**Request for Information**

Web Content Management System (WCMS)

This is a Request for Information (RFI). This notice is for informational and planning purposes only. This announcement shall not be construed as a solicitation, an obligation, or a commitment by the Government. Furthermore, the issuance of this RFI does not commit the Government to releasing a solicitation or award. This notice is strictly for market research to assist the Government in its planning efforts. The Government will not provide reimbursement for any costs associated with providing information in response to this RFI or any follow-up requests for information.

**The information obtained as a result of this RFI will be used to create a Market Assessment Report, which may inform budget and acquisition decisions for the agency.**

**Background:**

The Social Security Administration (SSA or agency) is researching the marketplace for potential products or solutions for Web Content Management Systems. This includes cloud environment hosting and Content Delivery Network (CDN) services.

**Purpose:**

The agency is issuing this Request for Information (RFI) to seek support services and turn-key solutions for a comprehensive Web Content Management System (WCMS) based on the Drupal platform. The SSA aims to enhance its digital presence and improve the management of web content through a robust and user-friendly system.

Key requirements for the proposed solution include:

1. Platform as a Service (PaaS): The solution must provide a PaaS environment specifically designed to host the Drupal WCMS, ensuring scalability, flexibility, and ease of use for SSA's web content management needs.
2. FedRAMP Certified Hosting Environment: The hosting environment must be FedRAMP certified to ensure compliance with federal security standards. This certification is critical for safeguarding sensitive information and maintaining the integrity of SSA's online services.
3. Convenient and Transparent Deployment Management: The proposed solution should facilitate the convenient and transparent management of deployments within the hosting environment. This includes streamlined processes for updates, maintenance, and scaling of the WCMS to meet SSA's evolving needs.

**Technical Requirements:**

* The product or solution shall support an adaptable solution that can scale to larger tiers, accommodating future access and performance needs. SSA’s current requirements include an estimated 55TB of object requests and 280 million site visitors per year.
* The product or solution shall support the ability for the website hosted from the WCMS to interface with an SSA-chosen CDN that provides load balancing, caching, and optimized content delivery.
* The product or solution shall support the ability for the website hosted from the WCMS to limit traffic from all sources except the CDN.
* and the DNS unless otherwise requested by SSA.
* The product or solution shall support the ability for the website hosted from the WCMS to interface with a reverse proxy or load balancer on SSANet that will proxy all user traffic.
* The product or solution shall support the ability for the website hosted from the WCMS to limit traffic from all sources except a reverse proxy or load balancer from the SSA network.
* The product or solution shall support the ability for the website hosted from the WCMS to accept connections directly from end users.
* The product or solution shall support the enforcement of Transport Security Layer (TLS) and the use of HTTP Strict Transport Security (HSTS) for the website hosted from the WCMS.
* The product or solution shall support the ability to allocate roles and assign permissions across teams or sites.

**Hosting Requirements**

* The product or solution shall support hosting for the Drupal WCMS provided by the contractor.

**System Support and Maintenance Requirements**

* The product or solution shall support an option with details and definitions for three tiers of support subscriptions.
* The product or solution shall support the proposal of a service level agreement (SLA) for SSA approval, which shall include the following at a minimum:
  + A definition of the different types of support offered.
  + A definition of critical, high, medium, and low issues, along with the expected response time for each tier.
  + Expected hosting platform and Drupal system uptimes.
  + 24/7 on-call support for issues related to Drupal, the hosting platform, search and cloud operations, and third-party modules.
  + A method of contacting support through multiple channels (e.g., telephone).
* The product or solution, to the extent potentially used internally by the government, shall be compatible with Personal Identity Verification (PIV) Authentication and align with NIST SP 800-73 to supply PIV authentication and logon interoperability. Support Federated single sign-on (SSO) and multi-factor authentication (MFA) capabilities, ensuring secure access to critical systems and sensitive data.
* The product or solution shall be FEDRAMP certified and adhere to industry best practices and comply with relevant security standards and regulations, such as National Institute for Standards and Technology (NIST) and Federal Information Security Management Act (FISMA). A statement of the product or solution’s platform or housing attributes should be included, i.e., cloud or on premises, etc.
* The product or solution shall be capable of scaling with increased workloads and maintaining optimal performance under increasing user loads, as well as provide failover mechanisms and disaster recovery capabilities to ensure uninterrupted service availability.
* The product or solution’s user facing components shall support Section 508 compliance and accessibility guidelines.
* The product or solution shall support Internet Protocol version 6 (IPv6) and use encrypted communication (e.g., Secure Sockets Layer (SSL)) that meets Federal IT Security standards between all system components**.**
* The product or solution shall provide APIs to manage security and access and provide the capability to limit / grant access to certain functionality by Role Based Access Controls.
* The product or solution shall provide audit / MI /BI capabilities to allow for tracking of user activities, claimant processing and document management.
* The product or solution shall produce reports on user and systems statistics and processes.
* The product or solution shall be capable of providing ad hoc and custom reporting functionality on all aspects of the system:
  + Operational metrics such as up/downtime, request/response time, volume of documents ingested, etc.
  + Performance metrics such as amount of duplication resolved, types of input and output formats addressed, and amount of consolidation achieved.
  + Integration metrics such as amount of data exported manually and by integrated systems, consolidation and usage of evidence provider and claimant registry, etc.
* The product or solution shall have the ability to generate a system health audit report. This report will detail system availability; system process status; incomplete forms, storage used/available; indexes, etc.; error status or problems.
* The product or solution shall have the capability of generating error and exception reports.
* The product or solution's data and metadata shall be accessible, retrievable, and exportable by SSA.

