



## **Request for Qualifications for IT Consulting Services**

**RFQ No. 2023-GA-04**

**Massachusetts Technology Collaborative  
75 North Drive  
Westborough, MA 01581-3340  
<http://www.MassTech.org>**

**Procurement Team Leader: Dan Mushrush**

**RFQ Issued: 8/1/2022**

**Questions Due: 8/17/2022**

**Answers to Questions Posted: 8/23/2022**

**Responses Due: 9/7/2022**

## 1. INTRODUCTION

### 1.1 Overview

Massachusetts Technology Collaborative (“Mass Tech Collaborative” or “MassTech”) is issuing this Request for Qualifications for IT Consulting Services (RFQ No. 2023-GA-04) (the “RFQ”) to solicit responses from qualified contractors (“Respondents”) with experience in performing IT services including hardware and software failure troubleshooting and IT system upgrades, security protocols and training, vulnerability testing and emergency security, and system failure response. Respondents will be competing against each other for selection to provide the services set forth herein (the “Services”). The submissions of all Respondents shall be compared and evaluated pursuant to the evaluation criteria set forth in this RFQ, and multiple Respondent may be selected.

Mass Tech Collaborative will enter into a **Services Agreement and Statement of Work** with selected Respondents containing certain standard provisions (the “Agreement”), located [HERE](#).

### 1.2 Mass Tech Collaborative

Mass Tech Collaborative is an independent public instrumentality of the Commonwealth of Massachusetts chartered by the Commonwealth to serve as a catalyst for growing its innovation economy. Mass Tech Collaborative brings together leaders from industry, academia, and government to advance technology-focused solutions that lead to economic growth, job creation, and public benefits in Massachusetts. Mass Tech Collaborative has five primary divisions: the Innovation Institute, the Massachusetts Broadband Institute, the Center for Advanced Manufacturing, the Massachusetts Cybersecurity Center, and the Massachusetts e-Health Institute. For additional information about Mass Tech Collaborative and its programs and initiatives, please visit our website at [www.MassTech.org](http://www.MassTech.org).

## 2. SERVICES REQUIRED

### 2.1 Overview

MassTech’s primary location is in Westborough and its staff occupies 3 buildings on the campus. MassTech also leases space at Center Plaza in Boston. The IT staff and MassTech’s data center are located at the Westborough campus. The following provides some key information regarding MassTech’s current IT environment:

- MassTech's infrastructure is primarily in-house Microsoft servers with Cisco networking in our data center. Most servers are Microsoft 2016 and 2019 running in virtualized environments. The virtualization platform is VMware ESXI.
- The services on the Microsoft servers include an internal Exchange 2016 server as well as a mix of Microsoft SQL server versions for application server services.
- The network infrastructure consists of Cisco routers and switches.
- The buildings on the Westborough campus are connected with fiber optic cable. The connection to the Boston office is done through a firewall based VPN.
- Our staff currently works both from home and the offices in a hybrid environment. They access resources through an SSL VPN.
- User’s computers, are for the most part, Dell laptops running Windows 10 with Mimecast and Multifactor Authentication security.
- MassTech has an internally hosted Cisco Call Manager phone system.
- MassTech also has some hosted services. Our public facing websites are hosted by Acquia. The public facing websites, for the most part, will not be part of the services requested. In

addition we have a hosted contract management system and use other common hosted services such as Salesforce and Constant Contact.

Under this RFQ, MassTech is seeking to prequalify firms for IT services that MassTech may require from time to time, and intends to initially contract with a Respondent to perform a high level baseline assessment of the IT infrastructure and establish a roadmap for necessary or recommended upgrades and improvements that would be implemented over the next three years. The service categories include:

- **IT Inventory and Infrastructure Roadmap-** assessment of the existing state of MassTech's IT infrastructure, systems, equipment, and process and preparation of a 3-year roadmap for improvements.
- **IT Project Support-** upgrading or replacing equipment, migration of software, remote access functionality, and other general IT projects.
- **Emergency IT Services-** response to hardware system failures, software issues, and addressing potential security issues or data breaches.
- **IT Security Services-** assist with evaluation of existing and the implementation of recommendations for new security measures or procedures and associated training.
- **Supplemental IT Support-** IT support service to supplement or backfill for our existing IT staff from time to time.

