RFQ ATTACHMENT V – RESPONSE TEMPLATE
Respondents are required to provide responses using the following template
SECTION 1 – FIRM QUALIFICATIONS

1.A - COMPANY PROFILE SUMMARY
INSTRUCTIONS: Provide a quick company overview by filling out the required information on the Response column (B) in the table included below.

A. REQUIRED INFO	B. RESPONSE
1. Year Company was founded	Founding Year: 2003
2. Top 3 Areas of Expertise	Expertise: Managed Hosting, Drupal Support, Security & Compliance
3. Number of Years delivering Drupal solutions	Years (#): 9
4. Number of Employees	Employees (#): ~50
5. Number of Active Projects	Projects (#): 400+ Active clients
6. Company Structure – Public or Private	Structure: Private
7. Revenues generated last fiscal year	Revenues ($): $9,500,000
8. Profitable last fiscal year (yes / no)	Profitable (yes/no): Yes
9. Active Relevant Company Certifications	Certifications: FedRAMP Moderate, DISA Level 2 & 4, SSAE Type 1 SOC 2, PCI, HIPAA

1.B - COMPANY CORE EXPERTISE

INSTRUCTIONS: Provide below a brief overview of your company and areas of expertise that best demonstrates your ability to support the needs of the Service Area(s) to which you are responding.

BlackMesh provides enterprise level secure and complaint managed Drupal hosting on owned and operated highly available cloud environments within various US based tier 4 data centers. BlackMesh has a large 24x7x365 based technical support team to assist with everything related to the hosting environment including Drupal. BlackMesh currently hosts and manages many high traffic and high security Drupal sites with unique security requirements and has done so successfully since 2007.

1.C - COMPANY DELIVERY METHODOLOGIES

INSTRUCTIONS: Explain below the processes, practices and methodologies that your firm plans to leverage to deliver services to each individual City department that elects to engage with your services.

BlackMesh has a streamlined onboarding, migration, deployment, and ongoing support processes in place to ensure your requirements are met and all engagements are successful.

1.D - KEY DELIVERY PERSONNEL

INSTRUCTIONS: Provide below a brief paragraph describing the key experience of the top 3 key Service delivery (non-executive) personnel that is responsible for delivering services to customers.

Jessica Rothfuss – Senior Technical Project Manager – Successful and very experienced Technical Project Manager with in depth experience onboarding, supporting, and managing client projects and relationships. In depth Drupal and Hosting specific experience from Government to Commercial and nonprofit with a wide array of requirements.

Angel de la Cruz – Shift Manager / Team Lead – Proven team leader with the ability to successfully deliver services successfully across the client base. Angel has a deep technical knowledge and customer service skills.

Nick Carroll - Senior Engineer – Successful and highly skilled problem solver with in depth Drupal, Linux, Networking, Programming, and various other skills.

1.E - KEY PROJECT REFERENCES

INSTRUCTIONS: Provide 3 key references and related points of contact from recently completed engagements where your company delivered Drupal solutions – fill out 3 tables below.

REFERENCE # 1	REQUIRED RESPONSE
Customer Company Name	U.S. Department of Energy
Drupal solution delivered	Hosting, Security, and Management of www.Energy.gov
Completed on	2012
Project Duration	Ongoing
Key Benefit Delivered	Hosting, Security (FedRAMP compliance), and ongoing 24x7x365 support of DoE's web properties
Customer Contact Name	Marissa Newhall
Customer's Contact phone	202-586-0894
Customer's Contact email	Marissa.Newhall@hq.Doe.gov
Customer Company Location	Washington, DC

REFERENCE # 2	REQUIRED RESPONSE
Customer Company Name	Network For Good
Drupal solution delivered	Private cloud supporting PCI compliant donation platform
Completed on	2012
Project Duration	Ongoing
Key Benefit Delivered	Hosting, Security (PCI compliance), and ongoing 24x7x365 support for the private cloud infrastructure including all applications housed within
Customer Contact Name	Jing Gu
Customer's Contact phone	888-284-7978
Customer's Contact email	jing.gu@networkforgood.com
Customer Company Location	Washington, DC

