MASSACHUSETTS
TECHNOLOGY
COLLABORATIVE

Request for Proposals for Drupal Web Development and Maintenance Services
RFP No. 2026-GA-04

As amended 2/9/2026

Massachusetts Technology Collaborative
75 North Drive
Westborough, MA 01581-3340
https://masstech.org

Procurement Team Leader: **Brett Campbell**

RFP Issued:	**January 23, 2026**
Questions Due:	**January 30, 2026**
Answers to Questions Posted:	~~**February 9, 2026**~~ **Feb. 11, 2026**
Responses Due:	**February 17, 2026 by 3PM**

1. INTRODUCTION

1.1 Overview

Massachusetts Technology Collaborative ("MassTech") is issuing this Request for Proposals for Drupal Web Development and Maintenance Services (RFP No.2026-GA-04) (the "RFP") to solicit responses from qualified vendors ("Respondents") with experience in Drupal 10 coding development on multi-domain sites. Respondents will be competing against each other for selection to provide the services set forth herein (the "Services"). The submissions of all Respondents shall be compared and evaluated pursuant to the evaluation criteria set forth in this RFP, and a single Respondent may be selected. MassTech will enter into a services agreement with selected Respondents.

1.2 MassTech

MassTech is an independent public instrumentality of the Commonwealth of Massachusetts chartered by the Commonwealth to serve as a catalyst for growing its innovation economy. MassTech brings together leaders from industry, academia, and government to advance technology-focused solutions that lead to economic growth, job creation, and public benefits in Massachusetts. For additional information about MassTech and its programs and initiatives, please visit our website at masstech.org.

2. SERVICES REQUIRED

2.1 Overview

MassTech is seeking to engage a firm to provide on-going Drupal Web Development and Maintenance Services. The initial contract term with MassTech will be for a one year duration with the option to extend the agreement for up to two additional years based upon satisfactory performance. As part of MassTech's mission to support the vibrant, growing innovation economy across Massachusetts, it is critical that we manage and maintain our website properties to communicate information and resources to our stakeholders, which include citizens, businesses, academic and research institutions and nonprofit organizations across the Commonwealth. MassTech has been appointed to serve a role in numerous governmental initiatives which require partnering with other agencies that may require new web tools or subsites. Given that broad public mission, MassTech strives for its web properties to be a resource for the agency's many stakeholders. This requires a variety of content from directories, educational materials and toolkits to public notices, procurements, templates and guides, programmatic resources, news and stories, and more. Some of our sites also serve as an aggregator of information for a particular sector of innovative technology to promote Massachusetts' resources. MassTech's communications & marketing team has working knowledge of the backend user interfaces for our web properties and manages content and menu structure. MassTech is seeking a service provider who can build user interfaces, recommend and install new features/modules, address technical issues, and provide instruction to increase MassTech's self-sufficiency for web management. MassTech's information technology team has proficiency in web servers and security, along with some Drupal code-based working knowledge. However, there is a need to augment our existing team's skill sets with strong professional Drupal-based expertise in front-end and back-end development, accessibility, analytics and Search Engine Optimization ("SEO") services.

Vendors ideally suited for this work will have a strong background in building, updating, maintaining Drupal 10-based web properties that have a multi-domain set-up with particular experience in working with nonprofit organizations. SEO, AI and analytics expertise is preferred and would provide additional benefits to our marketing strategies.

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

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

MassTech's various divisions and program teams have different sets of stakeholder groups and therefore, different business needs. We operate on one website database with nine sub-domains (see Attachment D). The current host vendor is Acquia and it is preferred that an Acquia-certified developer be selected for this project. It is also important to note that MassTech completed an upgrade project from Drupal version 7 to Drupal 9 during summer 2022 and to Drupal 10 at the end of 2024.

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

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

2.2   Scope of Services

Web Development and Associated Professional Services

The chosen Respondent must be able to provide project-based web development, occasional technical, security, and diagnostic support, and perform system updates and upgrades. Some activities under these topics include, but are not limited to:
- Address specific website technical issues such as user interface errors, problems with Drupal code, deployment bugs
- Address "hot-fix" website issues within 24 hours
- Provide alternative solutions along with comparisons and estimates on the required level of effort to solve business needs
- Build new page design templates, content types, web tools, as needed
- Integrate third-party web applications if specifications allow (see Attachment D for additional details)
- Execute on enhancements to existing web features, modules, and tools
- Work collaboratively with MassTech's marketing & communications and IT staff, as well as other web contractors, such as the hosting vendor
- Actively participate in transition activities, if applicable, from existing contractors, such as conference calls and planning meetings
- Provide documentation of new web-based, digital features, and modules – both technical and instructional
- Support Drupal functionality or content created by MassTech or other third party vendors doing work on behalf of MassTech
- Create and maintain a team learning environment for MassTech staff to enable smooth flow of knowledge transfer between consultant and MassTech staff
- Through project work, engage MassTech staff in discussions of new development and concepts via round table discussions, online demonstrations, or documentation
- Offer Search Engine Optimization techniques and strategies to improve our websites' rankings
- Support or exhibit proficiency in web design and/or web analytics
- Include approach on identifying areas of improvement for accessibility and ways to execute those

recommendations.

