page layouts: 3 generic, Landing page, About Us, Services, Contact Us, News, and Calendar Events.

1.7   Templates must be American Disabilities Act (ADA) compliant / accessible by people with disabilities in compliance with Web Content Accessibility Guidelines (WCAG) 2.0.

1.8   Templates will include reusable components in the feature set such as: Chat, News, Events, Media (images, video, clips) library, image rotators, etc.

2. Website and Content Migration (see section 4 for list of websites):
2.1   CONTRACTOR will work with the designated Department contact to help them select a template for their website and apply basic configurations/customizations such as color, menus, graphics etc. unique to each department.

2.2   CONTRACTORs will migrate all current content according to the Department. Content may be removed from the website at the discretion of the Department. Contractor will use scripts to move the content, the departments will be responsible for any content clean up that is needed after migration.

2.3   CONTRACTOR will configure website, page, and content redirects from old website and content to the new location.

2.4   CONTRACTOR will configure for each website a site Administrator, Content Manager, Content Creator, and Content Publisher groups.

2.5   CONTRACTOR will transfer knowledge to the RCIT team on how the website(s) are built and any special considerations that were made in the building of the sites. Contractor will deliver up to 8 training classes for the departmental level administrators and content managers and creators. We have including multiple sessions of two classes:
2.5.1   Content Creators/Editors – A 4-hour class focused on adding and editing content in the site.
2.5.2   Drupal Admin in a Day – A full day course for Admins or advanced editors that might be managing other users in Drupal.

2.5.3 Both courses are delivered with PDF documentation.

2.6 Each department will sign off and approve their completed website.

2.7 CONTRACTOR will rebuild and implement all websites within an approximate fourteen-month timeframe from the start of the contract. In order to meet the timeframe, Client agrees to assume the following responsibilities:

2.7.1 Communicate all material engagement or project matters to Promet through the Promet designated contact(s).

2.7.2 Provide full-time qualified, knowledgeable personnel capable of: (i) performing COUNTY's obligations; (ii) making timely decisions necessary to move the services forward; and (iii) participating in engagement or project and assisting Promet's performance of the services as applicable.

2.7.3 COUNTY will provide Promet staff with appropriate levels of access and privilege to systems and information necessary for Promet's performance of the services, including remote access and administration login credentials to existing servers, applications, and websites.

2.7.4 Schedule the services with Promet.

2.7.5 Provide timely feedback and sign off on deliverables.

If COUNTY fails to fulfill the COUNTY's responsibilities specified in this SOW in a timely manner consistent with the terms of this SOW, and as a result Promet: (i) performs additional services; and/or (ii) is prevented from or delayed in performing services, Promet will have the right to assess fees in addition to those set forth herein and extend the timeline as needed

2.8 Development may be conducted remotely. The county does require that the CONTRACTOR provide an onsite technical lead or project manager to coordinate activities related to customer such as workshops, interviews, user acceptance test (UAT), and training (COVID-19 restrictions permitting). Activities such as development can be offsite. Changes that may affect the base system/functionality should be coordinated with the county's development team during development. Update set promotion to Test and Production should be coordinated with the RCIT development team. Knowledge transfer with the county's developers and business analyst should be coordinated onsite, COVID-19 restrictions permitting, after development is complete. CONTRACTOR will manage and maintain an issue log to assist in coordination and requirements traceability to test cases to ensure completion of testing efforts.

3. **Maintenance operations, procedures & processes**
3.1 **Maintenance Operations**
3.1.1 Acquia's platform is fully managed, meaning they handle all updates security patches so customers can focus on driving business results while knowing their platform is always updated & secure. Regular Platform maintenance and infrastructure improvements are scheduled in advance. Customers are notified at least forty-eight hours prior to beginning of the maintenance window. Acquia will proactively notify the Customer if maintenance will exceed a previously scheduled maintenance window or if maintenance needs to be postponed. Maintenance is typically scheduled from 11:00 PM (23:00) to 7:00 AM (07:00) local time.

3.1.2   Acquia Cloud is built on Amazon Web Services (AWS) infrastructure, which is physically remote from Acquia offices. The AWS environment consists of major regions and Availability Zones. Acquia customers may choose the geographic region for their site's location; in the United States that is US East (in VA) or US West (in OR). We recommend US West for Riverside County. Each region contains multiple Availability Zones, which are separate yet interconnected data centers within the major regions. Acquia Cloud Enterprise offers high availability by using multiple AWS Availability Zones in one AWS region with redundant servers serving each layer of the technology stack.

3.2   Support

3.2.1   Support at Promet encompasses 3 facets of website management.

     a) Drupal patching and maintenance - the essential periodic activities associated with keeping your new Drupal website secure and performant.

     b) Post launch development - Every website development project results in a list of new ideas and features that became apparent during the course of the project. Our strategy is to account for this upfront by planning to launch the site sooner rather than later - getting into the support phase earlier and continuing to develop the site after an initial launch. For example, if a client is planning on a 9-month project to launch, we may suggest refactoring the project to launch in 6 months, then continuing to add to the site so that we end up at the same place by month 9, but with the added benefit of 3 months of real-world feedback.

     c) Long term support - No website is ever truly "done." However, once the initial goals of the project have been met development activity may slow down and enter more of a long-term support phase based on regular SEO and analytics reviews to ensure that the site is meeting organizational goals.

Service	Description
Drupal core security updates	Critical security updates for Drupal core software are applied to Supported Website within 24 hours of release.
Drupal contributed security updates	Critical security updates for Drupal contributed modules are applied to Supported Website within 24 hours of release.
Drupal core minor updates	Minor version updates (8.4 to 8.5) for Drupal core software are applied to Supported Website quarterly or as needed.
Drupal contributed minor updates	Minor version updates (8.x.1.1 to 8.x.1.2) for Drupal contributed software are applied to Supported Website quarterly or as needed.
Automatic backups prior to updates	Acquia Cloud takes hourly snapshots of the passive master database, file system, and code repository. These snapshots are programmatically stored and used to restore a site in the case of multiple disk failure or total data center loss Acquia Cloud retains backups on the following schedule:

	- The four most recent hourly snapshots / Daily snapshots that are retained for one week / Weekly snapshots that are retained for one months / Monthly snapshots that are retained for three months Customers can also do on-demand backups
Source code management	All code for the Supported Website is maintained in a version control repository. We currently support the use of Git for version control.
Automatic QA after updates	Supported Website is run through QA process with general tests to ensure that updates are working in Development-Staging-Production environments. Acquia provides an environment for collecting and testing updates before pushing live.
Online ticket tracking system	All activities performed for the Supported Website are tracked in a web-based ticketing system. Client may submit issues into the ticketing system which is available 24x7.
Support activity report	A monthly report of all activities performed for the Supported Website is provided to Client through Promet's Service Desk portal which is available 24x7.
24x7 monitoring and alerts	Your Websites and the Acquia Platform are monitored 24x7 for vulnerabilities or possible availability/resource issues. Alerts can be routed to Promet and/or Riverside per specified notification workflow. Around 45% of all tickets that enter Acquia's system are proactive - meaning Acquia's monitoring catches something, we log them on behalf of customers, and reach out to the customer to ensure we can address any concerns in a timely manner
Site performance report	A regular report of site performance for the Supported Websites and Acquia Platform is available to you. Acquia provides an instance of New Relic for application performance monitoring.
Critical issue response SLA	Acquia's response time SLA for emergency/critical issues with the package proposed is 1-hour. This can get as low as 30-minutes. Average response time is around 5-10-minutes, and Acquia has not missed an emergency/critical ticket SLA in over 5 years. This SLA is valid 24x7x365
Proactive issue resolution	Issues identified by monitoring or reported by Client are automatically assigned and worked on by Promet using support hours.
Best practices advice	A quarterly assessment of support activities and best practices guidance is reviewed with Client.

Development code-level support	Development level support for site building, theming, and coding changes for core, contributed, and custom modules is provided for the Supported Website using support hours.
DevOps deployment support	DevOps level support for deployment to Production environment is provided for the Supported Website using support hours.
Help desk support	Help desk level support for Drupal site administration, content management, Q&A, basic online training, and How-to questions is provided for the Supported Website using support hours.
3rd party integration support	Development level support for integration with 3rd party systems and services is provided for the Supported Website using support hours.
Drupal multi-site support	Operations and management support for Drupal multi-site deployments.
Custom QA tests	Custom QA tests are written and run for the Supported Website to ensure that updates are working in Development-Staging-Production environments using support hours.
Drupal distribution/product support	Support for use of Drupal distributions (COD, Commons, OpenPublic, OpenPublish, OpenScholar, etc.) and Drupal-based custom products.
LAMP stack support	LAMP stack maintenance and support will be provided by Acquia as part of the subscription included in this agreement cost.
Development-Staging management	DevOps support for managing Development-Staging environment on Promet's cloud hosted infrastructure may be provided for the Supported Website using support hours.

4. County websites to be migrated:

(Table 1 County websites)

Department	URL	Current Platform
County Main Website	http://rivco.org	DRUPAL
ACO -Auditor Controller	http://www.auditorcontroller.org	DNN
Agricultural Commissioner	https://www.rivcoawm.org	DNN
Bureau of Investigation	https://rivcoda.org/bureau-of-investigation/about-the-bureau	DNN
CAP Riverside	http://www.capriverside.org	DNN
Clerk of the Board	https://www.rivcocob.org	WordPress
DCSS	https://rivcodcss.com	DNN
District 1	http://www.rivcodistrict1.org	DNN
District 2	http://www.rivcodistrict2.org	DNN
District 3	http://supervisorchuckwashington.com	Drupal
District 4	http://www.rivco4.org	DNN
District 5	https://supervisorjeffhewitt.com	ASP
District Attorney	http://www.rivcoda.org	DNN
DPSS	http://dpss.co.riverside.ca.us	ASP
EDA	https://www.rivcoeda.org	DNN
Eddie Dee Smith Senior Center	http://edssc.org	DNN
Edward-Dean Museum	http://www.edward-deanmuseum.org	SquareSpace
Environmental Health	http://www.rivcoeh.org	DNN
EMD	http://www.rivcoemd.org or http://www.rivcoready.org	DNN
Facilities Management	https://rivcofm.org	DNN
Film	http://www.rcfilmtv.org	DNN
First 5	https://www.rccfc.org or https://first5riverside.org	DNN
Flood/Flood Control (RCFC)	http://rcflood.org	DNN
Foreign Trade	https://rivcoeda.org/oft/	DNN
French Valley Airport	http://www.rcfva.com	DNN
Hemet Ryan Airport	http://www.rchmtra.com	DNN
HHPWS	http://rivcohhpws.org	DNN
Housing Authority	https://www.harivco.org	DNN
Human Resources	www.rc-hr.com	DNN
Human Resources - Accounting	https://accounting.rc-hr.com/HRBillingInformation.aspx	DNN
Human Resources - Background Checks	https://backgroundchecks.rc-hr.com/	DNN
Human Resources - Benefits	https://benefits.rc-hr.com/	DNN
Human Resources - Commuter Services	https://rivcocommuter.rc-hr.com/	DNN
Human Resources - COR Learning	https://corlearning.rc-hr.com/	DNN
Human Resources - Culture of Health	https://cultureofhealth.rc-hr.com/	DNN
Human Resources - Disability Access Office	https://dao.rc-hr.com/	DNN
Human Resources -	https://eas.rc-hr.com/	DNN

Employee Assistance Services		
Human Resources - Educational Support Program	https://esp.rc-hr.com/	DNN
Human Resources - Exclusive Care	https://www.exclusivecare.com/	DNN
Human Resources - Healthy Highways	http://healthyhighways.rc-hr.com/	DNN
Human Resources - Risk Management	https://riskmgmt.rc-hr.com/	DNN
Human Resources - Safety	https://safety.rc-hr.com/	DNN
Human Resources - Workers' Compensation	https://workcomp.rc-hr.com/	DNN
Indigent Defense	https://indigentdefense.co.riverside.ca.us/content	ASP
Jacqueline Cochran Airport	http://rcjcra.com	DNN
Office on Aging	http://www.rcaging.org	DNN
Parks	https://www.rivcoparks.org	WordPress
Probation	https://probation.co.riverside.ca.us	ASP
Public Defender	https://publicdef.co.riverside.ca.us	DNN
Purchasing	http://www.purchasing.co.riverside.ca.us	DNN
Quality Start	https://qualitystartrc.org	WordPress
RCIT	http://www.riversidecountyit.org	DNN
ROV	https://www.voteinfo.net	ASP
RivcoBCS	https://rivcobcs.org	SquareSpace
RivcoTV	https://www.rivcotv.org	DRUPAL
RivcoWorkforce	https://www.rivcoworkforce.com	DNN
Rivco Youth	http://www.rivcoyac.org	WordPress
TLMA	http://rctlma.org	DNN
TLMA - Planning	http://planning.rctlma.org	DNN
TLMA - Code Enforcement	https://www.rctlma.org/ce/	DNN
TLMA - Transportation	https://www.rctlma.org/trans	DNN
TLMA - Building and Safety	https://www.rctlma.org/building	DNN
TLMA - Environmental Programs	https://www.rctlma.org/epd	DNN
TLMA – ALUC	http://www.rcaluc.org	DNN
Treasurer-Tax Collector	https://www.countytreasurer.org/Home.aspx	DNN
Veterans Services	http://veteranservices.co.riverside.ca.us	DNN
Waste Management	http://www.rcwaste.org	DNN

Section B – Functional and Technical Requirements:

B1.   Content Authoring and Management:

Criterion	Description/Qualifying Comments
Agility	Drag and drop page building and a wide selection of content components are included out of the box.
Archiving and rollback	Unlimited content versioning is included. Reverting to previous version of a page is a point and click exercise.
Audit trails	Audit info is included in the versioning data. Acquia also offers "Log Forwarding" service that provides a secure connection to a SIEM (like Splunk or SumoLogic) and shows logs in real-time
Authoring method	Two options are available out of the box, a WYSIWYG browser based editor, or a browser based code editor for those users that prefer to work in the HTML. Access to wither can be limited via user permissions.
Content and design re-use	A library of content elements and components are included out of the box with Acquia Site. Studio. They are themed as part of configuration (and included in the quoted price) so users are dragging and dropping content components onto pages. They generally don't have access to the CSS that controls the look of the components, but admins can manage the color palette of approved brand colors that will roll out across sites to ensure consistency is maintained with any changes. In addition, access to editing features in the WYSIWYG can be limited by user permissions that so that users have no ability to change fonts, text colors, etc.
Content creation	Drupal is an API based CMS built on the COPE principal (Create Once, Publish Everywhere). The infrastructure to push content to alternate channels is already there, and Acquia has a solution, Content Hub, that automates content updates across any number of sites and additional digital channels. Additionally, within the content creation process in Acquia Site Studio, users can manage what the content will look like for previews, social media posts, email snippets, etc.
Content from external sources	Drupal integrates easily via freely available modules with a variety of external data sources such as Digital Asset Management systems (DAM), Amazon S3, etc. Acquia offers an enterprise-grade DAM that integrates fully with the CMS and can be accessed within the same UI.
Content life cycle	Yes. Archiving or unpublishing content by date is an included feature.
Content preview	The content preview feature (for both WYSIWYG and code based editing) allows you to switch between the available viewports.
Editing	Spellcheck can be added to the WYSIWYG editor, or the existing browser based spell checking from Firefox, Chrome, etc. also works within the Drupal editing services.
In-context editing	Yes - "front-end" in-context editing is supported.
Indexing and search	All content and PDF document data is available through the search. The system automatically takes the content model that is customized for the client and makes fields from that content available as filters and sorts in the search.
Indexing and search	Acquia comes with SOLR-based Acquia Search. Elasticsearch and other SAAS based search services are also supported.
Indexing and search	SOLR (tightly integrated via Acquia's Search API) will be used to meet the search requirements. Acquia's standard search entitlements allow for 2.5GB of files to be searched. We can bump this up to 5GB at an additional cost if needed. There is no inherent file size limit, assuming it does not surpass the total limit
Indexing and search	This functionality is available via configuration of the SOLR search service provided by Acquia.

