

**BOSTON PUBLIC HEALTH COMMISSION
REQUEST FOR PROPOSALS**

**Administration
Information & Technology Services**

RFP# BPHC-ITS-2026-02

Microsoft Office 365 Training Services

March 24, 2026

RFP Coordinator	<i>All communication regarding the RFP must be made through the RFP Coordinator identified below. Contact Information: RFR@bphc.org</i>
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. Date: March 24, 2026, at 11:00 AM, local time (EST)</i>
Submitted Questions Due	<i>All questions must be received by the RFP Coordinator identified above by: Date: April 3, 2026, no later than 4:00 PM, local time (EST)</i>
Response to Questions	<i>Answers to questions by: Date: April 10, 2026, no later than 4:00 PM, local time (EST)</i>
Proposal Submission	<i>Proposals must be received by the Division of Procurement Services by: Submission Deadline: April 21, 2026, no later than 4:00 PM, local time (EST). Proposals must be submitted electronically to the following address: Electronic (e-mail) Submission Address: RFR@bphc.org</i>

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# BPHC-ITS-2026-02

Microsoft Office 365 Training Services

The Boston Public Health Commission (BPHC) invites qualified organizations to submit proposals to provide Microsoft Office 365 training services for BPHC staff

The goal of this training is to help staff strengthen their skills using Microsoft 365 tools so they can work more efficiently and support public health programs across Boston.

Training must be offered at three levels:

- Beginner
- Intermediate
- Advanced

Training may be delivered in person, virtually, or through a blended format.

The full RFP and any updates will be posted on the City of Boston Bids and RFPs website.

Proposals must be emailed to: RFR@bphc.org

Submission Deadline: April 21st, 2026, at 4:00 PM (EST)

Late submission will not be accepted

RFP TERMS/ACRONYMS WITH DEFINITIONS

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

Term/Acronym	Definition
BPHC	Boston Public Health Commission
ITS	Information Technology Services
CPD	Consortium for Professional Development
MOC	Microsoft Official Courses
M365	Microsoft Office 365
RFP	Request for Proposal
MBE/WBE	Minority Business Enterprise / Women's Business Enterprise
SDO	Supplier Diversity Office
ADA	Americans with Disabilities Act
SLA	Service Level Agreement

**BOSTON PUBLIC HEALTH COMMISSION
INFORMATION TECHNOLOGY SERVICES**

RFP# BPHC-ITS-2026-02

Microsoft Office 365 Training Services

PART I – INTRODUCTION

A. Purpose and Background

BPHCs Information Technology Services (ITS) is seeking proposals to provide Microsoft Office 365 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 BPHC and the awarded Bidder(s).

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 Office 365 technologies to BPHC staff at three proficiency levels: Beginner, Intermediate, and Advanced.

Training will be coordinated and managed by the Consortium for Professional Development (CPD) staff in close collaboration with the awarded Bidder. The CPD 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.

Overview

The Boston Public Health Commission is the local public health department for the City of Boston. Our mission is to work in partnership with communities to protect and promote the health and well-being of all Boston residents, especially those impacted by racism and systemic inequities.

Health Equity and Racial Justice

BPHC is committed to equity, fairness, and inclusion in our procurement process. We strongly encourage proposals from businesses and organizations that have been historically underrepresented in public contracting, including Minority-owned Business Enterprises (MBE), Women-owned Business Enterprises (WBE), Veteran-owned Business Enterprises (VBE), Service-disabled Veteran-owned Business Enterprises (SDVOBE), Disability-owned Business Enterprise (DOBE), Lesbian Gay Bisexual Transgender Business Enterprises (LGBTBE), and Boston-based and community-rooted organizations.

B. General Provisions

1. RFP Contact:

All questions and communications about this RFP must be sent to the RFP coordinator at RFR@bphc.org. Only the RFP coordinator is authorized to provide official information about this RFP.

