Listed below is a specification change to RFB# AA16-RH-5103 – Contract: Web-Site Design and Hosting Services per the following specifications or approved equal.

The date to reply to all vendor questions was originally scheduled for March 24, 2016. Due to the volume and nature of the vendor questions received, the date to respond to vendor questions has been REVISED to Tuesday, March 29, 2016.

The bid opening date was originally scheduled for – March 30, 2016 @ 1:00 pm EDT
The bid opening date has been REVISED to open on Tuesday, April 5, 2016 @ 1:00 pm EDST

The University of Massachusetts Amherst is accepting electronic bids via www.bidexpress.com website. All bidders must first register on the bidexpress.com website and create an Info Tech Digital ID. Registration and Digital ID creation are free. It can take up to five (5) business days to process your Digital ID and it is highly recommended that a Digital ID be enabled 48 hours in advance of submitting an electronic bid. Please plan accordingly.

Exceptions to submitting thru Bid Express will only be made in extenuating circumstances as deemed appropriate by the Director of Procurement and Campus Services, John O. Martin. Note that failure of the vendor to allow enough time to register, get a digital I.D. or meet other required steps will NOT be considered an extenuating circumstance.

Question # 1: Where are all sites listed in the RFP currently hosted?

Answer # 1: The sites are hosted with our current vendor.

Question # 2: Deadline for Migration of all sites to hosting environment is set at May 15, 2016. What is the driving factor behind this? Ending of current hosting agreement? Internal servers being decommissioned by this date? Please elaborate.

Answer # 2: This is the deadline that was determined and it is preferable that it be met.

Question # 3: Based on the schedule for interviews and decision of award the contract, it looks as though the project will commence around May 1, 2016 leaving only fifteen (15) days to migrate fourteen (14) websites and this is flagged as a concern. Is the May 15, 2016 deadline flexible? Do all sites need to be migrated by this date, or is there flexibility with some of them?

Answer # 3: It’s preferable that the May 15th deadline be met.

Question # 4: After reviewing all the web assets listed in the RFP, we have noticed that there are some Wordpress, some Drupal, but also custome sites/HTML. Can you please confirm that the following sites are or will be Wordpress/Drupal before migration?

- http://www.runumass.com/
• http://www.umassnutrition.com/
• http://www.umassfruitsalad.com/

Answer # 4: These sites will stay as they are.

Question # 5: Additionally, www.umasspermaculture.com [1], seems to be part of the www.umassdining.com [2] website as the URL redirects to heep://www.umassdining.com/sustainability/permaculture [3]. Is there a particular reason why this is listed as a separate website?

Answer # 5: No, this was used for marketing purposes.

Question # 6: If the goal is to only have Drupal and Wordpress sites, then in order to provide the best hosting solution for your web assets, we would recommend redevelopment of web assets to it best practice standards for Drupal and Wordpress and then migrate to a clean system with no issues. Is this a possibility?

Answer # 6: Perhaps eventually. Currently it's not a priority.

Question # 7: Provided that there may be extensive questions to review and answer from multiple proponents, would you be willing to grant a one (1) week extension for us to review all answers and then formulate our proposals based on the responses received?

Answer # 7:
The date to reply to all vendor questions was originally scheduled for March 24, 2016.
Due to the volume and nature of the vendor questions received, the date to respond to vendor questions has been REVISED to Tuesday, March 29, 2016.

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Question # 8: Will there be an opportunity to ask follow-up questions based on the responses provided to the questions being asked now?

Answer # 8: Not before the bid opening date and time of April 5, 2016 @ 1:00 pm EDST

Question # 9: What user roles and permissions exist on sites currently?

Answer # 9: Administrator and content editor roles.

Question # 10: How many staff members are responsible for managing and producing content currently?

Answer # 10: ~5 people across different departments

Question # 11: Would the new vendor be responsible for the Attestation of Compliance for the credit card application, or is it sufficient for a third-party payment processor to supply this?