Indexing and search	This functionality is available via configuration of the SOLR search service provided by Acquia.
Indexing and search	The search results page will the themed to match the rest of the site.
Library services — basics	Versioning is enabled by default for all CMS content. Check-in/check-out features associated with a document management system are available vis customization, but not included in the scope of work at present.
Metadata	Metadata and categorization (called taxonomy in Drupal) are both features that are available out of the box. Configuration of them, if needed, is included in the implementation.
Metadata	Fields added to the content model are available as filters in the search.
Metadata	We do not use AI for the SOLR search provided by the site.
Metadata	It is generally manually populated, then can be used through the site. For example, page URLs can be constructed from the title tags.
Metadata	The modules associated with the analytics service (Google, Adobe, etc) account for the tagging features. If they don't, the javascript can be manually pasted into the CMS.
Multichannel content	Print View is an out of the box feature provided by a module. Device sized changes in display are driven via either the responsive layout, viewports, or in some cases content personalization driven by the access device. That final use case would require additional configuration and potentially additional software, depending on how exactly what was being done. There are modules and add-on software related to Drupal that can do advanced content personalization.
Previewing	All content changes are previewable. No licenses are required.
Records	All content is accessible to an external service via RESTful APIs.
Searching content	Yes - Acquia search can be used for this and it would require some configuration.
Searching content	Yes - Acquia search can be used for this and it would require some configuration.
Support for specific content types	The ideal way to support mixed content is to structure the content as much as possible, so that the images are uploaded via a specific image field. However, images can also be simply dropped into the WYSIWYG editor.
Support for specific content types	The Drupal Media Library provides a centralized repository for digital assets that can then be used on any page across the site.
Support for specific content types	Drupal modules can convert or create PDF content on demand.
Support for specific content types	Management of multimedia is supported by the Drupal Media Library. Media types in Drupal allow for those elements to be structured content.
Support for specific content types	Drupal includes a migration tool that imports and exports structured content in a variety of formats.
Taxonomy	Drupal supports unlimited amount of taxonomy and associated vocabularies.
Templates	Non-technical users will be able to use drag and drop content components into predefined page templates to create or edit content. Templates can be easily cloned and adjusted to avoid duplicated efforts. Options within the components are presented via drop down or other menus for ease of use.
Use of third-party tools	Drupal's open API structure means any third party tool that can operate vis REST API can be used with Drupal.
Version access	Content versioning ios enabled by default. Rolling back to a previous version is a point and click operation.
Web assets	Users that have been granted the appropriate permissions would be able to add and delete content.
Web assets	Users can crop images or add a focal point. Images are automatically sized for correct responsive screen width.
Web assets	Yes, they would just need unique names

Web assets	Images, documents, etc. can be uploaded from the editing interface.
Web assets	Files can be bulk uploaded without issue
Web assets	There are no limits on file sizes for Acquia
Web assets	Drupal's Open API architecture allows you to store assets outside of the CMS.
Web assets	Content in the Drupal Media Library can be previewed, searched, sorted, etc.
Web assets	Yes, folder structures will be included.
Web assets	The Drupal Media Library is global (within the site) by default.
Web assets	We are proposing a multi-site configuration on a single instance of the code, however shared external repositories (such as a DAM) are supported. Acquia also offers a DAM that can be used for all sites and updates to assets would be pushed to all sites where it is referenced
Web assets	Content expiration or archival based on date is supported.
Web assets	Acquia allows for content archiving and has automated backups that stores content for 3 months OOTB. Though, customers can create on-demand backups and content will be saved until a user deletes. The CMS can be configured to support client specific retention policies as needed,
Web assets	This calendar functionality is included out of the box.
Web assets	This is supported via the built-in taxonomy features of Drupal. Departmental news is simply tagged with the appropriate tag and then views of the news feed filtered for each department is available on the individual pages
Web assets	Integration with Google and other major map providers is available out of the box.
Web assets	Most clients use EventBrite and other similar tools to manage events. Many of these tools have Drupal modules available to simplify integration. Acquia also offers a product Campaign Studio that provides CRM / marketing automation functionality that can be used to manage event details, adjust attendee status, and automate follow-ups or information changes. The functionality is also available as a custom feature for Drupal, and we have built registration capabilities in Drupal. However, for this effort we are assuming any event services are provided by 3rd parties that either have a Drupal module or can be embedded within Drupal.
Web assets	Yes - this feature is available out of the box.
Web assets	Drupal is an open source CMS and there are no limits on what you can add to the CMS. There are thousands of vetted & proven modules/add-ons, integrations, and more that can be leverages
Web assets	Yes, County developers can develop custom modules and keep them internal or promote them to the community for further improvement/management. Drupal is an open source CMS and there are no limits on what you can add to the CMS.

B2.   Usability:

Criterion	Description/Qualifying Comments
Access and permissions	User roles and permissions are a point and click operation.
Access and permissions	Users with "User Manager" role can assign roles to users.
Additional features	Acquia offers an enhanced authoring interface via the Site Studio product, which is a managed SaaS offering of Acquia for low-code/no-code site creation and management. It includes a library of over 70 components that users can drag and drop onto page templates to quickly and easily create new pages, landing pages, microsites, etc without needing to touch any code at all. This lets non-technical users (with permissions) accomplish more, and frees up developers' time
Additional features	Acquia includes over 70 frequently used content components that are enterprise tested and optimized for speed and accessibility. Components include things like news blocks, events, sliders, content cards, accordions, etc. They're logically grouped and intelligently named within the UI to enable non-technical users to quickly add and edit content and create pages with minimal developer involvement. Pages can be assembled with pre-built components, not built from scratch
Additional features	Browser will warn users if forms is not completed. When adding components, updates are autosaved as user drags and drops items.
CMS search	Users can sort by relevance, date, or title. Users can filter by facets and keywords.
CMS search	The CMS includes a Media Library feature where site assets can be searched, sorted, etc., by name or meta tags. Acquia DAM is a solution that can improve this capability if needed
CMS search	The CMS includes a "people" section where administrators can find all users.
CMS search	SOLR search allows us to prioritize specific search fields in result, create faceted search results based on content type or other criteria, etc.
CMS search	This is a feature of SOLR-search, which is included through Acquia Search
Compliance	Yes, the UI will be WCAG 2.1 AA compliant.
Components/widgets/web parts	As described above, the content widgets are easily accessible in the drag and drop page building interface
Content types	There is actually a menu item label "content types" that users with appropriate permissions can use to see all content types available in the system. These content types can be assigned templates speed up creation.
Development	External integrations are created by creating custom Drupal modules in PHP. The ability to do so is a natural feature of Drupal
Development	Custom templates can be easily created with a drag-and-drop UI (no code needed) within Acquia Site Studio by using pre-made or custom-built components that make up the template. Custom templates can be created from scratch or by cloning & adjusting existing templates with the drag and drop interface
Development	Drupal has REST endpoints and RSS feeds for content available out of the box.
Development	Drupal is open source and does not force the use of any specific development tools. Your team can use whatever they are comfortable with, but Acquia offers continuous Delivery and Continuous Integration tools for developers, and customers often use. tools like Jenkins or CircleCI. Acquia also offers Cloud Integrated Development Environments, which are browser-based "local" development branches that developers can use.
Editing	Customization of the WYSIWYG interface is part of normal configuration process. The interface is completely customizable out of the box

Editions	We are not entirely sure what this refers to. The site will be hosted in a modern CI/CD workflow environment and spinning up an additional development or staging copy of the site will be involve clicking a couple of buttons in a web interface. Acquia offers the addition of any number of environments.
End-user capabilities	The user interface is a web browser. The CMS will not interfere with users customizing their browsers.
General usability/ease of use	Yes - simply done via their web browser bookmarks or favorites function as an authenticated user
General usability/ease of use	Yes, Acquia/Drupal is compatible with all modern operating systems and devices.
Information architecture and navigation	Drupal menu system is open ended with no limits, however it is typically configured by us as part of the implementation.
Integrated additional features	Acquia offers an enhanced authoring interface via the Site Studio product, which is a managed SaaS offering of Acquia for low-code/no-code site creation and management. It includes a library of over 70 components that users can drag and drop onto page templates to quickly and easily create new pages, landing pages, microsites, etc., without needing to touch any code at all. This lets non-technical users (with permissions) accomplish more, and frees up developers' time
Interface	Anonymous public users may have the ability to change fonts, font sizes, etc. as an accessibility accommodation.
Locks	Unfinished content updates are saved and locked. The lock can be undone by clicking a button.
Locks	Content search UI can be filtered by published or published content
Locks	Content search UI can be filtered by published or published content
Migration	The UI of Acquia's platform enables very simple drag-and-drop of code, data, or files from one environment to another. This can be pushing it forward (testing to production) or backwards (production to testing). All code with be stored in a Git repository, so migrating code would simply involve using Git in the new environment to pull the code down from Github.
Page layout	Acquia offers an enhanced authoring interface via the Site Studio product, which is a managed SaaS offering of Acquia for low-code/no-code site creation and management. It includes a library of over 70 components that users can drag and drop onto page templates to quickly and easily create new pages, landing pages, microsites, etc., without needing to touch any code at all. This lets non-technical users (with permissions) accomplish more and frees up developers' time.
Page layout	Acquia comes with over 70 commonly-used content components that are enterprise tested and optimized for speed and accessibility. Components include things like news blocks, events, sliders, content cards, accordions, etc. They're logically grouped and intelligently named within the UI to enable non-technical users to quickly add and edit content and create pages with minimal developer involvement. Pages can be assembled with pre-built components, not built from scratch.
Previewing	Drupal includes a preview button to display the webpage prior to publishing. Users can also have a preview window open next to the editing UI to see changes live
Publishing	Unpublishing is a simple checkbox in the UI. Deleting is also a simple action from within the UI, for users that have that ability.
Reporting	Versioning is enabled by default and the history is viewable in the admin UI.
Reporting	Yes this is available out of the box
Reporting	Drupal updates release dates are available on Drupal.org. We don't understand the question about content submission dates. It will be your CMS. You decide your publishing schedule.

Reporting	The system logs any content creation or updates. A report of which content was updated, by which user, and at which time, is available to administrators.
Reporting	Drupal & Acquia have REST APIs that can be consumed by products such as PowerBI. Custom endpoints can be configured. The ability to integrate with such tools is a natural feature of the CMS
Required training	Yes - the point and click, form based, and drag and drop based features of Acquia/Drupal have been referenced throughout this document, and in particular this tab.
Required training	Yes, Acquia provides a number of solutions to enhance usability of the platform. See above answer
Syndication	RSS is enabled by default
Taxonomy	Taxonomy is a core feature of Drupal. All administrative users with proper permissions will be able to tag content if taxonomy is being used.
Templates/themes	Administrators can easily switch themes, if more than one is available for the site, via point and click action. Users (with permission) can access templates from within the UI menu, and select one by clicking on it
Unique capabilities	Acquia uniquely enables customers to manage any number of websites, create new ones within minutes at the click of a button, and let non-technical users own their sites through a no-code UI. Granular levels of governance are unmatched in the market, and when you combine the back-end efficiency of Site Factory with the front-end usability of Site Studio (that can be reused across all sites), technical and non-technical teams can operate more efficiently. The power of Open Source flexibility (with thousands of pre-built integrations/add-ons) combined with Cloud velocity & security make Acquia the most popular choice for government agencies.
Usability test	We conduct usability testing in the design phase, using online tools and page or site prototypes to confirm assumptions before committing designs to code.
Versioning	The versioning interface in the UI highlights the changed between two selected versions.
Versioning	Versions can be viewed simultaneously, and merging can be done manually, or a feature for this capability would require some customization
Versioning	It is a simple point and click operation.
Wizards	Wizards can be developed but are not a part of the out of the box experience. All tasks are web browser / web form based. Wizards are not required.
Wizards and help text	Wizards can be developed but are not a part of the out of the box experience. All tasks are web browser / web form based. Wizards are not required.
Workflow	The editor simply clicks the reject button, add notes if desired, and the content is returned to the writer.
Workflow administration	The workflow editor is point and click based.
Workflow administration	It's a point and click with limited options to choose from (create, edit, approve, publish)
Workflow administration	The web form tools can be used to create complex branching processes for data entry. The workflow system is built to enable publishing workflows for the website.

B3.   Workflow, Previewing and Publishing:

Criterion	Description/Qualifying Comments
Archiving	Content can be archived manually by simply changing the status to archive or removed permanently by deleting from within the UI if the user has that ability. However, that process is not connected to the workflow, which is built around publishing.
Audit trails	The product has a revision history for each piece of content with the ability to revert to previous drafts. There is also a global log for content creation and editing.
Creating workflow	It's a drag and drop or webform based process in a web browser.
Design tools	Acquia Site Studio can provide this functionality. Templates or components can be edited or created and passed through a workflow for approval before they are available for use, or before changes can be pushed out to content that is using the template, as an example. Integrations with outside tools also exist
Graphical interface	It's a drag and drop or webform based process in a web browser.
Previewing	Any user can be granted or refused access to unpublished content.
Previewing	Content can be previewed before creation. Content can also be stored in a draft that shows the look of the page before publishing. These previews can be viewed in different device widths which is a feature of modern browsers.
Publishing	There are no limits to using the API to mass publish content.
Publishing	The workflow for content is configurable and will be defined during the discovery process.
Publishing	All content can be auto unpublished by simply adding an unpublish date/time to the content item
Publishing	The product allows content editors to place components (content lists, photo galleries, FAQs) on pages using a drag and drop interface. Content editors do not need to worry about javascript, css, and other assets. Javascript, CSS, and other assets are only delivered as they are used on the page. The system optimizes the delivered assets to best deliver the desired functionality in the most efficient manner.
Publishing	The product has a media manager that allows media files to be used in any component on any page. A media file can re-used as many times as desired. The system organizes the media files on disk by type and date.
Publishing	Future publishing by date is supported out of the box
Publishing	Timed publishing will be done to the minute
Review and approval	The workflow editor is used to define the route new content takes, which users can edit, which can approve, which can publish, and the route the content takes among those users.
Staging	All Promet website deployments utilize code based deployment using Git in a modern 3 state (dev/stage/production) CI/CD environment. Acquia's platform comes with dev/stage/production out of the box, and on-demand environments can be added as the customer wishes.
Staging and deployment	Acquia's platform scans environments for best practices, performance, and security. Users will be alerted via a "score" if environments differ in a way that is detrimental. The. UI of the platform makes it simple to push/replicate code to the other environments. See above answer for more detail, too
Workflow	Group editing functionality can be added using the "Groups" module which is readily available in the Drupal community
Workflow	Unpublished content that goes through our content workflow is not visible to the public. This feature means that content does not have to be staged in different environments.
Workflow	Comment fields can be made available on all content
Workflow	Archived is one of the state available in the workflow.

Workflow	Workflows can be assigned per content type
Workflow	Administrators and content editors can override the content workflow.
Workflow administration	Administrators with permissions can access all features of the CMS
Workflow administration	Notifications are easily turned on to users who need to approve a submission. These can be handles via email notification or in-app notification
Workflow administration	Workflow controls moving content through the various states (unpublished (draft), published, archived). Any user in the system can be part of any number of workflows.
Workflow administration	Errors are not revealed to the public but are logged for analysis. Acquia also provides real-time scans on sites so if the error is impacting best practices, or performance, etc. it will be flagged and a resolution recommendation is outlined
Workflow administration	Acquia Site Studio can provide this functionality. Templates or components can be edited or created and passed through a workflow for approval before they are available for use, or before changes can be pushed out to content that is using the template, as an example. Integrations with outside tools also exist
Workflow administration	Any user with permissions can create a workflow and they can do single or multi-stage approvals
Workflow administration	Yes all users can control how they receive notifications
Workflow administration	Bulk tasks can be created and run based on the client business needs.
Workflow administration	Multiple workflows are allowed so you could have specific workflows based on content types
Workflow administration	this can be done via a customization with the workflows
Workflow administration	The workflow is configurable naturally and will be reusable. The desired workflow will be identified during discovery and implemented for the client based on the business needs.
Workflow administration	Workflow features allow customization of notifications based on user, step, etc.
Workflow administration	All workflows are custom, they are configured per customer, and you will have the capability to do so when you get access to the platform
Workflow administration	this can be done via a customization with the workflows
Workflow administration	It's a drag and drop web form based workflow
Workflow alerts	Yes all users can control how they receive notifications
Workflow capabilities	Yes workflows can be determined/set based on the Drupal content type
Workflow capabilities	yes workflows can easily be replicated/modified
Workflow capabilities	Yes all users can control how they receive notifications
Workflow capabilities	Yes this is absolutely possible
Workflow capabilities	Bulk groups of content can be moved through workflow states such as "Draft", "Needs Review", and "Published."
Workflow capabilities	Yes the workflow can be overridden by users who have permissions to do such a thing
Workflow capabilities	Yes, the status of the content will show when viewing the content
Workflow commenting	Yes users can add comments to content when pushing it to the next step or sending it backwards to the creator
Workflow complexity	The web form tools can be used to create complex branching processes for data entry. The workflow system is built to enable publishing workflows for the website
Workflow configuration	If they have permissions (like an Admin or something close) yes
Workflow extendibility	There is no limit but best practices on this should be adhered to
Workflow flexibility	Yes the workflow can be overridden by users who have permissions to do such a thing

Workflow reporting	Yes Admins can define and dictate who is alerted at certain stages of the workflow
Workflow status and reporting	Yes, the status of the content will show when viewing the content
Workflow status and reporting	When users enter a workflow they can approve, revert, or adjust the content (assuming they have permission to). With proper permissions, the user can also cancel the job all together
Workflow status and reporting	The product has a revision history for each piece of content with the ability to revert to previous drafts. There is also a global log for content creation and editing. Acquia also offers a Log Forwarding Service for enhanced logs that can integrate securely & in real-time with a SIEM like Splunk or SumoLogic
Workflow status and reporting	Users can view content that is mid-workflow that they are a part of, the status will display within it. Notes can be made (journaling) to provide updates as the content progressions or reverts.