REFERENCE # 3	REQUIRED RESPONSE
Customer Company Name	Hubbard Radio, LLC
Drupal solution delivered	Hosting and support of various radio and news sites from WTOP.com to others
Completed on	2012
Project Duration	Ongoing
Key Benefit Delivered	Hosting and ongoing 24x7x365 support of all websites and applications
Customer Contact Name	John Spaulding
Customer's Contact phone	202-439-4129
Customer's Contact email	jspaulding@hubbardradio.com
Customer Company Location	Washington, DC

SECTION 2 – MINIMUM QUALIFICATIONS

2.A - MINIMUM QUALIFICATIONS FOR ALL SERVICE AREAS

INSTRUCTIONS: *Fill out table below by inserting a "Yes" or "No" in every cell adjacent to each Minimum Requirement. In order to be considered for inclusion in the list of qualified firms, a Respondent must respond with a "**Yes**" to all of the Minimum Requirements.*

MINIMUM QUALIFICATIONS FOR ALL SERVICE AREAS WORKSHEET

No .	Requirement	Yes / No
1	Respondent has minimum of 3 years of experience providing Drupal related services.	Yes
2	Respondent agrees that the City's Department of Technology in its position to safeguard the City's shared Drupal web content management environment will have to review and approve any agreement between a pre-qualified contractor and a City agency prior to execution.	Yes
3	Respondent will leverage the City's standard electronic payment services as selected by the City's Treasurer and Tax Collector Office rather than promote or offer alternatives for the purpose of building any online payment functionality.	Yes
4	Respondent agrees to comply with the City's security guidelines and agrees solutions will not be deemed acceptable until an audit is completed and any related critical security recommendations are fixed prior to final delivery.	Yes
5	Respondent agrees disclose and include in any agreement entered with a City agency the ongoing support efforts, costs and requirements to properly maintain any custom solutions.	Yes
6	Respondent will execute a best practices service level agreement for highly customized solutions developed to meet the unique needs of specific City agencies.	Yes
7	Respondent will deliver all related user and technical documentation to City agency staff.	Yes
8	Respondent will ensure any solution will comply with the City's accessibility standards (as outlined by Federal Section 508) whenever applicable.	Yes
9	Respondent will test all solutions jointly with the City department staff before they are made available to the public.	Yes

STOP: If you answered "YES" to all of the Minimum Requirements above, please proceed to the next sections and provide responses to the below questions relevant to your proposal in order to complete your submission. If you answered "NO" to any of the Minimum Requirements, please stop; your firm will not be considered for qualification in any of the Service Areas.

2.B - DECLARE INTENT TO BE QUALIFIED FOR ANY SERVICE AREAS

INSTRUCTIONS: For the Service Area or Areas for which your firm is submitting a proposal, each Respondent should indicate in the table below its intent to be a qualified vendor by placing a "Yes" in the "Qualified" column below associated with the related Service Area.

IMPORTANT: Please note that in addition to satisfying the minimum qualifications common to all service areas (see previous section 2.A); Respondents must demonstrate expertise in at least one of the following Service Areas.

Number	Service Area	Qualified (Yes/No)	If Qualified Fill out Section
1	Drupal theme design services	No	2.C
2	Drupal custom development services	No	2.D
3	Drupal custom hosting and support services (for highly customized solutions)	Yes	2.E

Respondents seeking to be become a qualified vendor in a specific Service Area must also fill out and meet all the minimum qualifications in the following specific section(s) related to the service areas for which they indicated, in the above table, to be a "Qualified" vendor.

2.C - MINIMUM QUALIFICATIONS FOR SERVICE AREA 1

*INSTRUCTIONS: Insert a "Yes" or "No" in every cell adjacent to each Minimum Requirement. In order to be considered for inclusion in the list of qualified firms for this Service Area, a Respondent must respond with a "**Yes**" to all of the Minimum Requirements.*

IMPORTANT: Only respondents seeking to become a qualified vendor in **Service Area 1 (Drupal Theme Design services)** must fill and meet all the following minimum qualifications.

