

ATTACHMENT C - Core Features and Functionality Interrogatories

Section 1: Platform and Management Features					
Number	Feature/Functionaity	Required	Included in solution	Available for an additional cost	Notes: Use a separate sheet if necessary
1.10	An organizational dashboard for managing all sites, with the ability to create roles and manage permissions to sites and or functionality	Y			
1.20	WordPress site management (plug-ins, WP updates, etc.)	Y			
1.30	Maintenance of server hardware and trouble-shooting technical problems	Y			
1.40	Monitoring of apps running on the server by tracking status, uptime, and recurring issues	Y			
1.50	Ability of CCC team to create multiple environments (test, staging, production) and means of deploying code from one environment to the other as well as code roll-back	Y			
1.60	Support of WordPress Multi-site environment	Y			
1.70	DNS management	Y			
1.80	Ability to create sites that require authentication using SAML2 SSO	Y			
1.90	Ability to support a headless CMS model	Y			
1.10	Automated backup of all environments daily	Y			
1.10.1	Option to upload backups to the cloud of choice	N			
1.11	Ability to manage SSL certificates	Y			
Section 2: Connectivity					
Number	Features and Functionality	Required	Included in Solution	Available for an Additional Cost	Note: Use a separate sheet if necessary
2.10	Ability to securely upload files from CCC file location to the hosted environment via SFTP	y			
2.20	Ability to install Bedrock and Composer and ability to update the sites using repositories	y			
2.30	Ability to support an integration with CCC's Microsoft 365 platform, for example, automated file uploads and post creation using Power Automate	y			
2.40	Ability to secure two-way traffic between CCC web applications and the hosted website	y			
2.50	API Support/Third-party integrations, especially those referenced in the scope section above	y			
Section 3: Security					
Number	Features and Functionality	Required	Included in Solution	Available for an additional cost	Note: Use a separate sheet if necessary

3.10	24x7x365 redundant network monitoring capabilities, with client automated notifications for any type of failure that would cause interruption to the virtual hosted website and platform	y			
3.20	Contemporary, future-proof, safe and secure encryption for data at rest, data in transit, and data in use	y			
3.30	Ability to provide annual SOC 2 type 2 or similar applicable security audit reports, annually and upon request	y			
3.40	Upon contract termination the company can make all CCC data (content, logs, etc.) available to CCC for download for up to 3 months	y			
3.50	Any outsourced functionality or service must be identified and reported to CCC and the third party named by the primary vendor when it is engaged or when its engagement ends or changes	y			
3.60	Pertinent log files must be routable to CCC's SIEM solution	N			
3.70	Client notification in the event of any security breach	y			
3.80	Contingency plan if a site is compromised	y			
3.90	Protection against DDoS, malware, and other types of attacks	y			
3.10	Ability to use OAuth 2.0 with SMTP for connection to Microsoft 365 for email, if not sending directly from the webhost. Basic SMTP Auth is not acceptable	y			
3.11	If email will be sent directly from the webhost platform using a CCC email address, it must support DMARC message authentication (at minimum DKIM; ideally using both DKIM and SPF email authentication standards)	y			
3.12	MFA (Multi Factor Authentication) options for administrative users	N			
3.13	Please include your backup and disaster recovery plan as a separate document. The document should be saved as a PDF and not imaged	y			
3.14	Please include your SLA for maintenance, updates, and patching. The document should be saved as a PDF and not imaged.	y			

Section 4: Support

Number	Features and Functionality	Required	Included in Solution	Available for an additional cost	Note: Use a separate sheet if necessary
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4.10	24x7x365 customer support by phone (if alternate methods, please describe)	Y			
4.10	Dedicated customer support/success contact	Y			
Section 5: Support					
Number	Features and Functionality	Required	Included in Solution	Available for an additional cost	Note: Use a separate sheet if necessary
5.20	Provide your guaranteed service levels, page load times, and outage/downtime credits.	Y			