

LACERA Drupal Hosting Services – Vendor FAQ

Hosting, Storage, and File Uploads

- Q: What is the current hosting storage usage and anticipated annual growth rate?

A: Database: 7.3 MB

Files (media, documents, reports): 10.3 GB

Backups: 10.5 GB/day

Growth: 10–15% annually.

- Q: What is the largest file size currently allowed for uploads?

A: Largest files uploaded are about 100MB.

- Q: What is the average and peak monthly pageview count?

A: Average: ~40,500 pageviews/month

Peak: Up to ~1,000,000 during seasonal events.

- Q: What are the current and peak request-per-second (RPS) volumes and bandwidth?

A: Average RPS: 25–50

Peak RPS: Up to 500

Monthly bandwidth: ~1.2 TB

Peak monthly bandwidth: Up to ~4 TB

Data Migration

- Q: What are the current platform details?

A: Hosting Provider: Pantheon Elite

Drupal Version: 10.5.2

PHP Version: 8.1

No proprietary integrations or modules affecting migration.

- Q: Will the existing provider cooperate during migration?

A: Yes, full cooperation and export access expected.

- Q: Who leads the migration?

A: Host to take the lead, internal team to support.

- Q: Is full-service migration expected?

A: Yes, including code, DB, DNS cutover, and validation.

Backup and Disaster Recovery

- Q: What is the required backup frequency and retention?

A: Daily backups, retained for one month.

- Q: Should backups be stored in a separate geographic location?

A: Yes, for disaster recovery purposes.

- Q: What are the Recovery Point Objective (RPO) and Recovery Time Objective (RTO)?

A: Contracted at 99.95% uptime with Pantheon.

Security and Compliance

- Q: Is SOC 2 or ISO 27001 certification required?

A: Either is acceptable. Other certifications may be considered at InfoSec's discretion.

- Q: Is HIPAA compliance mandatory?

A: No, HIPAA is not required. No PHI is processed or stored.

Support and Service Levels

- Q: What is the support SLA?

A: Critical (P1): 1-hour response, 24/7

High (P2): 2 business hours

Normal (P3): 1 business day

Low (P4): 2 business days

Access and Restrictions

- Q: How many IP addresses need to be whitelisted?

A: About a dozen.

- Q: Are static IPs required?

A: Static egress IP via load balancer with CDN/WAF is acceptable.

Contract Terms

- Q: Can vendors propose minor language changes to the contract?

A: Yes, subject to InfoSec discretion.

- Q: What is the required pricing term?

A: 1 to 3 year options (not 5 years).

Penetration Testing

- Q: Who covers the cost of penetration testing?

A: Vendor must include annual (ideally twice yearly) testing in their proposal.

Migration and Maintenance

- Q: How are Drupal patches and maintenance handled?

A: Currently managed internally; vendor should set up automation and assume responsibility.

- Q: Is there an agency partner?

A: No, only internal personnel at present.

- Q: Does maintenance include Drupal core/modules and infrastructure?

A: Yes, covers both.

Training and Environments

- Q: How many employees need content editor training in the first year?

A: 0 employees.

- Q: Is environment training expected?

A: Yes, for 3–6 employees.

- Q: How many dev/test instances are needed?

A: 11 dev and 1 test.

- Q: Are ephemeral/branch-based environments acceptable?

A: Yes.

Search Functionality

- Q: How is site search handled?

A: Using Solr search, not a third-party SaaS.

- Q: Should the new host optimize search?

A: Yes, open to options. Needs PDF search (content, file name, metadata).

- Q: Is search tuning expected?

A: Yes.

Miscellaneous

- Q: Is there just a single website with one production instance?

A: Yes.

- Q: Are long-lived environments beyond production expected?

A: None.