



Request for Proposals for Drupal Web Development & Maintenance Services

RFP No. 2020-GA-04

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

Procurement Team Leader: Brett Campbell

RFP Issued:	6/10/2020
Questions Due:	6/17/2020
Answers to Questions Posted:	6/25/2020
Responses Due:	7/1/2020 by 3PM

1. INTRODUCTION

Massachusetts Technology Collaborative (“Mass Tech Collaborative”) is issuing this Request for Proposals for **Drupal Web Development & Maintenance Services** (RFP No.2020-GA-04) (the “RFP”) to solicit responses from qualified contractors (“Applicants”) with experience in **Drupal-based coding development**. Applicants will be competing against each other for selection to provide the services set forth herein (the “Services”). The submissions of all Applicants shall be compared and evaluated pursuant to the evaluation criteria set forth in this RFP, and a single Applicant may be selected.

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

Mass Tech Collaborative reserves the right to amend the Agreement at any time prior to execution. Applicants 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.**

2. SERVICES REQUIRED

2.1 Context

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’ assets.

MassTech’s Communications and Marketing Team has working knowledge of the backend user interfaces for our web properties and manages content (create and deploy) and the menu structure. MassTech is seeking a service provider who can support the communications team with building user interfaces, provide consultation and instruction in order 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 web development. Vendors ideally suited for this work will have a strong background in building and maintaining Drupal-based web properties with particular experience in working with non-profit organizations. Search Engine Optimization and analytics expertise is strongly preferred and would provide additional benefit to inform our communication and marketing strategies.

The ideal vendor 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. Expedient acknowledgement of a request from the project manager is needed and issue resolution within 24 hours for typical troubleshooting and a shorter timeframe for addressing critical issues such as website down-time or urgent security patches or breaches. 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 all steps taken to resolve technical issue(s). MassTech seeks a vendor that can provide efficient project management and dedicated technical resources who develop an understanding of Mass Tech Collaborative's business and sites, which will allow the most effective use of funds authorized and of assigned completed projects.

MassTech's various divisions and program teams have different sets of stakeholder groups and therefore different business needs. There are three website databases, two of which have multiple sub-sites (see Attachment C for a listing of sites and subsites). There will be one point of contact for the Vendor at MassTech whom will be responsible for receiving, prioritizing, and communicating any development or tech support requests from the 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's 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. A general 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.

2.2 Scope of Services

Provide project-based web development; 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;
- 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;
- New development to be built on our Development (Dev) site for review and approval (avoid any local site steps);
- Integrate third-party web applications if specifications allow;
- Execute on enhancements to existing web features and tools; and
- Research, project plan, and execute on a migration project to Drupal 8.

Work collaboratively with MassTech Collaborative's Communications and IT staff as well as other web contractors, namely the hosting vendor [Acquia](#).

- Actively participate in transition activities from existing contractors such as conference calls and planning meetings;

- Provide documentation of new web-based digital features and modules – both technical and instructional;
- Maintain a deployment document for all developers and supply the file for a quarterly upload to our contracting system;
- 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 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;
- Perform work within our development site environment and follow our steps for deployment to our production site, rather than a local site for developers (preferred);
- Offer Search Engine Optimization techniques and strategies to improve our websites' rankings;
- Web analytics - offer advice and install/integrate tools; assist with tracking and monitoring; and
- Support or exhibit proficiency in web design (not required but preferred).

Required Deliverables:

- Weekly Progress Reports which should include:

- budget status
- work completed
- upcoming tasks scheduled for development or deployment
- project estimates
- backlog

- Monthly Detailed Invoices to allow for detailed allocation of the billed amounts across various project costs centers

- Meeting Recap Notes to summarize the discussion during a project management meeting and next steps

Vendor must provide additional documentation as requested, such as developer notes, user instructions, audit reports, estimate details, design prototypes, etc.

3. VENDOR REQUIREMENTS & EVALUATION PROCESS AND CRITERIA

3.1 Vendor Requirements

The Respondent selected for this role shall be required to meet the following minimum requirements:

- Possess a clear understanding of Drupal-based websites similar to Mass Tech Collaborative's, including its overall web design, structure, and layout;
- Assign a dedicated team to the account: a project manager and 2-3 web developers (at least one to be of senior level);
- Receive Drupal notices regarding security patches, upgrades, standards, issues/changes to stay up to date with site maintenance;
- Possess technical certifications or degrees related to Drupal development, website support, cybersecurity, SEO, analytics, (all that apply); and
- Proven record of successful completion of a system migration (specifically Drupal 7 to 8).

3.2 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 Applicant(s) and then ask the Applicant(s) to submit a best and final offer.

3.2 Criteria

Selection of an Applicant 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;
- Experience level of staff listed in the proposal;
- Indication of the commitment to delivering a high-level of customer service;
- Service Level Agreement offered that meets or exceeds RFP requirements;
- Competitive rates;
- Proposed mechanisms and processes to manage communications, projects, and requests; 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 RFP is to select and enter into an Agreement with the Applicant 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".

