



Massachusetts Technology Collaborative

(Solicitation No. 2026-GA-05)

Questions and Answers

February 11, 2026

Updated February 13, 2026

	QUESTION	ANSWER
1.	Is there a current incumbent vendor providing Drupal development and/or maintenance services for MassTech's web properties and will they be submitting a proposal in response to this RFP? Is past pricing data or incumbent cost information available for reference?	The contract with the current vendor, Aten Design Inc., is expiring. The original contract was for one year and was extended for both a second and third year thereafter. As a public entity, MassTech is seeking an open and transparent procurement process to achieve the best value for MassTech. The RFP is open to the public for bid; therefore, the current vendor is allowed to submit a bid. MassTech is not providing any past or current pricing data or cost information as we prefer vendors to submit bids based on MassTech's stated needs and vendor's capabilities and cost structure as best determined by each applicant.
2.	Do multiple (non-hosting) vendors support the sites currently?	Single non-hosting vendor.
3.	Will the selected vendor be expected to assume responsibility for any in-flight work, outstanding issues, or transition of activities from the incumbent?	As part of the transition and onboarding process we would share a list of any outstanding issues and/or backlog with the new contracted vendor. Any documentation the parties agree is relevant will be made available as well.
4.	Can MassTech provide an estimated range of anticipated monthly or annual hours for development and maintenance services based on historical usage? Could you share any features or improvements that are on the horizon for your sites in the near term?	Our development work greatly varies month to month based on the various programmatic needs and unanticipated troubleshooting. Routine maintenance (bugs, troubleshooting, Drupal update, security patches, small enhancements, small development projects, etc.) typically runs about 200 – 350 hours per year. In 2025, total hours were 450. In addition, larger development projects that are scoped out will require a time estimate from the web developer as they arise. These larger development projects are based on program needs that we cannot anticipate at this time.
5.	Which roles are typically involved (e.g., backend, frontend, DevOps, QA, project management)?	Types of roles involved are project management, frontend developer, backend developer and design
6.	What is the current allocation of effort between new feature development versus ongoing maintenance and support?	Our development work greatly varies month to month based on the various programmatic needs and unanticipated troubleshooting. Routine maintenance (bugs, troubleshooting, Drupal



		update, security patches, small enhancements, small development projects, etc.) typically runs about 200 – 350 hours per year. In 2025, total hours were 450. In addition, larger development projects that are scoped out will require a time estimate from the web developer as they arise. These larger development projects are based on program needs that we cannot anticipate at this time.
7.	Should respondents assume a consistent annual spend across the initial year and optional extension years, or does MassTech anticipate variability based on program initiatives or funding cycles?	Our development work greatly varies month to month based on the various programmatic needs and unanticipated troubleshooting. Larger development projects that are scoped out will require a time estimate from the web developer as they arise. These larger development projects are based on program needs that we cannot anticipate at this time.
8.	Do we have to provide a full resume or a short bio preferred?	Include details of staff listed in the proposal such as level of Drupal experience and certifications.
9.	Section 2.2 gives an SLA of a 24-hour turnaround for "hot-fix" website issues to be addressed. Does this SLA apply to issues identified during weekends and holidays as well?	As stated in section 2.2 the ideal vendor for this work will provide a high level of responsiveness to MassTech Collaborative's requests. We are seeking proposals that can provide a flexible and nimble process for reasonable, prioritized on-call tech support services (within 24-48 hours) and ability to address "hot-fix" website issues within 24 hours, including after-hours, weekend and holidays.
10.	Beyond the stated 24-hour turnaround for hot-fix issues, are there target response or resolution times for standard or low-priority requests?	As stated in section 2.2 the ideal vendor for this work will provide a high level of responsiveness to MassTech's requests. We are seeking proposals that can provide a flexible and nimble process for reasonable, prioritized on-call tech support services (within 24-48 hours) and ability to address "hot-fix" website issues within 24 hours. Other requests for new development or low priority enhancements can be grouped in timely sprint cycles. Timing to be discussed with MassTech based on need and feasibility from vendor resource planning.
11.	Is there an expectation for a formal Service Level Agreement (SLA) table, or is a narrative description sufficient?	Either format to communicate SLA information is acceptable.
12.	Can you provide examples of the kind of "hot fix" issues that need to be addressed within 24 hours that you've encountered?	Examples would be if a website is down, unable to render page content, or remediate a malicious web threat.



