Migration to PaaS
Web Hosting & Support

Presented to: Organizational, Services & Performance Monitoring Committee

September 9, 2025

Greater Cleveland Regional Transit Authority

Connecting the Community

Project Overview

Background

- Currently contract for basic hosting of three sites:
  - External:
    - riderta.com
    - procurement.riderta.com
  - Internal: OneRTA (intranet)

- All sites are configured, maintained, and managed by our Web Team consisting of two (2) full-time employees

- Manual management of web hosting & content creates pull for the team between content communication and necessary "nuts and bolts" of maintenance, security, and troubleshooting.

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Project Overview

Justification

- Platform as a Service (PaaS) transforms web hosting by having a 3rd party vendor perform all maintenance and general operation of the three sites.

- It enables the web team to prioritize content management, communications, and site collaboration without adding staff.

- Adding a partner to perform migration to the PaaS, training, and ongoing technical & strategic support allows GCRTA to maximize return on investment.

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Project Overview

Scope

- Migration to new, separate 3rd party vendor environment
  - Contracting directly with PaaS provider

- Quality Assurance/User Acceptance Testing to ensure effective migration

- Minimization of downtime to production services during migration

- Staff training on environment creation, maintenance, version control, & production workflows

- Ongoing support for optimization & future development

- Demonstrated disaster recovery & cybersecurity

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Benefits

- Speeds up site development & content delivery

- Goes from piecemeal tools to a fully stocked, integrated toolbox

- Automates current manual elements ("nuts & bolts")

- Improves analytics and provides more robust site performance monitoring

- Moving from Singular production to Multiple environments & instances
  - Automated workflow development, test, staging, production

- Internal resources freed for more high-impact publishing/communications/strategic work

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Procurement Overview

- Request for Proposal issued January 19, 2025

- Accessed on the GCRTA Website by 37 interested parties

- Proposals received on February 28, 2025

- 8 firms proposed

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Procurement Overview

Evaluation Panel:

- Information Technology

- Internal Audit

- Marketing

- Management Information Services (MIS)

- Procurement

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Procurement Overview

Evaluation Criteria:

- Proposer's ability to offer a Drupal-optimized web hosting service that includes server administration, on-demand instance management, Git version control, an embedded development workflow, and compatibility with Solr search technology.

- Ability to provide references and information related to web hosting provided and utilized by similar transit agencies and/or other public sector organizations.

- Support- training/demonstration, maintenance, and on demand support related to web hosting operation.

- Cost – Initial migration as well as ongoing support with recurring hosting fees.

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Procurement Overview

Recommended Firm:

- Kalamuna, Inc., located in Oakland, California
- A 0% DBE goal was assigned to this procurement due to lack of certified DBE firms.

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Procurement Overview

Kalamuna, Inc. strengths:

- Highly-skilled infrastructure provider focused on Content Management System (CMS) Excellence.

- Offers a comprehensive support partnership that goes beyond fundamental site maintenance, encompassing periodic audits and remediation with a focus on accessibility, performance, and search engine optimization (SEO).

- Strong public sector experience with 70% of their business being in government/nonprofit and educational spaces.

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Procurement Overview

Other Clients Include:

- American Foundation for the Blind

- The Smithsonian

- City of San Francisco

- San Francisco's Metropolitan Transportation Commission

- Bay Area FasTrak

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Procurement Overview

Recommendation:

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees an award to Kalamuna, Inc. to provide a PaaS Web Hosting Solution for a period of three years in a negotiated amount not to exceed $248,308.00, with two, one-year options in amounts not to exceed $78,719.00, and $82,654.00, respectively, for a total contract amount not to exceed $409,681.00.

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Questions?

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