Request for Quotes

for

Mobile Communication Services

for

Mobile Device Acquisition and Deployment Services

Issued under the rules and regulations of Statewide Contract ITT46 for Network Services

May 6, 2014

Document Number: RFQ EHSDCFMCS14

THIS RFQ AND ALL RESPONSES HERETO INCLUDING THE WINNING QUOTE SHALL BECOME PUBLIC RECORD AS OF THE DATE THE CONTRACT REFERENCED HEREIN IS AWARDED, AND CAN BE OBTAINED FROM THE EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES, BY SENDING AN E-MAIL TO JON SEIFF AT JON.SEIFF@STATE.MA.US. ANY PORTIONS OF A RESPONSE THAT ARE LABELED AS CONFIDENTIAL WILL STILL BE CONSIDERED PUBLIC RECORD.
General Procurement Information

Purchasing Department: Executive Office of Health and Human Services

Address: Executive Office of Health and Human Services
One Ashburton Place, 11th floor
Boston, MA 02108

Procurement Contact: Melissa Morrison

E-Mail Address: Melissa.Morrison@state.ma.us

RFQ File Number and Title: RFQ EHSDCFMCS14

Mobile Communication Services
for Mobile Device Acquisition and Deployment Services

This Request for Quotes (“RFQ”) does not commit the Commonwealth of Massachusetts (“Commonwealth”) or the Executive Office of Health and Human Services (“EOHHS”) to approve a Statement of Work (“SOW”), pay any costs incurred in the preparation of a Respondent’s response to this RFQ, or to procure or contract for products or services.

EOHHS reserves the right to accept or reject any and all proposals received as a result of this RFQ and to contract for some, all, or none of the products and services as a result of this RFQ. EOHHS further reserves the right to negotiate with any or all qualified Respondents and to cancel in part or in its entirety this RFQ if it is in the best interest of EOHHS or the Commonwealth of Massachusetts to do so.

EOHHS reserves the right to amend this RFQ at any time prior to the date the responses are due. Any such amendment will be posted to the Commonwealth’s procurement website, COMMBUYS. Respondents are advised to check this site regularly, as this will be the sole method used for notification of changes.

This RFQ is restricted to vendors on the statewide network services contract ITT46, Category 3: Mobile Communication Services.
I. **Description and Purpose of Procurement**

A. **Background**

The Executive Office of Health and Human Services is the largest Commonwealth secretariat. EHS work touches the lives of many Massachusetts residents. From promoting access to quality health care to expanding community living opportunities for persons with disabilities, EHS offers programs to support Commonwealth residents from children to the elderly.

The Department of Children and Families is one of the agencies within the Executive Office of Health and Human Services. DCF is charged with protecting children from abuse and neglect and strengthening families. To this end, the DCF provides a comprehensive array of services to families and children through a statewide network of DCF-staffed offices, in conjunction with community-based providers and informal resources.

The Department of Children and Families uses a number of technology solutions to support the needs of nearly 10,000 users, including staff and partners in the provider community. Together these systems support a vast array of business processes including Case and Service Management, Legal Services, Resource Management, Financial Management, Quality Management, Reporting, and much more. DCF is in the process of creating a single web-enabled system called i-FamilyNet to provide end-to-end automated business functions. i-FamilyNet is accessed through public facing EHS application portal called the Virtual Gateway (VG).

EOHHS, in consultation with ITD, has determined that the services to be provided under this RFQ are urgent. As such, this procurement will be operating under an accelerated timeline that will require contract execution by Friday, May 30, 2014. Additionally, this urgency has resulted in a decision that the only devices considered under this procurement are to be Apple iPads. This decision was based on an analysis of the technology available, market price of such technology, and the overall system security provided by the operating system and application delivery service to the device. Any proposals involving alternative devices will be disregarded.

**DCF Mobile Workforce**

The Governor of Massachusetts established a strategic priority to provide technology to enable DCF workers to access and report real-time information to support real-time decision-making. To support the Governor’s stated initiative, EHS plans to acquire and deploy mobile devices to appropriate DCF direct care staff to achieve the following technological functions:

- Ability to view and update Statewide Automated Child Welfare Information System (i-FamilyNet) data from the field on handheld devices that provide data security.
- Ability to access Outlook functions such as email, calendar, contacts etc.
- Ability to access teleconference/web-based conferencing from the field.
- Ability to access the internet to aid case work.
Such mobile devices require the ability to communicate wirelessly, using each device’s capability to deliver data via its cellular radio.

