

**Administration
Information & Technology Service**



**BOSTON PUBLIC HEALTH COMMISSION
REQUEST FOR PROPOSALS**

RFP# ITS-002-24

Microsoft Training Services

February 5, 2024

RFP Coordinator	<i>All communication regarding the RFP <u>must</u> be made through the RFP Coordinator identified below.</i> Name: Puneet Sharma Contact Information: ITSRFP@BPHC.ORG
RFP Issue	<i>The RFP and related attachments can be found and downloaded at the Boston Public Health Commission website City of Boston Bids and RFPs.</i> Date: February 5, 2024, at 9:00 am, local time (EST)
Submitted Questions Due	<i>All questions <u>must</u> be received by the RFP Coordinator identified above by:</i> Date: February 15, 2024, no later than 4:00 p.m., local time (EST)
Response to question	<i>Answers to questions by:</i> Date: February 22, 2024, no later than 4:00 p.m., local time (EST)
Proposal Submission	<i>Proposals <u>must</u> be received by the Division of Procurement Services by:</i> Submission Deadline: March 4, 2024, no later than 4:00 p.m., local time (EST). <i>Proposals <u>must</u> be submitted electronically to the following address:</i> Electronic (e-mail) Submission Address: ITSRFP@BPHC.ORG & RFR@bphc.org

**Issued by
Boston Public Health Commission
1010 Massachusetts Ave, 2nd Floor, Boston, MA 02118**

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PUBLIC NOTICE

**BOSTON PUBLIC HEALTH COMMISSION
INFORMATION TECHNOLOGY SERVICES
REQUEST FOR PROPOSALS (RFP)
RFP# ITS-002-24
Microsoft Training Services**

The Boston Public Health Commission (BPHC) is seeking proposals for Microsoft Training Services.

A copy of the RFP, as well as the Question & Answer Summary and all amendments related to the RFP, can be obtained at: [City of Boston Bids and RFPs](#)

Proposals must be submitted to the Procurement Services of Boston Public Health Commission (BPHC), via e-mail, at: ITSRFP@bphc.org & RFR@bphc.org Proposal submissions must be received no later than 4:00 p.m., local time (EST), on March 4, 2024. Proposals will be opened the following business day. Proposals not submitted to the BPHC Procurement Services' aforementioned e-mail address by the aforementioned deadline will not be considered for contract award.

RFP TERMS/ACRONYMS with DEFINITIONS

The following terms and acronyms, as referenced in the RFP, shall have the meanings indicated below:

<u>Term/Acronym</u>	<u>Definition</u>
BPHC	Boston Public Health Commission
ITS	Information Technology Services (ITS)
Consortium	Consortium for Professional Development
MOC	Microsoft Official Courses
RFP	Request for Proposal
BPHC	Massachusetts

**BOSTON PUBLIC HEALTH COMMISSION
INFORMATION TECHNOLOGY SERVICES
RFP# ITS-002-24
Microsoft Training Services**

PART I INTRODUCTION

A. Purpose and Background

The Boston Public Health Commission, Information Technology Services (ITS) is seeking proposals to provide Microsoft Training Services as defined in this Request for Proposals (RFP) document. This document provides instructions for submitting proposals, the procedure and criteria by which the Provider(s) will be selected and the contractual terms which will govern the relationship between the Boston Public Health Commission (BPHC) and the awarded Bidder(s).

The Boston Public Health Commission (BPHC) is seeking a learning partner that currently holds and maintains an active Learning Competency status under the Microsoft Partner Network to provide a comprehensive learning solution, by delivering quality training in Microsoft technologies to BPHC.