## 2.2 IT Services

MassTech is seeking to prequalify IT consultants that can assist MassTech on a project by project basis and/or on as need basis regarding the following tasks:

- **IT Inventory and Infrastructure Roadmap**
  - a. With support from the IT staff, perform an inventory of MassTech's IT environment, systems, servers, and overall capacity.
  - b. Review existing IT policies, procedures, and practices including back-ups, updates, logging, and monitoring of IT functions.
  - c. Assist with the evaluation of currently utilized hardware, applications, and services and make recommendations for ways to improve functionality, save costs, and increase security where possible.
  - d. Identify a prioritized list of recommended improvements and necessary system updates and upgrades.
  - e. Provide a 3-year roadmap for the recommended improvements and upgrades including high level schedule and budget.
- **IT Project Support**
  - a. Upgrade or replace switches and routers.
  - b. Upgrade remote access functionality –MassTech currently uses VPN and Citrix.
  - c. Upgrade infrastructure to increase redundancy of the network for security and failover capabilities.
  - d. Deploy new systems such as servers, network infrastructure devices, storage solution and end user devices consistent with the 3-year roadmap.
- **Emergency IT Services**
  - a. Respond to hardware system failures.
  - b. Troubleshoot software issues.
  - c. Investigate and remediate potential security issues or data breaches.
- **IT Security Services**
  - a. Assist the IT staff with evaluating MassTech's network security environment, procedures,

- tools, and training program.
  - b. Provide services that may be required to assist in the implementation of improvements to security measures or procedures.
  - c. Provide support for implementation of incremental security training and vulnerability testing.
- **Supplemental IT Support**
    - a. Provide IT support services to supplement our IT staff of two during heavy workload periods, or as other needs may occur.
    - b. Backfill for our IT staff as may be needed during absences.

Respondents are only required to submit firm and consultant qualifications and rates for services under each category that it would like to seek qualification for. Respondents do not need to submit qualification for all of the categories. After MassTech has selected the firms that are qualified to provide services, MassTech intends to enter into time and materials based agreements with one or more of these firms to address some of the IT service requirements.

### 3 APPLICATION PROCESS

#### 3.1 Application and Submission Instructions

Respondents are cautioned to read this RFQ carefully and to conform to its requirements. Failure to comply with the requirements of this RFQ may serve as grounds for rejection of an Application.

- a. All Applications must be submitted electronically.
- b. Required Submissions- All Applications must include the items listed below:
  - Application Cover Sheet (Attachment A)
  - Application, which shall include:
    - A description of the firm responding to the RFQ (including descriptions of proposed subcontractors, if any) and the firm's qualifications to perform the categories of Services listed in 2.2. Resumes or bios for key individuals that would perform services for MassTech.
    - The proposed approach to providing the Services to which you are seeking qualification for.
    - The proposed hourly rates for the various staff and/or roles within your organization that may be utilized to provide the services, as well as any other appropriate costs, in the Budget Template (Attachment C). List additional fees, overhead charges, or reimbursable expenses, if any. For travel costs, the Mass Tech Collaborative pays the IRS rate per mile. Additionally, Respondents are invited to propose alternative(s) cost structures that are more cost-effective than the proposed time and materials approach.
    - Provide three references for work previously performed by the Respondent that is substantially similar to the Services. References should include a contact person, address, and phone number.
  - Authorized Application Signature and Acceptance Form (Attachment B). **By executing the Authorized Respondent's Signature and Acceptance Form and submitting a response to this RFQ, Respondents certify that they (1) are in compliance with the terms, conditions and specifications contained in this RFQ, (2) acknowledge and understand the procedures for handling materials submitted to the Mass Tech Collaborative as set forth in subsection d. below, (3) agree to be bound by those procedures, and (4) agree**

**that the Mass Tech Collaborative shall not be liable under any circumstances for the disclosure of any materials submitted to the Mass Tech Collaborative pursuant to this RFQ or upon the Respondent's selection.**