No.	Requirement	Yes / No
1	Respondent has minimum of 3 years of experience creating design proposals meant to be specifically deployed on Drupal based solutions.	
2	Respondent has minimum of 3 years of experience delivering theme-based design services and building related theme for Drupal solutions.	
3	Respondent will adhere to the City's design standards and will use the City's style guide and patterns library to ensure all City websites use common design elements while leaving City agencies room to promote their unique brands.	
4	Respondent agrees to build themes in compliance with the City's security guidelines and agrees solutions will not be deemed acceptable until any security recommendations are fixed prior to final delivery.	
5	Respondent has minimum of 3 years of experience creating Drupal theme design solutions leveraging usability best practices.	
6	Respondent has minimum of 3 years of experience creating Drupal theme that comply with the Federal accessibility standards (Section 508).	
7	Respondent has minimum of 3 years of experience creating Drupal theme that are fully responsive to mobile and tablet devices.	

2.D - MINIMUM QUALIFICATIONS FOR SERVICE AREA 2

*INSTRUCTIONS: Insert a "Yes" or "No" in every cell adjacent to each Minimum Requirement. In order to be considered for inclusion in the list of qualified firms for this Service Area, a Respondent must respond with a "**Yes**" to all of the Minimum Requirements.*

IMPORTANT: Only respondents seeking to become a qualified vendor in **Service Area 2 (Drupal Custom Development services)** must fill and meet all the following minimum qualifications.

No.	Requirement	Yes / No
1	Respondent has minimum of 3 years of experience delivering custom development services for Drupal based solutions based on clearly documented software development and testing methodologies.	
2	Respondent has minimum of 3 years of experience configuring Drupal software in-built functionality to deliver customized Drupal solutions.	
3	Respondent agrees to use the City's standard Drupal profile when enhancing City departments' websites leveraging the City's standard environment and understands that the City's Dept. of Technology, to safeguard the City platform, has to review and approve any new solution prior to implementation.	
4	Respondent agrees to build custom code in compliance with the City's security guidelines and agrees solutions will not be deemed acceptable until any security recommendations are fixed prior to final delivery.	
5	Respondent has minimum of 3 years of experience developing custom Drupal solutions leveraging security and engineering best practices.	
6	Respondent has minimum of 3 years of experience developing any custom Drupal component in compliance with the Federal accessibility standards (Section 508).	
7	Respondent has minimum of 3 years of experience creating Drupal solutions and functionality that is fully responsive to mobile and tablet devices.	
8	Respondent agrees include in any agreement entered with a City department the ongoing support efforts, costs and requirements to properly maintain any custom developed Drupal solutions.	
9	Respondent will deliver all related user and technical documentation to ensure City agency staff can fully use and enhance Drupal custom solution.	

2.E - MINIMUM QUALIFICATIONS FOR SERVICE AREA 3

*INSTRUCTIONS: Insert a "Yes" or "No" in every cell adjacent to each Minimum Requirement. In order to be considered for inclusion in the list of qualified firms for this Service Area, a Respondent must respond with a "**Yes**" to all of the Minimum Requirements.*

IMPORTANT: Only respondents seeking to become a qualified vendor **in Service Area 3 (Drupal Custom Hosting and Support services)** must fill and meet all the following minimum qualifications.

No.	Requirement	Yes / No
1	Respondent has minimum of 3 years of experience delivering custom hosting and support services for highly customized Drupal based solutions on a flexible cloud platform able to satisfy the unique requirements of key City agencies.	Yes
2	Respondent has minimum of 3 years of experience delivering custom hosting and support services for Drupal based solutions in a high availability and fully redundant cloud environment.	Yes
3	Respondent has the ability and experience to deliver and support highly scalable solutions that can accommodate the growing needs of highly customized Drupal solutions for key City agencies.	Yes
4	Respondent agrees to provide support services in compliance with the City's security guidelines and in accordance with industry security best practices.	Yes
5	Respondent has minimum of 3 years of experience providing support on a 24x7x365 basis for custom Drupal cloud solutions according to a pre-defined service level agreement designed to meet specific requirements of a City agency.	Yes
6	Respondent agrees to include in any agreement entered with a City department the ongoing support efforts, costs and requirements to properly support any custom cloud hosted Drupal solutions to meet specific performance and uptime metrics.	Yes
7	Respondent will be able to deliver custom disaster recovery, business continuity, and security (including response to denial of service attacks) services designed to meet a variety of operational and regulatory requirements specific to key City agencies.	Yes

SECTION 3 – SERVICE AREA CAPABILITIES

3.A - DESCRIBE CAPABILITIES FOR SERVICE AREA 1
INSTRUCTIONS: *Provide below answers to the following questions demonstrating your firm's technical expertise and capabilities relevant to this Service Area.*

IMPORTANT: Only respondents seeking to become a qualified vendor in **Service Area 1 (Drupal Theme Design services)** must complete the following questions describing their relevant core capabilities.

