

RFQ ATTACHMENT V – RESPONSE TEMPLATE

Respondents are required to provide responses using the following template

SECTION 1 – FIRM QUALIFICATIONS

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

| A. REQUIRED INFO | B. RESPONSE |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| | |
| <i>1. Year Company was founded</i> | Founding Year: 2006 |
| <i>2. Top 3 Areas of Expertise</i> | Expertise: Drupal Development, Drupal Support, Design |
| <i>3. Number of Years delivering Drupal solutions</i> | Years (#): 10 |
| <i>4. Number of Employees</i> | Employees (#): 33 |
| <i>5. Number of Active Projects</i> | Projects (#): 5 |
| <i>6. Company Structure – Public or Private</i> | Structure: Private |
| <i>7. Revenues generated last fiscal year</i> | Revenues (\$): 5,000,000 |
| <i>8. Profitable last fiscal year (yes / no)</i> | Profitable (yes/no): yes |
| <i>9. Active Relevant Company Certifications</i> | Certifications: Acquia Certified Drupal Engineers PMP Certified Project Managers, Drupal Association member. |

1.B - COMPANY'S 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.

Chapter Three is a 10-year-old Local Business Enterprise located in downtown San Francisco. A full-service digital agency specializing in Drupal, we focus on Drupal Design and Strategy, Drupal Development, Drupal Support and Drupal Training. We have 37 full-time employees who work out of our office on Beale Street. Chapter Three has worked with clients large and small in all areas of web development. Our team is well-versed in delivering Drupal-powered websites. We have a time-tested, clearly defined process for each project area. We fully support our clients throughout the entire project, and believe in transparent communication and face-to-face work sessions.

Chapter Three is a true knowledge leader within the Drupal and open source communities. We contribute a lot of money each year back to the Drupal community with three Drupal 8 core contributors as full time employees. Drupal 8 is the future of Drupal and Chapter Three is a future- ready Drupal vendor. By aligning with Chapter Three, you get the benefit of working with a team of developers who have extensive training on Drupal 8 best practices.

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.