B4.   Personalization:

Criterion	Description/Qualifying Comments
Localization	Supports over 100 languages
Personalization	Personalization is a very broad term that- can mean anything from showing users specific content based on user roles to integrating 3rd party personalization engines. Our approach is to solve the customer's challenge as efficiently as possible.
Personalization	Acquia's Personalization solution (and Customer Data Platform) use AI to segment users based on historical behavior and existing data, analyze patterns, and determine the next best action to prompt them with
Personalization	Customer segments are defined in Acquia Personalization by creating new "personas" that are based on key audience types. These can be based on geography, age, business owner vs a resident or a visitor, etc. Personas are tied to content and as viewers interact. with content- they are "scored" and segmented in real-time. A pre-launch workshop can be done to determine key audience segments and how to map content to them. If data already exists on customers in other systems, that can be integrated to help segment
Personalization	Rule-based personalization is done on a customer-by-customer basis to best suit their need and how customers interact with them. Rules can be setup to require more confidence before segmenting users, or by limiting the number of personas they can be a part of. Rules can also be put in place to ensure customers are not too-frequently hit by campaigns
Personalization	Through Acquia's Customer Data Platform that is an API-driven solution to synch multiple channels and use AI to determine the next best action based on historical data
Personalization	HTML5 is the default
Personalization	Drupal is responsive by default
Personalization	There are no limits on access devices as long as they are using a standards compliant browser
Personalization	Yes this is a key feature of Acquia's Personalization solution. Different content can be delivered. to different users based on the persona they fit into
Personalization	Yes this is a key feature of Acquia's Personalization solution. Targeted content can be delivered based on preferences that visitors supply, as these preferences will make up their profile/personas
Personalization	Yes this is a key feature of Acquia's Personalization solution. Transaction data is part of the historical behavior that will help define the persona(s) that a customer fits into. The persona(s) will then dictate what content is delivered in specified parts of the site(s)

Personalization	Yes - personalization could be applied at the content type level and even specific images (like headers) or content blocks
Personalization	Acquia can provide personalization as simple as just content on a website based on viewing behavior, or it can provide an AI-driven Customer Data Platform that specializes in identity resolution, 360 customer views, integrations, and next best action delivery across all channels. This can drive decision-making for both online and offline campaigns.
Personalization	Yes with Acquia's Personalization solution that would seamlessly integrate
Personalization	Yes - The site is tested and optimized for all browser widths including mobile, tablet and desktop. This can be previewed before publishing. Images are automatically optimized for different device widths. Drupal includes a "Focal Point" feature in which the focal point of an image can be selected to be different across different device widths.
Personalization	Yes- When creating content, you can manage (and preview) how the content will appear across different social channels
Personalization	Yes - the site is tested and optimized for all browser widths including mobile, tablet and desktop. This can be previewed in multiple formats before publishing.
Personalization	Yes - The site is built to work across all device widths. The site is tested and optimized to work on low-bandwidth mobile devices as well as full-width desktop devices. Thus users have an optimal experience across different channels and editors have the ease of using a single tool.
Personalization	Yes - personalization could be applied at the content type level and even specific images (like headers) or content blocks
Process-driven translation	There are several Drupal modules that integrate with commercial translation services to allow translation to occur within the CMS workflow.
Supported languages	Supports over 100 of the most common languages

B5.   Development, Architecture, and Interoperability:

Criterion	Description/Qualifying Comments
.NET	Drupal is an open source PHP based CMS
Ad servers	Adds can be added through the user interface.
APIs	All common API interfaces can be supported - REST is the most common. Drupal and Acquia are API-first architectures and strongly support this naturally
APIs	REST APIs are restricted to authenticated users using basic auth.
APIs	Commonly-used capability. Easily accomplished via Drupal feeds or migrate module to pull structured data into the CMS
APIs	Will be easily accomplished via REST API
APIs	APIs are open and available for use with no additional costs beyond development costs to integrate with the external source
APIs	Pages are optimized for search engines including meta tags and semantically structured HTML. RSS feeds and REST APIs are offered as well.
Application servers	Our proposal includes world-class hosting through the Acquia Platform. Acquia is built on a LAMP stack, so

	Apache servers, and is built on top of AWS infrastructure
Architecture	The core of the Acquia Cloud platform is an open source LAMP stack, combining the Linux (Ubuntu) operating system and PHP programming language with Drupal. The platform is preconfigured with: • Web server: Apache optimally serving media and Drupal page views; and Node.js web servers supporting server-side rendering for JavaScript applications • File system: A highly performant POSIX file system for file uploads • Database: Percona's optimize MySQL server with Drupal-optimized MySQL configurations • Caching: Varnish and Memcache in front of all traffic to speed up sites • Balancer: Nginx to optimize resource utilization"
Client platforms	Drupal is a PHP based CMS tuned to run in a LAMP environment, which Acquia is expertly designed for. It technically can run on a Windows server, but it is not recommended and leads to more maintenance and lower performance
Cloud tooling	"Disaster Recovery Acquia Cloud offers high availability by using several AWS Availability Zones in one AWS region with redundant servers serving each layer of the technology stack. The following are the three main components of a Drupal application hosted by Acquia Cloud: • Reverse proxy caching and load balancing servers (Nginx and Varnish®) • Web servers (Apache with PHP and Drupal code) • Database servers (Percona (MySQL)) At the internet-facing tier, a software-based load balancer is deployed with a hot standby in a different availability zone in the same region. The load balancer distributes load across several web servers, which are also distributed across several availability zones Backups Acquia maintains a comprehensive backup solution including application code, static files, and databases. Acquia Cloud takes hourly snapshots of the passive master database, file system, and code repository. These snapshots are programmatically stored in Amazon S3 buckets and used to restore an application in case of multiple disk failure or total data center loss. Acquia Cloud retains disaster recovery snapshots on the following schedule: • The four most recent hourly snapshots • Daily snapshots retained for one week • Weekly snapshots retained for one month • Monthly snapshots retained for three months Load Balancing At the internet-facing tier, a software-based load balancer is deployed with a hot standby in a different availability zone in the same region. The load balancer distributes load across several web servers, which are also distributed across several availability zones. You will receive dedicated load balancers, and Acquia is designed to auto-scale to handle unanticipated loads and maintain availability Security To help ensure that Acquia's security controls are designed and operating effectively, Acquia undergoes several annual third-party attestations performed by an independent certified public accounting firm and qualified security assessor (QSA) including: SOC 1 / ISAE 3402 Type 2, SOC 2 Type 2, PCI-DSS, HIPAA AT101, FERPA, FedRamp, ISO 27001, EU Data Privacy, GDPR

	Security is at the forefront of the Acquia Cloud, embedded into every layer of the architecture. The perimeter network is protected by firewall systems and IP-based restrictions that prevent unauthorized access to customer systems. To monitor for unusual activity, Acquia employs security monitoring applications that continuously monitor for possible or actual security breaches and are configured to alert Security, Operations, and Engineering personnel. Acquia also offers a Web Application Firewall (WAF) to deal with malicious requests, protect from DDoS attacks (can handle 5X the largest ever recorded), and set up granular rules for filtering traffic & requests"
Cloud tooling	One example of self-service tooling for the cloud-based product is the ability to create on-demand backups in addition to the automated backup schedule outlined above. Backups that are done via on-demand feature are stored until the customer deletes them. Ultimately, you own the application and can manage that and your data/files however you wish.
Database Integration	"Drupal's Form API ensures that data is validated and scrubbed before entry in the database. The system tests that user-entered data--and even the form fields themselves--match prescribed, expected formats and values. Tokens are injected into each form as it is generated, to protect against potential CSRF attacks. Drupal's database abstraction layer performs additional security checks on data as it is written to and retrieved from the database. Acquia also protects against brute-force password attacks by limiting the number of login attempts from a single IP address over a predefined period of time. As mentioned above, Acquia can meet the most strict of security compliance requirements. A multi-layered cache architecture is extremely resistant to high volumes of traffic and makes Drupal the system of choice for some of the world's highest-traffic websites. Drupal includes features that address all of the Open Web Application Security Project's top ten security risks, a list of the most commonly seen risks in practice. Acquia has also gotten top marks from analysts like Gartner and Forrester for. security."
Database Integration	Drupal is regularly integrated with CRMs such as Salesforce and other apps via API, and integrations with common CRMs are pre-built. There are no limitations beyond the capabilities of Drupal's and the external apps APIs.
Database support	MySQL, MariaDB, or Percona Server are recommend. Acquia is built on top of MySQL and readily supports integrations with other databases
Database operations	The product is built on a LAMP stack. Configuration management is used for managing the saas servers.
Development	We include unit tests, kernal tests, and integration tests of the code.
Development	External sources can easily be displayed in templates, for example in a block that is within the template. This can pull from a database or can reference javascript, an existing piece of content like a location block, or other. How this is displayed can be managed within Acquia's UI
Development	xdebug is a common solution used with Acquia, and there are a number of debugging modules that can be easily configured. Additionally, Acquia provides Cloud IDEs that provide Xdebug and other code quality tools in a visual code editor
Development	Acquia IDEs give developers their own "local" browser-based environment where they can pull down a local branch to isolate & execute individual tasks and then deploy through a natural integration with the dev/stage/prod environments

Development	Acquia enables users to re-use components via Acquia Site Studio where components and templates can be made available to other sites / teams the platform. Code can be re-used across sites due to Drupal/Acquia's natural multi-site capabilities that lets them share a common codebase for more efficient development & management
Development	Drupal is designed specifically to separate code and content. Content is stored in the dB, code is managed primarily by YAML files outside of the dB.
Development	Drupal is a PHP application. All code is PHP (or javascript for client side manipulation).
Development	Drupal is open source, there are no limits on your ability to use custom libraries.
Development	Drupal is an open source, PHP CMS. All content is available via API (REST) - there are no limits on your ability to extend or customize the CMS.
Development	There are numerous chatbot and digital assistants, both open source and commercial, with existing Drupal modules today. As an open source CMS, there are no limitations on your ability to integrate other tools.
Development	Acquia Cloud leverages ultra-secure container-based isolation and advanced data management technologies to ensure that your applications accommodate limitless scale. Self- healing infrastructure ensures containers are constantly refreshed and unhealthy pods are automatically pruned. Atomic code updates ensure clean builds on new containers during every code deployment
Development	Drupal is built to support headless delivery. The front end of Drupal communicates with the back end via API. Those same APIs are available to you to completely eliminate the Drupal theme layer, or to extend Drupal to deliver content to digital signs, or voice devices, or IoT,or anywhere you want.
Development	Acquia provides the worlds only Open DXP (digital experience platform), including it's CMS. The core approach Acquia's open DXP - providing a platform where disparate services can be woven together into a single, compelling platform - is a microservices architecture itself that will perfectly fit with your broader organization's microservices goals and other technologies you're already invested in and seeing success with. Unlike the other CMS vendors in the space, Acquia does not force you to adopt an entire suite of products to get any value or real feature set.
Development	Drupal is a web based CMS. Responsive design, progressive web services, etc. are used to deliver content to mobile devices.
Development	Drupal is built to support headless delivery. The front end of Drupal communicates with the back end via API. Those same APIs are available to you to completely eliminate the Drupal theme layer, or to extend Drupal to deliver content to digital signs, or voice devices, or IoT,or anywhere you want.
Development	The site is built to take advantage of PWA capabilities and includes a site webmanifest meta tag and file and service workers for installing on mobile devices and offline content. Drupal does not use an SPA architecture as it not supported in older browsers, does not deliver the same SEO, and makes publishing more difficult across multiple device widths.

Development	Acquia Site Studio comes with over 70 pre-made components (like header, 3-block container, image-and-text block, accordion, slider, etc) that users can drag-and-drop into a template. New components can be cloned/adjusted from others, or created from custom designs,all without needing to use code. Users can create templates from scratch by compiling components, or can clone & adjust existing templates to save time. Your team will receive some pre-made templates.
E-commerce integration	Drupal integrates closely with Drupal Commerce and any other commerce platform that provides a robust API for integration.
External system integrations/plug-ins	Drupal supports webtrends via embed code in the site templates.
External system integrations/plug-ins	YouTube, Vimeo, etc. all embed easily in a Drupal website.
External system integrations/plug-ins	Drupal works with everything from Square and Paypal to Authorize.net among others
External system integrations/plug-ins	You can publish to Drupal via API so any social media tool that has built that functionality will be able to publish to Drupal.
External system integrations/plug-ins	A blog is just a website formatted with sequential posts in reverse date order. Drupal has supported blogs since it's first iteration 20 years ago.
External system integrations/plug-ins	Drupal has an open API. Anybody can write a plugin, Thousands already exist and are available for use
Integration features	Active Directory via SAML or LDAP are the two most common authentication options. These integrations already exist to be leveraged
Integration features	"There are thousands of Drupal integrations already available that span a range of uses - CRM, email, DAM, commerce, search, scanning, LDAP, SIEM, and more. See www.drupal.org/project/project_module Acquia also has a number of pre-built integrations for the more DXP-related capabilities that can be seen here - www.acquia.com/why-acquia/integrations"
Integration features	Acquia DAM is a built-in capability of Acquia's platform and it offers a DAM fully integrated into the CMS's UI - www.acquia.com/products/marketing-cloud/dam EMbridge, and Widen are the most popular.
Integration features	Drupal's media library stores documents and assets out of the box, or Acquia DAM is a more feature-rich asset management solution. See above for more detail
Integration with business applications	Yes, ESRI is a common integration
Integrations	All integrations with Drupal are accomplished by creating a custom Drupal module to isolate the custom code from Drupal core. There is no one approach as anybody is welcome to create a module that serves their needs.
Integrations	There are thousands of Drupal integrations already available that span a range of uses - CRM, email, DAM, commerce, search, scanning, LDAP, SIEM, and more. See www.drupal.org/project/project_module

	Acquia also has a number of pre-built integrations for the more DXP-related capabilities that can be seen here - www.acquia.com/why-acquia/integrations.
Integrations	PHP
Integrations	PHP and javascript
Java EE	Not certified
Mac support	All admin features are available via a MAC with any modern browser
Mac support	All admin features are available via a MAC with any modern browser
Microsoft integration	Drupal can integrate with Sharepoint to display content within a Drupal site, or to reference documents within Sharepoint. The CMS to CMS integration may not exist. There are no barriers to creating one, beyond Sharepoint's lack of interoperability.
Microsoft integration/tools	There is a maintained module for Office 365 integration. https://www.drupal.org/project/o365
Microsoft integration/tools	Drupal can integrate with Sharepoint to display content within a Drupal site, or to reference documents within Sharepoint. The CMS to CMS integration may not exist. There are no barriers to creating one, beyond Sharepoint's lack of interoperability.
Microsoft integration/tools	It is not recommended due to extraneous non-standard code in MS Office products that cause display issues online
Migration	Drupal can export in a variety of structured formats
Migration	External tools are used when needed. Typically, content is exported in a structured format, manipulated via custom script, and imported into Drupal.
Migration	External tools are used when needed. Typically, content is exported in a structured format, manipulated via custom script, and imported into Drupal.
Migration	Yes- Customers ALWAYS own all of their code, data, and files. If a customer decides to move their sites elsewhere, Acquia will provide assistance as needed with exports and can point the customer in the direction of helpful documentation.
Operating systems	User experience is primarily dependent on browsers. Drupal supports the two most releases of the major browsers. Typically, many versions back will work just fine, will possible small and usually inconsequential display differences in unsupported older browsers.
Performance and scalability	Acquia powers the most demanding sites in the world like NBC (including the Olympics), all of Pfizer's brands, and major government websites such as DHS.gov, IRS.gov, and thousands of others.
Portal integrations	It's unclear exactly what is meant by a "portal product" but Acquia is frequently used by customers to build intranets, portals, and other types of internal/customer-based sites. Drupal is API-first and is notorious for having the best integration capabilities in the CMS market, so there is not a desire to build a portal on Acquia then an integration can be done. There are pre-existing portal distributions in the Drupal community, too.
Product release	Major Drupal updates are every six months (9.1x to 9.2, etc.) and minor update patches are monthly when needed.

SCORM compliance	Standard Drupal is not SCORM compliant, but the Drupal based LMS Opigno is SCORM compliant.
Server platforms	Drupal is a LAMP based CMS
Source code	It's open source licensed under the GPL
Standards	Acquia is compliant with the most strict. security compliance in the world (including ISO, Fedramp, SOC 2, HIPAA, PII, more). Drupal is generally WCAG 2.0 A compliant. The websites we deliver with Drupal are WCAG 2.1 AA compliant.
Supported APIs	Drupal has a REST interface that supports XML and JSON endpoints. Drupal also includes a JSON:API integration. GraphQL can be included as well with a supported module.
Web services and SOA	Drupal has the APIs to support a SOA or "headless" application. Drupal core is adopting some headless components for administration and navigation. The client can use the included APIs for a headless application.
Source code	Drupal is open source. You will have all the source code
Architecture	Only if your requirements dictate a proprietary module.
Architecture	User permissions can easily create intranet services with content only available to authenticated users. Acquia has many customers who have built/manage both public-facing AND internal sites on the same platform

B6.   Administration:

Criterion	Description/Qualifying Comments
Access and permissions	All Drupal user roles and permissions are managed via a simple point and click browser based interface.
Access and permissions	All Drupal user roles and permissions are managed via a simple point and click browser based interface.
Access and permissions	All Drupal user roles and permissions are managed via a simple point and click browser based interface.
Access and permissions	All Drupal user roles and permissions are managed via a simple point and click browser based interface.
Access and permissions	All authenticated Drupal users have a user profile page. You can customize the page as you wish.
Access and permissions	There are no limits on user roles
Access and permissions	It integrates with Active Directory via SAML
Administrative capabilities	Drupal provides a user interface for administration including user and group management and web administration. Acquia Cloud provides a user interface for backup and recovery, deployment, cache management, and disaster recovery.
Applications	Acquia Site Factory leverages Drupal's "multi-site" capabilities and allows many sites (hundreds) to share the same codebase. Content can also be shared between multiple sites to avoid duplicative efforts. This multisite setup helps streamline updates and maintenance across a large number of sites. It provides a central dashboard for admins to have home base for managing all sites, and sites can be put into "groups". Governance is very strong with this solution, and when users log in they will only see sites they they are assigned to

Applications	There are thousands of freely available Drupal modules that provide additional functionality. Promet's municipal focused version provides an advanced event calendar out of the box. Chat can be easily added via numerous open sources or commercial modules. Acquia Site Factory lets you create a new site from a template at the click of a button (no code) and Acquia Site Studio allows for no-code site page creation and layout management.
Auditing/reporting	All users can be found easily in the users/groups section where admins already manage users and roles
Auditing/reporting	SiteImprove, which you already have, will provide this functionality
Auditing/reporting	The Drupal Views module allows ad-hoc report creation for site data.
Auditing/reporting	Drupal has a sophisticated user permission system which allows fine-grained user access control. These permissions can be audited in the user interface. Acquia Site Factory takes this a step further in terms of getting more granular with who can access what sites, who can see certain sites when logging in, etc
Auditing/reporting	Drupal stores logs for content editing which can be viewed in the user interface. Acquia offers a Log Forwarding feature that provides a secure connection to a SIEM (like Splunk or SumoLogic) for real-time logs
Auditing/reporting	Drupal logs activity of logged in users including content and media editing.
Auditing/reporting	Media assets can be viewed in the user interface. Reports can be created in the user interface to show a full list of media assets with recent activity.
Auditing/reporting	Drupal provides a user interface to view and audit content types
Auditing/reporting	Drupal provides a user workflow for publishing. The publishing workflow as well as publishing activities can be viewed in the user interface. Acquia offers a Log Forwarding feature that provides a secure connection to a SIEM (like Splunk or SumoLogic) for real-time logs
Auditing/reporting	Drupal provides a user workflow for publishing. The publishing workflow as well as publishing activities can be viewed in the user interface. Acquia offers a Log Forwarding feature that provides a secure connection to a SIEM (like Splunk or SumoLogic) for real-time logs
Auditing/reporting	Drupal stores logs for content editing which can be viewed in the user interface. Acquia offers a Log Forwarding feature that provides a secure connection to a SIEM (like Splunk or SumoLogic) for real-time logs
Auditing/reporting	Drupal provides a user workflow for publishing. The publishing workflow as well as publishing activities can be viewed in the user interface.
Auditing/reporting	Drupal provides a list of all content and recent activity of the content in the user interface.
Blogs	Acquia Site Studio comes with over 70 pre-made components (like header, 3-block container, image-and-text block, accordion, slider, etc) help make up templates/themes. Users can drag-and-drop these components into a template. New components can be cloned/adjusted from others, or created from custom designs,all without needing to use code. Users can create templates from scratch by compiling components, or can clone & adjust existing templates to save time. Your team will receive some pre-made templates.
Blogs	Any user with permissions can create/delete/modify new blogs within the standard content editing UI
Blogs	Any user with permissions can create a new website on the Drupal multisite and work with that site. We suggest this permission not be widely distributed. Access to blogs can be assigned so that certain users can only edit the blogs of specific sites
Blogs	Drupal has a commenting system out of the box. It can be enabled or disabled at a global level, or it can have a default on or off state with user ability to override.