B. Description of Requirements

The Successful Respondent will describe in detail and demonstrate that they are capable of performing the following tasks:

1. The ability of the Respondent to activate cellular network service on approximately 2,000 Apple iPad Air devices (“iPad”) as of June 1, 2014;

2. The ability of the Respondent to activate cellular network service on additional iPads for the duration of the contract, as required, without limit or other penalty;

3. The ability of the Respondent to terminate cellular network service by a device at the request of EOHHS, without limit or other penalty;

4. The ability of the Respondent to change cellular network data service plans for a device or a set of devices at the request of EOHHS, without limit or other penalty;

5. The ability of the Respondent to provide service without requiring a minimum number of EOHHS users, without penalty;

6. The ability of the Respondent to provide sharing of data usage;

7. The ability of the Respondent to provide reliable 4G LTE cellular coverage across New England to such iPads – vendor should include a data map of 4G LTE cellular coverage of New England;

8. The ability of the Respondent, in the event 4G LTE cellular coverage is unavailable, to provide no less than 3G cellular coverage across New England to such iPads – vendor should include a data map of 3G cellular coverage of New England;

9. The ability of the Respondent to provide customer support for cellular network connectivity issues and to provide effective notice of network disruption or outages;

10. The ability of the Respondent to provide paper and electronic billing statements to EOHHS that show the exact data use subdivided by DCF region (as defined by EOHHS), DCF office, and individual user; and

11. The ability of the Respondent to provide tracking of data usage for the initial period of the agreement to later re-determine what are the appropriate cellular network data plans for EOHHS.
C. **Anticipated Contract Duration**

Any contract awarded through this RFQ shall start on the date signed by both parties and shall have a base term ending June 30, 2017 with an option to extend the contract for three months to September 30, 2017. If ITT46 is extended beyond September 30, 2017, EOHHS may further extend the contract to the earlier of September 30, 2019 or the expiration date of ITT46, in increments determined by EOHHS.

Duration of any contract awarded under this RFQ is dependent upon funding appropriation and the provisions of the Commonwealth Terms and Conditions and other contract documents (described in Sec. III below).

II. **Requirements**

A. **Respondent Qualifications**

The Respondent selected for this engagement shall describe in detail and demonstrate:

1. A recent track record of successfully completing multiple projects with scope similar to that described herein to the satisfaction of their clients;

2. A recent track record of successfully partnering with other vendors to complete projects of similar scope and design;

3. A recent track record of providing support for cellular network connectivity issues and successful resolution of those issues;

4. Three references from prior projects that can attest to Respondent’s performance in Sections II.A.1-3 above.

5. Any projects of this size or larger in the past three years which were cancelled and highlighting the reasons for such cancellation;

6. A high level of customer satisfaction supported by industry standard performance metrics;

7. Experience in managing ongoing support functions, implementation of communications capabilities in new devices, and billing; and

8. Any subcontractors required for performance of the work required under this RFQ.

B. **Staff Qualifications and Key Personnel**

The Respondents will provide qualified staff throughout the duration of the agreement entered into subject to this RFQ. Respondent will detail the skills and industry certifications of those individuals intended to participate in the planning, implementation and on-going support of the
products and services provided under this contract and integrated with this platform, in the following manner:

1. Provide the name, skills, education/training, certification and overall abilities of the lead Service Representative who will act as project manager for the project described under this RFQ;

2. The Service Representative will have extensive experience and a history of successfully managing projects of like size, technology and complexity;

3. The Service Representative will have effective written and verbal communication skills;

4. The technical resources involved in this project will have appropriate, product relevant technical certifications for all products and services utilized in this implementation;

5. The Respondent will also provide a list and detail the skills and responsibilities of other generic resources required to complete this project;

6. Where needed, the Respondent will detail the use of any non-Respondent employed resources, contractors or business partners; and

7. Familiarity with the Commonwealth and its privacy policy protection requirements and or a willingness to participate in privacy training as required by EHS or its agencies is required.