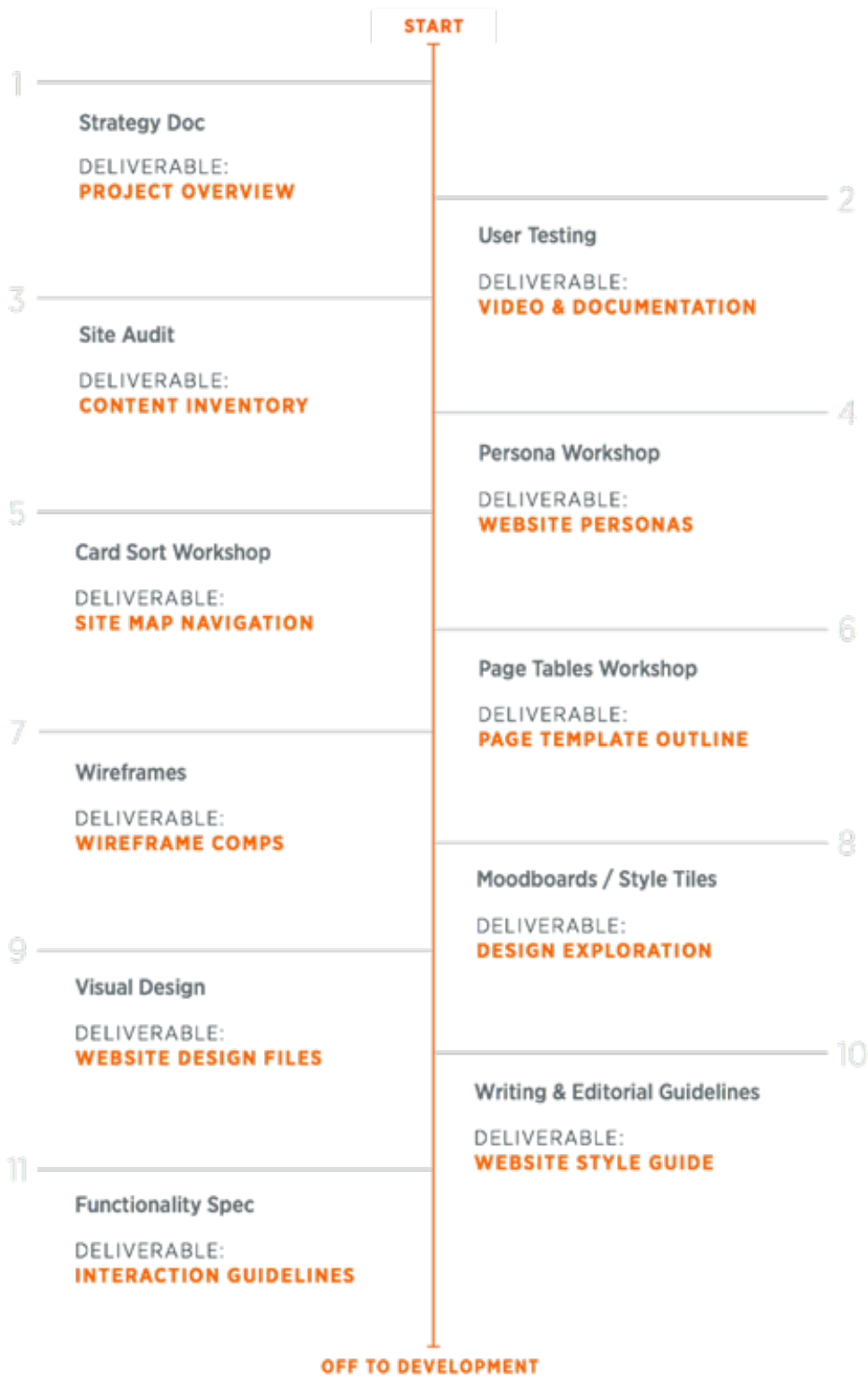
Chapter Three understands that City departments will have a variety of projects, and that each project will have custom requirements. We will manage these custom requirements with the following phases and services:

Drupal Design Services

Chapter Three has been designing Drupal-powered websites for 10 years. Design projects generally have the following steps:

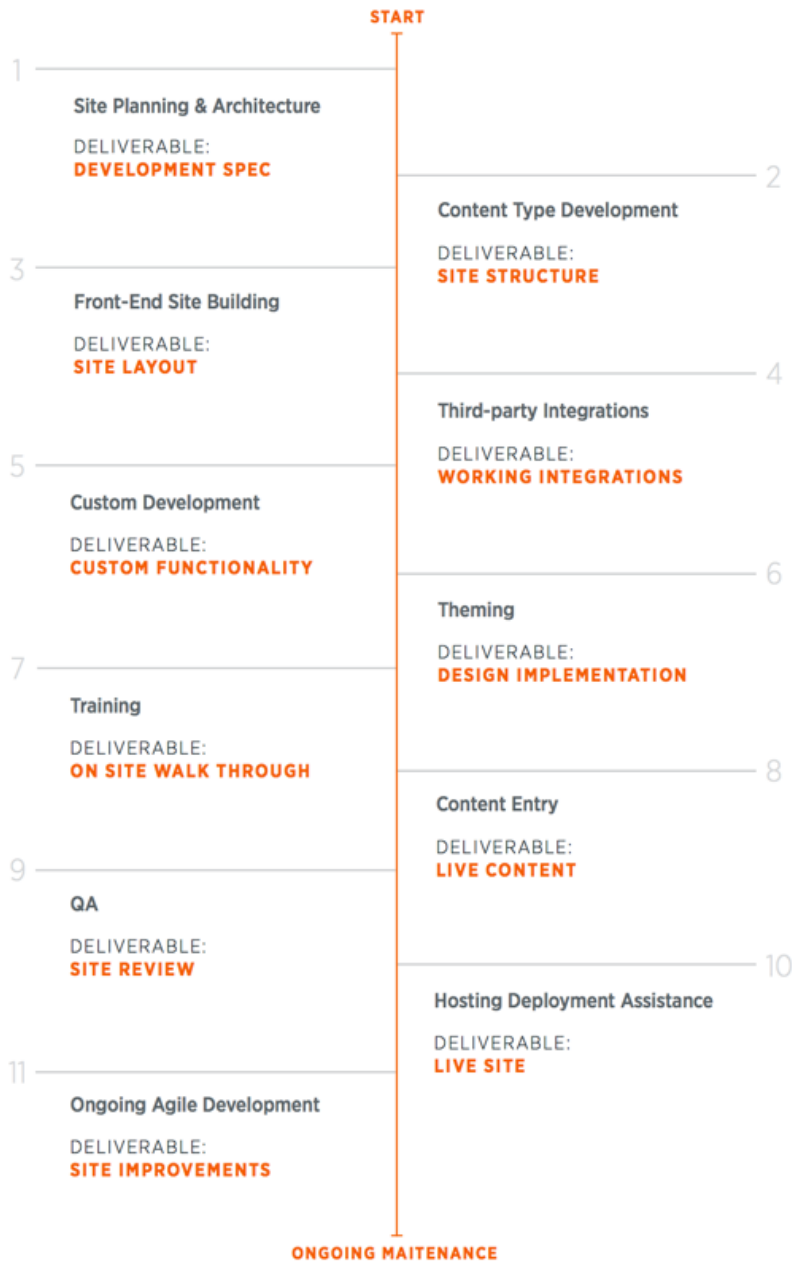
1. **Kickoff Meeting** - Stakeholders meet with a Chapter Three project manager and discuss project setup, tools, processes, timelines and milestones.
2. **Strategy meetings** - These meetings help Stakeholders clarify the content organization strategy by examining content and developing a plan for how to improve content and information architecture. The deliverable from these in-person workshops is a strategy document that begins the transition into wireframing and design.
3. **Design Deliverables** - We engage in an iterative design process that follows City guidelines and aesthetic preferences. All Chapter Three designs are fully ADA compliant. Our responsive design strategies ensure our designs display perfectly across mobile devices.

This chart illustrates a typical Design workflow. We always tailor our process to the unique requirements of the project.



Custom Drupal Development Process

This chart illustrates a typical Development workflow. We always tailor our process to the unique requirements of the project.



Custom Drupal Hosting and Support Services

Chapter Three partners with the three major Drupal hosting providers. We are experts on the Pantheon Acquia platforms. We use Blackmesh for highly customized hosting solutions and have worked with the Department of Technology to configure its hosting platform to host many of the City's existing sites.

Custom Drupal Support Services

Chapter Three is a leader in Drupal Support. We provide end-to-end coverage of your digital platform and can provide 24/7 coverage, if required. Support includes dedicated resources to estimate and managing work inflow and completion.

1. Support is sold in blocks of hours that do not expire; customers decide at what velocity and on what work the hours are used.
2. Larger blocks of hours are sold at a lower rate, saving money so you can do more.
3. Support hours can be used for design, new development or training. They can be used to work through your task backlog or add new features to your site.
4. A dedicated project manager is a single point of contact on all Support projects. Our service is based on the number of hours you have, not the number of tickets you open.
5. Support work is hands-on work. We are your dedicated Drupal development team.
6. Our Support team is available to fix any Drupal-related emergencies.

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.

Susan McCormick - Project Management

Susan is a certified Project Management Professional (PMP) Agile ScrumMaster. Susan manages projects from end to end to make sure they run smoothly. She helps define Stakeholder goals and works with our designers, content strategists and developers to meet those goals.

Nica Lorber - Strategy and Design

Nica is the Creative Director at Chapter Three and she makes ideas come to life. In more than six years at Chapter Three, she has helped design and produce over 100 web projects. Nica knows that good web design isn't just beautiful, it also solves business problems and stands the test of time. Nica fuses design with structure and long-term thinking, so that sites scale alongside of organizations.