2. Issuing this RFP does not guarantee that BPHC will award a contract or reimburse vendors for any costs associated with preparing a proposal.
3. Proposals must follow the instructions and format described in this RFP and any official amendments.
4. BPHC will review proposals based on information provided in the proposal, interviews/presentations (if requested), previous contract performance with BPHC (if applicable), and references and publicly available information.
5. The proposal must be signed by a person authorized to legally bind the Bidder. The proposal must remain valid for **180 days** after the proposal submission deadline.
6. After a contract award decision is announced, submitted proposals may be considered public records under Massachusetts law.
7. Vendors are responsible for ensuring that their services comply with all applicable federal, state, and local laws.
8. 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. If the proposer is a Certified Underrepresented Business Enterprises (CUBE), the proposer must include a copy of their Certification letter(s).
10. If the proposer is a Veteran-Owned Business, the proposer must include a letter certifying that the company is at least 51% Veteran-owned and controlled. The letter should be signed by an authorized officer of the company and accompanied by documentation verifying its Veteran-Owned Business certification (e.g., certification issued by the U.S. Department of Veterans Affairs or another recognized certifying agency).
11. All service contracts awarded by BPHC 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. For more information, please visit <https://www.boston.gov/worker-empowerment/living-wage-division>.

C. Contract Term

BPHC is seeking a cost-efficient proposal to provide services for the anticipated contract period defined in the table below. Please note, the dates below are estimated and may be adjusted as necessary 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 authorized contract.

Contract Renewal: Following the initial term of the contract, 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 terms of the anticipated contract, resulting from the RFP, are defined as follows:

Period	Start Date	End Date
Initial Period of Performance	4/1/2026	3/31/2027
Renewal Period #1	4/1/2027	3/31/2028
Renewal Period #2	4/1/2028	3/31/2029

D. Number of Awards

BPHC anticipates awarding one (1) vendor resulting from this RFP. BPHC reserves the right to award more than one (1) vendor if it is determined to be in the best interest of BPHC.

PART II – SCOPE OF SERVICES TO BE PROVIDED

A. General Guidelines

The selected vendor will provide Microsoft Office 365 training courses for BPHC staff using the following formats:

- In-person classroom training
- Live virtual training
- Blended training that combines in-person and virtual learning

Self-paced training is **not included** in this RFP.

All training will be coordinated through BPHC's **Consortium for Professional Development (CPD)** and **Information Technology Services (ITS)** teams. Staff will not register for training directly with the vendor.

1. Once CPD and/or ITS provides the names of students enrolled in a course, the awarded vendor must send a notification email to ITS and students(s) who have enrolled in the training at a minimum of five (5) business days prior to the training start date. The estimated class size is fifteen (15) students per training session. The notification should be sent via email and must 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
2. In the event BPHC notifies the awarded vendor of staff-student enrollment within five (5) business days of the training start date, a notification message should be sent by the vendor at the time of enrollment.

B. Training Location

Training may take place:

- At BPHC facilities
- Online through a virtual training platform

BPHC training spaces are equipped with:

- Internet access
- Laptops or workstations
- Presentation equipment

BPHC facilities comply with the **Americans with Disabilities Act (ADA)** and can provide reasonable accommodations upon request.

Vendors should also ensure that their training materials and virtual platforms are accessible to individuals with disabilities.

C. Training Levels

The vendor must provide training at **three skill levels** for each Microsoft application offered. BPHC anticipates a minimum of ten (10) training sessions per year for each of the three skill levels (Beginner, Intermediate, and Advanced).

1. **Beginner Level** training should focus on:
 - Basic features and navigation
 - Key functions and tools
 - Everyday tasks and workflows

2. **Intermediate Level** designed for staff who already have basic knowledge of the application. Training should focus on:
 - More advanced features
 - Productivity tools
 - Collaboration features
 - Integrating with other Microsoft 365 tools

3. **Advanced Level** designed for staff who regularly use the application and want to build expert-level skills. Training should focus on:
 - Advanced customization
 - Automation and workflows
 - Data analysis tools
 - Troubleshooting and best practices

The selected vendor will work with CPD and ITS staff to determine the most appropriate training level for each course offering.

D. Microsoft Official Courses

The vendor must be able to provide training in the following Microsoft applications:

Microsoft Office 365 Applications (24 Total)			
1.	Microsoft Booking	2.	Microsoft Connections
3.	Microsoft Engage	4.	Microsoft Forms
5.	Microsoft Insights	6.	Microsoft Learning Activities
7.	Microsoft Planner	8.	Microsoft Visio
9.	Microsoft Viva	10.	Microsoft Lists

11.	Microsoft To Do	12.	Microsoft Stream
13.	Microsoft OneDrive	14.	Microsoft Outlook
15.	Microsoft OneNote	16.	Microsoft Power Apps
17.	Microsoft Power Automate	18.	Microsoft Power Pages
19.	Microsoft Power BI	20.	Microsoft SharePoint
21.	Microsoft Teams	22.	Microsoft Word
23.	Microsoft Excel	24.	Microsoft PowerPoint

Training must be available for each application at the beginner, the intermediate, and advanced levels.