3 APPLICATION PROCESS

3.1 Application and Submission Instructions

Respondents are cautioned to read this RFP carefully and to conform to its requirements. Failure to comply with the requirements of this RFP may serve as grounds for rejection of an application.

a. All applications must be submitted electronically.
b. Required Submissions- All applications must include the items listed below:

- Application Cover Sheet (<u>Attachment A</u>)
- Application, which shall include:
    - o A description of Respondent (including descriptions of proposed subcontractors, if any), whether Respondent is a minority or women owned business, and Respondent's qualifications to perform the services outlined in Section 2.2.
    - o The proposed approach to providing the services. Additionally, Respondents are invited to propose alternative(s) which provide substantially better or more cost-effective performance than achievable under the stated RFP scope of services.
    - o The total not-to-exceed costs for providing the services based on projected hours and proposed hourly rates, as well as any other appropriate costs, in the Budget Template (<u>Attachment C</u>). List additional fees, overhead charges, or reimbursable expenses, if any. As a general policy, MassTech does not pay mark-ups on reimbursables or out-of-pocket expenses. MassTech also does not pay for word processing, overtime or meals. For travel costs, MassTech pays the IRS rate per mile.
    - o Three (3) references for work previously performed by the Respondent which is substantially similar to the services requested in Section 2.2 above. References must include a contact person, address and phone number.
- Respondent's W-9
- Authorized application Signature and Acceptance Form (<u>Attachment B</u>). **By executing the Authorized Respondent's Signature and Acceptance Form and submitting a response to this RFP, Respondents certify that they (1) are in compliance with the terms, conditions and specifications contained in this RFP, (2) acknowledge and understand the procedures for handling materials submitted to MassTech as set forth in subsection d. below, (3) agree to be bound by those procedures, and (4) agree that MassTech shall not be liable under any circumstances for the disclosure of any materials submitted to MassTech pursuant to this RFP or upon the Respondent's selection.**

c. Applications must be delivered electronically to proposals@masstech.org (please include the RFP number in the subject heading). Any and all responses, applications, data, materials, information and documentation submitted to MassTech in response to this RFP shall become MassTech's property.

d. As a public entity, MassTech is subject to the Massachusetts Public Records Law (set forth at Massachusetts General Laws Chapter 66). There are very limited and narrow exceptions to disclosure under the Public Records Law. If a Respondent wishes to have MassTech treat certain information or documentation as confidential, the Respondent must submit a written request to

MassTech's General Counsel's office no later than 5:00 p.m. five (5) business days prior to the required date of application submission set forth in Section 3.2 below. The request must precisely identify the information and/or documentation that is the subject of the request and provide a detailed explanation supporting the application of the statutory exemption(s) from the public records cited by the Respondent. The General Counsel will issue a written determination within three (3) business days of receipt of the written request. If the General Counsel approves the request, the Respondent shall clearly label the relevant information and/or documentation as "**CONFIDENTIAL**" in the application. Any statements in an application reserving any confidentiality or privacy rights that is inconsistent with these requirements and procedures may be disregarded.

3.2   Application Timeframe

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

Task	Date:
RFP Released	January 23, 2026
Questions Due	January 30, 2026 **@ 5 PM EST**
Question and Answer File Posted	~~February 9, 2026 @ 5 PM EST~~ Feb. 11, 2026 @ 5 PM
Applications Due	February 17, 2026 **@ 3 PM EST**

3.3   Questions

Questions regarding this RFP must be submitted by electronic mail to proposals@masstech.org with the following Subject Line: "Questions – RFP No. 2026-GA-04". All questions must be received by 5:00 p.m. EST on January 30, 2026. Responses to all questions received will be posted on or before 5:00 p.m. on February 9, 2026 to MassTech and Commbuys website(s). Respondents are responsible for reviewing the Question and Answer file for pertinent information related to this RFP.

4   EVALUATION PROCESS AND CRITERIA

4.1   Process

MassTech will evaluate each application that is properly submitted. As part of the selection process, MassTech may invite finalists to answer questions regarding their application in person or in writing. In its sole discretion, MassTech may also choose to enter into a negotiation period with one or more finalist Respondent(s) and then ask the Respondent(s) to submit a best and final offer.

4.2   Criteria

Selection of a Respondent to provide the services sought herein may be based on criteria that include but are not limited to:

- Expertise in the development, maintenance and troubleshooting of Drupal open-source content management platform, specifically in a multi-site environment
- Firm qualifications including size and structure that provides sufficient capacity to handle the services required in addition to existing customer base and any certification as a minority-owned business enterprise (MBE) or woman-owned business enterprise (WBE)
- Experience level of staff listed in the proposal
- Experience with MassTech's programs, technical infrastructure, web-based products, other that would reduce the onboarding phase and error risks
- Indication of the commitment to delivering a high-level of customer service

- Proposed Service Level Agreement or other means to define expectations
- Competitive rates, and
- Proposed mechanisms and processes to manage communications, projects, and requests

Lack of debarment status by the state and federal government is also required.