Brian Fisher - Development / Support

Brian is a Senior Backend Developer and project lead and overall technology manager. Brian is a migration expert with vast technology background architecting, building and customizing Drupal websites with community and custom built modules.

Drew Bolles – Senior Frontend Developer / Site Builder

Drew is a Frontend Developer and site builder who who builds responsive and responsible frontend architectures for Drupal sites. He develops scalable, reusable architectures that look great and employ good semantics and performance. Drew and Brian have worked on many projects together and make an amazing team.

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 |
|----------------------------------|----------------------------------------------------------------------------------------------|
| <i>Customer Company Name</i> | San Francisco YMCA |
| <i>Drupal solution delivered</i> | Complete strategy, redesign and rebuild, built on Drupal and hosted on the Pantheon Platform |
| <i>Completed on</i> | December 2015 |
| <i>Project Duration</i> | 6 months |
| <i>Key Benefit Delivered</i> | YMCA had a 523% increase in course sales |
| <i>Customer Contact Name</i> | Claire DeLeon |
| <i>Customer's Contact phone</i> | 415.281.6722 |
| <i>Customer's Contact email</i> | CDeLeon@ymcasf.org |
| <i>Customer Company Location</i> | San Francisco |

| REFERENCE # 2 | REQUIRED RESPONSE |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Customer Company Name</i> | Ixia |
| <i>Drupal solution delivered</i> | Redesign of IXIA main site using Drupal 8 |
| <i>Completed on</i> | May 1, 2016 |
| <i>Project Duration</i> | 6.5 months |
| <i>Key Benefit Delivered</i> | We collaborated with Ixia to reduce its site size and complexity by 50% in order to target the enterprise market and sell to a larger audience. We took advantage of Drupal 8's speed, authoring experience and sophisticated architecture. |
| <i>Customer Contact Name</i> | Maria Hattar |
| <i>Customer's Contact phone</i> | 408.330-5718 |
| <i>Customer's Contact email</i> | mhattar@ixiacom.com |
| <i>Customer Company Location</i> | Santa Clara |

| REFERENCE # 3 | REQUIRED RESPONSE |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Customer Company Name</i> | Nexant |
| <i>Drupal solution delivered</i> | Chapter Three bridged the gap between remote Stakeholder teams for Nexant's corporate site and its Thinking site, facilitating communication and connecting silos. With overlapping project timelines, we were able to point out requests from one team that might impact the other and get both teams in the same room when necessary. |
| <i>Completed on</i> | October 2015 |
| <i>Project Duration</i> | 5 months |
| <i>Key Benefit Delivered</i> | 242% increase in lead generation 246% increase in users 203% increase in page views |
| <i>Customer Contact Name</i> | Dan Gruidel |

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|----------------------------------|---------------------|
| <i>Customer's Contact phone</i> | 303.443.1674 |
| <i>Customer's Contact email</i> | dgruidel@nexant.com |
| <i>Customer Company Location</i> | San Francisco |

SECTION 2 – MINIMUM QUALIFICATIONS

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| 2.A - MINIMUM QUALIFICATIONS FOR ALL SERVICE AREAS |
| <i>INSTRUCTIONS:</i> 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 | YES |

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| | efforts, costs and requirements to properly maintain any custom solutions. | |
| 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.

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| 2.B - DECLARE INTENT TO BE QUALIFIED FOR ANY SERVICE AREAS |
| <i>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.</i> |

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 | YES | 2.C |

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|---|------------------------------------------------------------------------------|-----|-----|
| 2 | Drupal custom development services | YES | 2.D |
| 3 | Drupal custom hosting and support services (for highly customized solutions) | YES | 2.E |

Respondents seeking to 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 |
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| <p>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.</p> |

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. | YES |
| 2 | Respondent has minimum of 3 years of experience delivering theme-based design services and building related theme for Drupal solutions. | YES |
| 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. | YES |
| 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. | YES |
| 5 | Respondent has minimum of 3 years of experience creating Drupal theme design solutions leveraging usability best practices. | YES |