B. General Provisions

1. From the time the RFP is issued until award notification is made, all contact with the BPHC regarding the RFP must be made through the RFP Coordinator. No other person/ BPHC employee is empowered to make binding statements regarding the RFP. Violation of this provision may lead to disqualification from the bidding process, at the BPHC's discretion.
2. Issuance of the RFP does not commit the Boston Public Health Commission (BPHC) to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to the RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
3. All proposals must adhere to the instructions and format requirements outlined in the RFP and all written supplements and amendments (such as the Summary of Questions and Answers), issued by the Boston Public Health Commission (BPHC). Proposals are to follow the format and respond to all questions and instructions specified below in the "Proposal Submission Requirements" section of the RFP.
4. Bidders will take careful note that in evaluating a proposal submitted in response to the RFP, the Boston Public Health Commission (BPHC) will consider materials provided in the proposal, information obtained through interviews/presentations (if any), and internal Boston Public Health Commission (BPHC) information of previous contract history with the Bidder (if any). The Boston Public Health Commission (BPHC) also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder's experience and capabilities.
5. The proposal must be signed by a person authorized to legally bind the Bidder and must contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 180 days from the date and time of the bid opening.
6. The RFP and the awarded Bidder's proposal, including all appendices or attachments, will be the basis for the final contract, as determined by the Boston Public Health Commission (BPHC).
7. Following the announcement of an award decision, all submissions in response to this

RFP will be public records, available for public inspection pursuant to the Commonwealth of Massachusetts Freedom of Information Act (FOIA)

8. The Boston Public Health Commission (BPHC), at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to the RFP.
9. All applicable laws, whether or not herein contained, are included by this reference. It is the Bidder's responsibility to determine the applicability and requirements of any such laws and to abide by them.
10. **Optional:** In case of a Certified Minority Business Enterprise/Women's Business Enterprise (MBE/WBE) vendor. The proposers must include the Commonwealth of Massachusetts Supplier Diversity Office (SDO) Certification letter with their proposal.
11. **Optional:** In case the proposer is a Veteran-Owned Business, Proposer should include a letter indicating the company is 51% or more Veteran-owned.
12. All service contracts awarded by the Boston Public Health Commission may be subject to following the City of Boston's living wage ordinance. This ordinance requires that all employees working on sizable city contracts earn an hourly wage that is enough for a family of four to live at or above the federal poverty level. This wage amount called the living wage, is recalculated every year. For more information, please visit <https://www.boston.gov/worker-empowerment/living-wage-division>.

C. Contract Term

The Boston Public Health Commission (BPHC) is seeking a cost-efficient proposal to provide services, as defined in the RFP, for the anticipated contract period defined in the table below. Please note, the dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with the RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the Boston Public Health Commission (BPHC) may opt to renew the contract for two (2) renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from the RFP, is defined as follows:

Period	Start Date	End Date
Initial Period of Performance	4/1/2024	3/31/2025
Renewal Period #1	4/1/2025	3/31/2026
Renewal Period #2	4/1/2026	3/31/2027

D. Number of Awards

The Boston Public Health Commission (BPHC) anticipates making one (1) award as a result of this RFP process. The Boston Public Health Commission (BPHC) reserves the right to make more than one (1) award if it is determined to be in the best interest of the BPHC to do so.

PART II SCOPE OF SERVICES TO BE PROVIDED

A. General Guidelines

1. The awarded Bidder is required to deliver Microsoft Official Courses (MOC) using three (3) delivery methods:
 - a. Classroom-based (on-site, instructor-led)
 - b. Virtual (instructor-led)
 - c. Blended instruction (any combination of all methods)
2. Self-paced training is excluded from the scope of this RFP.
3. All training requests to the awarded Bidder will be from the Information Technology Services.
 - a. BPHC employees may not directly request or “register” for any courses.
 - b. The Consortium for Professional Development and or Information Technology Services will work with the awarded Bidder to register staff students, schedule classes, and coordinate the logistics of all training courses.
4. Once the Consortium for Professional Development and or Information Technology Services has provided the names of students to be enrolled in a specific course, the awarded Bidder must send a notification email to the Information Technology Services and student(s) who have been enrolled in the training at a minimum of five (5) business days prior to the training start date. The notification should be sent via email and shall include the following:
 - a. Instructor’s name and contact information
 - b. Start time and location of training
 - c. Any other special instructions or materials required
5. In the event the Boston Public Health Commission (BPHC) notifies the awarded Bidder of staff-student enrollment within five (5) business days of the training start date, a notification message should be sent by the Bidder at the time of enrollment confirming enrollment.