**Services Requirements**

* The product or solution provider shall provide setup, configuration, maintenance and implementation support services as necessary to successfully deploy the product or solution and interoperate with SSA's environment.

**Vendor Responses**:

Interested firms with the capability of providing information for the requirements shall submit capability statements that demonstrate their expertise in the above-described areas in sufficient detail, including any other specific and relevant information, so the Government can determine the firm’s experience and capability within the marketplace. Failure to provide information regarding the capability of providing the requirements in response to this market survey may affect the Government’s review of the industry’s ability to perform or provide these requirements.

All capability statements shall include answers to the questions below:

* Can you provide a technical demonstration of the product and services.
* Is the product / solution hosted in a cloud environment. If not, is this the solution IPv6 compatible.
* Describe deployment options. If the solution is a cloud product, is it a PaaS (Platform as a Service) solution.
* Please explain which cloud provider is being used.
* Please provide FEDRAMP authorization details.
* Describe the licensing/pricing model for the proposed product or solution (enterprise license, per device, etc.).
* Please explain Section 508 conformance by including a copy of a Voluntary Product Accessibility Template (VPAT) for the product or solution. A link for the VPAT is included at the end of this section.
* What level(s) of technical support are available for this product or solution? List or describe all technical support options, including response and resolution times.
* If customization of this product or solution is required, will it be completed by the manufacturer, the vendor, or another source? If another source, describe the source and its relationship to the vendor.
* Will implementation of this product or solution be completed by the manufacturer, the vendor, or another source? If another source, describe the source and its relationship to the vendor.
* Are you able to provide support for installation, configuration and implementation / training for use of your product or solution?
* Have you successfully implemented your product or solution for use in a live, business environment?  If so, please provide details on the number of installations, size of the installations, etc. Indicate if the implementation is currently in production or in a testing environment. Have other Government agencies used the service or solution? Please provide a list.
* Respondents must submit capability statements, published pricing list, and information describing the general approach/solution to addressing the listed requirements. General marketing information or reference to vendor web sites will not be considered responsive to this notice.

In addition to capability statements, vendors must include the following:

* Any software license agreement and/or support agreement for this solution, including those specific to Federal Government customers.
* A completed Voluntary Product Accessibility Template (VPAT) for the solution. A blank VPAT can be obtained at: <https://www.itic.org/dotAsset/b282ab06-0ab2-4540-adc2-78698058dfc3.doc>.
* A completed Corporate Information Template, which can be found at the end of this RFI.

Interested sources that believe they can provide a product or solution responsive to this Request for Information should submit a detailed statement of their capabilities electronically via email to [evan.aston@ssa.gov](mailto:evan.aston@ssa.gov). Please reference 28321325RI0000040 in the email subject line. No telephone, mail, or fax responses will be accepted. Responses must be received by the date and time indicated under Item 10 of the Standard Form 18 (SF 18).

Vendors must identify any proprietary information submitted in response to this Request for Information. The proprietary information must be clearly marked as proprietary. The government will not treat any other information as proprietary.

The Government reserves the right to contact, or not contact, any party responding to this notice in order to obtain further information for market research purposes. The government will not notify respondents of the results of the evaluation of the information received and will not return submittals to the sender. All interested sources must respond to any potential future solicitation announcements, if any, separately from responses to this Request for Information. This is not a solicitation announcement for proposals and the Government will not award a contract resulting directly from this announcement.

**Corporate Information Template:**

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| **SSA RFI 28321325RI0000040 CORPORATE INFORMATION TEMPLATE** | |
| **REQUESTED INFORMATION** | **VENDOR RESPONSE** |
| Structure of parent corporation, joint ventures, subsidiaries, partnerships or other relevant relations. |  |
| Describe the company’s business size/socioeconomic status: Large Business, Small Business, SBA 8(a) program participant, Service Disabled Veteran Owned Small Business (SDVOSB), Woman Owned Small Business (WOSB), HUBZone, etc. |  |
| Identify existing Government contract vehicles, such as the General Services Administration (GSA) Federal Supply Schedule (FSS), the National Aeronautics and Space Administration (NASA) Solution for Enterprise-wide Procurement (SEWP), and other Government-wide Agency Contracts (GWAC), where item(s) identified above may be purchased. **Specify contract number(s) and part numbers.** |  |
| Identify Government agencies of a similar size for which the vendor has implemented the COTS product or service identified above. Include reference contact information. |  |
| Describe any third party alliances, relationships, or dependencies for the service and/or tool. |  |
| Identify and describe terms of license agreements, service level agreements (SLAs), and other terms and conditions associated with the COTS product or service identified above. Include information regarding published pricing. |  |