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| 6 | Respondent has minimum of 3 years of experience creating Drupal theme that comply with the Federal accessibility standards (Section 508). | YES |
| 7 | Respondent has minimum of 3 years of experience creating Drupal theme that are fully responsive to mobile and tablet devices. | YES |

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| 2.D - MINIMUM QUALIFICATIONS FOR SERVICE AREA 2 |
| <i>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.</i> |

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. | YES |
| 2 | Respondent has minimum of 3 years of experience configuring Drupal software in-built functionality to deliver customized Drupal solutions. | YES |
| 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. | YES |
| 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. | YES |
| 5 | Respondent has minimum of 3 years of experience developing custom Drupal solutions leveraging security and engineering best practices. | YES |
| 6 | Respondent has minimum of 3 years of experience developing any custom Drupal component in compliance with the Federal accessibility standards (Section 508). | YES |

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| 7 | Respondent has minimum of 3 years of experience creating Drupal solutions and functionality that is fully responsive to mobile and tablet devices. | YES |
| 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. | YES |
| 9 | Respondent will deliver all related user and technical documentation to ensure City agency staff can fully use and enhance Drupal custom solution. | YES |

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| 2.E - MINIMUM QUALIFICATIONS FOR SERVICE AREA 3 |
| <i>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.</i> |

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. | NO |
| 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. | NO |
| 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. | NO |
| 4 | Respondent agrees to provide support services in compliance with the City’s security guidelines and in accordance with industry security best practices. | NO |
| 5 | Respondent has minimum of 3 years of experience providing support on a 24x7x365 basis for custom Drupal cloud solutions | NO |

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| | according to a pre-defined service level agreement designed to meet specific requirements of a City agency. | |
| 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. | NO |
| 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. | NO |

SECTION 3 – SERVICE AREA CAPABILITIES

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| 3.A - DESCRIBE CAPABILITIES FOR SERVICE AREA 1 |
| <i>INSTRUCTIONS: Provide below answers to the following questions demonstrating your firm’s technical expertise and capabilities relevant to this Service Area.</i> |

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.

Chapter Three content strategist experts worked closely with Ixia to develop a streamlined website architecture and design. Best practice CMS design calls for sites that have high flexibility in layout that content editors can intuitively use. Chapter Three produced a theme with modular page layouts and a high level of design sophistication that doesn’t require a designer for each page. Ixia can choose from three visually intuitive styles for each content slice.

Chapter Three extended Ixia’s existing color palette and updated its typography to work better for the web. We also created original illustrations, sourced new photography, and helped content authors understand and follow content guidelines.

Best practice design calls a strong mobile strategy. The theme we designed for Ixia is fully responsive and displays perfectly across mobile devices. Mobile strategy and design were key success indicators for this project.

The theme we designed will serve Ixia's marketing and business needs for many years to come.

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.

The chart below details our strategy and design process and deliverables when designing Drupal themes. We tailor our process to individual projects, customizing it for the unique needs of the project, within in the context of the larger requirements of the organization.

Our Drupal design and theming process includes a focus on responsive and accessible design. The rows indicating those steps are highlight to help respond to Question 3 below.

| Step | Participants | Deliverable | All Projects? |
|---------------------------------------------------------------------------|---------------------------|------------------------------------------------------------------------------------------|---------------|
| Client Completes Strategy Document | Client + Stakeholders | Stakeholder solicits feedback, consolidates it into a single voice and shares it with C3 | Yes |
| Chapter Three Reviews Strategy Document and prepares for Kick Off Meeting | C3 UX Team Lead | N/A | Yes |
| Strategy Kick Off Meeting | C3 UX Team, Stakeholders | Project goals, roles and responsibilities. Refined resource plan | Yes |
| User Testing | C3 UX Team | 5 user tests from usertesting.com + synopsis of findings | As needed |
| Complete Strategy Doc Review | C3 UX Team + Stakeholders | Fill in any outstanding questions from strategy document & begin formulating plan | As needed |
| Content Inventory | C3 UX Team | Spreadsheet outlining all navigation pages on site + other content type pages | As needed |
| Persona Workshop | C3 UX Team + Stakeholders | Complete list of prioritized personas along with prioritized list of site tasks | Yes |