8 Service Location

8. The awarded Bidder is required to provide classroom-based training on-site at the BPHC facilities.
8. The BPHC training facility will meet the following requirements:
 - a. Learning lab will provide staff students with necessary learning equipment such as laptops, internet access, etc.
 - b. BPHC is compliant with American Disability Act (ADA), <http://www.ada.gov/> and as requested, meets reasonable special accommodations.
 - c. BPHC facility does have projection equipment such as an overhead projector and or LCD panel; a high-definition television.

8 Microsoft Official Courses

The Boston Public Health Commission (BPHC) requires the awarded Bidder to provide Microsoft Official Courses in all currently supported Microsoft technologies and in compliance with

Microsoft's Learning Competency Guidelines and Agreement. The MOC can be found in the embedded document below in **Appendix D**.

8 Courseware, Training Software, Tools, Reference Materials, and Post Training Surveys

8. The awarded Bidder will be required to provide all materials needed for all trainings. This includes:
 - a. Registration,
 - b. Courseware,
 - c. Training software,
 - d. Tools,
 - e. Reference materials, and
 - f. Post-training surveys.

8. The Boston Public Health Commission (BPHC) requires the awarded Bidder to make materials, courseware, training software, student login, and reference materials available to students in a timely manner.
 - a. On-site: Courseware must arrive 2-3 business days prior to the on-site training date.
 - b. Virtual: Student log-in information must be provided 2-3 business days prior to the start of a course to ensure students will be ready to start the course at the specified time.

8. The Boston Public Health Commission (BPHC) understands in extreme circumstances there may be times when materials (courseware, training software, student login, and any reference materials) will not be available in advance for a specific class.
 - a. The awarded Bidder must notify Consortium for Professional Development and or Information Technology Services as soon as possible, in the event of an extreme circumstance.

8 Student Certificate of Completion

The Boston Public Health Commission (BPHC) requires each student to receive a certificate of completion within three (3) business days of course ending. The awarded Bidder will provide a certificate of completion to each student via email as well as provide a copy to the Information Technology Services.

8 Service Management

The Boston Public Health Commission (BPHC) requires the awarded Bidder to provide high-quality training courses that meet the requirements in a consistent, professional, and timely manner.

The awarded Bidder must provide a statement agreeing to the service-level requirements below.

8. Service Level Agreements
 - a. Student Evaluation Satisfaction Survey
 - i. The Boston Public Health Commission (BPHC) and the awarded Bidder shall establish a mutually agreed-upon staff-student evaluation satisfaction survey to track student satisfaction in relation to the subscribed course.
 - ii. The awarded Bidder shall distribute student evaluation survey within twenty-four

(24) hours after each course ends. All student responses to course evaluations must be sent to the Boston Public Health Commission (BPHC) within five (5) business days.

- iii. On a quarterly basis, the awarded Bidder shall provide the Boston Public Health Commission (BPHC) with a compiled report indicating each course for which they provided services and the overall satisfaction score for the course.
- iv. Upon delivery of each report, the parties will meet jointly to identify any areas of student dissatisfaction, if any.
- v. The awarded Bidder must prepare a plan with the Boston Public Health Commission (BPHC)'s input and approval to resolve student dissatisfaction.

b. Start Time and Cancellation

- i. The awarded Bidder must notify the Boston Public Health Commission (BPHC) in writing of course cancellation at least five (5) business days prior to the course start date (unless circumstances beyond the instructor's control like death of family member or instructor's illness).
- ii. The Boston Public Health Commission (BPHC) will not pay any fees for courses that are canceled by the awarded Bidder.
- iii. The Boston Public Health Commission (BPHC) will make every effort to keep the agreed-upon schedule for each training. In the event, the Boston Public Health Commission (BPHC) must cancel a scheduled course, no cancellation fees may be charged if the course is canceled up to five (5) business days prior to the scheduled course (unless circumstances beyond control like weather or pandemic).
- iv. If the Boston Public Health Commission (BPHC) cancels the course with less than five (5) business days from the scheduled start of the course, a cancellation fee may be assessed to the Boston Public Health Commission (BPHC) by the awarded Bidder.
- v. The Boston Public Health Commission (BPHC) reserves the right to negotiate cancellation fees for any trainings resulting from this Request for Proposal.

