



Request for Proposals for Request for Proposals for Drupal Web Development and Maintenance Services

RFP No. 2023-GA-05

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

Procurement Team Leader: Brett Campbell

RFP Issued:	August 12, 2022
Questions Due:	August 24, 2022
Answers to Questions Posted:	August 31, 2022
Responses Due:	September 12, 2022
Services Agreement Link Amended:	August 23, 2022

1. INTRODUCTION

1.1 Overview

Massachusetts Technology Collaborative (“Mass Tech Collaborative” or “MassTech”) is issuing this Request for Proposals for **Drupal Web Development and Maintenance Services** (RFP No. 2023-GA-05) (“RFP”) to solicit responses from qualified contractors (“Respondents”) with experience in Drupal 9 coding development on multi-domain sites. 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 RFP, and a single 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 at the MassTech Collaborative, the Massachusetts Broadband Institute, the Massachusetts eHealth Institute, the Center for Advanced Manufacturing, and the MassCyberCenter. For additional information about Mass Tech Collaborative and its programs and initiatives, please visit our website at www.masstech.org.

2. SERVICES REQUIRED

2.1 Overview

Mass Tech Collaborative is seeking to engage a firm to provide on-going Drupal Web Development and Maintenance Services. The initial contract agreement with Mass Tech Collaborative will be for a one year duration with the option to extend the contract for up to 2 additional years based upon satisfactory performance.

As part of Mass Tech Collaborative’s mission to support the vibrant, growing innovation economy across Massachusetts, it is critical that we manage and maintain our website properties to communicate information and resources to our stakeholders, which include citizens, businesses, academic and research institutions, and non-profit organizations across the Commonwealth. MassTech has been appointed to serve a role in numerous governmental initiatives which requires partnering with other agencies that may require new web tools or sub-sites.

Given that broad public mission, Mass Tech Collaborative strives for its web properties to be a resource for the agency’s many stakeholders. This requires a variety of content from directories, educational materials and toolkits, to public notices, procurements, templates and guides, programmatic resources, news and stories, and more. Some of our sites also serve as an aggregator of information for a particular sector of innovative technology to promote Massachusetts’ resources.

MassTech’s Communications & Marketing Team has working knowledge of the backend user interfaces for our web properties and manages content and menu structure. MassTech is seeking a service provider who can build user interfaces, address technical issues, and provide instruction to increase MassTech’s self-sufficiency for web management. MassTech’s Information Technology team has proficiency in web servers and security, along with some Drupal code-based working knowledge. However, there is a need to augment our existing team’s skill sets with strong professional Drupal-based

expertise in front-end and back-end development, accessibility, analytics, and Search Engine Optimization (“SEO”) services.

Vendors ideally suited for this work will have a strong background in building, updating, maintaining, Drupal 9-based web properties that have a multi-domain set-up with particular experience in working with non-profit organizations. SEO and analytics expertise is preferred and would provide additional benefits to our marketing strategies.

The ideal vendor for this work will provide a high level of responsiveness to Mass Tech Collaborative's requests. We are seeking proposals that can provide a flexible and nimble process for reasonable, prioritized on-call tech support services and turn around for 'hot-fix' issues within 24 hours.

Vendors should possess a strong track record of client/vendor communication with the ability to clearly identify technical challenges, outline and recommend potential solutions, estimate hours to implement approved solution, execute on the solution within schedule and budget, and record any steps taken to resolve technical issue(s).

MassTech's various divisions and program teams have different sets of stakeholder groups and therefore different business needs. We operate on one website database with 9 sub-domains (see Attachment D). The current host vendor is Acquia and it is preferred that an Acquia-certified developer be selected for this project. It is also important to note that MassTech just completed an upgrade project from Drupal version 7 to Drupal 9 during summer 2022.

There will be one main MassTech point of contact for the Vendor, whom will be responsible for receiving, prioritizing, and communicating any development or tech support requests from MassTech's divisions and programs to the Vendor. New development for features or functionality typically arise without a long lead time, so flexibility to engage in new project plans within a contract year is expected and it is our usual course of business to adjust to market and program needs.