Answer # 11: The third party payment processor will need to provide the AOC to the vendor to submit with the bid, unless the vendor proposes to use Cybersource Secure Acceptance, as the University has a contract with
Cybersourc. Ideally the vendor’s development team will be aware of PCI and PCI requirements when programming. If the proposed solution is not using Cybersource Secure Acceptance as the processor, Umass may require an AOC from the vendor once the credit card processing flow is reviewed. The hosting data center should provide an AOC; if one is not available, provide an SSAE 16 SOC2 report or attestation that they are CSA certified and on the CSA star registry (cloud security alliance). An AOC for the data center may be required for the same reasons as stated prior after reviewing the proposed card data flow.

Question # 12: What is the deadline for providing PCI compliance?
Answer # 12: The third party payment processor will need to provide the AOC to the vendor to submit with the bid, unless the vendor proposes to use Cybersource Secure Acceptance, as the University has a contract with Cybersourc. Ideally the vendor’s development team will be aware of PCI and PCI requirements when programming. If the proposed solution is not using Cybersource Secure Acceptance as the processor, Umass may require an AOC from the vendor once the credit card processing flow is reviewed. The hosting data center should provide an AOC; if one is not available, provide an SSAE 16 SOC2 report or attestation that they are CSA certified and on the CSA star registry (cloud security alliance). An AOC for the data center may be required for the same reasons as stated prior after reviewing the proposed card data flow.

A Qualified Security Assessor review will be done prior to going live with any part of the site(s) that involved credit cards. This will be the responsibility of Umass to engage the auditor and the vendor will need to provide contacts and access to a test site.

Question # 13: Is reserve.hotelumass.com [1] included in the scope of this RFB?
Answer # 13: No.

Question # 14: Can you provide an inventory of technologies, by site?
Answer # 14: The HotelUMass and UmassDining are Drupal, and the rest are a mix of WordPress, custom php and standalone html websites.

Question # 15: Are any of the sites configured as a WordPress or Drupal Multisite, or are all stand-alone?
Answer # 15: Stand-alone

Question # 16: Can you provide rough historical monthly page view and unique visitor averages, per site?
Answer # 16:
LAMP Platform: Linux, Apache, MySQL and PHP
Hosting Environment: We require a structured and disciplined hosting environment. This environment shall include development, staging for QA/Testing and production. Source code to be managed by a common revision control system, GIT.
The websites need to be hosted on two separate servers. Our preference is one for Drupal sites and the second one for WordPress sites.
Server Minimum Requirements:
Cores: 4 CPU
Memory: 8 GB
Storage: 100 GB
Bandwidth: 500 GB / monthly
Question #17: Is it sufficient to have PCI AoC for the payment processor and the datacenter, or is a general AoC required for the web services/applications development teams?

Answer #17: The third party payment processor will need to provide the AoC to the vendor to submit with the bid, unless the vendor proposes to use Cybersource Secure Acceptance, as the University has a contract with Cybersource. Ideally the vendor’s development team will be aware of PCI and PCI requirements when programming. If the proposed solution is not using Cybersource Secure Acceptance as the processor, UMass may require an AoC from the vendor once the credit card processing flow is reviewed. The hosting data center should provide an AoC; if one is not available, provide an SSAE 16 SOC2 report or attestation that they are CSA certified and on the CSA star registry (Cloud Security Alliance). An AoC for the data center may be required for the same reasons as stated prior after reviewing the proposed card data flow.

Question #18: Will the mobile app require webviews or more native views?

Answer #18: Native views

Question #19: Will UMass be managing Web Hosting content?

Answer #19: Vendor will be responsible for managing web hosting. Content will be supplied by UMass

Question #20: Does UMass want the provider to manage the Web Application Software?

Answer #20: Yes

Question #21: Is UMass open to managing the Web Content and Web Application Software, with the provider managing the infrastructure as a Service?

Answer #21: No. Managing web content and web application software is part of this RFP.

