Request for Quotation (RFQ) Dated: 06/15/2017
Statement of Work: Creation and Installation of Drupal 8 Intranet Website for U.S. Probation – Middle District of Florida.

- *Seeking quotes for website development from vendors. Quotes may be emailed to the below listed address by July 7, 2017 @ 4:00pm EST local time. Hand carried quotes must be delivered by same time at 4014 Gunn Hwy, Suite 250, Tampa, FL 33618, to Attention: Ryan Richards. Submit a technical proposal describing your approach and project management in accordance with the attached statement of work. Use the attached quote sheet for a price quotation break down according to line items listed. Submit any supporting documentation.*

- *A fixed price award from this RFQ will be made based on lowest price technically acceptable.*

- *Quotes, questions concerning this RFQ should be addressed to Ryan Richards at U.S. Probation Office, 4014 Gunn Hwy, Suite 250, Tampa, FL 33618 or email: Ryan_Richards@flmp.uscourts.gov*

CUSTOMER AGENCY NAME: United States Probation – Middle District of Florida

SECTION 1: OVERVIEW OF PROCUREMENT

Name of Website:
New Drupal 8 Intranet Website hosted on Red Hat 7 with a MySQL Database

Purpose and/or Objectives of Website:
The purpose of the internal intranet website will be to aid employee collaboration, disseminate information, and act as a link aggregator. Each department of the organization will have a unique department landing page that will provide a section for department content, news, links, forms, and documents.

The new intranet website will need to be able to be hosted on the judiciary's data cloud in order to take advantage of the Judiciary data center's availability and survivability to external events.

Relevant Background Information:
Florida Middle Probation is in the discovery and quotation phase to replace their current intranet website: http://www.flmp.circ11.dcn. The current intranet has been in use since approximately 2002-2003 and is showing its age in design, functionality, and maintainability. The goal of this project to receive a current well designed website with an effective layout that will carry us forward into the next 10 years. We also require an easy to manage and update website that will not require a professional web developer to update or maintain. Updates should be able to occur frequently and with little effort by almost anyone with minimal training. The layout of the website should allow minimal navigation effort and allow a space to place links to local and national applications and reference materials. The website will consists mainly of two layouts: a "home page" where links are displayed in an easy to locate manner and department pages where links, documents, news, and resources are displayed.

Scope of the Work:
Below is a general features implementation:

1. New Server and database infrastructure with today current version OS and database
2. Ability to be hosted in a cloud environment
3. Updated layout with easy to use and responsive navigation
4. Layman ability to edit and add content
5. Staff Directory pulled from custom Judiciary Directory Application "Infoweb"
6. Department landing pages that are easily editable.
7. Ability to upload documents easily
8. Home page to display quick links, compressed content, and general news.

Timeline and Work Period of Performance:
The website should be delivered in a timely fashion. Our expectation is that the website should be completed within six months of the award. Please address delivery timeline in your quote.

Experience and Qualifications:
Please describe your experience and qualifications with Drupal 8 development and Red Hat 7 server setup. Please submit any other experience you feel is relevant regarding website development. Any experience working with the United States Courts or the Administrative Office is relevant and should be detailed. Of particular interest to our agency is any advantages your company may bring that will result in a reduction of discovery time working in the Judiciary's IT infrastructure.

References:
Provide relevant references for past web development work in Drupal 8 and Red Hat 7 server setup. Screenshots and URLs of websites completed are requested. Please include Judiciary references if possible.