Blogs	Any admin with permissions can manage other users and change permissions. This is typically reserved for overall site admins, although a site can be configured to allow departmental admins with limited privileges on their own pages.
CMS search	Content can be indexed through the user interface by administrators.
CMS search	SOLR can deliver faceted search results and metadata can be a facet
Component parameters	Roles/permissions can be assigned so that certain users can or cannot edit page components. Or, that they can or cannot use the visual-based layout canvas to drag-and-drop page building
Component parameters	The components which can be added to pages can be restricted based off the designs and the user roles.
Components/widgets/web parts	There are thousands of available Drupal modules. There is no official vendor endorsement, however some are covered by the official Drupal security policy which is a limited endorsement of the module from a security point of view.
Components/widgets/web parts	Acquia Site Studio comes with over 70 pre-made components (like header, 3-block container, image-and-text block, accordion, slider, etc). New components can be cloned/adjusted from others, or created from custom designs, all without needing to use code. Any component or template that is made for one site can very easily be made available to any other site on the platform. With plug-ins, Acquia Site Factory lets teams dictate what modules/plugins are turned on or off for each site
Components/widgets/web parts	Drupal permissions are flexible. You can make admin capabilities as locked down or as freely available as you wish.
Components/widgets/web parts	All community contributed Drupal modules are typically available via https://www.drupal.org/project/project_module - they cost nothing for you to add in to your site(s)
Content types	Drupal permissions are flexible. You can make admin capabilities as locked down or as freely available as you wish. This includes assigning certain content types to specific users/groups
Content types	Content types are not necessarily template-specific, but teams can create a standard style for certain content types. When creating a new piece of content, users (with permission) can select from templates made available to them, or if they have permission can create a new one
Content types	Users with permission can access content types and edit them from within the dropdown menu in the UI, then use a visual page layout editor or CSS to change. Drupal permissions are flexible. You can make admin capabilities as locked down or as freely available as you wish. Certain users/groups can be assigned to specific content types if you want
Content types	Users with permission can create microsites from within Site Factory by clicking a button to create a new site from a template you call microsites. When editing, they can just access the site from the in-page editor (when logged in) to make changes with the drag and drop UI, WYSIWYG, CSS, etc. Drupal permissions are flexible. You can make admin capabilities as locked down or as freely available as you wish. Certain users/groups can be assigned to specific content types or certain sites if you want
Content types	Users with permission can access content types and edit them from within the dropdown menu in the UI, then use a visual page layout editor or CSS to change. Drupal permissions are flexible. You can make admin capabilities as locked down or as freely available as you wish. Certain users/groups can be assigned to specific content types if you want
Content types	Users with permission can access content types and edit them from within the dropdown menu in the UI, then use a visual page layout editor or CSS to change. Drupal permissions are flexible. You can make admin capabilities as locked down or as freely available as you wish. Certain users/groups can be assigned to specific content types if you want

Development (general)	The Drupal developer community is over 1,000,000 users, with local and national conferences held worldwide. There are tens of thousands of actively-contributing developers in the Drupal community to drive innovation and foster a sense of community/support
Development environment	Acquia is a LAMP stack - Linux for OS, Apache for servers, MySQL for database, and PHP for application which is Drupal.
Development environment	Drupal is open source. Only open source scripting and coding is used in the CMS.
Edition management	Acquia's hosting service provides thorough backup processed and takes snapshots as frequently as hourly, and stores the latest monthly snapshot for 4 months. These can be used to revert to a former version if necessary. Customers can also set up on-demand backups
Editions	Acquia's hosting service provides thorough backup processed and takes snapshots as frequently as hourly, and stores the latest monthly snapshot for 4 months. Customers can also set up on-demand backups
Editions	Acquia cloud has a full disaster recovery user interface. Code updates and database backups are revisioned to allow the site to be restored to previous versions if necessary.
Forms	Any created form in the CMS can be copied and edited to create a new form without starting from scratch.
Forms	Drupal ships with an integrated point and click based web form builder
Forms	Drupal's Form API provides a secure interface for providing user-facing forms. Forms can be created in the user interface using the built-in form builder. Data collected is kept secure by Acquia's compliant infrastructure
Forms	Forms can be created in the user interface using the built-in form builder. Supported form elements include: Forms: (Drafts Preview, Scheduling, Sharing, Confirmations, Modal dialogs, Access controls, Prepopulation, Multistep, Submissions, Email notifications, Remote post, Customizable results view, Submission flagging, Submission export/import, Submission upload, Submission limits, PDF generation, Automatic purging) and Elements: (Standard inputs, Date/time inputs, File uploads, Computed elements, Composite elements, Custom elements, Entity references, Scales and Likerts, and more)
Forms	All are supported using standard HTML5 and javascript elements
Forms	There are no limits on what data you can allow users to input into the site, and that input can then enter a workflow for approval, just like any other site content.
Forms	The database can be encrypted if desired, so that all form data is maintained in an encrypted state.
Information architecture and navigation	Users with permissions can create, access & edit, or delete new content or menu fields as they relate to information architecture and content structure
Information architecture and navigation	Drupal allows for a COPE (create once publish everywhere) mode. Acquia Content Hub is an offering that extends this capability to a large number of sites/applications. When updates or patches are pushed with Acquia Site Factory, every site that uses a particular module will be updated together.
Information architecture and navigation	The IA in Drupal is independent of physical file locations.
Information architecture and navigation	Drupal can auto produce friendly URLs (usually from the page title) and also any page URL can be manually adjusted
Information architecture and navigation	Drupal crates navigation by taxonomy by default. When taxonomy is used taxonomy terms will have autocreated pages

Locks	Drupal provides a workflow in which users with specified roles can only create drafts or edit their own content. This workflow can be updated per the client business needs.
Locks	The Drupal workflow includes automatic locks, ie a user with a certain role can't publish or edit content but can create drafts that are published by a user with a higher role. Content can be locked from certain users manually with these tools.
Metadata	Metadata is customizable at the content type level.
Metadata	Any user with permission can edit the metadata
Metadata	Users with permissions can create, edit, or delete metadata inputs on existing content, or add it to content they are creating from within the content creation UI
Metadata	Metadata is automatically applied to the page header to optimize the machine readability and SEO of each page of the site. The metadata can be customized per content type, user, or other rules.
Multichannel output	All pages are tested on all device widths. Content can be consumed by services publishing to non-web or mobile platforms.
Multilingual content management	Multiple translation services have existing Drupal modules that integrate the content production workflow with their translation services
Multilingual content management	Drupal supports over 100 languages out of the box for admin menu translation purposes. Content translation is managed either via AI tools such as Google translate or manually via separate pages per language
Multi-Site management	Any component or template that is made for one site can very easily be made available to any (or all) other sites / teams in the platform. Templates can be governed so that only certain teams or sites can use them, or can be made available to everyone
Product release	Major Drupal updates are released every 6 months and minor patches are released monthly.
Product release	Support windows have been extended due to COVID but generally speaking older versions of Drupal are officially supported for 12 months after the new version is released.
Product release	Patches are released monthly, except in the case of a critical security issue in which case that patch would be released immediately upon availability. So on average, 12 Drupal patches a year. Modules also receive patches however that number will vary depending on modules used in any specific website, sometimes module updates can be pushed as often as weekly, which Acquia automates for customers
Product release	Yes - we work around your schedule, with the exception of critical security patches, which we apply immediately.
Product release	Yes. https://www.drupal.org/drupalorg/roadmap
Reporting capabilities	Drupal is open source. There are no limits on your access to data. You'll have access to all server logs, all Drupal data, etc. You can use whatever tools you wish to analyze the available data.
Scheduling	Unpublished posts can be published by time based triggers.
Scheduling	The Drupal roadmap is here - https://www.drupal.org/drupalorg/roadmap. We don't understand the content submission part of the question. It is your CMS - you can publish whenever you want.
Site changes	Yes, with the click of a button in Acquia's site management UI. A new site can be generated within 10 minutes
Site structure	Acquia's multi site capabilities allow you to manage multiple websites from a single codebase. All site creation and editing is completed through the browser based UI.

Staging	Acquia provides development, staging, and production environments by default. Additional environments can also be spun up if needed. Moving code from one environment to the other is a point and click operation.
Staging	Acquia provides development, staging, and production environments by default. Additional environments can also be spun up if needed. Moving code from one environment to the other is a point and click operation.
Syndication	RSS is enabled by default
Taxonomies	The taxonomy features are part of Drupal core
Taxonomies	Yes - meta tag completion can be automated
Taxonomy	Users with permission can create modify or delete taxonomies within the UI as they are managing content types, existing contents, etc.
Taxonomy	Manipulating taxonomy is done through the browser based CMS
Taxonomy	Manipulating taxonomy is done through the browser based CMS
Taxonomy	Manipulating taxonomy is done through the browser based CMS
Templates/themes	The presentation layer of Drupal is built on TWIG based themes
Templates/themes	We will deliver the site with the completed theme. However your team is not prevented from modifying it. Acquia Site Studio takes an atomic design approach, so if admins wish to adjust the approved colors, that change can permeate through the site(s) wherever referenced. Templates are also edited and created from Site Studio's drag-and-drop UI
Templates/themes	New templates can be cloned/adjusted from others, or created from custom designs by dragging and dropping in pre-made components, all without needing to use code. Any component or template that is made for one site can very easily be made available to any other site on the platform. Deleting is done via simple point and click in the UI
Templates/themes	New templates can be cloned/adjusted from others, or created from custom designs by dragging and dropping in pre-made components, all without needing to use code. Any component or template that is made for one site can very easily be made available to any other site on the platform. Deleting is done via simple point and click in the UI
Templates/themes	The theme will be responsive across all devices where they page is rendered
Templates/themes	The theme will be responsive as all content is fully-responsive out of the box
Templates/themes	New templates can be cloned/adjusted from others, or created from custom designs by dragging and dropping in pre-made components, all without needing to use code. Any component or template that is made for one site can very easily be made available to any other site on the platform. But, governance capabilities will let you decide what sites (or teams) can access a particular template, or they can be made available for all sites. Deleting is done via simple point and click in the UI
Versioning	Components, ie parts of the page that are not content like photo galleries or forms, can be versioned along with the content.
Versioning	Drupal workflow creates rules for publishing content. Every content edit creates a revision log. Revisions are stored indefinitely for later auditing or retrieval.
Versioning	You can just save the edited copy as its own file, or if it's a published page, save as its own draft
Versioning	Document versioning is not a feature typically found in a Web CMS
Versioning	Document versioning is not a feature typically found in a Web CMS
Visitor information	Yes

Websites, microsites	New templates can be cloned/adjusted from others, or created from custom designs by dragging and dropping in pre-made components, all without needing to use code. Any component or template that is made for one site can very easily be made available to any other site on the platform. But, governance capabilities will let you decide what sites (or teams) can access a particular template, or they can be made available for all sites. Deleting is done via simple point and click in the UI
Websites, microsites	Users with permission can create microsites from within Site Factory by clicking a button to create a new site from a template you call microsites. When editing, they can just access the site from the in-page editor (when logged in) to make changes with the drag and drop UI, WYSIWYG, CSS, etc. Permissions are flexible. You can make admin capabilities as locked down or as freely available as you wish. Certain users/groups can be assigned to specific content types or certain sites if you want
Websites, microsites	Users with permission can create microsites from within Site Factory by clicking a button to create a new site from a template you call microsites. When editing, they can just access the site from the in-page editor (when logged in) to make changes with the drag and drop UI, WYSIWYG, CSS, etc. Permissions are flexible. You can make admin capabilities as locked down or as freely available as you wish. Certain users/groups can be assigned to specific content types or certain sites if you want
Websites, microsites	Any users with permissions to manage users and permissions can do so
Workflow administration	yes
Workflow administration	yes
XML	Drupal provides a user interface for creating content. Some XML is used for publishing to Search Engines (sitemap.xml) and to RSS consumers. Drupal's REST endpoints can be configured to produce XML and JSON output.
XML	Not a feature of the CMS
XML import	Yes - Drupal can import structured data
Access and permissions	Yes - IP or domain based filtering is provided by Acquia

B7. Delivery, Analytics and Optimization:

Criterion	Description/Qualifying Comments
Analytics	packet analysis is a network analysis tool - not a typical feature in a Web CMS
Analytics	Requires integration with external products
Analytics	Acquia Platform provides insight into traffic levels, bandwidth, storage usage, performance, etc. For other solutions like personalization, you can see analytics for campaigns too
Analytics	Requires integration with external products
Analytics	Optimization can mean a lot of things so it's unclear what you are referring to. Acquia provides real-time insight into performance and site health and security, with recommendations to improve. You can also see performances of campaigns for personalization if you are using that
Analytics	Unclear what this is asking for, but Acquia's operations team has real-time insight into customers' instance for performance and site health, and if there are issues that come up, can proactively flag and provide strict SLAs on response times
Analytics	You have access to log files and analysis can be done in real-time through Log Forwarding by Acquia which is a secure connection to a SIEM tool that feeds into Acquia

Analytics	There is an unlimited number of tools that can be added to the product stack to address specific customer needs. Drupal is open source, we don't limit your choices. Acquia Site Studio comes with 70+ components for page & template creation out of the box
Analytics capabilities	Modules are readily available to integrate Google Analytics; WebTrends code can be applied at the theme level
Analytics capabilities	Requires integration with external products
Analytics capabilities	Modules are readily available to integrate with industry-standard analytics programs to provide visitor analytics
Analytics capabilities	You have access to log files and analysis can be done in real-time through Log Forwarding by Acquia which is.a secure connection to a SIEM tool that feeds into Acquia
Audit reporting	You have access to log files and analysis can be done in real-time through Log Forwarding by Acquia which is.a secure connection to a SIEM tool that feeds into Acquia
Behavioral analysis	Available with Acquia Personalization that tracks user behavior, segments users into presonas, and delivers personalized content in real-time (for both known and anonymous users). This is not proposed in our proposal as it. wouldn't make sense to pay for until. the sites are live, but is a seamless add-on and is used within the CMS platform
Behavioral analysis	Available with Acquia Personalization that tracks user behavior, segments users into presonas, and delivers personalized content in real-time (for both known and anonymous users). This is not proposed in our proposal as it. wouldn't make sense to pay for until. the sites are live, but is a seamless add-on and is used within the CMS platform
Campaigns/event-driven publication	Content creators can add new pages or site sections with customized layouts can be timed for release.
Cloud capabilities	Yes Acquia provides fully-redundant instances for failover in the event of the primary instance going offline. Acquia has disaster recovery procedures in line with the most strict government standards like FedRAMP
Compliance	SiteImprove will do this, which you already have. Drupal & Siteimprove have a widely-adopted, proven integration.
Content source	You have access to all code at all times
Content targeting/personalization	Acquia's standard search entitlements allow for 2.5GB of files to be searched. We can bump this up to 5GB at an additional cost if needed. There is no inherent file size limit, assuming it does not surpass the total limit
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Content targeting/personalization	Acquia's standard search entitlements allow for 2.5GB of files to be searched. We can bump this up to 5GB at an additional cost if needed. There is no inherent file size limit, assuming it does not surpass the total limit
Date-driven publication and expiration of content	Acquia's standard search entitlements allow for 2.5GB of files to be searched. We can bump this up to 5GB at an additional cost if needed. There is no inherent file size limit, assuming it does not surpass the total limit
Delivery	Acquia's standard search entitlements allow for 2.5GB of files to be searched. We can bump this up to 5GB at an additional cost if needed. There is no inherent file size limit, assuming it does not surpass the total limit
Delivery	Unlimited content versioning is included. Reverting to previous version of a page is a point and click exercise.
Delivery	Yes Multiple content delivery points is supported via create once/publish everywhere model
Delivery	Content can be delivered by RSS feeds
Delivery	With the addition of Drupal Commerce or other similar tools
Delivery	Yes Multiple content delivery points is supported via create once/publish everywhere model
Design tool integration	The templates are PHP / TWIG based, but designs can be uploaded to Acquia Site Studio