Question #22: What Web Application software does UMass want to deploy?

Answer #22: Prefer CMS to be Drupal based. Do not have further details on this at the moment.

Question #23: How many Web Servers does UMass wish to deploy?

Answer #23:
LAMP Platform: Linux, Apache, MySQL and PHP
Hosting Environment: We require a structured and disciplined hosting environment. This environment shall include development, staging for QA/Testing and production. Source code to be managed by a common revision control system, GIT.
The websites need to be hosted on two separate servers. Our preference is one for Drupal sites and the second one for WordPress sites.
Server Minimum Requirements:
Cores: 4 CPU
Memory: 8 GB
Storage: 100 GB
Bandwidth: 500 GB / monthly
Question # 24: Please provide the Web Server configuration in terms of number of cores, RAM, storage, and operating systems.

Answer # 24:
LAMP Platform: Linux, Apache, MySQL and PHP
Hosting Environment: We require a structured and disciplined hosting environment. This environment shall include development, staging for QA/Testing and production. Source code to be managed by a common revision control system, GIT.
The websites need to be hosted on two separate servers. Our preference is one for Drupal sites and the second one for WordPress sites.
Server Minimum Requirements:
Cores: 4 CPU
Memory: 8 GB
Storage: 100 GB
Bandwidth: 500 GB / monthly

Question # 25: Public Cloud requires the provider to use a Data Center OS license. Would UMass be able to work within that caveat?

Answer # 25: If by Data Center OS license it is referring to a VM, then UMass could work within that caveat. Please submit whether it is single tenant or multitenant and what security controls are in place if multitenant to prevent access.

Question # 26: Does UMass require Log Management for compliance auditing?

Answer # 26: If the vendor will ‘store, transmit or process’ credit cards within their application or across the server, then log management is required for PCI. If using a processor wherein this does not occur, UMass may require proof of passing quarterly scans.

Question # 27: Will UMass require DDOS Mitigation along with Intrusion Detection Prevention?

Answer # 27: Yes.

Question # 28: How much Internet Bandwidth will UMass require to support the Web Hosting Service Tier?

Answer # 28:
LAMP Platform: Linux, Apache, MySQL and PHP
Hosting Environment: We require a structured and disciplined hosting environment. This environment shall include development, staging for QA/Testing and production. Source code to be managed by a common revision control system, GIT.
The websites need to be hosted on two separate servers. Our preference is one for Drupal sites and the second one for WordPress sites.
Server Minimum Requirements:
Cores: 4 CPU
Memory: 8 GB
Storage: 100 GB
Bandwidth: 500 GB / monthly
Question # 29: Does UMass require dedicated hardware?

Answer # 29: Preferred, but not necessary as long as all the requirements are met.

Question # 30: Will UMass consider multi-tenant service offerings, assuming security compliance is met?

Answer # 30: Yes.

Question # 31: Does some or all of the Web Hosting Environment require disaster recovery?

Answer # 31: Yes, this is a must. All of the environments require disaster recovery.

Question # 32: Is there an RTO for DR that UMass would like us to provide in the solution?

Answer # 32: Yes please provide in details an RTO for DR

Question # 33: How many databases are behind any of the websites that need to be maintained? Please let us know which DBMS are they on- SQL server, Oracle, MySQL etc. Or are they all different back-end databases?

Answer # 33: One per CMS website. The DBMS to manage are SQL Server and MySQL.

Question # 34: Are all websites developed on the same platform, technologies or are they all built on different platforms?


Question # 35: How many mobile apps do you anticipate in developing, maintaining?

Answer # 35: At least 1

Question # 36: Are the hours for website/mobile apps development, maintenance, in Section 1.2.6 E in the RFB set in stone or are these hours just for reference?

Answer # 36: These are the estimated hours given our current usage.