4 APPLICATION PROCESS

4.1 Application and Submission Instructions

Applicants 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 in **electronic (PDF) format to proposals@masstech.org** in 8 ½ x 11" formatting (including all Required Submissions, see below);
- 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) and the firm's qualifications to perform the Services;
 - Resumes or Bios of Staff that would be involved in providing the services. If any subcontractors will be assigned to the project that needs to be notated;

- The proposed approach to providing the Services including the ability and approach to designate a specific team that would perform the requested services. Additionally, Applicants are invited to propose alternative(s) which provide substantially better or more cost-effective performance than achievable under the stated RFP scope of services;
- 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 and any initial considerations based upon the review of the information provided in Attachment C;
- Three references for work previously performed by the Applicant that is substantially similar to the Services. References should include a contact person, address and phone number; and
- A cost proposal that provides the following:

Time and Materials Costs:

- Established, competitive rates for routine/business hour project work; and
- Established, competitive rates for non-routine or emergency/off-hour support.
- List additional fees, overhead charges, or reimbursable expenses, if any. As a general policy, the Mass Tech Collaborative does not pay mark-ups on reimbursable or out-of-pocket expenses.
- MassTech anticipates entering into an agreement based on time and materials costs, **but is willing to consider alternative pricing structures** provided that it allows for sufficient flexibility in managing the month to month fluctuations in the level of services and provides appropriate supporting document of the costs associated with each project assigned.

Alternate Pricing Structures:

- To the extent the Applicant proposes an alternative pricing structure, the applicant must provide a sufficient level of detail on the proposed structure, basis for the costs, flexibility across billing periods, process to provide detail required to track costs against projects and costs centers at least on a monthly basis, reasons and benefits to Applicant and Mass Tech Collaborative of the of the proposed structure.
- Authorized Application Signature and Acceptance Form (Attachment B). **By executing the Authorized Applicant's Signature and Acceptance Form and submitting a response to this RFP, Applicants 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 Applicant's selection.

- Exceptions to the *Services Agreement and Statement of Work*, located [HERE](#), if any.
- c. Applications **must** be delivered as follows:

Electronic (PDF) version submitted to -

proposals@masstech.org (please include the RFP 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 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 an Applicant wishes to have the Mass Tech Collaborative treat certain information or documentation as confidential, the Applicant 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 Applicant. 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 Applicant 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.

4.2 Application Timeframe

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

Task	Date:
RFP Released	6/10/2020
Questions Due	6/17/2020 @ 5 PM EST
Question and Answer File Posted	6/25/2020 @ 5 PM EST
Applications Due	7/1/2020 @ 3 PM EST

4.3 Questions

Questions regarding this RFP must be submitted by electronic mail to proposals@masstech.org with the following Subject Line: "Questions – RFP No. 2020-GA-04". All questions must be received by 5:00 p.m. EST on 6/17/2020. Responses to all questions received will be posted on or before 5:00 p.m. on 6/29/2020 to Mass Tech Collaborative and Comm-Buys website(s).

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 Applicants, to accept or reject any or all Applications received, to request supplemental or clarifying information, to negotiate with any or all qualified Applicants, 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, Applicants 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. Applicants 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 Applicants with disabilities or other hardships. Applicants 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) Applicant's Application shall be treated by the Mass Tech Collaborative as an accurate statement of Applicant's capabilities and experience. Should any statement asserted by Applicant 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 Applicant'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 Applicant 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 Applicant 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 Applicant.

- h) Submitted responses must be valid in all respects for a minimum period of sixty (60) days after the deadline for submission.

5.2 Posting of Modifications/Addenda to RFP

This RFP 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 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 Applicant to check the Mass Tech Collaborative, MBI and COMMBUYS websites for any addenda or modifications to the RFP. The Mass Tech Collaborative accepts no liability and will provide no accommodation to Applicants 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.	

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

The undersigned is a duly authorized representative of the Applicant listed below. The Applicant has read and understands the RFP requirements. The Applicant acknowledges that all of the terms and conditions of the RFP are mandatory, and that Applicant's response is compliant with such requirements. The Applicant specifically acknowledges the application of the procedures regarding disclosure of sensitive information as set forth in Section 4.1 (d) of the RFP, and specifically agrees that it shall be bound by those procedures.

The Applicant understands that, if selected by the Mass Tech Collaborative, the Applicant 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 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.

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

I certify that Applicant 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.

Applicant: _____
(Printed Name of Applicant)

By: _____
(Signature of Authorized Representative)

Name: _____

Title: _____

Date: _____

Attachment C **Listing of Mass Tech Collaborative sites information**

The Drupal CMS is configured as a multisite installation, with three fully distinct Drupal sites. The sites are built on a Drupal 7 CMS, running on 7.2, Apache 2.4 and Amazon Aurora.php

Site 1

[MassTech.org](https://www.masstech.org) HYPERLINK "https://www.masstech.org"

[M2I2.masstech.org](https://www.m2i2.org) (M2I2.org)

[MassCyberCenter.org](https://www.masscybercenter.org) HYPERLINK "https://www.masscybercenter.org"

Site 2

[MeHI.Masstech.org](https://www.mehi.masstech.org) HYPERLINK "https://www.mehi.masstech.org"

[MassDigitalHealth.org](https://www.massdigitalhealth.org) HYPERLINK "https://www.massdigitalhealth.org"

Site 3

[Broadband.masstech.org](https://www.broadband.masstech.org) HYPERLINK "https://www.broadband.masstech.org"

We have development and staging sites for all three as well.

Modules:

There are 171 active modules.

- Core: 31
- Custom: 12 (7 of which are mostly feature scaffolding and the other 5 implement explicit custom development)
- Contributed: 128

Content Types:

- MeHI – 31
- MassTech – 16
- MBI – 15

Blocks Enabled:

- MeHI: 41 blocks
- MBI: 23 blocks
- MassTech: 31 blocks

Generally, we use plain text fields for building out editable UI and rich text fields with the to drive the content sections. Files are handled through the media module for file fields and IMCE for embedding content in the rich text areas. CKEditor