

WASHTENAW COMMUNITY COLLEGE
Purchasing Department – Room SC 326
RFP # 6894 – Enterprise-Managed Drupal Hosting Services
RFP Due Date: 08/21/2026 @ 2p.m. EST

4800 E. Huron River Drive
Ann Arbor, MI 48105-4800
PHONE: (734) 973-3553
FAX: (734)-677-5414

WASHTENAW COMMUNITY COLLEGE Request for Proposal #6894

Enterprise-Managed Drupal Hosting Services

Submit proposals electronically via email to:

Lydia Scheets

Washtenaw Community College

pur@wccnet.edu

1.0 Proposal Invitation

Washtenaw Community College (“College” and/or “WCC”) seeks proposals from qualified vendors to provide a fully managed, enterprise-grade hosting solution for the College's public Drupal website. The college seeks firms with experience working specifically with higher education institutions. The selected supplier will be able to provide all deliverables outlined in the RFP.

Response to this RFP confirms an understanding that this is *not* a contract or offer of business by the College. This request for proposal in no manner obligates the College to the eventual purchase of any products or services described, implied, or which may be proposed, until confirmed by written agreement, and may be terminated by the College without penalty or obligation at any time prior to the signing of an agreement, contract, or purchase order. In submitting a proposal, Supplier agrees that all materials associated with, attached to, or referenced by the submitted proposal will become the property of the College and may be incorporated into a subsequent contractual agreement between the successful Supplier and the College.

The College is not liable in any manner or to any extent for any cost or expense incurred by the Supplier in the preparation, submission, presentation, or any other action connected with proposing or otherwise responding to this RFP. Such exemption from liability applies whether such costs are incurred directly by the Supplier or indirectly through the Supplier’s agents, employees, assigns, or others, whether related or not to the Supplier.

The College reserves the right to reject any and all proposals and waive any irregularities. Proposals which fail to comply fully with any provisions of this document may be considered invalid and may not receive consideration. The College also reserves the right to negotiate terms and conditions of a contract with the chosen Supplier. The College reserves the right to award a contract based on any combination of the specifications described herein.

The awarded Supplier’s proposal response shall be subject to and governed by the College’s Terms and Conditions for services located at [Terms and Conditions for Services Provided to WCC](#) as a condition of award and are hereby incorporated herein as a substantive part of the solicitation documents. In the event there is any conflict or inconsistency between the Terms & Conditions referenced in the RFP documents and those included in a Supplier’s Proposal response, Supplier’s quote, or listed on the Supplier’s website, the Terms & Conditions of the RFP documents shall govern. Proposal submissions must include all exceptions to the College’s terms and conditions of purchase. A purchase order signed by an authorized agent of the College is required to constitute acceptance of Proposal offer and offer terms and conditions of service. This RFP and any subsequently offered contracts will be governed by the laws of the State of Michigan. Any and all applicable valid executive orders, Federal, State or local laws, ordinances or rules or regulations shall apply to any contract if and when offered and are deemed incorporated herein.

As a public institution, the College is subject to the terms and conditions of the Freedom of Information Act. As required by law, any information submitted in response to this request for proposal could become public information. Suppliers responding to this proposal are cautioned not to include any proprietary information as part of their proposal unless such proprietary information is carefully identified in writing

as such and accepted by the College as proprietary. Any documents submitted may be reviewed and evaluated by any person at the discretion of the College, including non-allied and independent Suppliers retained by the College now or in the future.

Proposals must be comprehensive by including all services and costs necessary to meet the business and technical requirements of the College as outlined in this RFP. In addition, the proposal must specify a detailed approach/methodology, Supplier and College staffing requirements, and any other assumptions to achieve the goal of this RFP.

Proposals received in response to this Request for Proposals (RFP) will be evaluated using numerically weighted totals in accordance with the criteria and process described herein. At its sole discretion, the College may require supplementary presentations and/or interviews from select vendors; criteria may include but is not limited to:

- Accordance with the specifications contained herein
- Quality and clarity of responses
- Methodology/Approach to meet the objectives of this RFP
- Scope of services/project capabilities
- Experience, references, & portfolio samples
- Organizational Project Team and Qualifications
- Relevant and Comparable Experience
- Collaboration & working relationship
- Understanding of the College's Needs and Environment
- Vendor's image, reputation, and professionalism
- Functionality, user experience (look, feel, etc.), and configurability of products, platforms, and software
- Product performance
- Compatibility & Portability of software
- Price Proposal & vendor financial stability
- Technical & security solutions proposed
- Drupal expertise
- Architecture & staffing model
- Support & migration

The College intends to award a contract to the vendor whose proposal is determined to represent the best overall value to the College, taking into consideration both qualitative and cost-related factors. Award of a contract will be based on the highest-rated proposal, contingent on a determination of price reasonableness at the sole discretion of the College. The College may enter negotiations with the highest-ranked vendor to finalize contract terms and pricing. The College reserves the right not to select the highest-scoring vendor if pricing is deemed excessive, unbalanced, or outside of market expectations. If negotiations are unsuccessful, the College may choose to enter negotiations with the next highest-ranked vendor. The award of this RFP will follow the term of final contract with the selected vendor and may be renewed at the College's discretion. **Services are anticipated to begin early September 2026.**

2.0 Planned RFP Schedule

RFP issued – 08/07/2026

Deadline to submit questions – 08/13/2026 by 2:00 p.m. EST Questions shall be addressed to Lydia Scheets, Purchasing Agent, at pur@wccnet.edu

College response to questions – 08/14/2026 by 2:00 p.m. EST posted on the WCC Purchasing website <https://www.wccnet.edu/about/purchasing/bids-rfp.php>

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3.0 Submission Directions

Submit 1 PDF of vendor proposal with Signature Page and Attachment A – Minimum Security Standards form to: PUR@wccnet.edu Attn: Lydia Scheets – Purchasing Agent; RFP #6894

Submit **one (1)** electronic proposal, including the required Signature Page in PDF format. Faxed and mailed replies are not acceptable and will be rejected. Supplier assumes all responsibility for delivery to the location given above on or before the due date and time.