Design tool integration	Visual Studio can be configured for Drupal PHP and JavaScript development with recommended official and contributed extensions
Dynamic presentation of content	The templates use PHP and TWIG combined with integration with the Drupal database to support dynamic presentation of content
Event-driven publication	Content creators can add new pages or site sections with customized layouts can be timed for release.
Link management	SiteImprove will do this, which you already have. Drupal & Siteimprove have a widely-adopted, proven integration.
Localization/Internationalization	Core modules provide translation capabilities. Integrations with solutions like Lingotek also already exist
Localization/Internationalization	Drupal support over 100 languages encompassing Western, Arabic, Cyrillic character sets, etc.
Localization/Internationalization	Content translation is provided for ~100 languages
Localization/Internationalization	This is as simple as clicking a button in the site admin dashboard that says "create new site" - which can be cloned from an existing site
Maintaining consistency	Templates are easily created and managed for use & re-use across siites or pages. Admins and permissions users can assign certain templates to sites or content types and require their use for such. Brand guidelines/color palettes can be dictated to ensure certain design. aspects are consistent across all sites.
Multichannel output	Multiple display modes are configured for content so that content data fields can be combined in multiple ways to be displayed in multiple channels; content can be "created once, published everywhere"
Multichannel publishing	API-first philosophy; Out-of-the-box support for RESTFul web services, flexibility in front-end frameworks
Multidevice, multichannel delivery	Responsive design for all screens/devices is standard for all web development projects out of the box
Multidevice, multichannel delivery	API-first philosophy; Out-of-the-box support for RESTFul web services, flexibility in front-end frameworks
Multidevice, multichannel delivery	Responsive design for all screens/devices is standard for all web development projects out of the box
Multidevice, multichannel delivery	Responsive design for all screens/devices is standard for all web development projects out of the box
Reporting	The report could be configured and exported as needed
Reporting capabilities	Yes, Drupal and Acquia are both built with API-first architectures. There are no limits on your ability to integrate with external tools
Reports	Unlimited content versioning is included. The revision history and current status of the content is logged for each item of content. A combination of standard and configured reports displays the status and history of content.
RSS	RSS feeds for content based on Department or other taxonomy comes out of the box. Additional feeds can be added if necessary.
Scheduling	Readily available modules can be configured to allow content publication and expiration dates
Scheduling	A report can be configured to show release and content submission dates.
Search engine optimization (SEO)	Readily available modules can be configured for SEO
Search engine optimization (SEO)	User-friendly URLs can be configured globally or for individual items of content
Socialization	Content can be configured to accept comments or to not accept comments
Socialization	Comments can be configured to require administrator approval
Socialization	Modules are available to enable a ratings feature on the site(s), can easily be added in
Socialization	Modules are available to enable social sharing
Subscription Service	Email notifications are an included feature. This can be in the form of internal email notifications (for workflows, or for marketing purposes), or external communications like form follow-ups. Depending on the use case, Acquia also has an

	email automation solution that can be integrated
Templates	Yes - All templates made for one site can very easily be made available to any other specified site on the platform or made available to all sites. Certain templates or content types can be assigned to specific users or groups if desired with out of the box functionality.
Templates	yes
Templates	New templates can be cloned/adjusted from others or created from custom designs by dragging and dropping in pre-made components, all without needing to use code. Any component or template that is made for one site can very easily be made available to any other site on the platform.
Templates/Themes	Solution is fully responsive out of the box

B8.   Security:

Criterion	Description/Qualifying Comments
"Captcha"	Captcha configuration is an included feature.
Audit capabilities	Content versioning is enabled by default and you have access to all normal UNIX log files
Authentication	Readily available modules can be configured for SSO, SAML and AD. Active Directory is a VERY common integration with. Acquia
Authentication	Modules are available and can be configured to support various authentication protocols including LDAP, Windows NT Domains, Active Directory. Most government customers integrate Acquia with Active Directory
Group-level security and permissions	Drupal includes a Groups feature that enables distributed user management and can more efficiently assign roles & access to features, content types, etc., across teams or individuals
Levels of security access	Drupal defaults to "no access" on account creation, then all access permissions must be explicitly granted. Other than the default super-admin that is created with the initial installation of the site, all additional users must be created, and user roles must assigned. There is not a list of levels of access.
Personal data protection	Drupal has a GDPR module that verifies cookie acceptance for users. Acquia Cloud has a number of security compliances and has taken all steps to allow for GDPR (https://www.acquia.com/about-us/legal/gdpr) and many others (https://www.acquia.com/why-acquia/industries/security)
Role-based security	Granular permissions system can be configured to restrict access based on user roles
Security	To help ensure that Acquia's security controls are designed and operating effectively, Acquia undergoes several annual third-party attestations performed by an independent certified public accounting firm and qualified security assessor (QSA) including: SOC 1 / ISAE 3402 Type 2, SOC 2 Type 2, PCI-DSS, HIPAA AT101, FERPA, FedRamp, ISO 27001, EU Data Privacy, GDPR Security is at the forefront of the Acquia Cloud, embedded into every layer of the architecture. The perimeter network is protected by firewall systems and IP-based restrictions that prevent unauthorized access to customer systems. To monitor for unusual activity, Acquia employs security monitoring applications that continuously monitor for possible or actual security breaches and are configured to alert Security, Operations, and Engineering personnel. Acquia also offers a Web Application Firewall (WAF) to deal with malicious requests, protect from DDoS attacks (can handle 5X the largest ever recorded), and set up granular rules for filtering traffic & requests
Security	Yes, access controls are very flexible

Security	Yes, Modules are available and can be configured to support various authentication protocols including LDAP, Windows NT Domains, Active Directory. Active Directory is a very common integration and used by many government customers of Acquia
Security	Yes. Readily available modules can be configured for SSO, SAML and AD, these are very common integrations
Security	Drupal is open source. There are no Drupal imposed limitations on integrating with 3rd party products. Acquia is the most secure CMS platform on the market with a number of very large scale federal customers (not just state & local) trusting Acquia for highly-sensitive sites
Security	Yes. Readily available modules can be configured for SSO, SAML and AD, these are very common integrations
Security	Users are automatically locked out after consecutive unsuccessful login attempts
Security	Default error messaging can be altered in an editing UI
Security	The entire site, including login pages, will be SSL encrypted. Two factor login is also available. Acquia logins & access-related security are compliant with most strict government security policies
Security	The entire site, including login pages, will be SSL encrypted. Two factor login is also available. Acquia logins & access-related security are compliant with most strict government security policies
Security	Drupal includes a Groups feature that enables distributed user management and can more efficiently assign roles & access to features, content types, etc across teams or individuals
Security	Drupal includes a Groups feature that enables distributed user management and can more efficiently assign roles & access to features, content types, etc across teams or individuals
Security	Drupal has fine-grained and flexible access control which can be focused on individual pieces of content and can be customized for business needs.
Security	Generally speaking, these are not features of Drupal but could be added via custom modules.
Security	Passwords are always encrypted
Security	Acquia provides hardened security and can meet the strictest security. standards for sensitive content or data. More info on Acquia security can be found here - https://www.acquia.com/why-acquia/industries/security Additionally, Modules are readily available and can be configured to encrypt sensitive or classified content at the application level with the ability to store encryption keys with an external key manager
Security architecture	Drupal has defined security risk levels based on the NIST common misuse scoring system: https://www.drupal.org/drupal-security-team/security-risk-levels-defined Acquia employs a large portion of the Drupal Security Team and has an immediate lense into any and all security vulnerabilities. Due to this close alignment, Acquia is able to begin working on a patch before anyone else, will always communicate to customers, and provide a resolution before anyone else. This is a major benefit of working with Acquia due to the intimate knowledge of Drupal and the ability to maintain, secure, and move quickly to adapt
Security architecture	Security is at the forefront of Acquia's Platform, embedded into every layer of the architecture. The perimeter network is protected by firewall systems and IP-based restrictions that prevent unauthorized access to customer systems. To monitor for unusual activity, Acquia employs security monitoring applications that continuously monitor for possible or actual security breaches and are configured to alert Security, Operations, and Engineering personnel. To help ensure that Acquia's security controls are designed and operating effectively, Acquia undergoes several annual third-party attestations performed by an independent certified public accounting firm and qualified security assessor (QSA) including:

	SOC 1 / ISAE 3402 Type 2, SOC 2 Type 2, PCI-DSS, HIPAA AT101, FERPA, FedRamp, ISO 27001, EU Data Privacy, GDPR
	Acquia also offers a Web Application Firewall (WAF) to deal with malicious requests, protect from DDoS attacks (can handle 5X the largest ever recorded), and set up granular rules for filtering traffic & requests to filter out bad actors.
	Acquia's Cloud offering includes: - Layered Firewalls - Multi-factor Authentication - Vulnerability Management - Security Event Monitoring - Secure File Permissions - Disaster Recovery and Site Backups
	In general, Drupal is one of the most secure web software applications in the world. A dedicated security team, along with a large professional service provider ecosystem, and one of the largest developer communities in the world ensure rapid response to issues. Many security problems are prevented entirely by Drupal's strong coding standards and rigorous community code review process. Out of the box, Drupal account passwords are encrypted--salted and repeatedly hashed--when they are stored in the database. Drupal can support a wide variety of password policies such as minimum length, complexity, or expiration. Industry standard authentication practices are also supported including SSL and 2-factor authentication. Drupal can give administrators complete control over who can see and who can modify every part of a site.
	Drupal's Form API ensures that data is validated and scrubbed before entry in the database. The system tests that user-entered data--and even the form fields themselves--match prescribed, expected formats and values. Tokens are injected into each form as it is generated, to protect against potential CSRF attacks. Drupal's database abstraction layer performs additional security checks on data as it is written to and retrieved from the database.
	Drupal protects against brute-force password attacks by limiting the number of login attempts from a single IP address over a predefined period of time. A multi-layered cache architecture is extremely resistant to high volumes of traffic, and makes Drupal the system of choice for some of the world's highest-traffic websites. Drupal includes features that address all of the Open Web Application Security Project's top ten security risks, a list of the most commonly seen risks in practice.
Two-factor authentication	Two factor authentications can be enabled
Security	Yes - there is a dedicated Drupal security team charged with maintaining security of Drupal Core and selected modules. OWASP is accounted for in their responsibilities. Acquia's security measures are in line with OWASP top 10
Security	Acquia helps automate regular & minor updates/patches to the application to ensure it always up to date. All infrastructure patches are handled by Acquia to avoid possible vulnerabilities. We process critical security patches immediately upon receipt, without waiting for customer approval. Since Acquia employs a number of Drupal Security Team members, Acquia will know immediately if there is a new vulnerability and begin working on a patch

Security	Acquia maintains a detailed, documented incident response plan. Acquia notes that its responsibility is to respond to and inform its customer, not just end-users, and will do so within 24 hours. The procedures include, but are not limited to, the identification, response, escalation, and remediation of security breaches and other incidents. The incident response procedures are tested during the normal course of business, at least annually and are updated as needed. Customer can report information security incidents via the customer-facing support portal and issues are addressed in accordance with Acquia service level agreements (SLAs).
Security	yes

B9. Scalability and Performance:

Criterion	Description/Qualifying Comments
Benchmarks: number of users (consumers)	Unclear if you are asking about visitors viewing the website or users in the platform. There are no hard limits either way. There are many factors here like application configuration, caching, and resource allocation, but Acquia supports customers with the frequent anticipated traffic spikes, as well as high-volume events like the Olympics, the DOJ launching the Mueller report, and IRS.gov's websites
Benchmarks: number of users (contributors)	Unclear if you are asking about visitors viewing the website or users in the platform. There are no hard limits either way. Based on the Q&A provided, the hosting is priced for 500K monthly page views, but the site will maintain performance if usage exceeds that. There are no license costs for number of users and it can easily support hundreds of users without the need for additional hardware.
Benchmarks: number of users (contributors)	There are no hard limits. It will be a determined by your hosting environment, architecture of the site, integrations with the site, etc.
Caching	Varnish and Memcache are in front of all traffic to improve caching and speed up sites. Acquia offers two versions of a CDN (content delivery network) - a platform-level CDN with 65 points of presence around the cloud that is pre-configured to boost performance, and a highly-configurable, more robust CDN with hundreds or points of presence around the globe for enhanced caching strategy.
Clustering	Yes, this is supported. Delivery of such would be dependent upon the specific details of the technical and business requirements.
Clustering	Yes, this is supported. Exposing of the interface would be dependent upon the specific details of the technical and business requirements
Performance	Acquia's standard uptime SLA is 99.95%, and uptime has been 99.98% over the past two years. We can provide 99.99% with the addition of solutions like our CDN (content delivery network) and WAF (web application firewall). If Acquia's uptime falls below this number, will provide credits back to the customer or even allow for contract termination. Application availability is a shared responsibility model. Acquia's Service Level Policy can be found here for more details- https://docs.acquia.com/guide/service-level/
Performance	The Acquia Platform provides scalability at many levels, including: the application layer via performance and caching strategy; the load balancer layer via varnish caching strategy; and the content delivery network layer via global caching strategies. This allows the platform to scale to meet exponential demand.

Performance-enhancing capabilities	**Caching:** Varnish and Memcache is in front of all traffic to speed up sites, and Acquia provides a global CDN if needed to increase points of presence, greatly optimize caching (customized by mobile, desktop, others) and increase site performance & security **Load Balancing:** At the internet-facing tier, a software-based load balancer is deployed with a hot standby in a different availability zone in the same region. The load balancer distributes load across several web servers, which are also distributed across several availability zones. You will receive dedicated load balancers, and Acquia is designed to auto-scale to handle unanticipated loads and maintain availability **Replication** Acquia provides high availability by using multiple availability zones in one region with redundant servers serving each layer of the technology stack: extra web servers operating round-robin, including reserve capacity in the second availability zone; a fully redundant file system in the second availability zone that is constantly syncing; master-master replication for database pairs; multiple dedicated Memcache servers; and a secondary load balancer in a redundant environment. Acquia Cloud also offers automatic nightly and on-demand backups and restores.
Sample scale	Acquia powers the web presence for some of the most demanding and largest websites in the world. In the government space, this includes the United States IRS, DOJ, and HHS in Federal, the State of NY and CO, City of Los Angeles, City of Houston, and countless others. NBC also trusts Acquia to run their websites including the Olympics. Pfizer and Johnson & Johnson have all of their brand sites on Acquia.
Sample scale	Acquia powers the web presence for some of the most demanding and largest websites in the world. In the government space, this includes the United States IRS, DOJ, and HHS in Federal, the State of NY and CO, City of Los Angeles, City of Houston, and countless others. NBC also trusts Acquia to run their websites including the Olympics. Pfizer and Johnson & Johnson have all of their brand sites on Acquia.
Scalability	There is no inherent maximum number of pages/component per server. This is dependent on the technical and business requirements of the application, and how the application is implemented and configured, which Promet will do with certified developers and best practices in mind.
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Section C - Delivery Milestones and Project Plan
C1   Delivery Milestones and Process

Delivery Milestones

STRATEGY
- Discover
- Research
- Define

DESIGN
- Decide
- Create
- Test

DEVELOP
- Architect
- Develop
- QA

LAUNCH
- Refine
- Accept
- Release

OPTIMIZE
- Analytics
- Support
- Hosting
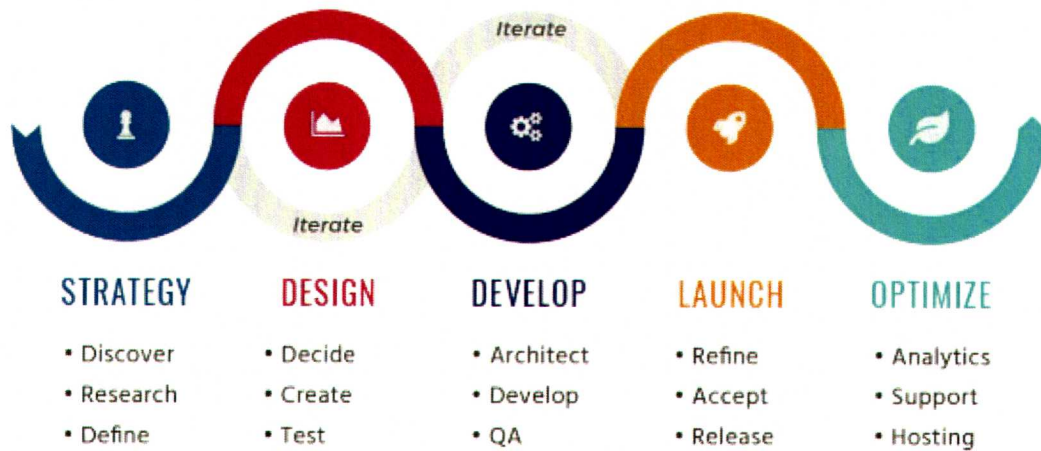
Strategy
During strategy, we dive in and facilitate a discovery workshop to uncover the needs of the user and how they can help advance organizational objectives, followed by research leading to a definition of requirements and recommendations.

Design
Once we understand how the users and organization need to use the site, we begin the design phase with user experience (UX) which leads to user interface (UI) development, while testing along the way with users and stakeholders.

Develop
Based on an understanding of requirements resulting from strategy, we begin to architect and build the site using efficient best practices, to bring the designs to life, and follow with rigorous quality assurance practices.

Launch
User acceptance leads to the first release of the site to our client's web environment.

Optimize
After the site is launched, the website requires support from hosting to security updates, and data-driven improvements based on analytics.