E. Training Materials and Resources

The selected vendor must provide all materials needed for training, including:

- Course materials
- Training software and tools
- Reference guides
- Access credentials for virtual training
- Post-training evaluation surveys

Materials should be provided **in advance of the training session** whenever possible to allow participants time to prepare.

F. Certificates of Completion

Participants who complete a training course must receive a **certificate of completion within three business days** of the course ending.

The certificate must include:

- Participant name
- Course title
- Training level (Beginner, Intermediate, or Advanced)
- Completion date

Certificates must be sent to both the participant and BPHC's ITS team.

G. Service Management

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.

1. Service Level Agreements

a. Student Evaluation Satisfaction Survey

- i. 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 the student evaluation survey within twenty-four (24) hours after each course ends. All student responses to course evaluations must be sent to BPHC within five (5) business days.
- iii. On a quarterly basis, the awarded Bidder shall provide BPHC with a compiled report indicating each course for which they provided services, the training level delivered, 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 BPHCs input and approval to resolve student dissatisfaction.

b. Start Time and Cancellation

- vi. The awarded Bidder must notify 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).
- vii. BPHC will not pay any fees for courses that are canceled by the awarded Bidder.
- viii. BPHC will make every effort to keep the agreed upon schedule for each training. In the event the 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).
- ix. If 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 BPHC by the awarded Bidder.
- x. BPHC reserves the right to negotiate cancellation fees for any training resulting from this Request for Proposal.

H. Microsoft Training Incentives and Vouchers

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

I. Website

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

1. The awarded Bidder's website must be on a modernized platform, intuitive, and easy to navigate.
2. The website must include an up-to-date course catalog with general course descriptions for each training level (Beginner, Intermediate, and Advanced).
3. The website must be secure utilizing https:// in the web address.
4. 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.

- 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.
- 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.
- Submitted Questions must include the RFP Number and Title in the subject line of the e-mail. 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: City of Boston Bids and RFPs. 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 regarding 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 PM local time, on the date listed on the cover page of the RFP. E-mails containing original submissions, or any additional or revised proposal files, received after the 4:00 PM 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 RFR@bphc.org.

- Only proposal submissions received by e-mail will be considered. BPHC assumes no liability for assuring accurate/complete e-mail transmission and receipts.
- 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.

- Encrypted e-mails received which require opening attachments and logging into a proprietary system will not be accepted as submissions.
- File size limits are 25MB per e-mail. Bidders may submit files separately across multiple e-mails, as necessary. All e-mails and files must be received by the due date and time listed above.
- Bidders are to insert the following into the subject line of their e-mail proposal submission: "RFP# BPHC-ITS-2026-02 Proposal Submission – [Bidder's Name]"
- Bidder's proposal submissions are to be broken down into multiple files as follows:

File 1 [Bidder's Name] – Preliminary Information: PDF format preferred. Appendix A (Proposal Cover Page), Appendix B (Debarment, Performance and Non-Collusion Certification), and 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 stated in Part IV, Section II.

File 3 [Bidder's Name] – Proposed Services: PDF format preferred. All required information and attachments 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

Vendors must submit the following documents:

1. Proposal Cover Page
2. Organization Qualifications and Experience
3. Description of Proposed Services
4. Cost Proposal
5. Any required certifications or supporting documents

All proposal files must be submitted by email to RFR@bphc.org before the deadline.

Section I – Preliminary Information (File #1)

1. Proposal Cover Page: Bidders must complete Appendix A (Proposal Cover Page). The Proposal Cover Page must be dated and signed by a person authorized to enter 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 form must be dated and signed by a person authorized to enter 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 services requested. 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 suing, the complaint, the accusation, amount, and outcome.

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

6. Optional: If the proposer is a Certified Underrepresented Business Enterprises (CUBE), the proposer must include a copy of their Certification letter(s) with their proposal.

7. Optional: If the proposer is a Veteran-Owned Business, the 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 because of these services will be achieved. If subcontractors are involved, clearly identify the work each will perform.