13.	Noting that “new developments for features or functionality typically arise without a long lead time” - what is a typical expected lead time for new feature development (i.e. not hotfixes)?	The variety of new developments will vary greatly from a new content type to a new website which varies in scope and lead time.
14.	In order to provide an estimate of work, can you give us a report of how many hot fixes you did last year and how many feature requests were performed that go beyond maintenance and support?	Hot fix example: In 2024, it was discovered that Google Analytics data traffic stream from all domains had stopped. We have not submitted a hot fix request within the last year.
15.	Are there any penalties for not meeting the stated service level agreements (SLAs)?	No.
16.	Are uptime targets or monitoring requirements specified for this engagement?	No. Our hosting vendor monitors uptimes.
17.	Are there any known accessibility issues already identified? Do you have any systems (or vendors) in place that reliably and proactively report on accessibility deficiencies or would you be looking to us to perform that duty.	An accessibility audit was completed in December 2025 by the current vendor. Priority tickets were completed in February 2026. Documentation of accessibility issues will be made available post-award. Approximately 100 hours of both frontend and backend work of high or critical levels of priority were identified. Compliance requirements are due by April 24, 2026. Monthly accessibility reports are also received through a third-party subscription with accessiBe.
18.	Does MassTech have a defined accessibility compliance baseline or audit standard currently in use (for example, WCAG 2.1 AA and/or EOTTS guidance)?	Yes. MassTech will follow the guidance outline by the Commonwealth of Massachusetts Executive Department's Enterprise Digital Accessibility Policy . The Commonwealth has adopted the Web Content Accessibility Guidelines (WCAG) version 2.1 level A and AA developed by the World Wide Web Consortium (W3C) as the digital accessibility conformance standard.
19.	Are accessibility efforts expected to be: advisory only, or full remediation and implementation?	Vendor will be expected to advise on accessibility gaps and provide recommended solutions. Implementation of the correction will be decided upon after a discussion with MassTech. Any possible implications of the recommended remediation action should be presented to MassTech.
20.	Do you use SiteImprove, Acquia Optimize (formerly Monsido), or any other third-party tools or services to ensure ongoing accessibility compliance?	We use accessiBe as an accessibility widget. This service also provides monitoring and reporting on a monthly basis.
21.	What level of SEO support is expected: technical SEO only, or content & strategy recommendations as well?	This will be an on-going project to strategize and implement ways to improve searchability and drive traffic to our websites. Vendor should identify ways to improve our SEO as they familiarize themselves with our backend. If there are fields, modules,



		tactics that are not being utilized that could improve our SEO that could become a virtual training session. Or possibly a pitch to install a new module which could be a scoped project. If respondent feels that a SEO audit is needed that may be included in the proposal, but it is not a requirement.
22.	Do you have defined SEO KPIs today (organic traffic quality, conversions, crawl health, accessibility metrics), or should part of this engagement include helping define success metrics?	There is no defined SEO KPIs currently. Generally, we would like to be able to define, and measure increased organic traffic to our websites.
23.	What tooling is currently in place for SEO and Analytics (Google Search Console, GA4, accessibility scanners, third-party crawlers)?	We utilize Google Analytics 4 (GA4) and have registered one domain with Google Search Console.
24.	Are AI-assisted search, structured data, or future-proofing for generative search experiences areas of interest? Or should the focus remain strictly on traditional SEO fundamentals for now?	We do not currently use any AI tools on our website. We would like to understand more about AI-assisted search and analyzing data around AI bot traffic.
25.	Are there known SEO pain points today (indexation issues, crawl budget, legacy Drupal artifacts, duplicate content across subdomains) that you want prioritized early?	Unknown at this time. Looking to identify areas for improvement.
26.	Can MassTech describe the expected process for: <ul style="list-style-type: none">Submitting and prioritizing requests;Approving scope and estimates; andManaging concurrent requests across divisions and sub-domains?	MassTech's Associate Director, Marketing will serve as the project manager to submit and prioritize requests. The requests are centralized and managed by this project manager and relayed to the vendor. The vendor is asked to monitor and report on budgeted hours vs. billable hours on a weekly basis. The project manager will approve timing of deployments, scope and estimates.
27.	The RFP invites alternative approaches that provide "substantially better or more cost-effective performance." Would MassTech welcome proposals that include: <ul style="list-style-type: none">Tiered service levels (e.g., baseline plus enhanced support); and/orRetainer-based models with defined response SLAs?	This statement refers to the solution approach to an issue or new feature versus fielding the request exactly as outline from the customer.
28.	Do we need to be minority or women owned business set aside to bid on this opportunity?	This is not a requirement to qualify for the RFP.
29.	Is any work to be done that modifies Drupal itself, such as custom coding for the CMS? If so, is PHP/Symfony a required skillset?	Yes, PHP is a required skillset.
30.	Are subcontractors allowed?	See section 5.1 (g). Preferably we would like to contract with a vendor providing their own team of staff for consistency, but all submissions will be