The order of these factors does not generally denote relative importance. The goal of this RFP is to select and enter into contract with the Respondent that will provide the best value for the services to achieve MassTech's goals. MassTech reserves the right to consider such other relevant factors as it deems appropriate in order to obtain the "best value".

5.0 GENERAL CONDITIONS

5.1 General Information

a) If an application fails to meet any material terms, conditions, requirements or procedures, it may be deemed unresponsive and disqualified. MassTech reserves the right to waive omissions or irregularities that it determines to be not material.

b) This RFP, as may be amended from time to time by MassTech, does not commit MassTech to select any firm(s), award any contracts for services pursuant to this RFP, or pay any costs incurred in responding to this RFP. MassTech reserves the right, in its sole discretion, to withdraw the RFP, to engage in preliminary discussions with prospective Respondents, to accept or reject any or all applications received, to request supplemental or clarifying information, to negotiate with any or all qualified Respondents, and to request modifications to applications in accordance with negotiations.

c) On matters related solely to this RFP that arise prior to an award decision by MassTech, Respondents shall limit communications with MassTech to the Procurement Team Leader and such other individuals as MassTech may designate from time to time. No other MassTech employee or representative is authorized to provide any information or respond to any questions or inquiries concerning this RFP. Respondents may contact the Procurement Team Leader for this RFP in the event this RFP is incomplete.

d) MassTech may provide reasonable accommodations, including the provision of materials in an alternative format, for Respondents with disabilities or other hardships. Respondents requiring accommodations shall submit requests in writing, with supporting documentation justifying the accommodations, to the Procurement Team Leader. MassTech reserves the right to grant or reject any request for accommodations.

e) Respondent's application shall be treated by MassTech as an accurate statement of Respondent's capabilities and experience. Should any statement asserted by Respondent prove to be inaccurate or inconsistent with the foregoing, such inaccuracy or inconsistency shall constitute sufficient cause for MassTech in its sole discretion to reject the application and/or terminate of any resulting contract.

f) Costs that are not specifically identified in the Respondent's response and/or not specifically accepted by MassTech as part of the services agreement will not be compensated under any contract awarded pursuant to this RFP.

g) MassTech's prior approval is required for any subcontracted services under any services agreement entered into as a result of this RFP. The selected Respondent will take all appropriate steps to assure that minority firms, women's business enterprises, and labor surplus area firms are used when possible. The selected Respondent is responsible for the satisfactory performance and adequate oversight of its subcontractors. Subcontractors are required to meet the same requirements and are held to the same reimbursable cost standards as the selected Respondent.

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

5.2   Posting of Modifications/Addenda to RFP

This RFP has been distributed electronically using MassTech and COMMBUYS websites. If MassTech determines that it is necessary to revise any part of this RFP, or if additional data is necessary to clarify any of its provisions, an addendum will be posted to the websites. Additional information may also be contained in the Question and Answer file, which potential Respondents are encouraged to review. It is the responsibility of each potential Respondent to check MassTech and COMMBUYS websites for any addenda or modifications to the RFP. MassTech accepts no liability and may choose not to accommodate Respondents who submit a response based on an out-of-date RFP.

Attachment A
Application Cover Sheet

Name of Respondent			
Mailing Address	City/Town	State	Zip Code
Telephone	Fax	Web Address	
Primary Contact for Clarification		Primary Contact E-mail Address	
Authorized Signatory		Authorized Signatory E-mail Address	
Legal Status/Jurisdiction (e.g., a Massachusetts Corporation, LLC, LLP, etc.)		Respondents UEI No.	

Attachment B
<u>Massachusetts Technology Collaborative</u>
<u>Authorized Respondent's Signature and Acceptance Form</u>

The undersigned is a duly authorized representative of the Respondent listed below. The Respondent has read and understands the RFP requirements. The Respondent acknowledges that all of the terms and conditions of the RFP are mandatory, and that Respondent's response is compliant with such requirements.

Respondent agrees that the entire bid response will remain valid for sixty (60) days from receipt by MassTech.

I certify that Respondent is in compliance with all corporate filing requirements and State tax laws.

I further certify that the statements made in this response to the RFP, including all attachments and exhibits, are true and correct to the best of my knowledge.

Respondent: _____
(Printed Name of Respondent)

By: _____
(Signature of Authorized Representative)

Name: _____

Title: _____

Date: _____

Attachment C
Budget Template

SEE EXCEL SPREADSHEET

Attachment D
Website Domains on Multi-Site

Divisions

Initiative/Events

Masstech.org	MassCyberCenter.org	Broadband.masstech.org
MeHI.masstech.org	Innovation.masstech.org	Cam.masstech.org
Nemicroelectronics.org	AIhub.masstech.org	Mashupmfg.org
Massmakes.org	Stateofrobotics.us	

Third Party Tools/Integrations

Getro   Constant Contact   Infogram   Articulate   Google Maps   YouTube/Vimeo

Note: MassTech does own many variations of these domains and some others that redirect those listed above. We also have development and staging sites along with the production environment.