- Exceptions to the *Services Agreement and Statement of Work*, located at [HERE](#), if any.
- c. An electronic version of the applications **must** be RFQsubmitted to-  
[proposals@MassTech.org](mailto:proposals@MassTech.org) (please include the RFQ number in the subject heading).
- d. Any and all responses, Applications, data, materials, information and documentation submitted to Mass Tech Collaborative in response to this RFQ shall become Mass Tech Collaborative's property and shall be subject to public disclosure. As a public entity, the Mass Tech Collaborative is subject to the Massachusetts Public Records Law (set forth at Massachusetts General Laws Chapter 66). There are very limited and narrow exceptions to disclosure under the Public Records Law. If a Respondent wishes to have the Mass Tech Collaborative treat certain information or documentation as confidential, the Respondent must submit a written request to the Mass Tech Collaborative's General Counsel's office no later than 5:00 p.m. ten (10) business days prior to the required date of Application submission set forth in Section 3.2 below. The request must precisely identify the information and/or documentation that is the subject of the request and provide a detailed explanation supporting the application of the statutory exemption(s) from the public records cited by the Respondent. The General Counsel will issue a written determination within ten (10) business days of receipt of the written request. If the General Counsel approves the request, the Respondent shall clearly label the relevant information and/or documentation as "**CONFIDENTIAL**" in the Application. Any statements in an Application reserving any confidentiality or privacy rights that is inconsistent with these requirements and procedures will be disregarded.

### 3.2 Application Timeframe

The application process will proceed according to the following schedule. The target dates are subject to change. Therefore, Respondents are encouraged to check Mass Tech Collaborative's website frequently for updates to the schedule.

Task	Date:
RFQ Released	8/1/2022
Questions Due	8/17/2022 @ 5 PM EST
Question and Answer File Posted	8/23/2022 @ 5 PM EST
Applications Due	9/7/2022 @ 3 PM EST

### 3.3 Questions

Questions regarding this RFQ must be submitted by electronic mail to [proposals@MassTech.org](mailto:proposals@MassTech.org) with the following Subject Line: "Questions – RFQ No. 2023-GA-04"). All questions must be received by 5:00 p.m. EST on **8/17/2022**. Responses to all questions received will be posted on or before 5:00 p.m. on **8/23/2022** to Mass Tech Collaborative and COMMBUYS website(s).

## 4 EVALUATION PROCESS AND CRITERIA

### 4.1 Process

The Mass Tech Collaborative shall evaluate each Application that is properly submitted. As part of

the selection process, Mass Tech Collaborative may invite finalists to answer questions regarding their Application in person or in writing. In its sole discretion, Mass Tech Collaborative may also choose to enter into a negotiation period with one or more finalist Respondent(s) and then ask the Respondent(s) to submit a best and final offer.

#### **4.2 Criteria**

Selection of a Respondent to provide the services sought herein may be based on criteria that include but are not limited to:

- Respondent's capabilities, including demonstrated capacity, facilities, and organizational structure to perform the various types of services sought;
- Qualifications and experience of Respondent and key personnel including credentials, operational, and practical experience;
- Demonstrated knowledge of the subject areas listed in the Services;
- Experience in providing similar services to other clients;
- Record of performance with other clients;
- Prequalification under any Commonwealth of Massachusetts IT Blanket contracts;
- Reasonableness of hourly rates including any discounts offered to state entities;
- Ability to comply with the requirements of federal and state law relative to Equal Employment Opportunity; and
- Lack of debarment status by either the state or federal government is also required.

The order of these factors does not generally denote relative importance. The goal of this RFQ is to select and enter into an Agreement with the Respondent that will provide the best value for the Services to achieve MassTech Collaborative's goals. Mass Tech Collaborative reserves the right to consider such other relevant factors as it deems appropriate in order to obtain the "best value".

### **5.0 GENERAL CONDITIONS**

#### **5.1 General Information**

- a) If an Application fails to meet any material terms, conditions, requirements or procedures, it may be deemed unresponsive and disqualified. The Mass Tech Collaborative reserves the right to waive omissions or irregularities that it determines to be not material.
- b) This RFQ, as may be amended from time to time by Mass Tech Collaborative, does not commit Mass Tech Collaborative to select any firm(s), award any contracts for services pursuant to this RFQ, or pay any costs incurred in responding to this RFQ. Mass Tech Collaborative reserves the right, in its sole discretion, to withdraw the RFQ, to engage in preliminary discussions with prospective Respondents, to accept or reject any or all Applications received, to request supplemental or clarifying information, to negotiate with any or all qualified Respondents, and to request modifications to Applications in accordance with negotiations, all to the same extent as if this were a Request for Information.
- c) On matters related solely to this RFQ that arise prior to an award decision by the Mass Tech Collaborative, Respondents shall limit communications with the Mass Tech Collaborative to the Procurement Team Leader and such other individuals as the Mass Tech Collaborative may designate from time to time. No other Mass Tech Collaborative employee or representative is authorized to provide any information or respond to any questions or inquiries concerning this RFQ. Respondents may contact the Procurement Team Leader for this RFQ in

the event this RFQ is incomplete.