		reviewed as we are seeking the best overall team and value for MassTech.
31.	Will remote support be permitted from outside the US in an offshore secured location?	There are no geographical restrictions. We are seeking the most beneficial solution for MassTech. Preference is for a core localized team that can be available during MassTech's operational hours within our time zone for communication and workflow efficiency.
32.	Are there any specific work authorization requirements for proposed staff (e.g., U.S. citizens, green card holders, EAD, etc.)? Are there any data residency, security clearance, or Commonwealth-specific compliance requirements that would affect staffing models or tooling?	All vendor employees and subcontractors must be legally authorized to work in the United States, and vendors cannot be subject to State or Federal debarment. No security clearance is required. Vendors must comply with 201 CMR 17.00 STANDARDS FOR THE PROTECTION OF PERSONAL INFORMATION OF RESIDENTS OF THE COMMONWEALTH, as may be applicable.
33.	What is the current deployment pipeline like - is everything through Acquia, or do they have their own custom pipeline	Everything is based on Acquia. Deployment, acceptance and testing are all performed at the hosting site, Acquia.
	Is there a rollback process in place?	Yes.
34.	Will our team members be onboarded into your ticketing / support system or would you prefer we manage? What is the current ticketing system used?	We currently use Jira as a ticketing system. One project for all MassTech web requests. Preference would be for MassTech to have access to the vendors ticketing system.
35.	Is the reporting frequency for deliverables or status reports defined (e.g., weekly, monthly)?	Weekly meeting notes and monthly billable hours report with itemized details.
36.	Is the vendor responsible for setting up remote access or VPN for support purposes?	Vendor will be provided with login credentials to access the web properties and analytics platform. Access to the hosting service will be at the discretion of the Director of Information Technology post-award.
37.	What will be the source of new feature specifications for the website?	The project manager will be the source to share the scope and request an estimate on a new feature for development.
38.	What level of pre-approval or governance is expected for new feature development or architectural changes across the multi-site environment?	Scope and estimate will be presented to the MassTech program/division lead (requestor) by MassTech project manager. The MassTech project manager will then communicate approval or modifications to the vendor.
39.	How frequently are new websites added to the platform?	In 2025, two new subdomains were added. One was a new organizational division, and the other was a marketing campaign site. The year prior was an annual conference website.
40.	Will the team be responsible for all hosted sites listed in attachment D?	Yes.
41.	Are team members required to have experience in API work with the third-party systems listed in	Yes.

	attachment D (such as YouTube, Constant Contact, etc.)?	
42.	Do you use a single codebase for all sites with a different database container for each site (i.e. Drupal multi-site)?	We have a single codebase for all sites utilizing the Drupal multisite Domain Access Module.
	Do you plan for multiple vendors to support the site(s), or are you looking for a single vendor?	Single vendor.
43.	Is there an existing code review/approval process (e.g. pull/merge requests) that we would need to work within when working on the site(s)? If so, are there development and deployment workflows in place we would need to work within? Would our team be 100% responsible for deployments with full access or do we need to go through any internal teams?	The vendor will manage the code base to maintain and control branches, reviews, etc. Periodically, the live site will be pulled down to the development environment. The development work will take place on our dev environment. Testing will take place before deploying to the staging environment and QA is conducted by MassTech before approval to deploy to production site. The staging site is the sandbox site for MassTech users for content building. Content on staging environment is not to be overwritten. Deployment schedules are to be approved by MassTech project manager.
44.	Are other database systems used besides the CMS hosted on Acquia?	No.
45.	How many active environments exist (local, dev, stage, prod)?	There are three environments: development, stage and production.
46.	Do sites within the multi-site share component types, codebase, modules, content and theme?	The website uses the Drupal multisite Domain Access Module where all sites share a codebase, content/node types, views, custom blocks, media library, etc. All sites use the same theme, but some stylizing is unique to certain domains. Ohana is the default theme and Seven 1.0.0 is the administration theme.
47.	Can you provide us with a list of content types that are currently in use on each of your sites? How is content entered & managed on the sites - e.g. using the content type form, Paragraphs, or Layout Builder?	Content is built using Paragraphs module. Content Types: Alert, Article, Basic Page, Company, Event, Landing Page, Person, Resource, Web Conference Landing Page. Paragraph Types: Accordion, Accordions, Company Directory, Content Section, Form, Form library, Hero, Heroes, Hero Video Banner, Icon Card, Image Card, Layout, Link List, Media Embed, People, Person View, Resource, Tab, Tabbed Gallery, Tabbed Slide, Tabs, Testimonial, Testimonials, Text Banner, Text Card, Text with image, Video and text, View, What's New Card, Widget, WYSIWYG,
48.	How many people are responsible for publishing and maintaining content on each of your sites?	Users: MassTech IT department – 2 (Security, Technical Team)