QUESTION 1 - Briefly describe 1 project showing how your firm consistently leverages best UI/UX practices to deliver high quality Drupal themes and design solutions.

[Insert your response here]

QUESTION 2 - Briefly describe your process and deliverables involved in building themes for Drupal solutions. Focus on how your firm would reconcile the specific design needs of a City agency with a broader set of City enterprise requirements.

[Insert your response here]

QUESTION 3 - Briefly describe your process for designing and building Drupal themes that are responsive, mobile friendly and still able to satisfy web accessibility requirements (Federal section 508).

[Insert your response here]

3.B - DESCRIBE CAPABILITIES FOR SERVICE AREA 2

INSTRUCTIONS: *Provide below answers to the following questions demonstrating your firm's technical expertise and capabilities relevant to this Service Area.*

IMPORTANT: Only respondents seeking to become a qualified vendor in **Service Area 2 (Drupal Custom Development services)** must fill and meet all the following minimum qualifications.

QUESTION 1 - Briefly describe 1 project showing how your firm consistently leverages software development and testing methodologies and best practices to deliver high quality custom Drupal solutions.

[Insert your response here]

QUESTION 2 - Briefly describe your process and deliverables involved in building custom Drupal solutions. Focus on how your firm would develop a custom solution that would be reconcile the specific needs of a City agency with a broader set of City enterprise requirements.

[Insert your response here]

QUESTION 3 - Briefly describe your process for developing custom Drupal solutions that are responsive, mobile friendly and able to leverage security best practices.

[Insert your response here]

3.C - DESCRIBE CAPABILITIES FOR SERVICE AREA 3

INSTRUCTIONS: *Provide below answers to the following questions demonstrating your firm's technical expertise and capabilities relevant to this Service Area.*

IMPORTANT: Only respondents seeking to become a qualified vendor **in Service Area 3 (Drupal Custom Hosting and Support services)** must fill and meet all the following minimum qualifications.

QUESTION 1 - Briefly describe 1 project showing how your firm consistently delivers custom Drupal hosting solutions leveraging best practices in a high availability and fully redundant cloud environment.

BlackMesh provides the hosting, management, and Support for Warner Music and its associated artists. BlackMesh delivers a customized solution specific to each artist based on their site requirements and traffic levels. BlackMesh supports everything from smaller artists with easily identifiable traffic levels to large artists such as Beyonce and ColdPlay in which have spikey traffic levels. (i.e. the last NFL Superbowl half time show)

QUESTION 2 - Describe your processes and ability to deliver support on a 24x7x365 basis for custom Drupal cloud solutions according to a pre-defined service level agreement designed to meet specific requirements of selected highly visible City agencies.

BlackMesh provides specific SLAs around uptime, support response, and more. Each solution includes unlimited 24x7x365 phone and e-mail based technical support up to your Drupal application code for a fixed monthly fee based on environment scale. Also included is 24x7x365 monitoring of all sites, servers, and critical services with immediate problem response and resolution.

QUESTION 3 - Briefly describe your capabilities to deliver custom disaster recovery, business continuity, and security (including response to denial of service attacks) services designed to meet a variety of operational and regulatory requirements specific to key City agencies.

BlackMesh deploys a Radware DefensePro DDoS Protection and Mitigation device in front of your solution in combination with firewalling and other anti DDoS type scripts. BlackMesh support covers handling each specific DDoS attack on a case by case basis in order to work with you to mitigate the specific attack using various solutions depending on the scale and type of attack.

BlackMesh leverages cross country data centers more than 2,000 miles apart so that we can provide full disaster recovery solutions from cold standby environments to hot standby environments ready to utilized with a moment's notice. Whatever your requirements are BlackMesh can work with you to ensure 100% of them are met.