2. Training Level Methodology: Describe the Bidder's approach to structuring training at the Beginner, Intermediate, and Advanced levels. Include sample curricula or syllabi for at least three (3) Microsoft applications demonstrating all three training levels.

Section IV – Cost Proposal (File #4)

1. General Instructions

- Bidders must submit a cost proposal that covers the period starting on 4/01/2026 and ending on 3/31/2027.
- The cost proposal must include the costs necessary for the Bidder to fully comply with the contract terms, conditions, and RFP requirements.
- The cost proposal must provide pricing for each training level (Beginner, Intermediate, and Advanced) separately.
- No costs related to the preparation of the proposal for the RFP, or to the negotiation of the contract with the 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 BPHC.

PART V – PROPOSAL EVALUATION AND SELECTION

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 can meet 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 BPHC.
3. 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. 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.

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	Points
Section I. Preliminary Information	No Points – Eligibility Requirements
Section II. Organization Qualifications and Experience	40 points + Optional: 10 points*
Section III. Proposed Services	25 points
Section IV. Cost Proposal	35 points

*Extra 5 points in case the vendor is a Commonwealth of Massachusetts approved and certified MBE/WBE vendor. Extra 5 points in case the proposer is a Veteran-Owned Business.

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 bid 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 the 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 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 BPHC's Request for Proposal to an extent that may affect the price of goods or services requested. The 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. If an acceptable contract cannot be negotiated with the highest-ranked Bidder, the 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 BPHC may cancel the RFP, at its sole discretion.

C. Selection and Award

4. The final decision regarding the award of the contract will be made by representatives of the BPHC subject to approval by the BPHC Procurement Review Committee.
5. Notification of conditional award selection or non-selection will be made in writing by the BPHC.
6. Issuance of the RFP in no way constitutes a commitment by the 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.
7. The BPHC reserves the right to reject all proposals or to make multiple awards.

PART VI – CONTRACT ADMINISTRATION AND CONDITIONS

A. Contract Document

8. 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 enclosed. No contract will be approved based on an RFP which has an effective date of less than fourteen (14) calendar days after award notification to Bidders. Services shall not commence until both parties have duly completed the agreement.
9. 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.
10. 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 BPHC will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. 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 based on 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 BPHC Purchase Order (PO) number, contains correct pricing information relating 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.

3. Certificate of Insurance: Upon contract award, the awarded Bidder 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. The certificate of insurance must be submitted prior to the execution of the contract.

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 Questions Form

APPENDIX B

**Boston Public Health Commission
DEBARMENT, PERFORMANCE, AND NON-COLLUSION CERTIFICATION
RFP# BPHC-ITS-2026-02
Microsoft Office 365 Training Services**

Bidder's Organization Name:

By signing this document, I certify to the best of my knowledge and belief that the 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, state, or local government transaction or contract; (ii) Violating Federal or State 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 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.

Name (Print):

Title:

Authorized Signature:

Date:

APPENDIX C

**Boston Public Health Commission
QUALIFICATIONS AND EXPERIENCE FORM
RFP# BPHC-ITS-2026-02
Microsoft Office 365 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 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	

	Project Three
Client Name:	
Client Contact Person:	
Telephone:	
E-Mail:	

APPENDIX D

**Boston Public Health Commission
COST PROPOSAL FORM
RFP# BPHC-ITS-2026-02
Microsoft Office 365 Training Services**

Bidder's Organization Name:	
Proposed Cost:	\$

Bidders are to provide all requested information on the Cost Proposal spreadsheet. Bidders are to enter the "Total Cost" from the completed spreadsheet into the "Proposed Cost" section above. This figure will be used in the cost formula as described in Part V, B, 3. of the RFP.

The Cost Proposal must break down pricing by training level (Beginner, Intermediate, and Advanced) for each delivery method (Classroom-based, Virtual, and Blended). Include per-student and per-class pricing where applicable.

APPENDIX E

**Boston Public Health Commission
SUBMITTED QUESTIONS FORM
RFP# BPHC-ITS-2026-02
Microsoft Office 365 Training Services**

Organization Name:

RFP Section & Page Number	Question

* If a question is not related to any section of the RFP, state "N/A" under "RFP Section & Page Number".

** Add additional rows, if necessary.