8 Microsoft Training Incentives and Vouchers

It would be appreciated if the winning Bidder actively engaged in Microsoft-sponsored training incentives, which encompass the Software Assurance Training Voucher program and the Learning Partner Incentive Payment program.

8 Website

The awarded Bidder must provide and maintain a user-friendly website for the duration of the resulting contract.

- 8. The awarded Bidder's website must be on a modernized platform, intuitive, and easy to navigate.
- 8. The website must include an up-to-date course catalog and general course descriptions.
- 8. The website must be secure utilizing https:// in the web address.
- 8. Bidders must provide their website's homepage address in their proposal.

PART III KEY RFP EVENTS

A. Questions

1. **General Instructions:** It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions.
 - a. Bidders and other interested parties must use **Appendix E – Submitted Questions Form** – for submission of questions. The form is to be submitted as a WORD document.
 - b. The Submitted Questions Form must be submitted, by e-mail, and received by the RFP Coordinator, identified on the cover page of the RFP, as soon as possible but no later than the date and time specified on the RFP cover page.
 - c. Submitted Questions must include the RFP Number and Title in the subject line of the e-mail. The Boston Public Health Commission (BPHC) assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.
2. **Question & Answer Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date; [BPHC RFP Page](#). It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

B. Amendments

All amendments released in regard to the RFP will also be posted on the following website [City of Boston Bids and RFPs](#). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

C. Submitting the Proposal

1. **Proposals Due:** Proposals must be received no later than 4:00 p.m. local time, on the date listed on the cover page of the RFP. E-mails containing original proposal submissions, or any additional or revised proposal files, received after the 4:00 p.m. deadline will be rejected without exception.
2. **Delivery Instructions:** E-mail proposal submissions are to be submitted to the BPHC ITS RFP email address at ITSRFP@bphc.org & RFR@bphc.org.
 - a. Only proposal submissions received by e-mail will be considered. The Boston Public Health Commission (BPHC) assumes no liability for assuring accurate/complete e-mail transmission and receipt.
 - b. E-mails containing links to file-sharing sites or online file repositories will not be accepted as submissions. Only e-mail proposal submissions that have the actual requested files attached will be accepted.
 - c. Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions. Please check with your organization's Information Technology team to ensure that your security settings will not encrypt your proposal submission.
 - d. File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary, due to file size concerns. All e-mails and files must be received by the due date and time listed above.

- e. Bidders are to insert the following into the subject line of their e-mail proposal submission: **“RFP# ITS-002-24 Proposal Submission – [Bidder’s Name]”**
- f. Bidder’s proposal submissions are to be broken down into multiple files, with each file named as it is titled in bold below, and include:
 - **File 1 [Bidder’s Name] – Preliminary Information:**
PDF format preferred
Appendix A (Proposal Cover Page)
Appendix B (Debarment, Performance and Non-Collusion Certification)
All required eligibility documentation stated in PART IV, Section I
 - **File 2 [Bidder’s Name] – Organization Qualifications and Experience:**
PDF format preferred
Appendix C (Organization Qualifications and Experience Form) and all required information and attachments are stated in PART IV, Section II.
 - **File 3 [Bidder’s Name] – Proposed Services:**
PDF format preferred
All required information and attachments are stated in PART IV, Section III.
 - **File 4 [Bidder’s Name] – Cost Proposal:**
PDF format preferred
Appendix D (Cost Proposal Form) and all required information and attachments stated in PART IV, Section IV.