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|-------------------------------------|-------------------------------|-------------------------------------------------------------------------------------------------------------------|-----------|
| Card Sort Workshop | C3 UX Team + Stakeholders | New Sitemap (after workshop for creating new sitemap) | As needed |
| Create List of Templates Pages | C3 UX Team | This will show up in the sitemap and get revised in the Page Table Phase | Yes |
| Page Tables Workshop | C3 UX Team + Stakeholders | Document listing all template pages, complete with goals, content buckets, audience targets, and key CTAs defined | Yes |
| Mobile-first Content Prioritization | C3 UX Team + Stakeholders | Prioritize content for customized display on mobile devices. | Yes |
| User Journey Mapping | C3 Ux Team + Stakeholders | Workshop plus deliverable of user journey map. | As needed |
| Taxonomies Definitions | C3 UX Team + Stakeholders | Document outlining various site taxonomies (ongoing) | Yes |
| Wireframes | C3 UX Team | Graphic Wireframes of Template pages + any necessary responsive comps. | Yes |
| Design Kick Off | C3 Design Team + Stakeholders | N/A (begin planning for Design phase) | Yes |
| Moodboards | C3 Design Team | Moodboards | As needed |
| Logo design | C3 Design Team | Logos, 3-5 revisions | As needed |
| Identity design | C3 Design Team | Logo, image and icon guidelines, color palette, typography | As needed |
| Responsive Sketches | C3 UX Team | Sketches showing how content reflows on tablet and mobile | Yes |
| Visual Design | C3 Design Team | Graphical comps of all template pages with a focus on accessible color contrast and type | Yes |

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|---------------------------------|---------------------|--------------------------------------------------------------------------------------------------------------|-----------|
| | | size | |
| Design of Responsive Components | C3 Design Team | Header, footer, other elements that are unique to responsive requirements | As needed |
| Accessibility Audit | C3 Design Team | Confirm that type contrast in all sizes and instances passes AA accessibility requirements . | Yes |
| Photography | C3 Design Team | Sourcing stock, post production, art direction | As needed |
| Style Guide | C3 Design Team | Web Style Guide, including responsive instructions for key elements (nav, footer, etc.) | Yes |
| Editorial Guidelines | C3 Design & UX Team | This document outlines image sizes and text length on key template pages. This is a Google Doc | Yes |
| Copywriting/Copy Editing | C3 Copywriting Team | Writing new content and/or editing existing content | As needed |
| Writing for the Web | C3 UX Team | Document on how to write effectively for the web | Yes |
| Functionality Spec | UX Team | Document outlining the functionality for each page template | Yes |

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).

Chapter Three understands that responsive, accessible design is critical to the success of our projects. We integrate responsive, mobile-friendly and accessibility requirements into our overall design process. Responsive layouts are developed during the Responsive Sketches, Visual design, and Design of Responsive Components stages. Accessibility is prioritized throughout and audited during the Accessibility Audit design stage.

Chapter Three has been a leader in advocating for style and brand guidelines that embrace Accessibility and Mobility. Chapter Three takes cues from projects like the Federal Web Design

Standards project (<https://18f.gsa.gov/2015/09/28/web-design-standards/>) for creating sustainable, accessible and mobile designs.

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.

Chapter Three built a complex web application for Nexant Thinking. Their legacy website was built on a Cold Fusion system that had been patched together over many years. Nexant was aware of what it did, but had no idea how it worked. To rebuild the platform in Drupal, Chapter Three reverse engineered the old system, recreating the features and functionality in a Drupal environment.