MassTech is also committed to managing website properties that are accessible to all citizens of the Commonwealth, including those with sensory, physical, learning, or other disabilities. An understanding of website accessibility, including best practice and standards such as those published by the Information Technology Division of the Commonwealth of Massachusetts, is required. Flagging areas for improvement in our website's accessibility and recommendations for solutions are expected.

2.2 Scope of Services

Web Development and Associated Professional Services

Provide project-based web development; occasional technical, security, and diagnostic support; and perform system updates and upgrades. Some activities under these topics include, but are not limited to:

- Address specific website technical issues such as user interface errors, problems with Drupal code, deployment bugs;
- Address “hot-fix” website issues within 24 hours
- Provide alternative solutions along with comparisons and estimates on the required level of effort to solve business needs;
- Build new page design templates, content types, web tools, as needed;
- Integrate third-party web applications if specifications allow (see Attachment D for additional details);
- Execute on enhancements to existing web features, modules, and tools;
- Work collaboratively with MassTech Collaborative's Communications and IT staff, as well as other web contractors, such as the hosting vendor.
- Actively participate in transition activities, if applicable, from existing contractors, such as conference calls and planning meetings;

- Provide documentation of new web-based, digital features, and modules – both technical and instructional;
- Support Drupal functionality or content created by MassTech Collaborative or other third party vendors doing work on behalf of MassTech Collaborative;
- Create and maintain a team learning environment for the Mass Tech Collaborative staff to enable smooth flow of knowledge transfer between consultant and MassTech staff.
- Through project work, engage MassTech Collaborative staff in discussions of new development and concepts via round table discussions, online demonstrations, or documentation.
- Offer Search Engine Optimization techniques and strategies to improve our websites' rankings;
- Support or exhibit proficiency in web design and/or web analytics;
- Include approach on identifying areas of improvement for accessibility and ways to execute on those recommendations.

3 APPLICATION PROCESS

3.1 Application and Submission Instructions

Respondents are cautioned to read this RFP carefully and to conform to its requirements. Failure to comply with the requirements of this RFP 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 RFP (including descriptions of proposed subcontractors, if any), the firm's qualifications to perform the Services, and employee size by department or by level of expertise. Please indicate if the firm is a minority-owned business enterprise (MBE) or woman-owned business enterprise (WBE).
 - Resumes or bios of employed staff that would be involved in providing the services, including experience with Drupal 9 and multi-domain sites, and their worksite location. Work and meetings will be performed remotely/virtually. Time zone differences can impact meeting availability, responsiveness, and timing of deliverables.
 - Summary of overall organization size and the ability to support project teams with additional staff or additional resources is recommended.
 - The proposed approach to providing the Services, including:
 - Describe the support process in which clients submit tech support requests,
 - Describe the anticipated response time and how prioritization is managed
 - List any project management tool systems that would be used for tracking development projects;
 - Provide a plan of how services would be transitioned from current vendor, if applicable, and any initial considerations based upon the review of the information provided in Attachment C.
 - Additionally, Respondents are invited to propose alternative(s) which provide substantially better or more cost-effective performance than achievable under the stated RFP scope of services.