C. Programmatic Activities

The Successful Respondent will be required for the duration of the agreement entered into pursuant to this RFQ to work with EOHHS and the vendor EOHHS selects as a result of RFQ EHSDCFMADDS14 ("Equipment Vendor") to implement cellular connectivity in each iPad pursuant to the schedule implemented by that Equipment Vendor. The Successful Respondent will be required to work with EOHHS and the Equipment Vendor on an ongoing basis to ensure that cellular network service is activated, changed, or terminated as requested. In any event, all iPads should have cellular network service activated no later than the date it is provided to the end-user.

Respondent should provide a detailed explanation of its process to activate cellular network connectivity for a project of this scope.

III. Order of Precedence

The contract resulting from this RFQ shall consist of the following documents in the following order of precedence: (1) the Commonwealth’s Terms and Conditions; (2) the Commonwealth’s Standard Contract Form; (3) the Commonwealth’s RFR ITT46; (4) the Respondent’s response thereto; (5) this Request for Quotes RFQ EHSDCFMCS14; (6) the Respondent’s response thereto; inclusive of all attachments and modifications, as amended by and any subsequent
negotiations between the parties, including without limitation any Statement of Work or other agreement negotiated by the parties.

IV. **Procurement Calendar**

All times in this RFQ are Eastern Standard Time.

### Procurement Calendar (Projected)

<table>
<thead>
<tr>
<th>CALENDAR EVENT</th>
<th>DATE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFQ Posting and Release</td>
<td>May 6, 2014</td>
<td></td>
</tr>
<tr>
<td>Deadline for Respondent submission of written questions</td>
<td>May 8, 2014</td>
<td>4:00 PM</td>
</tr>
<tr>
<td>EOHHS written responses to questions posted (estimated)</td>
<td>May 12, 2014</td>
<td>4:00 PM</td>
</tr>
<tr>
<td><strong>Bid Opening Date (Quote Deadline)</strong></td>
<td>May 16, 2014</td>
<td>1:00 PM</td>
</tr>
<tr>
<td><strong>Contract Execution Date</strong></td>
<td>May 30, 2014</td>
<td></td>
</tr>
</tbody>
</table>

Respondents will have the opportunity to submit questions about the RFQ. Written questions regarding the RFQ must be emailed to Melissa.Morrison@state.ma.us no later than the date and time indicated in the above Procurement Calendar and the subject line of the e-mail should read RFQ EHSDDCFMCS14. No acknowledgment of receipt shall be given. EOHHS will review all questions and, at its discretion, prepare written responses to those it determines to be of general interest and relevant to the preparation of a response to the RFQ. These responses will be posted on the Commonwealth’s COMMBUYS website.

V. **Submission Requirements**

Interested Respondents’ complete responses must be submitted by the date listed in the Procurement Calendar no later than **1:00 pm** (Eastern Time).

- Bidders must post their responses on COMMBUYS; registered ITT46 bidders who need assistance may consult COMMBUYS published job aids or the COMMBUYS Help Desk relative to submitting a response.

- In addition, bidders must submit, by email, an original, signed response identified with the Bidder’s name and address and the name of this Request for Quotes. Responses must be also submitted online on COMMBUYS and e-mailed to:
  - Melissa.Morrison@MassMail.State.MA.US

- The email must clearly identify the bidder and have as a subject line “Mobile Communication Services for DCF – RFQ EHSDDCFMCS14”.

All responses and information submitted in response to this RFQ are subject to the Massachusetts Public Records Law, M.G.L., c.66, s.10 and c.4, s. 7 part 26. Any statements in submitted responses that are inconsistent with this law shall be disregarded.
All responses must be received by the Procurement Coordinator, no later than the RFQ Bid Opening Date and time indicated in the Procurement Calendar above or they will not be evaluated.