Our Guidestar

Human Centered Design
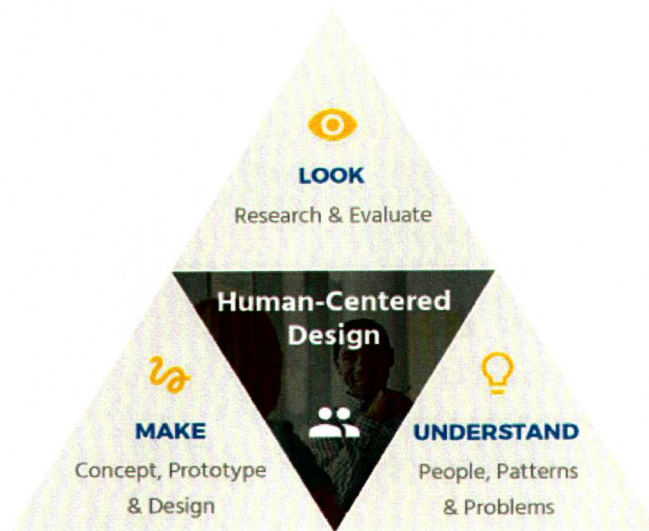
We put your user at the center of our process and design with empathy to create successful solutions for the full spectrum of your organization's objectives.

- Highly **engaging workshops** serve to galvanize ideas, align stakeholder vision and create a roadmap for expectation-exceeding outcomes.
- We define and drill down on the needs and expectations of **key persona groups** served.
- We achieve **consensus among stakeholders** and collaboratively move forward with a roadmap for success.

DevOps Approach
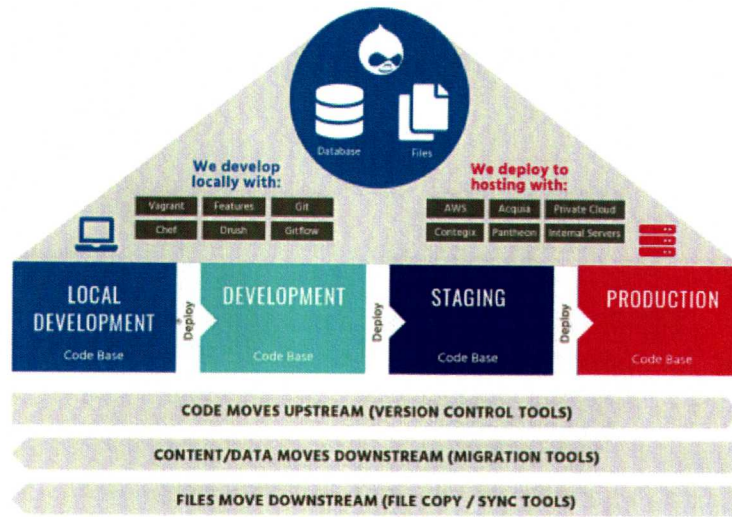
We follow best practices for the development and operations of modern web applications (DevOps), including local development with code-driven deployment through the various environments. Our Agile development approach with Drupal allows for rapid release and review cycles during your project. The diagram above describes some of our processes, tools, and benefits for following and reinforcing best practices for DevOps for Drupal throughout the project.

Our Key Practices

We practice sustainable Drupal site development by leveraging the use of Drupal core and well-established contributed modules and by limiting the use of custom code to only when required. We practice code-driven development for Drupal, ensuring that all configuration and code for the site is maintained and available in Git source code management and that the site can be automatically built from the Git code repository for regular testing and reliable deployment.

• We use Continuous Integration (CI) for all of our Drupal projects as a critical part of our automated build and testing processes using Drupal.

DISCOVERY

- Create testing approach
- Resourcing and scheduling of test activities and tasks

DEVELOPMENT

- Code review performed by developers, team leads and architects
- Automated tests

SPRINTS

- Tests run by QA team during each Sprint cycle
- Automated build tests for site
- User acceptance tests for Sprint demos

DEPLOYMENT

- End-to-end tests run by QA team
- Performance tests
- Compliance tests
- Final UAT

SUPPORT

- Tests run by QA team for all updates
- Performance tests
- Security tests

Quality Assurance Approach

QA Starts in Discovery and Lives in the Sprints

One of our areas of specialization is the setup and performance of automated testing, quality assurance (QA), and user acceptance testing (UAT) for Drupal throughout the web project. Promet employs best practice QA methodologies, including performing testing early and often as part of each Sprint cycle, creating user acceptance criteria upfront as part of requirements and user stories, running Sprint demos and reviews of working site features, and using test-driven development (TDD) and behavior-driven development (BDD) for Drupal. This ability to perform automated testing is critical for ensuring high-quality Drupal development and support current/future systems integrations. We plan and perform a continuous process of testing through both the development lifecycle and ongoing into support.

C2   Project Plan

Task Name	Duration	Start Date	End Date	Assigned To	% Complete	Predecessors	Header
Riverside County Implementation	297d	02/14/22	04/04/23				TRUE
Wave 1	33d	02/14/22	03/30/22				TRUE
Planning	3d	02/14/22	02/16/22				TRUE
Discovery Meetings	1d	02/14/22	02/14/22	RC & Promet			
Schedule Weekly Status Meetings	0	02/14/22	02/14/22	Promet		4FF	
Add Users to Jira and Confluence	0	02/14/22	02/14/22	Promet		4FF	
Discovery Deliverables	2d	02/15/22	02/16/22				TRUE
Discovery DRCumentation in Confluence	2d	02/15/22	02/16/22	Promet		4	
Discovery Decisions	5d	02/14/22	02/18/22				TRUE
Questionnaire & SubThemes	5d	02/14/22	02/18/22				TRUE
Choose SubTheme	5d	02/14/22	02/18/22	RC		4SS	
Complete Questionnaire	5d	02/14/22	02/18/22	RC		4SS	
>>Discovery Decisions Complete	0	02/18/22	02/18/22			11	
Development	33d	02/14/22	03/30/22				TRUE
Site Build	9d	02/15/22	02/25/22				TRUE
Stand up Development Servers	1d	02/15/22	02/15/22	Promet		4	
Site configs	3d	02/15/22	02/17/22	Promet		31	
Add domains and databases	9d	02/15/22	02/25/22	Promet		4	
Setup Site Roles	3d	02/15/22	02/17/22	Promet		4	
Features Implementation	20d	02/16/22	03/15/22				TRUE
Calendar	4w	02/16/22	03/15/22	Promet		16	
Alerts	2w	02/16/22	03/01/22	Promet		16	
Google Translate	1w	02/16/22	02/22/22	Promet		16	
FAQ Module	2w	02/16/22	03/01/22	Promet		16	
Press Releases	2w	02/16/22	03/01/22	Promet		16	
Google Maps Integration	2w	02/16/22	03/01/22	Promet		16	
Front End Development Sprints	10d	02/15/22	02/28/22				TRUE
Install Base Theme	1d	02/16/22	02/16/22	Promet		16	

Design Theme Minor Customizations	2w	02/15/22	02/28/22	Promet		4	
Content Migration	28d	02/14/22	03/23/22				TRUE
Finalize content for migration	1d	02/14/22	02/14/22	Promet		4FF	
Update migration script	1w	02/15/22	02/21/22	Promet		31	
Content Freeze	1d	02/22/22	02/22/22	RC		32	
QA Review	5d	02/22/22	02/28/22	Promet		32	
Migrate content	4d	02/22/22	02/25/22	Promet		32	
Review Migrated content - URL List	6d	02/17/22	02/24/22	RC		35FS -7d	
Review Migrated content - Site Review	5d	03/08/22	03/14/22	RC		36FS +7d	
Content migration tweaks and iterations	7d	03/15/22	03/23/22	Promet		37	
Sign off on content migration	0	03/23/22	03/23/22	RC		38	
Testing, User DRCumentation	23d	02/28/22	03/30/22				TRUE
Create Test Cases	1w	02/28/22	03/04/22	Promet		35	
Perform User Acceptance Testing with Content	4d	03/24/22	03/29/22	RC		29, 39	
Perform Final QA and Performance Testing on Dev	5d	03/24/22	03/30/22	Promet		39	
Training	20d	02/25/22	03/24/22				TRUE
Training Sync	1d	03/18/22	03/18/22	Promet		47FS -1w	
Write user dRCumentation	1w	02/25/22	03/03/22	Promet		36	
Conduct Virtual Training (TBD)	1d	03/24/22	03/24/22	RC & Promet		39	
Deployment and Hosting	32d	02/15/22	03/30/22				TRUE
Set up dev, staging and production environments at provider	5d	02/15/22	02/21/22	Promet		4	
User Acceptance sign-off	0	03/30/22	03/30/22	RC		43	
Switch DNS and Go-Live	1d	03/30/22	03/30/22	RC & Promet		50FF	
Weekly Meetings	21d	02/22/22	03/22/22				TRUE
IT & Weekly Status Meetings	1d	02/22/22	02/22/22	RC & Promet		4SS +6d	
IT & Weekly Status Meetings	1d	03/01/22	03/01/22	RC & Promet		53FS +4d	
IT & Weekly Status Meetings	1d	03/08/22	03/08/22	RC & Promet		54FS +4d	
IT & Weekly Status Meetings	1d	03/15/22	03/15/22	RC & Promet		55FS +4d	
IT & Weekly Status Meetings	1d	03/22/22	03/22/22	RC & Promet		56FS +4d	

Sprints	30d	02/14/22	03/25/22				TRUE
RCDEV02 Sprint 28 - Wave 8	2w	02/14/22	02/25/22	Promet		4SS	
RCDEV02 Sprint 29 - Wave 8	2w	02/28/22	03/11/22	Promet		59	
RCDEV02 Sprint 30 - Wave 8	2w	03/14/22	03/25/22	Promet		60	
>> Wave 8 Complete	0	03/30/22	03/30/22	Promet		51	
Wave 2	33d	03/31/22	05/16/22				TRUE
Planning	3d	03/31/22	04/04/22				TRUE
Discovery Meetings	1d	03/31/22	03/31/22	RC & Promet		62	
Schedule Weekly Status Meetings	0	03/31/22	03/31/22	Promet		65FF	
Add Users to Jira and Confluence	0	03/31/22	03/31/22	Promet		65FF	
Discovery Deliverables	2d	04/01/22	04/04/22				TRUE
Discovery DRCumentation in Confluence	2d	04/01/22	04/04/22	Promet		65	
Discovery Decisions	5d	03/31/22	04/06/22				TRUE
Questionnaire & SubThemes	5d	03/31/22	04/06/22				TRUE
Choose SubTheme	5d	03/31/22	04/06/22	RC		65SS	
Complete Questionnaire	5d	03/31/22	04/06/22	RC		65SS	
>>Discovery Decisions Complete	0	04/06/22	04/06/22			72	
Development	33d	03/31/22	05/16/22				TRUE
Site Build	9d	04/01/22	04/13/22				TRUE
Stand up Development Servers	1d	04/01/22	04/01/22	Promet		65	
Site configs	3d	04/01/22	04/05/22	Promet		92	
Add domains and databases	9d	04/01/22	04/13/22	Promet		65	
Setup Site Roles	3d	04/01/22	04/05/22	Promet		65	
Features Implementation	20d	04/04/22	04/29/22				TRUE
Calendar	4w	04/04/22	04/29/22	Promet		77	
Alerts	2w	04/04/22	04/15/22	Promet		77	
Google Translate	1w	04/04/22	04/08/22	Promet		77	
FAQ Module	2w	04/04/22	04/15/22	Promet		77	
Press Releases	2w	04/04/22	04/15/22	Promet		77	
Google Maps Integration	2w	04/04/22	04/15/22	Promet		77	

Task	Duration	Start	Finish	Resource		Predecessor	Summary
Front End Development Sprints	10d	04/01/22	04/14/22				TRUE
Install Base Theme	1d	04/04/22	04/04/22	Promet		77	
Design Theme Minor Customizations	2w	04/01/22	04/14/22	Promet		65	
Content Migration	28d	03/31/22	05/09/22				TRUE
Finalize content for migration	1d	03/31/22	03/31/22	Promet		65FF	
Update migration script	1w	04/01/22	04/07/22	Promet		92	
Content Freeze	1d	04/08/22	04/08/22	RC		93	
QA Review	5d	04/08/22	04/14/22	Promet		93	
Migrate content	4d	04/08/22	04/13/22	Promet		93	
Review Migrated content - URL List	6d	04/05/22	04/12/22	RC		96FS -7d	
Review Migrated content - Site Review	5d	04/22/22	04/28/22	RC		97FS +7d	
Content migration tweaks and iterations	7d	04/29/22	05/09/22	Promet		98	
Sign off on content migration	0	05/09/22	05/09/22	RC		99	
Testing, User DRCumentation	23d	04/14/22	05/16/22				TRUE
Create Test Cases	1w	04/14/22	04/20/22	Promet		96	
Perform User Acceptance Testing with Content	4d	05/10/22	05/13/22	RC		90, 100	
Perform Final QA and Performance Testing on Dev	5d	05/10/22	05/16/22	Promet		100	
Training	20d	04/13/22	05/10/22				TRUE
Training Sync	1d	05/04/22	05/04/22	Promet		108FS -1w	
Write user dRCumentation	1w	04/13/22	04/19/22	Promet		97	
Conduct Virtual Training (TBD)	1d	05/10/22	05/10/22	RC & Promet		100	
Deployment and Hosting	32d	04/01/22	05/16/22				TRUE
Set up dev, staging and production environments at provider	5d	04/01/22	04/07/22	Promet		65	
User Acceptance sign-off	0	05/16/22	05/16/22	RC		104	
Switch DNS and Go-Live	1d	05/16/22	05/16/22	RC & Promet		111FF	
Weekly Meetings	21d	04/08/22	05/06/22				TRUE
IT & Weekly Status Meetings	1d	04/08/22	04/08/22	RC & Promet		65SS +6d	
IT & Weekly Status Meetings	1d	04/15/22	04/15/22	RC & Promet		114FS +4d	
IT & Weekly Status Meetings	1d	04/22/22	04/22/22	RC & Promet		115FS +4d	

IT & Weekly Status Meetings	1d	04/29/22	04/29/22	RC & Promet		116FS +4d	
IT & Weekly Status Meetings	1d	05/06/22	05/06/22	RC & Promet		117FS +4d	
Sprints	30d	03/31/22	05/11/22				TRUE
RCDEV02 Sprint 28 - Wave 8	2w	03/31/22	04/13/22	Promet		65SS	
RCDEV02 Sprint 29 - Wave 8	2w	04/14/22	04/27/22	Promet		120	
RCDEV02 Sprint 30 - Wave 8	2w	04/28/22	05/11/22	Promet		121	
>> Wave 2 Complete	0	05/16/22	05/16/22	Promet		112	
Wave 3	33d	05/17/22	06/30/22				TRUE
Planning	3d	05/17/22	05/19/22				TRUE
Discovery Meetings	1d	05/17/22	05/17/22	RC & Promet		123	
Schedule Weekly Status Meetings	0	05/17/22	05/17/22	Promet		126FF	
Add Users to Jira and Confluence	0	05/17/22	05/17/22	Promet		126FF	
Discovery Deliverables	2d	05/18/22	05/19/22				TRUE
Discovery DRCumentation in Confluence	2d	05/18/22	05/19/22	Promet		126	
Discovery Decisions	5d	05/17/22	05/23/22				TRUE
Questionnaire & SubThemes	5d	05/17/22	05/23/22				TRUE
Choose SubTheme	5d	05/17/22	05/23/22	RC		126SS	
Complete Questionnaire	5d	05/17/22	05/23/22	RC		126SS	
>>Discovery Decisions Complete	0	05/23/22	05/23/22			133	
Development	33d	05/17/22	06/30/22				TRUE
Site Build	9d	05/18/22	05/30/22				TRUE
Stand up Development Servers	1d	05/18/22	05/18/22	Promet		126	
Site configs	3d	05/18/22	05/20/22	Promet		153	
Add domains and databases	9d	05/18/22	05/30/22	Promet		126	
Setup Site Roles	3d	05/18/22	05/20/22	Promet		126	
Features Implementation	20d	05/19/22	06/15/22				TRUE
Calendar	4w	05/19/22	06/15/22	Promet		138	
Alerts	2w	05/19/22	06/01/22	Promet		138	
Google Translate	1w	05/19/22	05/25/22	Promet		138	
FAQ Module	2w	05/19/22	06/01/22	Promet		138	

Press Releases	2w	05/19/22	06/01/22	Promet		138	
Google Maps Integration	2w	05/19/22	06/01/22	Promet		138	
Front End Development Sprints	10d	05/18/22	05/31/22				TRUE
Install Base Theme	1d	05/19/22	05/19/22	Promet		138	
Design Theme Minor Customizations	2w	05/18/22	05/31/22	Promet		126	
Content Migration	28d	05/17/22	06/23/22				TRUE
Finalize content for migration	1d	05/17/22	05/17/22	Promet		126FF	
Update migration script	1w	05/18/22	05/24/22	Promet		153	
Content Freeze	1d	05/25/22	05/25/22	RC		154	
QA Review	5d	05/25/22	05/31/22	Promet		154	
Migrate content	4d	05/25/22	05/30/22	Promet		154	
Review Migrated content - URL List	6d	05/20/22	05/27/22	RC		157FS -7d	
Review Migrated content - Site Review	5d	06/08/22	06/14/22	RC		158FS +7d	
Content migration tweaks and iterations	7d	06/15/22	06/23/22	Promet		159	
Sign off on content migration	0	06/23/22	06/23/22	RC		160	
Testing, User DRCumentation	23d	05/31/22	06/30/22				TRUE
Create Test Cases	1w	05/31/22	06/06/22	Promet		157	
Perform User Acceptance Testing with Content	4d	06/24/22	06/29/22	RC		151, 161	
Perform Final QA and Performance Testing on Dev	5d	06/24/22	06/30/22	Promet		161	
Training	20d	05/30/22	06/24/22				TRUE
Training Sync	1d	06/20/22	06/20/22	Promet		169FS -1w	
Write user dRCumentation	1w	05/30/22	06/03/22	Promet		158	
Conduct Virtual Training (TBD)	1d	06/24/22	06/24/22	RC & Promet		161	
Deployment and Hosting	32d	05/18/22	06/30/22				TRUE
Set up dev, staging and production environments at provider	5d	05/18/22	05/24/22	Promet		126	
User Acceptance sign-off	0	06/30/22	06/30/22	RC		165	
Switch DNS and Go-Live	1d	06/30/22	06/30/22	RC & Promet		172FF	
Weekly Meetings	21d	05/25/22	06/22/22				TRUE
IT & Weekly Status Meetings	1d	05/25/22	05/25/22	RC & Promet		126SS +6d	