4.0 Project Objectives & Goals

The College is redesigning its public-facing website, wccnet.edu, on Drupal 11. The College seeks to replace its current hosting provider with a solution offering improved reliability, security, scalability, operational transparency, and expert Drupal support

5.0 Project Requirements

The hosting provider must support Drupal 11 and subsequent versions, as well as support Drush, Composer, configuration management, zero-downtime deployments, core and module updates.

- 1. Technical Requirements** – Fully managed enterprise hosting, Redundant Layer 7 load balancers, Multiple web/application nodes, CDN included, Redis/Varnish support, HTTP/2 and HTTP/3, Git, Composer and CI/CD, Customer log/dashboard access, Blue/Green Deployment, WCAG 2.2 AA support, API access
- 2. Security and Compliance** – Enterprise WAF, always-on DDoS protection, MFA, encryption in transit and at rest, vulnerability management, security monitoring, SOC 2 Type II, no single point of failure, documented incident response, automatic failover, annual penetration testing.
- 3. High Availability and Disaster Recovery** – Redundant infrastructure across multiple availability zones, documented RFP/RTO, immutable backups, quarterly recovery testing, detailed business continuity procedures, and homepage takeover functionality in the event of site downtime.
- 4. Service Levels** – Critical response within 15 minutes, 24x7 support, 99% uptime, named Technical Account Manager, monthly reporting, maintenance notifications, and service credit schedule.

5. **Migration Services** – Discovery, architecture review, migration planning, Development/Test/Staging/Production, validation testing, DNS cutover, rollback procedures, SEO preservation, and post-go-live support.

6.0 Pricing

- Provide separate pricing for implementation, migration, recurring hosting, optional services, and professional services.
- Pricing must clearly indicate what is included and anything that is excluded or that will drive incremental costs. Washtenaw Community College holds a tax-exempt status and shall not be charged any Federal or State taxes where allowed. Tax-exempt documentation shall be presented when required

7.0 RFP Requirements

- A. Supplier must return completed **Attachment A – Minimum Security Standards** form with proposal.
- B. The supplier must warrant its products and services to meet the requirements and objectives of this RFP.
- C. **Approach** – Describe the approach that will be used to accomplish the project. Summarize the methodology that will be used and how the process was successfully utilized on similar projects. Outline anticipated work plan, timeline, and techniques to be employed, and include a detailed schedule that illustrates how the project will be completed within the proposed timeframe.
- D. **Proof of Insurance** - A copy shall be provided to the College upon request. No changes are permitted in the insurance coverage unless agreed to in writing by the College. Insurance shall be maintained for the following coverage in the amounts stated below:
1. Commercial general liability insurance, including contractual products and completed operations insurance (\$1 million per occurrence/\$2 million annual aggregate)
 2. Professional Liability/Errors and Omissions Insurance (\$1 million per occurrence/\$2 million annual)
 3. Worker's Compensation at statutory limits in accordance with the appropriate State of jurisdiction including Employer's liability (with minimum \$500,000)
 4. Automobile liability for owned, non-owned and hired vehicles minimum limit (\$1 million each accident)
 5. \$1,000,000 Cyber Security Insurance for loss to the College due to data security and privacy breach, including costs of investigating a potential or actual breach of confidential or private information
 6. Supplier agrees to have Washtenaw Community College added as additional insured
- E. **Supplier Company Information**
1. **Background** – Brief history and background of your company including any certifications.
 2. **Portfolio Samples** – Provide samples to similar projects; describe the composition of the team assigned to the project and how this will contribute to the successful project completion. Explain the team's unique qualifications for the project. Provide names and educational background of each team member including any professional

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- registrations. Describe experience and proposed role for each team member. The Team project manager shall be clearly identified. Team members described must be only those assigned to work on the project.
3. **References** – Include at least three to five references for similar Drupal projects with educational institutions. List the reference's company name, contact name, title, address, email address, project description and date.

SIGNATURE PAGE

This page must be signed and submitted with the proposal.

By virtue of submittal of a proposal, supplier acknowledges:

- That all the requirements of this RFP have been read and understood.
- Supplier is presently not debarred, suspended, proposed for debarment, declared ineligible, nor voluntarily excluded from covered transactions by any Federal department or agency.
- Any responses, materials, correspondence, or documents provided to WCC are subject to the State of Michigan Freedom of Information Act and may be released to third parties in compliance with the Act.
- By signing below the supplier warrants that the information submitted is complete and factual and that the individual signing below has authority to enter into this on behalf of the supplier.
- Unless agreed to in writing by WCC and the supplier, in the event there is any conflict between the Terms & Conditions referenced in this RFP and those included or referenced in any response to this RFP, the Terms & Conditions referenced herein shall prevail.
- Proposal and pricing shall remain valid for ninety (90) days.

Printed Name

Title

Company Name

Signature

Address

Email

City, State, Zip

Phone

By signing above, supplier agrees to comply with all applicable federal, state, local and College laws, rules and regulations in providing goods and services under this agreement.