		<p>MassTech MarCom Admin – 1 (Product Owner & PM) MassTech MarCom Content Managers – 4 (Basic knowledge to add and approve content) MassTech Backend Viewers – 5 (Access to view data example: webform submissions)</p>
49.	What editorial permission and workflow requirements do you have, if any, for content editors/maintainers/publishers?	There isn't a workflow editorial system for content publishing. However, it is a known manual process for content to be reviewed and/or approved by Associate Director, Marketing.
50.	What user roles and permissions do you have set up on your sites?	Currently, we only have one level, role of user profiles – admin. We plan to add other user roles, for instance, a user profile for just building content and viewing webform submissions, which would provide a more limited access than the admin role.
51.	Please specify the requirements for documentation as described in section 2.2 How is technical and functional documentation currently managed? Is there a centralized documentation platform (e.g., Notion, Confluence, or similar) where documentation is maintained and updated?	A PDF document for user instructions and meeting notes is sufficient. The method of delivery is flexible (email, Jira ticket, shared accessible folder). Currently, notes are shared within tickets in Jira system.
52.	Will existing documentation and architecture diagrams be shared during onboarding?	Yes.
53.	Can you provide additional information on the functionality that Getro, Constant Contact, Infogram, Articulate, Google Maps, and YouTube/Vimeo provide for your sites and how each is currently integrated?	<p>Third-party tools currently active:</p> <p>Getro: menu external link to their website for job boards</p> <p>Constant Contact: integrated to import subscriber information submitted via webform</p> <p>Infogram: embedded code</p> <p>Articulate: code for animated videos</p> <p>Google Maps: embedded code</p> <p>YouTube/Vimeo: field to turn a url into embedded media on frontend</p>
54.	You mention that "some of our sites also serve as an aggregator of information for a particular sector of innovative technology to promote Massachusetts' resources." Is this aggregation done programmatically (e.g. by pulling article content from 3rd-party APIs), or manually? If so, from what sources?	These are manual content additions that are displayed in a view such as a newsfeed or event feed.
55.	Please give detail about the "team learning environment" described in section 2.2, specifically deliverables attached to this request. Are training sessions or walkthroughs expected as part of deliverables?	During weekly project management meetings, a developer can walk through a new feature and/or provide a screen recording of instructions. We have yet to request a multi-user training session or in-person training.