Evaluation Criteria

This procurement will be evaluated based on the following criteria:

Evaluation Criteria	Weight Assigned
Costs/Price	35%
Qualifications and experience of vendor staff (Judiciary Experience Included)	20%
Qualifications and experience of the vendor (Judiciary Experience Included)	20%
Approach, methodology and availability of proposed staff	10%
References	15%

SECTION 2: CUSTOMER REQUIREMENTS		
Description of Customer Requirement	**Items checked apply to this procurement**	**Special Instructions to Vendor** (if applicable)
This section describes the Purchasers functional and technical requirements for this procurement.		
PROJECT MANAGEMENT		

• Project management services to support website development projects
   o Initiating
   o Planning
   o Design
   o Development
   o Test
   o Implementation
   o Stabilization
	☒	

• Implementation services for website development projects
   o Support go live
   o Support cutover activities
	☒	

THEME DEVELOPMENT		
• Document detailed customer requirements and obtain acceptance of requirements by customer.	☒	

• Graphic design services
   o Develop custom website designs and interfaces, adhering to established standards and guidelines
      ▪ Website layouts – homepage, landing pages, secondary and tertiary pages, etc.
	☒	

• Design of the following website functionalities: o Mobile Friendly layout, Content types including – News, Locations, Infoweb sourced Staff Directory, Department Pages, Site Search, Customized landing page hero image, Four layout options per page.	☒	
FUNCTIONAL DEVELOPMENT		

SECTION 2: CUSTOMER REQUIREMENTS		
Description of Customer Requirement	**Items checked apply to this procurement**	**Special Instructions to Vendor** (if applicable)
Configure, install, administer and support the following content management systems.		
Red Hat 7 Installation Drupal 8 Installation Setup LAMP Configure server with provided DNS Install Drush, Composer and required packages Fix any issues detected by SOC server assessment process	☒	
Create MySQL Database and required user accounts Setup Required Accounts including Administrator Configure Site for FLMP (site name, time zone, roles and permissions) Configure deployment script unique FLMP Configure system with new GitLab repository Update Core or modules with critical updates Active Directory Integration Dropdown Navigation Setup backup schedule Outline deployment plan for future updates	☒	
Staff Directory to display current contact information for staff – This is a custom web application that will pull data from a national web application that stores information on current Judiciary employees. The FLMP Staff Directory will need to edit this data if required.	☒	
FUNCTIONAL AND QUALITY ASSURANCE TESTING		
• Conduct user acceptance testing	☒	

• Functional and quality assurance testing on website. Includes:
   ○ Browser support
   ○ Operating systems
   ○ Screen resolutions including responsive for mobile
   ○ Assistive technologies
   ○ Color blindness
   ○ Text sizing
	☒	

POST TESTING DEVELOPMENT AND FIXES		
• Provide resolution for all defects identified during the testing phase	☒	
DOCUMENTATION DEVELOPMENT		
• Document test results and provide final report to customer	☒	

SECTION 2: CUSTOMER REQUIREMENTS		
Description of Customer Requirement	**Items checked apply to this procurement**	**Special Instructions to Vendor** (if applicable)
• Content management user documentation	☒	
• Training documentation	☒	
TRAINING		
• Provide training to customer on maintaining website features and functions	☒	Provide basic training to person(s) in charge of content management
WEBSITE MAINTENANCE		
• Provide file and database backup and restore assistance	☒	Provide response times and hourly rate for this service(s)
• Provide software upgrades to support customer website functionalities	☒	Provide response times and hourly rate for this service(s)
• Provide content management system security updates and/or upgrades if needed	☒	Provide response times and hourly rate for this service(s)
• Provide disaster recovery response times and assistance	☒	Provide response times and hourly rate for this service(s)

SECTION 3: DELIVERABLES			
This section identifies the deliverable requirements of the Purchaser.			
Name of Deliverable	**Description of Deliverable**	**Items checked apply to this procurement**	**Special Instructions to Vendor** (if applicable)
PROJECT MANAGEMENT			
Project Management Plan	Details out how the project will be planned, executed, monitored and controlled, and closed. Includes but is not limited to project management approach and methodology of the vendor, project resources and organization, roles and responsibilities, issue and risk management, communications, stakeholder management, change request process, QA process, monitoring and reporting progress, etc.	☒	
Project Schedule/ Calendar of Events	Provides a detailed list of the work activities to complete the project including but not limited to, planned start and finish dates, resource assignments and allocation, milestones, deliverables, etc.	☒	