- d) The Mass Tech Collaborative may provide reasonable accommodations, including the provision of materials in an alternative format, for Respondents with disabilities or other hardships. Respondents requiring accommodations shall submit requests in writing, with supporting documentation justifying the accommodations, to the Procurement Team Leader. The Mass Tech Collaborative reserves the right to grant or reject any request for accommodations.
- e) Respondent's Application shall be treated by the Mass Tech Collaborative as an accurate statement of Respondent's capabilities and experience. Should any statement asserted by Respondent prove to be inaccurate or inconsistent with the foregoing, such inaccuracy or inconsistency shall constitute sufficient cause for Mass Tech Collaborative in its sole discretion to reject the Application and/or terminate of any resulting Agreement.
- f) Costs that are not specifically identified in the Respondent's response and/or not specifically accepted by Mass Tech Collaborative as part of the Agreement will not be compensated under any contract awarded pursuant to this RFQ.
- g) Mass Tech Collaborative's prior approval is required for any subcontracted services under any Agreement entered into as a result of this RFQ. The selected Respondent will take all appropriate steps to assure that minority firms, women's business enterprises, and labor surplus area firms are used when possible. The selected Respondent is responsible for the satisfactory performance and adequate oversight of its subcontractors. Subcontractors are required to meet the same requirements and are held to the same reimbursable cost standards as the selected Respondent.
- h) Submitted responses must be valid in all respects for a minimum period of sixty (60) days after the deadline for submission.
- i) Mass Tech Collaborative reserves the right to amend the Agreement at any time prior to execution. Respondents should review the Agreement as they are required to specify any exceptions to the Agreement and to make any suggested counterproposal in their Application. A failure to specify exceptions and/or counterproposals will be deemed an acceptance of the Agreement's general terms and conditions, and no subsequent negotiation of such provisions shall be permitted.

## **5.2 Posting of Modifications/Addenda to RFQ**

This RFQ has been distributed electronically using the Mass Tech Collaborative and COMMBUYS websites. If the Mass Tech Collaborative determines that it is necessary to revise any part of this RFQ, or if additional data is necessary to clarify any of its provisions, an addendum will be posted to the websites. It is the responsibility of each potential Respondent to check the Mass Tech Collaborative and COMMBUYS websites for any addenda or modifications to the RFQ. The Mass Tech Collaborative accepts no liability and will provide no accommodation to Respondents who submit a response based on an out-of-date RFQ.

**Attachment A**  
**Application Cover Sheet**

Name of Respondent			
Mailing Address	City/Town	State	Zip Code
Telephone	Fax	Web Address	
Primary Contact for Clarification		Primary Contact E-mail Address	
Authorized Signatory		Authorized Signatory E-mail Address	
Legal Status/Jurisdiction (e.g., a Massachusetts Corporation, LLC, LLP, etc.)		Respondents DUNS No.	



**Attachment B**  
**Massachusetts Technology Collaborative**  
**Authorized Respondent's Signature and Acceptance Form**

The undersigned is a duly authorized representative of the Respondent listed below. The Respondent has read and understands the RFQ requirements. The Respondent acknowledges that all of the terms and conditions of the RFQ are mandatory, and that Respondent's response is compliant with such requirements.

The Respondent understands that, if selected by the Mass Tech Collaborative, the Respondent and the Mass Tech Collaborative will execute an Agreement specifying the mutual requirements of participation. The undersigned has either (*please check one*):

- specified exceptions and counter-proposals to the terms and conditions of the **Services Agreement**;  
or  
 agrees to the terms and conditions set forth therein;

The undersigned acknowledges and agrees that the failure to submit exceptions and counter-proposals with this response shall be deemed a waiver, and the Agreement shall not be subject to further negotiation.

Respondent agrees that the entire bid response will remain valid for sixty (60) days from receipt by the Mass Tech Collaborative.

I certify that Respondent is in compliance with all corporate filing requirements and State tax laws.

I further certify that the statements made in this response to the RFQ, including all attachments and exhibits, are true and correct to the best of my knowledge.

Respondent: \_\_\_\_\_  
(Printed Name of Respondent)

By: \_\_\_\_\_  
(Signature of Authorized Representative)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Attachment C**  
**Budget Template**

**SEE EXCEL SPREADSHEET**