PART IV PROPOSAL SUBMISSION REQUIREMENTS

This section contains instructions for Bidders to use in preparing their proposals. The Boston Public Health Commission (BPHC) seeks detailed yet succinct responses that demonstrate the Bidder's qualifications, experience, and ability to perform the requirements specified throughout the RFP.

The Bidder's proposal must follow the outline used below, including the numbering, section, and sub-section headings. Failure to use the outline specified in PART IV, or failure to respond to all questions and instructions throughout the RFP, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Boston Public Health Commission (BPHC), and its evaluation team, has sole discretion to determine whether a variance from the RFP specifications will result either in disqualification or reduction in scoring of a proposal. Rephrasing of the content provided in the RFP will, at best, be considered minimally responsive.

Bidders are not to provide additional attachments beyond those specified in the RFP for the purpose of extending their response. Additional materials not requested will not be considered part of the proposal and will not be evaluated. Include any forms provided in the submission package or reproduce those forms as closely as possible. All information must be presented in the same order and format as described in the RFP.

Proposal Format and Contents

Section I Preliminary Information (File #1)

1. Proposal Cover Page

Bidders must complete **Appendix A** (Proposal Cover Page). It is critical that the cover page show the specific information requested, including Bidder address(es) and other details listed. The Proposal Cover Page must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

2. Debarment, Performance and Non-Collusion Certification

Bidders must complete **Appendix B** (Debarment, Performance and Non-Collusion Certification Form). The Debarment, Performance and Non-Collusion Certification Form must be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.

Section II Organization Qualifications and Experience (File #2)

1. Overview of the Organization

Bidders must complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills to provide the requested services in the RFP. Bidders must include three examples of projects which demonstrate their experience and expertise in performing these services as well as highlighting the Bidder's stated qualifications and skills.

2. Subcontractors

If subcontractors are to be used, Bidders must provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors' organizational capacity and qualifications.

3. Organizational Chart

Bidders must provide an organizational chart. The organizational chart must include the project being proposed. Each position must be identified by position title and corresponding to the personnel job descriptions.

4. Litigation

Bidders must attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which the Bidder paid the claimant either as part of a settlement or by decree. For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.

5. Financial Viability

Bidders must provide the following information for each of the past three tax years:

- a. Balance Sheets
- b. Income (Profit/Loss) statements

6. Licensure/Certification

Provide documentation of any applicable licensure/certification or any specific credentials required to provide the proposed services.

7. Certificate of Insurance

Bidders must provide a certificate of insurance on a standard ACORD form (or the equivalent) evidencing the Bidder's general liability, professional liability, and any other relevant liability insurance policies that might be associated with the proposed services.

8. Optional: In case of a Certified Minority Business Enterprise/Women's Business Enterprise (MBE/WBE) vendor. The proposers must include the Commonwealth of Massachusetts Supplier Diversity Office (SDO) Certification letter with their proposal.

9. Optional: In case the proposer is a Veteran-Owned Business, Proposer should include a letter indicating the company is 51% or more Veteran-owned.

Section III Proposed Services (File #3)

1. Services to be Provided

Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved. If subcontractors are involved, clearly identify the work each will perform.

Section IV Cost Proposal (File #4)

1. General Instructions

- a. Bidders must submit a cost proposal that covers the period starting on 4/01/2024 and ending on 3/31/2025.
- b. The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
- c. No costs related to the preparation of the proposal for the RFP, or to the negotiation of

the contract with the Boston Public Health Commission (BPHC), may be included in the proposal. Only costs to be incurred after the contract effective date that are specifically related to the implementation or operation of contracted services may be included.

2. Cost Proposal Form Instructions

Bidders must fill out **Appendix D** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information, and to follow the required cost proposal format provided, may result in the exclusion of the proposal from consideration, at the discretion of the Boston Public Health Commission (BPHC).