- Include Service Level Agreement (SLA) or other means to define expectations around responsiveness to requests/tickets.
 - Provide the projected costs for providing the Services:
 - Established, competitive rates for routine/business hour project work; and
 - Established, competitive rates for non-routine or emergency/off-hour support.
 - MassTech anticipates entering into an agreement based on time and materials costs but is willing to consider alternative pricing for the development services. To the extent Time and Materials is not the preferred structure, please explain basis and projected costs.
 - List additional fees, overhead charges, or reimbursable expenses, if any. As a general policy, the Mass Tech Collaborative does not pay mark-ups on reimbursables or out-of-pocket expenses. For travel costs, the MassTech Collaborative pays the IRS rate per mile.
 - Provide information on any discounts for costs or rates that would be offered at different service levels and provide information on rates beyond the initial year of the agreement.
 - Three references for work previously performed by the Respondent that is substantially similar to the Services. References should include a contact person, address, phone number(s), and a brief description of the services provided.
 - **Authorized Application Signature and Acceptance Form (Attachment B). By executing the Authorized Respondent's Signature and Acceptance Form and submitting a response to this RFP, Respondents certify that they (1) are in compliance with the terms, conditions and specifications contained in this RFP, (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 RFP 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 application must be submitted to: proposals@masstech.org (please include the RFP number in the subject heading - RFP No. 2023-GA-05).
- d. Any and all responses, Applications, data, materials, information and documentation submitted to Mass Tech Collaborative in response to this RFP 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. fourteen (14) business days prior to the required date of Application submission set forth in Section 4.2 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 and **shall only include the confidential material in the hard copy of 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:
RFP Released	August 12, 2022
Questions Due	August 24, 2022 @ 5 PM EST
Question and Answer File Posted	August 31, 2022 @ 5 PM EST
Applications Due	September 12, 2022 @ 3 PM EST

3.3 Questions

Questions regarding this RFP must be submitted by electronic mail to proposals@masstech.org with the following Subject Line: “Questions – RFP No. 2023-GA-05”. All questions must be received by 5:00 p.m. EST on August 24, 2022. Responses to all questions received will be posted on or before 5:00 p.m. on August 31, 2022 to Mass Tech Collaborative and Comm-BUYS 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 provide a presentation and/or answer questions regarding their Application: virtually, 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:

- Expertise in the development, maintenance, and troubleshooting of Drupal open-source content management platform, specifically in a multi-site environment;
- Firm qualifications including size and structure that provides sufficient capacity to handle the services required in addition to existing customer base and any certification as a minority-owned business enterprise (MBE) or woman-owned business enterprise (WBE)
- Experience level of staff listed in the proposal;
- Indication of the commitment to delivering a high-level of customer service;
- Proposed Service Level Agreement or other means to define expectations;
- Competitive rates; and
- Proposed mechanisms and processes to manage communications, projects, and requests.

Lack of debarment status by either the Commonwealth of Massachusetts or federal government is also required.

The order of these factors does not generally denote relative importance. The goal of this RFP 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 RFP, 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 RFP, or pay any costs incurred in responding to this RFP. Mass Tech Collaborative reserves the right, in its sole discretion, to withdraw the RFP, 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 RFP 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 RFP. Respondents may contact the Procurement Team Leader for this RFP in the event this RFP 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 RFP.
- g) Mass Tech Collaborative's prior approval is required for any subcontracted services under any Agreement entered into as a result of this RFP. 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 RFP

This RFP has been distributed electronically using the Mass Tech Collaborative and Comm-BUYS websites. If the Mass Tech Collaborative determines that it is necessary to revise any part of this RFP, 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 Comm-BUYS websites for any addenda or modifications to the RFP. The Mass Tech Collaborative accepts no liability and will provide no accommodation to Respondents who submit a response based on an out-of-date RFP.

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.	
Is the Respondent a minority-owned business enterprise (MBE) or woman-owned business enterprise (WBE)? If yes, please list certification/designation:			

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 RFP requirements. The Respondent acknowledges that all of the terms and conditions of the RFP 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** located [HERE](#) 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 RFP, 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

Attachment D

Massachusetts Technology Collaborative

Divisions and Website Domains



- Masstech.org
- Masscybercenter.org
- Broadband.masstech.org
- MeHI.masstech.org
- Innovation.masstech.org
- Cam.masstech.org

Programs and Website Domains



- Macaregivercoalition.org
- Massdigitalhealth.org
- Massmakes.org

Third Party Integrations

Monday.vc Infogram Articulate Adobe Spark Constant Contact Google Maps

**Note: MassTech does own many variations of these domains and some others that redirect those listed above. We also have development and staging sites. Access to our Drupal 7 servers still exist for a limited amount of time (until we finish archiving content).*