Question # 37: In order to prevent margin staking which would only add unnecessary cost to UMass, would UMass allow for two (2) strategic partners to submit one proposal; however, each party would execute separate contracts and invoice UMass separately for their scope of services. For example, one partner would provide hosting services, while the other would provide professional services for web design and application management. Included in the price would be the cost for added value services that would make these services seamless to UMass.

Answer # 37: Yes
Question # 38: **PCI Compliance Requirements:** Which sites have PCI related transactions that will fall under the scope of this contract?

Answer # 38: UMassDining.com

Question # 39: **PCI Compliance Requirements:** In reviewing the sites, we have identified three (3) possible places for Credit Card transaction / checkout activities on the sites. However they appear to be occurring on 3rd party platforms that are not connect to the referring sites. Please confirm if any of the payments sites that the users are redirected to are within the scope of this engagement.

1. From [http://umassdining.com/](http://umassdining.com/), you can purchase baked goods. To complete the transaction the visitor is directed to the following site / URL: [https://quikpayasp.com/umass/commerce_manager/payer.do?orderType=AE_GIFTS](https://quikpayasp.com/umass/commerce_manager/payer.do?orderType=AE_GIFTS) which appears to be managed by Nelnet Business Solutions. Is quickpayasp.com within the scope of this RFB/contract?

2. From [http://hotelumass.com/](http://hotelumass.com/) customers are able to find room availability and to make a reservation and enter a credit card. They are directed to [https://reserve.hotelumass.com](https://reserve.hotelumass.com) which appears to be managed by RoomMaster. Is [https://reserve.hotelumass.com](https://reserve.hotelumass.com) within the scope of this RFB/contract?

3. From [http://runumass.com/](http://runumass.com/) you can register for the race. To complete the transaction the visitor is directed to the following site / URL: [https://quickpayasp.com/umass/commerce_manager/payer.do?orderType=AE_RACE](https://quickpayasp.com/umass/commerce_manager/payer.do?orderType=AE_RACE) which appears to be managed by Nelnet Business Solutions. Is quickpayasp.com within the scope of this RFB/contract?

Answer # 39: #1 and #3 are in scope. #3 may be replaced with a race timing vendor at some point, #1 would like to move off and connect directly with a payment processor. Answer to # 2: No.

Question # 40: **PCI Compliance Requirements:** Please identify which sites and the locations on those sites that Cybersource is used as a payment processor.

Answer # 40: No sites currently use Cybersource. Would like to have umassdining.com for purchasing baked goods migrated to Cybersource as a processor.

Question # 41: **PCI Compliance Requirements:** What specific PCI related exposure do the sites in this RFB/contract have?

1. Per the Visa Service Provider requirements, validation is required when “Service Providers that store, process or transmit cardholder data must be registered with Visa and demonstrate PCI DSS compliance.” Please identify the specific works tasks and sites that will require the vendor to “store, process or transmit cardholder data”.

Answer # 1: Vendor may be expected to create a link to a processor – the preference is not to ‘store, process or transmit’ from the web page to the processor but to utilize something such as Cybersource Secure Acceptance. If the vendor proposes a solution that will ‘store, process or transmit’, compliance is required for both the application and the data center and an AOC must be submitted.
2. Which of the services in the RFB (i.e. Website Hosting Services, Server Maintenance Services, Website Design and Development Services, Mobile Apps and Mobile Site Services), require the vendor to be on the Visa Service Provider list and PCI compliant?

Answer #2: The hosting data center will need to be PCI compliant if meeting the definition of a service provider and an AOC should be provided. Development of any service or app that allows for ‘store, process or transmit’, compliance is required and an AOC must be submitted.

3. Are credit cards / PCI related data stored in any database on the sites in this RFB/contract? If so, which ones?

Answer #3: No.

4. Do credit cards/PCI related data passthrough through stored in any database on the sites in this RFB/contract? If so, which ones?