PART V PROPOSAL EVALUATION AND SELECTION

Evaluation of the submitted proposals will be accomplished as follows:

A. Evaluation Process - General Information

1. An evaluation team, composed of qualified reviewers, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
2. Officials responsible for making decisions on the award selection will ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the Boston Public Health Commission (BPHC).
3. The Boston Public Health Commission (BPHC) reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received. The Boston Public Health Commission (BPHC) may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Changes to proposals, including updating or adding information, will not be permitted during any interview/presentation process and, therefore, Bidders must submit proposals that present their rates and other requested information as clearly and completely as possible.

B. Scoring Weights and Process

1. **Scoring Weights:** The score will be based on a 100-point scale and will measure the degree to which each proposal meets the following criteria.

Section I. Preliminary Information (No Points – Eligibility Requirements)

Includes all elements addressed above in Part IV, Section I.

Section II. Organization Qualifications and Experience (40 points + Optional: 10 points)

Includes all elements addressed above in Part IV, Section II.

Extra 5 points in case the vendor is a Commonwealth Of Massachusetts approved and certified Minority Business Enterprise/Women's Business Enterprise (MBE/WBE) vendor.
Extra 5 points in case the proposer is a Veteran-Owned Business.

Section III. Proposed Services (25 points)

Includes all elements addressed above in Part IV, Section III.

Section IV. Cost Proposal (35 points)

Includes all elements addressed above in Part IV, Section IV.

2. **Scoring Process:** For proposals that demonstrate meeting the eligibility requirements in Section I, the evaluation team will use a consensus approach to evaluate and score Sections II & III above. Members of the evaluation team will not score those sections individually but, instead, will arrive at a consensus as to assignment of points for each of those sections. Section IV, the Cost Proposal, will be scored as described below.
3. **Scoring the Cost Proposal:** The total cost proposed for conducting all the functions

specified in the RFP will be assigned a score according to a mathematical formula. The lowest bid will be awarded 35 points. Proposals with higher bids values will be awarded proportionately fewer points calculated in comparison with the lowest bid.

The scoring formula is:

(Lowest submitted cost proposal / Cost of proposal being scored) x 35 = pro-rated score

No Best and Final Offers: BPHC will not seek or accept a best and final offer (BAFO) from any Bidder in this procurement process. All Bidders are expected to provide their best value pricing with the submission of their proposal.

- 4. Negotiations:** The Boston Public Health Commission (BPHC) reserves the right to negotiate with the awarded Bidder to finalize a contract. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Boston Public Health Commission (BPHC)'s Request for Proposal to an extent that may affect the price of goods or services requested. The Boston Public Health Commission (BPHC) reserves the right to terminate contract negotiations with an awarded Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest-ranked Bidder, the Boston Public Health Commission (BPHC) may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Boston Public Health Commission (BPHC) may cancel the RFP, at its sole discretion.

C. Selection and Award

1. The final decision regarding the award of the contract will be made by representatives of the Boston Public Health Commission (BPHC) subject to approval by the BPHC Procurement Review Committee.
2. Notification of conditional award selection or non-selection will be made in writing by the Boston Public Health Commission (BPHC).
3. Issuance of the RFP in no way constitutes a commitment by the Boston Public Health Commission (BPHC) to award a contract, to pay costs incurred in the preparation of a response to the RFP, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
4. The Boston Public Health Commission (BPHC) reserves the right to reject any and all proposals or to make multiple awards.

PART VI CONTRACT ADMINISTRATION AND CONDITIONS

A. Contract Document

1. The successful Bidder may provide to execute a Master Agreement with appropriate riders to Boston Public Health Commission (BPHC).

The Bidder could use the BPHC Standard Contract documents or use its own Master Agreement contract, along with other forms and documents commonly provided by BPHC. Allocation of funds is final upon awarded negotiation and execution of the contract, subject to the review and approval of the BPHC Procurement and Legal Departments. Contracts are not considered fully executed and valid until approved by the BPHC Procurement and Legal Departments and funds are encumbered. No contract will be approved based on an RFP which has an effective date less than fourteen (14) calendar days after award notification to Bidders.

