

Annual Subscription Schedule

LINE ITEM	YEAR 1	YEAR 2 (OPTION)	YEAR 3 (OPTION)
Discovery & Planning	Included	-	-
Design	Included	-	-
Development	Included	-	-
Content Migration (no loss of information, no broken links)	Included	-	-
Testing & Quality Assurance (incl. WCAG 2.2 AA audit)	Included	-	-
Training (min. 3 administrators, written materials)	Included	-	-
Launch / Go-Live	Included	-	-
Annual Hosting (SSL/TLS, backups, documented recovery)	Included	Included	Included
Ongoing Support & Maintenance (SLA-backed)	Included	Included	Included
Software License / Third-Party Platform Costs	Included	Included	Included
Annual Software Subscription	\$4,250	\$4,335	\$4,422
TOTAL	\$4,250	\$4,335	\$4,422

The annual subscription reflects a fixed 2% year-over-year adjustment. Years 2 and 3 are optional extension years exercisable by mutual agreement between the Town and Concourse per RFP Section 1.

Technical Approach

Content Management System

The Concourse platform is a stable, actively maintained, cloud-native CMS built specifically for public sector use. It is not a proprietary beta, limited-release, or early-adopter product. It has an established engineering roadmap, versioned release notes, and a supported administrative experience. We selected it for Arlington because it is API-first (allowing clean integration with related Town and community systems), because its permissions model handles the staff-and-volunteer credentialing pattern natively, and because it exports cleanly at the end of any engagement, protecting the Town's ownership rights in Section 3.2.

Accessibility Approach (Section 6.3 / Section 4)

Concourse commits to WCAG 2.2 AA at launch, which exceeds the RFP's WCAG 2.1 Level AA requirement. Section 508 conformance is also maintained. Our audit and testing process combines automated scanning, manual keyboard-only testing, color contrast verification, and compatibility testing with major screen readers including JAWS, NVDA, and VoiceOver. Every content template, form, and third-party component delivered under this contract is included in that warranty scope.

REQUIREMENT	CONCOURSE COMPLIANCE
WCAG 2.1 Level AA per RFP § 3.2 / § 4	WCAG 2.2 AA (exceeds RFP requirement)
ADA Title II Final Rule (DOJ, April 2024)	Warranted at launch; remediation obligation for contract term
Section 508	Section 508 conformance maintained (VPAT 2.5, WCAG 2.2 AA)
Third-party component accessibility	Included in warranty scope; audited pre-launch

Accessibility testing methodology

Automated scanning + manual keyboard testing
+ screen reader compatibility (JAWS, NVDA,
VoiceOver) + color contrast verification

Content Migration Approach

Content migration is the single largest risk to launch quality. Our approach is a structured, three-phase process rather than a bulk copy:

- Phase 1, Inventory: We crawl arlingtonvermont.org and produce a complete inventory of pages, PDFs, images, and linked documents, with URL structure and cross-link mapping.
- Phase 2, Structured Migration: Content is migrated into the new CMS templates with metadata preserved (publish date, department, board). PDFs are moved into the document library with proper tagging and, where used for active service delivery (permit applications), replaced with accessible online forms.
- Phase 3, Link Validation: Every internal link is validated post-migration. A 301 redirect map preserves external links (including bookmarks, search engine results, and links from citizen portal / regional sites) so that no historical URL breaks. Broken-link scans run through cutover and 30-day hypercare.

Hosting Infrastructure (Section 3.3 / Section 6.3)

- **Hosting Provider** Amazon Web Services (AWS), U.S. commercial regions
- **Data Center Location** Primary: AWS US East (N. Virginia); Backup / DR: AWS US East (Ohio). Disclosed in advance and confirmed at contracting.
- **Encryption** TLS 1.2+ in transit (HTTPS at all times), AES-256 at rest. Operates within NIST / FIPS 140-3 contexts.
- **Availability** The platform is architected for enterprise-grade reliability and is designed to meet the availability level required in Section 3.3 of the RFP. Specific availability commitments will be confirmed in the executed contract.
- **Backups** Daily automated backups with 30-day retention. Point-in-time recovery for the CMS database. Documented recovery process delivered as part of the security plan.
- **Certifications & Posture** Concourse is SOC 2 Type II certified and TX-RAMP Level 1 certified. AWS infrastructure carries FedRAMP High authorization at the IaaS level; the Concourse application itself does not hold FedRAMP ATO.

Cybersecurity and Data Protection Plan

A full written security plan will be delivered as a Discovery deliverable. Its core provisions are summarized below.

- **Confidentiality:** TLS 1.2+ in transit, AES-256 at rest, role-based access controls, least-privilege administrator provisioning, audit logging on all admin actions.
- **Integrity:** Signed backups, integrity monitoring on the CMS filesystem, change control on all production deployments, documented recovery testing.
- **Availability:** Multi-AZ deployment, monitored infrastructure, DDoS protections at the AWS edge, monitored uptime with alerting.
- **Incident Response:** 24-hour vulnerability and incident notification obligation to the Town (matching Section 4). Documented response runbook covering triage, containment, communication, and post-incident report.
- **Payment Portal:** Payment processing operates within the required PCI scope for the transaction methods Arlington accepts; card data is not stored on the Concourse platform.