IT & Weekly Status Meetings	1d	06/01/22	06/01/22	RC & Promet		175FS +4d	
IT & Weekly Status Meetings	1d	06/08/22	06/08/22	RC & Promet		176FS +4d	
IT & Weekly Status Meetings	1d	06/15/22	06/15/22	RC & Promet		177FS +4d	
IT & Weekly Status Meetings	1d	06/22/22	06/22/22	RC & Promet		178FS +4d	
Sprints	30d	05/17/22	06/27/22				TRUE
RCDEV02 Sprint 28 - Wave 8	2w	05/17/22	05/30/22	Promet		126SS	
RCDEV02 Sprint 29 - Wave 8	2w	05/31/22	06/13/22	Promet		181	
RCDEV02 Sprint 30 - Wave 8	2w	06/14/22	06/27/22	Promet		182	
>> Wave 3 Complete	0	06/30/22	06/30/22	Promet		173	
Wave 4	33d	07/01/22	08/16/22				TRUE
Planning	3d	07/01/22	07/05/22				TRUE
Discovery Meetings	1d	07/01/22	07/01/22	RC & Promet		184	
Schedule Weekly Status Meetings	0	07/01/22	07/01/22	Promet		187FF	
Add Users to Jira and Confluence	0	07/01/22	07/01/22	Promet		187FF	
Discovery Deliverables	2d	07/04/22	07/05/22				TRUE
Discovery DRCumentation in Confluence	2d	07/04/22	07/05/22	Promet		187	
Discovery Decisions	5d	07/01/22	07/07/22				TRUE
Questionnaire & SubThemes	5d	07/01/22	07/07/22				TRUE
Choose SubTheme	5d	07/01/22	07/07/22	RC		187SS	
Complete Questionnaire	5d	07/01/22	07/07/22	RC		187SS	
>>Discovery Decisions Complete	0	07/07/22	07/07/22			194	
Development	33d	07/01/22	08/16/22				TRUE
Site Build	9d	07/04/22	07/14/22				TRUE
Stand up Development Servers	1d	07/04/22	07/04/22	Promet		187	
Site configs	3d	07/04/22	07/06/22	Promet		214	
Add domains and databases	9d	07/04/22	07/14/22	Promet		187	
Setup Site Roles	3d	07/04/22	07/06/22	Promet		187	
Features Implementation	20d	07/05/22	08/01/22				TRUE
Calendar	4w	07/05/22	08/01/22	Promet		199	
Alerts	2w	07/05/22	07/18/22	Promet		199	

Google Translate	1w	07/05/22	07/11/22	Promet		199	
FAQ Module	2w	07/05/22	07/18/22	Promet		199	
Press Releases	2w	07/05/22	07/18/22	Promet		199	
Google Maps Integration	2w	07/05/22	07/18/22	Promet		199	
Front End Development Sprints	10d	07/04/22	07/15/22				TRUE
Install Base Theme	1d	07/05/22	07/05/22	Promet		199	
Design Theme Minor Customizations	2w	07/04/22	07/15/22	Promet		187	
Content Migration	28d	07/01/22	08/09/22				TRUE
Finalize content for migration	1d	07/01/22	07/01/22	Promet		187FF	
Update migration script	1w	07/04/22	07/08/22	Promet		214	
Content Freeze	1d	07/11/22	07/11/22	RC		215	
QA Review	5d	07/11/22	07/15/22	Promet		215	
Migrate content	4d	07/11/22	07/14/22	Promet		215	
Review Migrated content - URL List	6d	07/06/22	07/13/22	RC		218FS -7d	
Review Migrated content - Site Review	5d	07/25/22	07/29/22	RC		219FS +7d	
Content migration tweaks and iterations	7d	08/01/22	08/09/22	Promet		220	
Sign off on content migration	0	08/09/22	08/09/22	RC		221	
Testing, User DRCumentation	23d	07/15/22	08/16/22				TRUE
Create Test Cases	1w	07/15/22	07/21/22	Promet		218	
Perform User Acceptance Testing with Content	4d	08/10/22	08/15/22	RC		212, 222	
Perform Final QA and Performance Testing on Dev	5d	08/10/22	08/16/22	Promet		222	
Training	20d	07/14/22	08/10/22				TRUE
Training Sync	1d	08/04/22	08/04/22	Promet		230FS -1w	
Write user dRCumentation	1w	07/14/22	07/20/22	Promet		219	
Conduct Virtual Training (TBD)	1d	08/10/22	08/10/22	RC & Promet		222	
Deployment and Hosting	32d	07/04/22	08/16/22				TRUE
Set up dev, staging and production environments at provider	5d	07/04/22	07/08/22	Promet		187	
User Acceptance sign-off	0	08/16/22	08/16/22	RC		226	
Switch DNS and Go-Live	1d	08/16/22	08/16/22	RC & Promet		233FF	

Weekly Meetings	21d	07/11/22	08/08/22				TRUE
IT & Weekly Status Meetings	1d	07/11/22	07/11/22	RC & Promet		187SS +6d	
IT & Weekly Status Meetings	1d	07/18/22	07/18/22	RC & Promet		236FS +4d	
IT & Weekly Status Meetings	1d	07/25/22	07/25/22	RC & Promet		237FS +4d	
IT & Weekly Status Meetings	1d	08/01/22	08/01/22	RC & Promet		238FS +4d	
IT & Weekly Status Meetings	1d	08/08/22	08/08/22	RC & Promet		239FS +4d	
Sprints	30d	07/01/22	08/11/22				TRUE
RCDEV02 Sprint 28 - Wave 8	2w	07/01/22	07/14/22	Promet		187SS	
RCDEV02 Sprint 29 - Wave 8	2w	07/15/22	07/28/22	Promet		242	
RCDEV02 Sprint 30 - Wave 8	2w	07/29/22	08/11/22	Promet		243	
>> Wave 4 Complete	0	08/16/22	08/16/22	Promet		234	
Wave 5	33d	08/17/22	09/30/22				TRUE
Planning	3d	08/17/22	08/19/22				TRUE
Discovery Meetings	1d	08/17/22	08/17/22	RC & Promet		245	
Schedule Weekly Status Meetings	0	08/17/22	08/17/22	Promet		248FF	
Add Users to Jira and Confluence	0	08/17/22	08/17/22	Promet		248FF	
Discovery Deliverables	2d	08/18/22	08/19/22				TRUE
Discovery DRCumentation in Confluence	2d	08/18/22	08/19/22	Promet		248	
Discovery Decisions	5d	08/17/22	08/23/22				TRUE
Questionnaire & SubThemes	5d	08/17/22	08/23/22				TRUE
Choose SubTheme	5d	08/17/22	08/23/22	RC		248SS	
Complete Questionnaire	5d	08/17/22	08/23/22	RC		248SS	
>>Discovery Decisions Complete	0	08/23/22	08/23/22			255	
Development	33d	08/17/22	09/30/22				TRUE
Site Build	9d	08/18/22	08/30/22				TRUE
Stand up Development Servers	1d	08/18/22	08/18/22	Promet		248	
Site configs	3d	08/18/22	08/22/22	Promet		275	
Add domains and databases	9d	08/18/22	08/30/22	Promet		248	
Setup Site Roles	3d	08/18/22	08/22/22	Promet		248	
Features Implementation	20d	08/19/22	09/15/22				TRUE

Calendar	4w	08/19/22	09/15/22	Promet		260	
Alerts	2w	08/19/22	09/01/22	Promet		260	
Google Translate	1w	08/19/22	08/25/22	Promet		260	
FAQ Module	2w	08/19/22	09/01/22	Promet		260	
Press Releases	2w	08/19/22	09/01/22	Promet		260	
Google Maps Integration	2w	08/19/22	09/01/22	Promet		260	
Front End Development Sprints	10d	08/18/22	08/31/22				TRUE
Install Base Theme	1d	08/19/22	08/19/22	Promet		260	
Design Theme Minor Customizations	2w	08/18/22	08/31/22	Promet		248	
Content Migration	28d	08/17/22	09/23/22				TRUE
Finalize content for migration	1d	08/17/22	08/17/22	Promet		248FF	
Update migration script	1w	08/18/22	08/24/22	Promet		275	
Content Freeze	1d	08/25/22	08/25/22	RC		276	
QA Review	5d	08/25/22	08/31/22	Promet		276	
Migrate content	4d	08/25/22	08/30/22	Promet		276	
Review Migrated content - URL List	6d	08/22/22	08/29/22	RC		279FS -7d	
Review Migrated content - Site Review	5d	09/08/22	09/14/22	RC		280FS +7d	
Content migration tweaks and iterations	7d	09/15/22	09/23/22	Promet		281	
Sign off on content migration	0	09/23/22	09/23/22	RC		282	
Testing, User DRCumentation	23d	08/31/22	09/30/22				TRUE
Create Test Cases	1w	08/31/22	09/06/22	Promet		279	
Perform User Acceptance Testing with Content	4d	09/26/22	09/29/22	RC		273, 283	
Perform Final QA and Performance Testing on Dev	5d	09/26/22	09/30/22	Promet		283	
Training	20d	08/30/22	09/26/22				TRUE
Training Sync	1d	09/20/22	09/20/22	Promet		291FS -1w	
Write user dRCumentation	1w	08/30/22	09/05/22	Promet		280	
Conduct Virtual Training (TBD)	1d	09/26/22	09/26/22	RC & Promet		283	
Deployment and Hosting	32d	08/18/22	09/30/22				TRUE
Set up dev, staging and production environments at provider	5d	08/18/22	08/24/22	Promet		248	

User Acceptance sign-off	0	09/30/22	09/30/22	RC		287	
Switch DNS and Go-Live	1d	09/30/22	09/30/22	RC & Promet		294FF	
Weekly Meetings	21d	08/25/22	09/22/22				TRUE
IT & Weekly Status Meetings	1d	08/25/22	08/25/22	RC & Promet		248SS +6d	
IT & Weekly Status Meetings	1d	09/01/22	09/01/22	RC & Promet		297FS +4d	
IT & Weekly Status Meetings	1d	09/08/22	09/08/22	RC & Promet		298FS +4d	
IT & Weekly Status Meetings	1d	09/15/22	09/15/22	RC & Promet		299FS +4d	
IT & Weekly Status Meetings	1d	09/22/22	09/22/22	RC & Promet		300FS +4d	
Sprints	30d	08/17/22	09/27/22				TRUE
RCDEV02 Sprint 28 - Wave 8	2w	08/17/22	08/30/22	Promet		248SS	
RCDEV02 Sprint 29 - Wave 8	2w	08/31/22	09/13/22	Promet		303	
RCDEV02 Sprint 30 - Wave 8	2w	09/14/22	09/27/22	Promet		304	
>> Wave 5 Complete	0	09/30/22	09/30/22	Promet		295	
Wave 6	33d	10/03/22	11/16/22				TRUE
Planning	3d	10/03/22	10/05/22				TRUE
Discovery Meetings	1d	10/03/22	10/03/22	RC & Promet		306	
Schedule Weekly Status Meetings	0	10/03/22	10/03/22	Promet		309FF	
Add Users to Jira and Confluence	0	10/03/22	10/03/22	Promet		309FF	
Discovery Deliverables	2d	10/04/22	10/05/22				TRUE
Discovery DRCumentation in Confluence	2d	10/04/22	10/05/22	Promet		309	
Discovery Decisions	5d	10/03/22	10/07/22				TRUE
Questionnaire & SubThemes	5d	10/03/22	10/07/22				TRUE
Choose SubTheme	5d	10/03/22	10/07/22	RC		309SS	
Complete Questionnaire	5d	10/03/22	10/07/22	RC		309SS	
>>Discovery Decisions Complete	0	10/07/22	10/07/22			316	
Development	33d	10/03/22	11/16/22				TRUE
Site Build	9d	10/04/22	10/14/22				TRUE
Stand up Development Servers	1d	10/04/22	10/04/22	Promet		309	
Site configs	3d	10/04/22	10/06/22	Promet		336	
Add domains and databases	9d	10/04/22	10/14/22	Promet		309	

Task	Duration	Start	Finish	Resource		Pred	Flag
Setup Site Roles	3d	10/04/22	10/06/22	Promet		309	
Features Implementation	20d	10/05/22	11/01/22				TRUE
Calendar	4w	10/05/22	11/01/22	Promet		321	
Alerts	2w	10/05/22	10/18/22	Promet		321	
Google Translate	1w	10/05/22	10/11/22	Promet		321	
FAQ Module	2w	10/05/22	10/18/22	Promet		321	
Press Releases	2w	10/05/22	10/18/22	Promet		321	
Google Maps Integration	2w	10/05/22	10/18/22	Promet		321	
Front End Development Sprints	10d	10/04/22	10/17/22				TRUE
Install Base Theme	1d	10/05/22	10/05/22	Promet		321	
Design Theme Minor Customizations	2w	10/04/22	10/17/22	Promet		309	
Content Migration	28d	10/03/22	11/09/22				TRUE
Finalize content for migration	1d	10/03/22	10/03/22	Promet		309FF	
Update migration script	1w	10/04/22	10/10/22	Promet		336	
Content Freeze	1d	10/11/22	10/11/22	RC		337	
QA Review	5d	10/11/22	10/17/22	Promet		337	
Migrate content	4d	10/11/22	10/14/22	Promet		337	
Review Migrated content - URL List	6d	10/06/22	10/13/22	RC		340FS -7d	
Review Migrated content - Site Review	5d	10/25/22	10/31/22	RC		341FS +7d	
Content migration tweaks and iterations	7d	11/01/22	11/09/22	Promet		342	
Sign off on content migration	0	11/09/22	11/09/22	RC		343	
Testing, User DRCumentation	23d	10/17/22	11/16/22				TRUE
Create Test Cases	1w	10/17/22	10/21/22	Promet		340	
Perform User Acceptance Testing with Content	4d	11/10/22	11/15/22	RC		334, 344	
Perform Final QA and Performance Testing on Dev	5d	11/10/22	11/16/22	Promet		344	
Training	20d	10/14/22	11/10/22				TRUE
Training Sync	1d	11/04/22	11/04/22	Promet		352FS -1w	
Write user dRCumentation	1w	10/14/22	10/20/22	Promet		341	
Conduct Virtual Training (TBD)	1d	11/10/22	11/10/22	RC & Promet		344	
Deployment and Hosting	32d	10/04/22	11/16/22				TRUE

Set up dev, staging and production environments at provider	5d	10/04/22	10/10/22	Promet		309	
User Acceptance sign-off	0	11/16/22	11/16/22	RC		348	
Switch DNS and Go-Live	1d	11/16/22	11/16/22	RC & Promet		355FF	
Weekly Meetings	21d	10/11/22	11/08/22				TRUE
IT & Weekly Status Meetings	1d	10/11/22	10/11/22	RC & Promet		309SS +6d	
IT & Weekly Status Meetings	1d	10/18/22	10/18/22	RC & Promet		358FS +4d	
IT & Weekly Status Meetings	1d	10/25/22	10/25/22	RC & Promet		359FS +4d	
IT & Weekly Status Meetings	1d	11/01/22	11/01/22	RC & Promet		360FS +4d	
IT & Weekly Status Meetings	1d	11/08/22	11/08/22	RC & Promet		361FS +4d	
Sprints	30d	10/03/22	11/11/22				TRUE
RCDEV02 Sprint 28 - Wave 8	2w	10/03/22	10/14/22	Promet		309SS	
RCDEV02 Sprint 29 - Wave 8	2w	10/17/22	10/28/22	Promet		364	
RCDEV02 Sprint 30 - Wave 8	2w	10/31/22	11/11/22	Promet		365	

>> Wave 6 Complete	0	11/16/22	11/16/22	Promet		356	
Wave 7	33d	11/17/22	01/02/23				TRUE
Planning	3d	11/17/22	11/21/22				TRUE
Discovery Meetings	1d	11/17/22	11/17/22	RC & Promet		367	
Schedule Weekly Status Meetings	0	11/17/22	11/17/22	Promet		370FF	
Add Users to Jira and Confluence	0	11/17/22	11/17/22	Promet		370FF	
Discovery Deliverables	2d	11/18/22	11/21/22				TRUE
Discovery DRCumentation in Confluence	2d	11/18/22	11/21/22	Promet		370	
Discovery Decisions	5d	11/17/22	11/23/22				TRUE
Questionnaire & SubThemes	5d	11/17/22	11/23/22				TRUE
Choose SubTheme	5d	11/17/22	11/23/22	RC		370SS	
Complete Questionnaire	5d	11/17/22	11/23/22	RC		370SS	
>>Discovery Decisions Complete	0	11/23/22	11/23/22			377	
Development	33d	11/17/22	01/02/23				TRUE
Site Build	9d	11/18/22	11/30/22				TRUE

