

Hosting, support and maintenance of Drupal sites for LocalGov Drupal at Open Digital Cooperative Ltd.

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Deadline for asking questions	14/03/25
Closing date for applications	21/03/25 at 11.59pm
Questions to be sent to	opportunities@opendigital.coop
Submissions to be sent to	opportunities@opendigital.coop
<h2>Overview</h2>	
Summary of the work	Hosting with support and maintenance for public facing websites for LocalGov Drupal and any related infrastructure.
Latest start date	
Expected contract length	2 years, with an option to renew for an additional 2 years (1+1 years) and a 3 month notice period.
Location	Remote
Organisation the work is for	Open Digital Co-operative Ltd

Budget range	£4,000 to £10,000
About the work	The LocalGov Drupal project has a number of websites that require hosting, maintaining and supporting.
Why the work is being done	<p>Now that we have established a company we need to formalise the hosting and support for our public facing sites.</p> <p>In the interests of transparency and fairness, we would like to put this opportunity out to more suppliers in the LocalGov Drupal community.</p>
Problem to be solved	<p>We are looking for hosting and support for:</p> <ul style="list-style-type: none"> • Public facing communications site: <ul style="list-style-type: none"> ◦ https://localgovdrupal.org/ ◦ https://stage.localgovdrupal.org/ • LocalGov Drupal demo and test sites: <ul style="list-style-type: none"> ◦ https://demo.localgovdrupal.org/ ◦ https://test.localgovdrupal.org/ ◦ https://product.localgovdrupal.org/ ◦ ally.localgovdrupal.org • LocalGov Microsites demo / test sites: • https://demo.microsites.localgovdrupal.org/ <ul style="list-style-type: none"> ◦ https://site1.demo.microsites.localgovdrupal.org/ ◦ https://site3.demo.microsites.localgovdrupal.org/ ◦ https://site4.demo.microsites.localgovdrupal.org/ • https://product.microsites.localgovdrupal.org/ <ul style="list-style-type: none"> ◦ https://site1.product.microsites.localgovdrupal.org/ • https://microsites.localgovdrupal.org/ <ul style="list-style-type: none"> ◦ https://site1.microsites.localgovdrupal.org/ ◦ https://mautic.localgovdrupal.org <p>There is also a Jenkins server that provides jobs to automate things like site updates and deployments. There are also jobs to reinstall the demo and tests sites every night.</p>

	<p>We need to ensure the sites are hosted with a trusted Drupal supplier who can ensure that sites receive regular security updates for Drupal core and contributed modules.</p> <p>The supplier will also need to liaise with developers working with us on the LocalGov Drupal websites to support deployments and updates.</p> <p>At least 2 hours a month for support and maintenance.</p> <p>Cover should allow some time each month for minor change requests.</p> <p>Currently hosted on 4 virtual servers:</p> <ul style="list-style-type: none"> • Jenkins automation server (2CPUs 4GB memory) • Public Drupal sites server (2CPU 4GB memory) • Testing Drupal sites server (2 CPUs, 8GB memory) • Mautic server (2 CPUs, 4GB memory)
Who the users are and what they need to do	<p>We have a number of people from our core groups who will have an active interest in the sites:</p> <ul style="list-style-type: none"> - Communications team and content designers managing the https://localgovdrupal.org/ site who need to update content and may have feature requests. - Competent technical developers from the LocalGov Drupal Technical Group who want to deploy feature branches to test or demo new functionality. <ul style="list-style-type: none"> - SSH access - Run Drush on dev / test / demo sites - Checkout Git branches - Run Composer - Product team who want to see the latest changes to test new functionality. - Tech team using the Mautic server for mailing lists
Who will the supplier work with	The core team - primarily the Communications Lead and the Community Lead.
Any work that's already been done	Agile Collective currently hosts and maintains these sites.
Existing team	Agile Collective Ltd.

Current phase	Live
Work setup	N/A
Address where the work will take place	N/A
Working arrangements	N/A
Other requirements	<ul style="list-style-type: none"> • Hosting on servers in a data centre based in the UK • Hosting on servers powered by 100% renewable electricity
Skills and experience Buyers will use the essential and nice-to-have skills and experience to help them evaluate suppliers' competence.	
Essential skills and experience	<ul style="list-style-type: none"> • Experience in hosting and maintaining Drupal sites • Experience with dev-ops automation to support re-installations and remote execution of specified commands to assist developer workflows. • Testimonial or recommendation of hosting and support services from a council or public sector organisation. • Must offer servers in UK data centres running on renewable electricity.
Nice-to-have skills and experience	<ul style="list-style-type: none"> • Have developed and implemented a website using the LocalGov Drupal or LocalGov Microsites distributions. • Demonstrable contributions to the LocalGov Drupal project • Demonstrable contributions to the Drupal project
<h2>How suppliers will be evaluated</h2> <p>Please also see: How to score Digital Outcomes and Specialists suppliers - GOV.UK</p>	