This provision means that a contract cannot be effective until at least 14 calendar days after award notification.

2. The BPHC recognizes that the actual contract effective date depends upon the completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and approval by the BPHC Procurement and BPHC Legal Departments.
3. In providing services and performing under the contract, the awarded Bidder must act as an independent contractor and not as an agent of the BPHC.

B. Standard BPHC Contract Provisions

1. Contract Administration

Following the award, a Contract Administrator from the Boston Public Health Commission (BPHC) will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Boston Public Health Commission (BPHC) staff will be available after the award to consult with the awarded Bidder in the finalization of the contract.

2. Payments and Other Provisions

The BPHC anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains a reference to the BPHC Purchase Order (PO) number, contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from the RFP.

PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS

Appendix A – Proposal Cover Page

Appendix B – Debarment, Performance, and Non-Collusion Certification

Appendix C – Qualifications and Experience Form

Appendix D – Cost Proposal Form

Appendix E – Submitted Question Form

APPENDIX A

**Boston Public Health Commission
PROPOSAL COVER PAGE
RFP# ITS-002-24
Microsoft Training Services**

Bidder's Organization Name:			
Chief Executive - Name/Title:			
Tel:		E-mail:	
Headquarters Street Address:			
Headquarters City/State/Zip:			
<i>(Provide information requested below if different from above)</i>			
Lead Point of Contact for Proposal - Name/Title:			
Tel:		E-mail:	
Headquarters Street Address:			
Headquarters City/State/Zip:			

- This proposal and the pricing structure contained herein will remain firm for a period of 180 days from the date and time of the bid opening.
- No personnel currently employed by the Boston Public Health Commission (BPHC) or any other BPHC employee, either directly or indirectly, in any activities relating to the preparation of the Bidder's proposal.
- No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
- The above-named organization is the legal entity entering into the resulting contract with the Boston Public Health Commission (BPHC) if they are awarded the contract.
- The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.

Name (Print):	Title:
Authorized Signature:	Date:

APPENDIX B

**Boston Public Health Commission
DEBARMENT, PERFORMANCE, and NON-COLLUSION CERTIFICATION
RFP# ITS-002-24
Microsoft Training Services**

Bidder's Organization Name:	
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By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:

- a. Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
- b. Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:
 - i. Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, BPHC, or local government transaction or contract.*
 - ii. Violating Federal or BPHC antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.**
- c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification.*
- d. Have not within a three (3) year period preceding this proposal had one or more federal, State, or local government transactions terminated for cause or default.*
- e. Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of State and federal law and can result in fines, prison sentences, and civil damage awards.*

Name (Print):	Title:
Authorized Signature:	Date:

APPENDIX C

**Boston Public Health Commission
QUALIFICATIONS and EXPERIENCE FORM
RFP# ITS-002-24
Microsoft Training Services**

Bidder's Organization Name:

Present a brief statement of qualifications. Describe the history of the Bidder's organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities. You may expand this form and use additional pages to provide this information.

APPENDIX C (continued)

Provide a description of projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in the “Scope of Services” portion of the RFP. For each of the project examples provided, a contact person from the client organization involved should be listed, along with that person’s telephone number and e-mail address. Please note that contract history with the BPHC, whether positive or negative, may be considered in rating proposals even if not provided by the Bidder.

Project One	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	

Project Two	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	

APPENDIX C (continued)

Project Three	
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	
Brief Description of Project	

APPENDIX D

**Boston Public Health Commission
COST PROPOSAL FORM
RFP# ITS-002-24
Microsoft Training Services**

Bidder's Organization Name:	
Proposed Cost:	\$

Bidders are to provide all requested information on the excel document below. To open the document, double-click on the icon.

Bidders are to enter the "Total Cost" from the Excel spreadsheet below, once completed, into the "Total Cost" section above. This figure will be the used in the cost formula as described in PART V, B., 3. Of the RFP.



Cost Proposal RFP
ITS-002-24.xlsx