Answer #4: No

Question #42: Hosting: In order to estimate the hosting infrastructure costs, please provide the expected average monthly usage for each of the sites for the contract period covered in this RFB/contract:

1. Storage Capacity Required
2. Daily Visitor Traffic
3. Daily Bandwidth Required
4. Peak Bandwidth Required

Alternatively, what were these volumes over the last 12-months? Do you expect them to change?

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The websites need to be hosted on two separate servers. Our preference is one for Drupal sites and the second one for WordPress sites.
Sever Minimum Requirements:
Cores: 4 CPU
Memory: 8 GB
Storage: 100 GB
Bandwidth: 500 GB / monthly

Question #43: Hosting: Please provide details about the current hosting configurations (for example: server size, bandwidth, etc.)?

1. Do you expect the current hosting configurations (i.e. server size, bandwidth, etc.) to change going forward? If yes, please provide details on issues that are necessitating a change.
Answer # 43:
LAMP Platform: Linux, Apache, MySQL and PHP
Hosting Environment: We require a structured and disciplined hosting environment. This environment shall include development, staging for QA/Testing and production. Source code to be managed by a common revision control system, GIT.
The websites need to be hosted on two separate servers. Our preference is one for Drupal sites and the second one for WordPress sites.
Sever Minimum Requirements:
Cores: 4 CPU
Memory: 8 GB
Storage: 100 GB
Bandwidth: 500 GB / monthly

Question # 44: Hosting: Is it a requirement to move the sites from their current Website Hosting Services providers (i.e. Liquid Web, Softlayer and IBM) or is it an option to renew the existing server contracts?
Answer # 44: Vendor needs to manage the hosting partner relationship directly.

Question # 45: Hosting: Is it acceptable for a responding vendor to identify a 3rd party hosting provider such as Liquid Web, Rackspace or equivalent in their response? If so, will the hosting contract be between UMass Amherst and the hosting provider or the selected vendor?
Answer # 45: 3rd party vendors are accepted. It depends on how the bid is submitted.

Question # 46: Site Migration: The RFB indicates that migration of the sites must be finished by May 15, 2016. When will the existing site assets (i.e. code, credentials and DB) be made available for migration?
Answer # 46: As soon as the bid is awarded.

Question # 47: Site Migration: Who will be responsible for coordinating the timeline delivery of these site assets to the selected vendor?
Answer # 47: Christopher Howland

Question # 48: Software Development: The RFB/contract indicates (1.2.1 C) that the site must meet all applicable standards for use by those with low vision. In addition to conforming to 508 compliance in this area, are there any tools that the University requires certification / scoring through (e.g. cynthiaysays.com, tenon.io, etc.)? What is the approval threshold for site deployments using those tools?
Answer # 48: 508 Compliance is the minimum required.

Question # 49: Software Development: If a site does not currently support all applicable standards for use by those with low vision, will there be budgeted hours to update the site to support those standards?
Answer # 49: Depends on the issues and if they do or do not meet applicable standards.
Question # 50: **Software Development:** Which specific Browsers do you expect each site to support? If a site does not currently support that Browser, will there be budgeted hours to update the site to support those Browsers?

**Answer # 50:** All major browsers, both desktop and mobile browsers need to be supported. Updating the existing.

Question # 51: **Software Development:** We have reviewed the current sites and have identified a number of existing issues on each one (e.g. some of the sites are no responsive; umassdining.com has twenty-eight (28) broken links; the home page has eleven (11) accessibility / compliance issues). Will there be budgeted hours to address these issues?

**Answer # 51:** Depends on the issues and if they do or do not meet applicable standards.

Question # 52: **Other:** Is there a single incumbent vendor that provides each of the services today?

**Answer # 52:** Yes.

Question # 53: **Other:** Is it possible to get a Microsoft Word (*.docx) version of the RFB document (or .pdf version that supports copying of text)?

**Answer # 53:** The University of Massachusetts Amherst uses only locked .pdf documents on our request for bids because in the past we have had some vendors attempt to modify or change the specifications of our RFB’s. Consequently, the only documents offered are the locked .pdf files.