How many suppliers to evaluate	5
Proposal criteria	<p>Please provide up to 100* (not a hard limit) words on each of the following (about 400 words in total please!):</p> <ul style="list-style-type: none"> • Competence: <ul style="list-style-type: none"> ○ outline of hosting infrastructure ○ Migration plan: process and timescale for moving the sites to the proposed solution ○ Operational approach: How you will maintain the live website and provide ongoing support • Prices: Itemised costs to include: <ul style="list-style-type: none"> ○ Underlying hosting fees ○ Hourly rates for support and maintenance ○ Hourly rates for change requests ○ Estimated costs for migration of existing sites • Cultural fit: <ul style="list-style-type: none"> ○ Commitment to our values as set out in the Contributor Agreement ○ Alignment with open source and cooperative principles ○ Active engagement with the LocalGov Drupal community ○ Commitment to inclusivity in how you work • LocalGov Drupal subscriber: <ul style="list-style-type: none"> ○ We will be weighting evaluations in favour of suppliers who are already paying subscribers to the LocalGov Drupal project, see evaluation weighting below ○ If you are a paying subscriber, please state this here. ○ If you are not a subscriber, please feel free to add any supporting information here.
Payment approach	Capped time and materials
Additional assessment methods	Presentation / interview
Evaluation weighting	Competence: 35%

	<p>Price 25%</p> <p>Cultural fit: 20%</p> <p>LocalGov Drupal subscriber: 20%</p>
Supporting information requested	<p>Company name</p> <p>Company number</p> <p>Actual or estimated company turnover</p> <p>Number of employees</p>

Questions and answers

We will post questions and answers below and share with all parties.

1. Is there a cap for support and maintenance time; we note that 2 hours minimum is required - how many hours should be included in our bid?	There is no cap as such, we would like at least 2 hours per month to cover security updates and some minor support requests. We might then want to request extra time on an ad-hoc basis, by mutual agreement. Please provide costs for 2 hours per month and hourly rates for additional support time.
2. Can we confirm that Drupal core and module updates should be included via the hosting provider, rather than the development team (which we are aware is a separate procurement).	Yes, Drupal core and module updates should be managed by the hosting, support and maintenance provider. Developers will also need to be able to deploy changes from time to time, so we expect clear processes and communication on deployments will be needed at times.
3. Apart from the virtual server information in the procurement document, can you share traffic data from the past year for the public Drupal sites?	All the sites have low traffic e.g. 27k users Feb 23 to Feb 24 on localgovdrupal.org
4. Can you share more information about the current implementation?	<p>The current servers are virtual machines running Linux, managed using Ansible and Terraform.</p> <p>Jenkins is used to manage the sites, including installing</p>

<p>For example:</p> <ul style="list-style-type: none"> - AWS / managed service? - Are Jenkins deployment jobs fully automated? - What's the amount of manual work currently required for deployments and environments' syncing? 	<p>updates, reinstalling sites and synchronising environments.</p> <p>It is possible to SSH into the servers and sort stuff out manually should it be required. There are Jenkins jobs to update the main demo and testing sites weekly and reinstall them nightly.</p> <p>Jenkins is configured using DSL with the code managed through Git.</p>
<p>5. Are you open to migrating the current Jenkins jobs to something more UI-friendly e.g. building and deploying using pipelines and providers such as Acquia / platform.sh?</p>	<p>Yes, provided we get the same level of service.</p>
<p>6. The difference between the budget min and max amounts feels vast, how is this range calculated / what's the thinking behind this variation?</p>	<p>The range is based on previous experience and offers some flexibility for different providers.</p>
<p>7. When would the contract start?</p>	<p>To suit you, earliest 14th April 2025.</p>
<p>8. The PDF asks for a company name. What about freelancers who don't operate a limited company?</p>	<p>Add your name.</p>
<p>9. Who owns the existing servers?</p>	<p>The servers are in the Hetzner Cloud.</p>
<p>10. Is the expectation that the existing infrastructure should be replaced with the commencement of the new contract, or will it still be available?</p>	<p>Still available, plan to be agreed with the LGD core team, the incumbent and the winner.</p>

11. Will there be a handover or transition period with the existing team? How long will it last if so?	We can arrange a reasonable handover period as needed. To be arranged with the incumbent supplier and the winner.
12. Would there be interest in replacing the existing demo site with a solution that lets parties interested in LocalGov Drupal have their own temporary demo site instead of a single shared one?	We need a single public demo site, but there is also a need for councils to try LGD for themselves. Happy to read any proposals.
13. The budget for hosting and maintenance is £4k to £10 with the contract lasting an initial 2 years. Can you confirm whether the budget is for the duration of the 2 year contract or per year?	£4k to £10k per year.
14. Is the 100 word limit for each of the top-level criteria (Competence, Price, Cultural fit, and LocalGov Drupal subscribers) or for each of the sub-criteria under the top-level ones?	Each sub-criteria.
15. Will we be scored on how we meet each sub criteria or just on how we meet the top-level criteria in general?	Each sub-criteria.
16. Can you please confirm the current hosting fees?	The current hosting cost for the 4 servers is £310 + VAT per month.
17. Can you please confirm the current hosting provider, hosting location and if the hosting is running on renewable energy?	The servers are hosted with Hetzner, are located in Helsinki and are running on 100% renewable energy.