VI. Vendor Responses

The Respondent shall include in its written narrative a detailed description of how it will address each of the lettered or numbered requirements specified in Sections I and II. The narrative response shall:

- demonstrate the Respondent’s understanding of the needs of EOHHS relative to the tasks herein;
- describe how the Respondent’s product and services will meet each of the initiative’s requirements;
- provide a statement describing the approach the Respondent will take to meet the requirement’s needs;
- agree to the terms of this RFQ, agree to the SOW template terms detailed in the Statement of Work Template. Include a draft Statement of Work using the template. The Statement of Work Template should include, at a minimum, the vendor’s proposed description of: (a) Project Scope, including a description of the deliverable (see Section 1 of the template SOW, (b) responsibilities of the parties, (c) assumptions and (d) pricing;
- include additional documentation Respondent wishes to be incorporated into the SOW and which does not conflict with any of the documentation listed in Section III or with any of the terms of Statewide Contract ITT46, section 3; and
- agree to provide each and every listed requirement or provide an alternative that the Respondent will agree to provide/perform.

Respondents may combine/merge deliverables but must always provide an explanation/justification and identify the individual deliverables in their response to the numbered requirements.

The Respondent’s response to each of the numbered items below must repeat the RFQ section number (e.g., I.B.5). When bulleted lists follow a numbered requirement, each of the bullets should be addressed in the Respondent’s response to the numbered requirement; failure to address each of the bullets will likely result in a lower evaluation.

1. A cover letter in which the Respondent states that they agree to the terms of this RFQ.
2. A copy of Attachment A, which includes all service elements and relevant pricing to reflect Respondent’s needs. The numbers included with Attachment A are illustrative only and Respondent should change such numbers to reflect cellular plans actually provided.
3. A copy of any relevant warranty, maintenance agreement, technical support description, software license and software maintenance agreement.
4. The timeframe for delivery of the service(s) once a Purchase Order is issued. Unless otherwise agreed upon by EOHHS and the successful Respondent, all service(s) must be capable of being rendered by June 1st of the current Fiscal Year.
5. A valid quote based on items 2 above that can be used to issue a purchase order.
6. The address and contact information for the person to whom the purchase order can be sent.

VII. **Miscellaneous**

By submitting a proposal in response to this RFQ, Respondents agree to the following terms:

1. The Commonwealth will not pay for any costs other than those set forth in the Respondent’s response to this RFQ.
2. All Quotes submitted in response to this RFQ must be valid for a minimum of ninety (90) calendar days.
3. Extraneous marketing or promotional materials are discouraged and such information will not be factored into the evaluation of vendors.
4. EOHHS will not pay any charges not set forth in the response.

VIII. **Review Rights**

Responses to this RFQ may be reviewed and evaluated by any person(s) at the discretion of EOHHS including non-allied and independent consultants retained by EOHHS now or in the future, for the sole purpose of obtaining an analysis of responses. Any and all respondents may be asked to further explain or clarify in writing areas of their response during the review process. EOHHS retains the right to request further information from respondents.

IX. **Evaluation Criteria**

The responses to this RFQ will be evaluated based on the criteria listed below. The criteria are listed in descending order of importance with the most important criteria listed first. The procurement management team reserves the right to remove from further consideration non-responsive Quotes and those that include attempts by the Respondent to alter the Commonwealth’s standard legal terms.

1. Adherence to RFQ requirements and completeness of response,
2. Time for delivery,
3. Price, and
4. Successful completion of like projects with similar size and complexity.
## ATTACHMENT A

Cost Table Requirements

<table>
<thead>
<tr>
<th>Line #</th>
<th>Description</th>
<th>iPads</th>
<th>Data Amount</th>
<th>Unit Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Provision of 4G LTE data service for approximately 2,000 iPads</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>1.1</td>
<td>2GB per month per user</td>
<td>2,000</td>
<td>2GB</td>
<td>-</td>
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</tr>
<tr>
<td>1.2</td>
<td>5GB per month per user</td>
<td>2,000</td>
<td>5GB</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>1.3</td>
<td>10GB per month per user</td>
<td>2,000</td>
<td>10GB</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>1.4</td>
<td>Unlimited per month per user</td>
<td>2,000</td>
<td>Unlimited</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Cost to activate data service for approximately 2,000 iPads</td>
<td>2,000</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Cost for ongoing data service and customer support</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>
ATTACHMENT B

Statement of Work

[Respondents must download the Statement of Work attachment, which is posted in the “File Attachments” section along with this RFQ on, COMMBUYS]