Stand up Development Servers	1d	11/18/22	11/18/22	Promet		370	
Site configs	3d	11/18/22	11/22/22	Promet		397	
Add domains and databases	9d	11/18/22	11/30/22	Promet		370	
Setup Site Roles	3d	11/18/22	11/22/22	Promet		370	
Features Implementation	20d	11/21/22	12/16/22				TRUE
Calendar	4w	11/21/22	12/16/22	Promet		382	
Alerts	2w	11/21/22	12/02/22	Promet		382	
Google Translate	1w	11/21/22	11/25/22	Promet		382	
FAQ Module	2w	11/21/22	12/02/22	Promet		382	
Press Releases	2w	11/21/22	12/02/22	Promet		382	
Google Maps Integration	2w	11/21/22	12/02/22	Promet		382	
Front End Development Sprints	10d	11/18/22	12/01/22				TRUE
Install Base Theme	1d	11/21/22	11/21/22	Promet		382	

Design Theme Minor Customizations	2w	11/18/22	12/01/22	Promet		370	
Content Migration	28d	11/17/22	12/26/22				TRUE
Finalize content for migration	1d	11/17/22	11/17/22	Promet		370FF	
Update migration script	1w	11/18/22	11/24/22	Promet		397	
Content Freeze	1d	11/25/22	11/25/22	RC		398	
QA Review	5d	11/25/22	12/01/22	Promet		398	
Migrate content	4d	11/25/22	11/30/22	Promet		398	
Review Migrated content - URL List	6d	11/22/22	11/29/22	RC		401FS -7d	
Review Migrated content - Site Review	5d	12/09/22	12/15/22	RC		402FS +7d	
Content migration tweaks and iterations	7d	12/16/22	12/26/22	Promet		403	
Sign off on content migration	0	12/26/22	12/26/22	RC		404	
Testing, User DRCumentation	23d	12/01/22	01/02/23				TRUE
Create Test Cases	1w	12/01/22	12/07/22	Promet		401	
Perform User Acceptance Testing with Content	4d	12/27/22	12/30/22	RC		395, 405	
Perform Final QA and Performance Testing on Dev	5d	12/27/22	01/02/23	Promet		405	
Training	20d	11/30/22	12/27/22				TRUE

Task	Duration	Start	Finish	Resource		Predecessor	Flag
Training Sync	1d	12/21/22	12/21/22	Promet		413FS -1w	
Write user dRCumentation	1w	11/30/22	12/06/22	Promet		402	
Conduct Virtual Training (TBD)	1d	12/27/22	12/27/22	RC & Promet		405	
Deployment and Hosting	32d	11/18/22	01/02/23				TRUE
Set up dev, staging and production environments at provider	5d	11/18/22	11/24/22	Promet		370	
User Acceptance sign-off	0	01/02/23	01/02/23	RC		409	
Switch DNS and Go-Live	1d	01/02/23	01/02/23	RC & Promet		416FF	
Weekly Meetings	21d	11/25/22	12/23/22				TRUE
IT & Weekly Status Meetings	1d	11/25/22	11/25/22	RC & Promet		370SS +6d	
IT & Weekly Status Meetings	1d	12/02/22	12/02/22	RC & Promet		419FS +4d	
IT & Weekly Status Meetings	1d	12/09/22	12/09/22	RC & Promet		420FS +4d	
IT & Weekly Status Meetings	1d	12/16/22	12/16/22	RC & Promet		421FS +4d	
IT & Weekly Status Meetings	1d	12/23/22	12/23/22	RC & Promet		422FS +4d	
Sprints	30d	11/17/22	12/28/22				TRUE
RCDEV02 Sprint 28 - Wave 8	2w	11/17/22	11/30/22	Promet		370SS	
RCDEV02 Sprint 29 - Wave 8	2w	12/01/22	12/14/22	Promet		425	
RCDEV02 Sprint 30 - Wave 8	2w	12/15/22	12/28/22	Promet		426	
>> Wave 7 Complete	0	01/02/23	01/02/23	Promet		417	
Wave 8	33d	01/03/23	02/16/23				TRUE
Planning	3d	01/03/23	01/05/23				TRUE
Discovery Meetings	1d	01/03/23	01/03/23	RC & Promet		428	
Schedule Weekly Status Meetings	0	01/03/23	01/03/23	Promet		431FF	
Add Users to Jira and Confluence	0	01/03/23	01/03/23	Promet		431FF	
Discovery Deliverables	2d	01/04/23	01/05/23				TRUE
Discovery DRCumentation in Confluence	2d	01/04/23	01/05/23	Promet		431	
Discovery Decisions	5d	01/03/23	01/09/23				TRUE
Questionnaire & SubThemes	5d	01/03/23	01/09/23				TRUE
Choose SubTheme	5d	01/03/23	01/09/23	RC		431SS	
Complete Questionnaire	5d	01/03/23	01/09/23	RC		431SS	

>>Discovery Decisions Complete	0	01/09/23	01/09/23			438	
Development	33d	01/03/23	02/16/23				TRUE
Site Build	9d	01/04/23	01/16/23				TRUE
Stand up Development Servers	1d	01/04/23	01/04/23	Promet		431	
Site configs	3d	01/04/23	01/06/23	Promet		458	
Add domains and databases	9d	01/04/23	01/16/23	Promet		431	
Setup Site Roles	3d	01/04/23	01/06/23	Promet		431	
Features Implementation	20d	01/05/23	02/01/23				TRUE
Calendar	4w	01/05/23	02/01/23	Promet		443	
Alerts	2w	01/05/23	01/18/23	Promet		443	
Google Translate	1w	01/05/23	01/11/23	Promet		443	
FAQ Module	2w	01/05/23	01/18/23	Promet		443	
Press Releases	2w	01/05/23	01/18/23	Promet		443	
Google Maps Integration	2w	01/05/23	01/18/23	Promet		443	
Front End Development Sprints	10d	01/04/23	01/17/23				TRUE
Install Base Theme	1d	01/05/23	01/05/23	Promet		443	
Design Theme Minor Customizations	2w	01/04/23	01/17/23	Promet		431	
Content Migration	28d	01/03/23	02/09/23				TRUE
Finalize content for migration	1d	01/03/23	01/03/23	Promet		431FF	
Update migration script	1w	01/04/23	01/10/23	Promet		458	
Content Freeze	1d	01/11/23	01/11/23	RC		459	
QA Review	5d	01/11/23	01/17/23	Promet		459	
Migrate content	4d	01/11/23	01/16/23	Promet		459	
Review Migrated content - URL List	6d	01/06/23	01/13/23	RC		462FS -7d	
Review Migrated content - Site Review	5d	01/25/23	01/31/23	RC		463FS +7d	
Content migration tweaks and iterations	7d	02/01/23	02/09/23	Promet		464	
Sign off on content migration	0	02/09/23	02/09/23	RC		465	
Testing, User DRCumentation	23d	01/17/23	02/16/23				TRUE
Create Test Cases	1w	01/17/23	01/23/23	Promet		462	
Perform User Acceptance Testing with Content	4d	02/10/23	02/15/23	RC		456, 466	

Perform Final QA and Performance Testing on Dev	5d	02/10/23	02/16/23	Promet		466	
Training	20d	01/16/23	02/10/23				TRUE
Training Sync	1d	02/06/23	02/06/23	Promet		474FS -1w	
Write user dRCumentation	1w	01/16/23	01/20/23	Promet		463	
Conduct Virtual Training (TBD)	1d	02/10/23	02/10/23	RC & Promet		466	
Deployment and Hosting	32d	01/04/23	02/16/23				TRUE
Set up dev, staging and production environments at provider	5d	01/04/23	01/10/23	Promet		431	
User Acceptance sign-off	0	02/16/23	02/16/23	RC		470	
Switch DNS and Go-Live	1d	02/16/23	02/16/23	RC & Promet		477FF	
Weekly Meetings	21d	01/11/23	02/08/23				TRUE
IT & Weekly Status Meetings	1d	01/11/23	01/11/23	RC & Promet		431SS +6d	
IT & Weekly Status Meetings	1d	01/18/23	01/18/23	RC & Promet		480FS +4d	
IT & Weekly Status Meetings	1d	01/25/23	01/25/23	RC & Promet		481FS +4d	
IT & Weekly Status Meetings	1d	02/01/23	02/01/23	RC & Promet		482FS +4d	
IT & Weekly Status Meetings	1d	02/08/23	02/08/23	RC & Promet		483FS +4d	
Sprints	30d	01/03/23	02/13/23				TRUE
RCDEV02 Sprint 28 - Wave 8	2w	01/03/23	01/16/23	Promet		431SS	
RCDEV02 Sprint 29 - Wave 8	2w	01/17/23	01/30/23	Promet		486	
RCDEV02 Sprint 30 - Wave 8	2w	01/31/23	02/13/23	Promet		487	
>> Wave 8 Complete	0	02/16/23	02/16/23	Promet		478	
Wave 9	33d	02/17/23	04/04/23				TRUE
Planning	3d	02/17/23	02/21/23				TRUE
Discovery Meetings	1d	02/17/23	02/17/23	RC & Promet		489	
Schedule Weekly Status Meetings	0	02/17/23	02/17/23	Promet		492FF	
Add Users to Jira and Confluence	0	02/17/23	02/17/23	Promet		492FF	
Discovery Deliverables	2d	02/20/23	02/21/23				TRUE
Discovery DRCumentation in Confluence	2d	02/20/23	02/21/23	Promet		492	
Discovery Decisions	5d	02/17/23	02/23/23				TRUE
Questionnaire & SubThemes	5d	02/17/23	02/23/23				TRUE

Task	Duration	Start	Finish	Resource		Predecessor	Flag
Choose SubTheme	5d	02/17/23	02/23/23	RC		492SS	
Complete Questionnaire	5d	02/17/23	02/23/23	RC		492SS	
>>Discovery Decisions Complete	0	02/23/23	02/23/23			499	
Development	33d	02/17/23	04/04/23				TRUE
Site Build	9d	02/20/23	03/02/23				TRUE
Stand up Development Servers	1d	02/20/23	02/20/23	Promet		492	
Site configs	3d	02/20/23	02/22/23	Promet		519	
Add domains and databases	9d	02/20/23	03/02/23	Promet		492	
Setup Site Roles	3d	02/20/23	02/22/23	Promet		492	
Features Implementation	20d	02/21/23	03/20/23				TRUE
Calendar	4w	02/21/23	03/20/23	Promet		504	
Alerts	2w	02/21/23	03/06/23	Promet		504	
Google Translate	1w	02/21/23	02/27/23	Promet		504	
FAQ Module	2w	02/21/23	03/06/23	Promet		504	
Press Releases	2w	02/21/23	03/06/23	Promet		504	
Google Maps Integration	2w	02/21/23	03/06/23	Promet		504	
Front End Development Sprints	10d	02/20/23	03/03/23				TRUE
Install Base Theme	1d	02/21/23	02/21/23	Promet		504	
Design Theme Minor Customizations	2w	02/20/23	03/03/23	Promet		492	
Content Migration	28d	02/17/23	03/28/23				TRUE
Finalize content for migration	1d	02/17/23	02/17/23	Promet		492FF	
Update migration script	1w	02/20/23	02/24/23	Promet		519	
Content Freeze	1d	02/27/23	02/27/23	RC		520	
QA Review	5d	02/27/23	03/03/23	Promet		520	
Migrate content	4d	02/27/23	03/02/23	Promet		520	
Review Migrated content - URL List	6d	02/22/23	03/01/23	RC		523FS -7d	
Review Migrated content - Site Review	5d	03/13/23	03/17/23	RC		524FS +7d	
Content migration tweaks and iterations	7d	03/20/23	03/28/23	Promet		525	
Sign off on content migration	0	03/28/23	03/28/23	RC		526	
Testing, User DRCumentation	23d	03/03/23	04/04/23				TRUE

Create Test Cases	1w	03/03/23	03/09/23	Promet		523	
Perform User Acceptance Testing with Content	4d	03/29/23	04/03/23	RC		517, 527	
Perform Final QA and Performance Testing on Dev	5d	03/29/23	04/04/23	Promet		527	
Training	20d	03/02/23	03/29/23				TRUE
Training Sync	1d	03/23/23	03/23/23	Promet		535FS -1w	
Write user dRCumentation	1w	03/02/23	03/08/23	Promet		524	
Conduct Virtual Training (TBD)	1d	03/29/23	03/29/23	RC & Promet		527	
Deployment and Hosting	32d	02/20/23	04/04/23				TRUE
Set up dev, staging and production environments at provider	5d	02/20/23	02/24/23	Promet		492	
User Acceptance sign-off	0	04/04/23	04/04/23	RC		531	
Switch DNS and Go-Live	1d	04/04/23	04/04/23	RC & Promet		538FF	
Weekly Meetings	21d	02/27/23	03/27/23				TRUE
IT & Weekly Status Meetings	1d	02/27/23	02/27/23	RC & Promet		492SS +6d	
IT & Weekly Status Meetings	1d	03/06/23	03/06/23	RC & Promet		541FS +4d	
IT & Weekly Status Meetings	1d	03/13/23	03/13/23	RC & Promet		542FS +4d	
IT & Weekly Status Meetings	1d	03/20/23	03/20/23	RC & Promet		543FS +4d	
IT & Weekly Status Meetings	1d	03/27/23	03/27/23	RC & Promet		544FS +4d	
Sprints	30d	02/17/23	03/30/23				TRUE
RCDEV02 Sprint 28 - Wave 8	2w	02/17/23	03/02/23	Promet		492SS	
RCDEV02 Sprint 29 - Wave 8	2w	03/03/23	03/16/23	Promet		547	
RCDEV02 Sprint 30 - Wave 8	2w	03/17/23	03/30/23	Promet		548	
>> Wave 9 Complete	0	04/04/23	04/04/23	Promet		539	
>> Riverside County Implementation Complete	0	04/04/23	04/04/23			550	TRUE

Exhibit B

Payment Provision

Line	Description	Quantity	Onetime Cost	Annual Ongoing Cost
1a	Software License (Subscription, perpetual, enterprise, user base…explain) Year 1	1		$115,000
1b	Software License Year 2	1		$115,000
1c	Software License Year 3	1		$115,000
1d	Software License Year 4	1		$115,000
1e	Software License Year 5	1		$115,000
2a	SaaS Solution Year 1	1		$25,000
2b	SaaS Solution Year 2	1		$25,000
2c	SaaS Solution Year 3	1		$25,000
2d	SaaS Solution Year 4	1		$25,000
2e	SaaS Solution Year 5	1		$25,000
3	List any 3rd party software licenses and costs	Not Applicable	Not Applicable	Not Applicable
4	Hardware (detail specification including part number if available) if applicable.			included in platform costs
5a	CDN (Content Delivery Network) Year 1	1	$5,000	$40,000
5b	CDN (Content Delivery Network) Year 2	1*		$40,000
5c	CDN (Content Delivery Network) Year 3	1*		$40,000
5d	CDN (Content Delivery Network) Year 4	1*		$40,000
5e	CDN (Content Delivery Network) Year 5	1*		$40,000
6a	WAF (Web Application Firewall) Year 1	1	$5,000	$40,000
6b	WAF (Web Application Firewall) Year 2	1*		$40,000
6c	WAF (Web Application Firewall) Year 3	1*		$40,000
6d	WAF (Web Application Firewall) Year 4	1*		$40,000
6e	WAF (Web Application Firewall) Year 5	1*		$40,000
7a	DAM (Digital Asset Management) Year 1	1	$5,000	$30,000
7b	DAM (Digital Asset Management) Year 2	1*		$30,000
7c	DAM (Digital Asset Management) Year 3	1*		$30,000
7d	DAM (Digital Asset Management) Year 4	1*		$30,000
7e	DAM (Digital Asset Management) Year 5	1*		$30,000
8a	Annual Maintenance and Support Services (include patches, updates and upgrades) Year 1, commence after the county fully accepted the complete implementation of the Web Content Management Solution.	240 hours**		$32,400
8b	Year 2	240 hours**		$32,400
8c	Year 3	240 hours**		$32,400
8d	Year 4	240 hours**		$32,400
8e	Year 5	240 hours**		$32,400
9	Training (include material) per section B10	1	$12,480	

10	Implementation Services	1	$298,208	
11	Website Template design	1	$80,200	
12	Website migration	1	$371,200	
13	Travel (County travel policy D-1)	1	$5,400	
14	Delivery Fee (FOB Destination) if applicable	1	Not Applicable	Not Applicable
15	CA Sales Tax (8.75% City of Riverside) if applicable	1	Not Applicable	Not Applicable
16	**Total Year 1 Cost**		**$1,064,888**	
17	**Total Year 2 Cost**		**$282,400**	
18	**Total Year 3 Cost**		**$282,400**	
19	**Total Year 4 Cost**		**$282,400**	
20	**Total Year 5 Cost**		**$282,400**	

*The listed CDN costs are an estimate based on the high-level numbers that were shared about the main county website, and we require more discussion & detail around subscribing sites, traffic levels, and bandwidth to provide an official quote for this product at any larger scale.

The listed WAF costs are an estimate based on high-level numbers that were shared about the main website, and we require more discussion & more detail around subscribing sites, required features, and timelines to provide an official quote for this product at any larger scale.

The listed DAM costs are an estimate based on basic functionality that we discussed in the demo. And we require more discussion & more detail around things like how much asset storage is required, if additional instances/portals are needed, and what additional features may be desired in order to provide a quote for this product at any larger scale than our base version.

**Unused annual maintenance and support hours will rollover for the term of the agreement.

4.2   Table 2 Provide Budget Narrative and Milestones Payment Schedules

Milestone	Description	Payment Amount
Acquia "core" Subscription Year 1 to Year 5	Needed prior to development beginning.	Annual platform amount
Dev & Migration	20% on project initiation	$153,497.60
Dev & Migration Wave 1	20% on Wave 1 completion	$153,497.60
Dev & Migration Waves 2-9	7.5% on completion of each wave	$57,561.60
Year 1 support (Promet)	On project completion and transition to support (Acquia support is included in subscription)	$32,400
Years 2-5 Support (Promet)	Annually based on support start date (Acquia support is included in subscription)	$32,400 annually