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Name of Deliverable	Description of Deliverable	Items checked apply to this procurement	Special Instructions to Vendor (if applicable)
Status Reports	Vendor provides a detailed status report for reporting period(s) as agreed to by the vendor and the customer.	☒	Bi-Weekly or Monthly (As Needed)
Project Close Letter	Represents final sign off on the solution provided by the vendor. Signed by both the vendor and the customer agreeing solution has been delivered to the satisfaction of both parties. Signals the start of maintenance (if applicable).	☒	
THEME DEVELOPMENT			
Design Document	Provides a detailed design of the vendor's proposed solution with the customer business requirements clearly stated. This document details out how the vendor proposes to meet all of the customer's requirements.	☒	
Design Acceptance Letter	This letter is an agreement between the vendor and the customer that the design of the system (as detailed in the design document) meets the business needs of the customer. Both the vendor and the customer sign accepting the design before development starts.	☒	
FUNCTIONALITY DEVELOPMENT			
Screen Mockups	Provides a view to the customer of how their website will look when completed.	☒	
FUNCTIONAL AND QUALITY ASSURANCE TESTING			
Test Plan	Details out the vendors testing approach and methodology for this engagement.	☒	
POST TESTING DEVELOPMENT AND FIXES			
Test Results/ Deficiencies Report	Provides a detailed report of the testing results and any deficiencies that remain in the system. All deficiencies should have a document resolution and delivery date for resolution.	☒	
Test Acceptance Letter	This letter is an agreement between the vendor and the customer to accept the test results and the deficiencies report as documented. Both the vendor and the customer sign the letter accepting the test results, the resolution for identified deficiencies and agreeing to move the solution into the production environment on a specified date.	☒	

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Name of Deliverable	Description of Deliverable	Items checked apply to this procurement	Special Instructions to Vendor (if applicable)
DOCUMENTATION DEVELOPMENT			
Production Readiness Checklist/Plan	Checklist/plan of all items that must be completed or in place before migrating to production. Includes cutover and back out strategies as well as stabilization tasks/monitoring activities.	☒	
TRAINING			
Training and/or Knowledge Transfer Plan	Details out the vendors plan to train the customer end users and/or provide knowledge transfer to customer staff who will be performing some type of "administrator" functions for the solution.	☒	
Training and/or Knowledge Transfer Materials	These are the training and/or knowledge transfer materials identified in the plan, provided by the vendor and are used by the vendor to train end users or administrators.	☒	

Definitions

Project Management: includes the development of project plan, project point of contact, project oversight and support, customer meetings.

Theme Development: creating the custom theme based on requirements; ensuring that the theme meets accessibility requirements; developing template pages for different sections of the site and different functionalities.

Functionality Development: adding and customizing modules to meet functionality requirements.

Functional and Quality Assurance Testing: Includes accessibility testing and W3C validation.

Post Testing Development and Fixes: troubleshooting and fixing any issues found in testing.

Documentation Development: developing training documentation for technical support staff.

Training: Technical training for technical staff on maintaining features and functionality.

Website Maintenance: may include technical maintenance and programming, graphic design and editing, troubleshooting and site assessments, assistance with HTML or building content, forms and surveys, etc.

Additional Consulting Services: may include change management, mobile development, cloud services, business intelligence, solutions architect, infrastructure, architecture, security, communication strategy, quality assurance, project manager, analyst, front end developer, technical developer, junior, journey, senior or expert level resources.

Section 3: Vendor Proposed Pricing

Category of Service	$Hourly Rate[1]	Estimated hours
Project Management		
Theme Development		
Functionality Development		
Functional and Quality Assurance Testing		
Post testing development and fixes		
Documentation development		
Training		
Website Maintenance		

Section 4: Instructions to Bidders

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