We were responsible for data integrity and tested all data, fields, taxonomies and reports against the master. We wrote a complex set of testing scripts based on Simple Test. These tests ensured data integrity and accuracy on the development and production sites. With no room for error, we built a Drupal platform that generates a large amount of income for Nexant.

Chapter Three was also responsible for ensuring that the user experience and workflows worked every time. We developed Simple Test routines to mimic user click patterns and create reports on user interactions, allowing us to immediately identify inconsistencies. This systematic testing throughout development and quality assurance was critical to the project's success.

We created detailed Technical Specification documents with Nexant that served as a roadmap and ensured that our development work remained consistent with Nexant's expectations. We used a lean, agile approach to give Nexant exactly what they needed.

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.

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| Chapter Three Phases | Chapter Three enterprise wide considerations |
|----------------------|----------------------------------------------|

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|--------------------------------|-----------------------------------------------------------------------------|
| Requirements Phase | Fold in all overall enterprise requirements / hosting Platform requirements |
| Design and Architecture | Use all design/brand assets / Consider wider design implemantations |
| Coding and Unit Testing | Use enterprise security requirements and reports |
| Integration Testing | test site integrations along side enterprise apps |
| System Testing | Vulnerability scanning in relation to wider enterprise |
| Implementation | Implement city IT and Platform audits and requirements |

The chart below details our Development process, which begins with the creation of a Development Spec. We customize the Development process for the unique needs of the project, within in the context of the larger requirements of the organization. Chapter Three has 10 years of experience working within large institutions unique set of technical requirements. Chapter Three has worked closely with the San Francisco Department of Technology for the last year which has given us insight into many of the specific requirements that exist within the San Francisco City process.

The Chapter Three development process focuses on responsive and accessible design.

The rows indicating those steps are highlight in yellow to help respond to **Question 3 below**.

| Step | Participants | Deliverable | All Projects? |
|------------------------------|------------------------------|----------------------------------------------------------|----------------------|
| Site Planning & Architecture | C3 Dev Team + Stakeholders | Development Spec documenting site functionality | Yes |
| Dev Hand Off | C3 Dev Team + C3 Design Team | Development & Design Spec Review | Yes |
| Content Type Development | C3 Dev Team | Site Structure document | Yes |
| Front-End Site Building | C3 Dev Team | Site Layout and Content Blocking | Yes |
| Third-Party Integrations | C3 Dev Team | Functional Integrations | As needed |
| Custom Development | C3 Dev Team | Custom Functionality as outlined in the Development Spec | As needed |
| Theming | C3 Dev Team | Theme / Design Implementation | Yes |

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| Training | C3 Dev Team + Stakeholders | On-site walkthrough of the website | Yes |
| Content Entry | C3 Dev Team + Stakeholders | Live content | Yes |
| QA | C3 Dev Team + Stakeholders | Site Review. Completion of ongoing testing and bug fixing. | Yes |
| Hosting Deployment Assistance | C3 Dev Team + Stakeholders | Site Launch! | Yes |
| Ongoing Agile Development / Support | C3 Dev Team, C3 Design Team + Stakeholders | Site Improvements | As needed |

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

Responsiveness and security are critical to the success of our projects.

Responsive, accessible design is implemented during Development and audited during Site Building, Front-end Theming and QA.

Security is implemented and monitored throughout Development and then audited during QA.

Chapter Three implements security planning in various stages of every project we work on.

| Chapter Three Phases | Chapter Three Security Processes |
|-------------------------|------------------------------------------------------------------------------------------|
| Requirements Phase | Security analysis for requirements and check abuse/misuse cases |
| Design and Architecture | Security risk analysis for designing. Development of test plan including security tests |
| Coding and Unit Testing | Static and Dynamic Testing and Security white box testing done during development and QA |
| Integration Testing | Black Box Testing done during QA and testing |

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|----------------|-------------------------------------------------------------------------|
| System Testing | Black Box Testing and Vulnerability scanning done during QA and testing |
| Implementation | Penetration Testing, Vulnerability Scanning done during QA and testing |
| Support | Impact analysis of Patches done during ongoing support |