56.	Is there a mandatory onsite presence required for this engagement? If so, is it expected to be full-time or on an on-demand basis?	There may be times where in-person meetings are requested, but web development services can be performed remotely. Vendor has not been requested to travel to our location for any in-person functions for the duration of the existing contract (3 years).
57.	How often are status meetings expected (weekly, biweekly, monthly)?	Weekly. Schedule is flexible between Monday-Friday and 8:30 – 5:00 p.m. EST.
58.	Are any vendor security audits or certifications (such as SOC 2) required as part of this contract?	No, however, lack of debarment status by the state and federal government is required.
59.	Are all developers working on the MassTech project required to hold Acquia certifications?	It is preferred since our website is hosted on Acquia.
60.	To properly meet the requirements and the variety of skills, are you open to fractional commitments of team members (i.e. Resource A for 5 days a week, Resource B for 2 days a week, etc.)?	Preferably, there would be a dedicated team with a group of staff familiar with our website. Having a few developers to balance resource availability is expected.
61.	Will requirements be provided by your team or would you like the technical resource to help define and document those requirements?	MassTech can provide vendor with technical requirements.
62.	Do you have an existing design system and module library that we may leverage?	We have a partial component catalog for styling that could be more formally developed.
63.	Do you expect to have creative/ design needs as part of this engagement?	There is an occasion that a vendor designer may be consulted to mockup a concept or work on a project.
64.	Have you conducted any user research and usability testing on your current site?	No.
65.	What level of familiarity/comfort does your in-house technical staff have with Drupal? Will the team be autonomous or will they work under the direction of an existing team (such as the PMO) What is the size of your internal web team and what are their current titles or roles?	<ol style="list-style-type: none">Associate Director, Marketing that serves as the contract manager, content manager, and strategist.IT Manager that manages the host vendor contract, SSL certificates, and domains.Our in-house staff consists of our MarCom and IT staff. MassTech's MarCom team has working knowledge of the backend user interfaces for our web properties and manages content and menu structure. MassTech's Information Technology team has proficiency in web servers and security along with some Drupal code-based working knowledge. The need for a website services vendor is to augment our existing team's skill sets with strong professional Drupal-based expertise in development and hosting services.
66.	Does the vendor get direct Acquia access, or is deployment handled by MassTech IT?	Vendor will be provided Acquia access to perform deployments.
67.	Do you have concerns about existing technical debt (code or configuration that might need to be	No. We do maintain a backlog of non-priority tickets.

	cleaned up) on the site? If so, do you have specific related tasks or projects in mind “on day one” for the chosen vendor?	
68.	When working with previous vendors supporting the sites, what has worked well? What has been frustrating?	MassTech prefers that vendors submit their own strategies based on MassTech’s stated needs and vendor’s capabilities.
69.	Drupal 10 reaches its EOL in December. Is it assumed in this contract that the sites will be updated to Drupal 11? Is there a planned timeline for upgrading to Drupal 11 in 2026?	As of now, there is no committed timeline to upgrade to Drupal 11.
70.	Are there any one-time site upgrades or overhauls you have in mind that we should price into our costs?	Not at this time.
71.	Can you provide us with a list of modules that are currently installed and enabled on each of your sites?	See additional PDF document posted on the solicitation webpage.
72.	Did any firms assist with the migration of your sites from Drupal version 7 to Drupal 9 during summer 2022 and to Drupal 10 at the end of 2024? If so, which ones?	Drupal 10 – Aten Design Drupal 7-9 - Centretek
73.	Have any firms assisted with the development of this RFP. If so, who?	No.
74.	Are there any budget requirements you are able to share?	So as not to limit the potential scope of proposals, MassTech is not releasing budget information.
75.	Is MassTech open to alternate pricing structures?	For MassTech to objectively compare the value of services in vendor applications, we require that all vendors submit the updated Budget Template as posted with no changes. Vendors may use Section III. Other Direct Costs, of the Budget Template to list fixed flat rates. Failure to submit the MassTech Budget Template will be deemed non-responsive.
76.	The RFP says to propose NTE cost, but pricing template doesn't go with that. Is it a mandate to follow the template or can we make changes to it? What are you expecting as NTE cost, could we provide monthly O&M cost for standard maintenance and hourly rates for any new enhancements or development?	For MassTech to objectively compare the value of services in vendor applications, we require that all vendors submit the updated Budget Template as posted, with no changes. The Template has been modified to add space for total not-to-exceed costs for providing the services based on projected hours and proposed hourly rates, as well as any other appropriate costs, as requested in the RFP. Please determine what you believe your specific not-to-exceed costs may be. Failure to submit the MassTech Budget Template will be deemed non-responsive.
	Can you be specific about where we should apply fixed costs in our bid?	In the budget template, enter fixed costs in Section III, Other Direct Costs, which specifies pricing can be fixed or hourly.



77.	Should we come up with ballpark costs for all service areas? Or should we merely include our hourly rates per team member and forego any attempt to estimate annual fixed costs?	Hourly rates are sufficient.
78.	Are vendors permitted to use their own equipment, or will MassTech require the use of government-managed devices for project work?	There will not be any government-managed devices provided.
79.	Is there an existing automated testing strategy in place (e.g., unit tests, integration tests, CI pipelines)? Are CI/CD pipelines already in place, or should the vendor follow a manual deployment process?	No. At this time Masstech only uses manual deployment processes.
80.	Are there any consistent annual peaks in activity where our team could expect an increase in requests or would need to be on high alert?	Our development work greatly varies month to month based on the various programmatic needs and unanticipated troubleshooting. There isn't a consistent annual peak for development work.