



The City of
WORCESTER

Administration & Finance – Purchasing Division
Christopher J. Gagliastro, MCPPO – Purchasing Director
455 Main Street, Room 201, Worcester, MA 01608
P | 508-799-1220
purchasing@worcesterma.gov
www.worcesterma.gov

Christopher J. Gagliastro, MCPPO
Purchasing Agent

RFP NO.: 7702-W2
ISSUANCE DATE: 10/20/2021

BUYER: Christopher J. Gagliastro

**AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
REQUEST FOR PROPOSALS
NOTICE TO PROPOSERS**

RFP TITLE: G Suite Backup / WPS

REFER TO PAGE 7 FOR PROPOSAL SUBMISSION INFORMATION

General Conditions:

All proposals are subject to the terms, conditions and specifications herein set forth:

1. **Scope: Provide software and professional services required to implement a new G Suite backup system as per the attached requirements, terms & conditions, and specifications of the City of Worcester Public Schools.**
2. A certified check or bid bond made payable to the "City Treasurer, City of Worcester" in the amount of N/A must accompany this proposal. This must be submitted under separate sealed cover marked "Proposal Security." In the case of default, the surety shall be forfeited to the City as liquidated damages.
3. All terms and conditions are applicable to this proposal except the following section(s) which are hereby deleted from this RFP: 4, 27
4. A performance bond in the amount of N/A will be required. If this proposal is accepted by the City and the Proposer shall fail to contract as set forth in these requirements and to give a bond in the aforementioned amount, within ten (10) days, (not including Sundays, Saturdays, or a legal Holiday) from the date of the mailing of a notice from the City to the Proposer, according to the address given herewith, that the contract is ready for signature, the City may by option determine that the proposer has abandoned the contract and thereupon the proposal and acceptance shall be null and void and the proposal security accompanying this proposal shall become the property of the City as liquidated damages.

Any prospective proposer requesting a change in or interpretation of existing specifications or terms and conditions must do so within 5 days (Saturdays, Sundays, and Legal Holidays excluded) before scheduled proposal opening date. All requests are to be in writing to the Purchasing Division and are to be in duplicate. No changes will be considered or any interpretation issued unless request is in our hands within 5 days (Saturdays, Sundays, and Legal Holidays excluded) before scheduled proposal submission date.

Any inquiries related to technical or contractual matters must be submitted in writing to:

**Christopher J. Gagliastro, MCPPO
Purchasing Director
City of Worcester, City Hall
455 Main Street, Room 201
Worcester, MA 01608
gagliastroc@worcesterma.gov**

5. Nothing herein is intended to exclude any responsible Proposer or in any way restrain competition. All responsible Proposers are encouraged to submit proposals. The City encourages participation by Minority and Women Owned Business Enterprises (M/WBE).
6. The following meanings are attached to the defined words when used in this RFP.
 - a) The word "City" means The City of Worcester, Massachusetts.
 - b) The word "Proposer" means the person, firm or corporation submitting proposal on these specifications or any part thereof.
 - c) The word "Contractor" means the person, firm or corporation with whom the contract is made by carrying out the provisions of these specifications and the contract.
 - d) The words "Firm Price" shall mean a guarantee against price increase during the life of the contract.
7. All proposals and other documents relating to this RFP are subject to the public records provisions of M.G.L. c.30B, and shall remain confidential until the time specified in c.30B section 6 (d).
8. All material submitted by vendors becomes the property of the City. The City is under no obligations to return any of the material submitted by a vendor in response to this RFP.
9. Each vendor's proposal must remain in effect for at least 120 days from the deadline for its submission. The City will decide upon acceptance within 120 days of submission.
10. It is understood and agreed that it shall be a material breach of any contract resulting from this RFP for the Contractor to engage in any practice which shall violate any provision of

Massachusetts General Laws, Chapter 151B, relative to discrimination in hiring, discharge, compensation, or terms, conditions or privileges of employment because of race, color, religious creed, national origin, sex, age or ancestry.

11. The City reserves the right to accept or reject any or all of the proposals submitted and waive informalities and technicalities.
12. The City will review and analyze each proposal, and reserve the right to interview selected proposers. The City shall select the proposer, which in the City's opinion, has made the proposal best suited to the needs and goals of the City and its operations and deemed to be in compliance with the terms of this RFP.
13. The Contractor will be required to indemnify and save harmless the City of Worcester for all damages to life and property that may occur due to his or her negligence or that of his or her employees, subcontractors, etc. during the contract derived from this RFP.
14. The Contract Agreement will be drafted by the City's Law Department in compliance with the terms of the RFP, and may incorporate the terms of this RFP and of the proposal selected.
15. The Proposer must certify that no official or employee of the City of Worcester, Massachusetts, is pecuniarily interested in this proposal or in the contract which the proposer offers to execute or in expected profits to arise therefrom, unless there has been compliance with the provisions of G.L.C. 43 section 27, and that this proposal is made in good faith without fraud or collusion or connection with any other person submitting a proposal.
16. Any proposal withdrawn after time and date specified, the proposer shall forfeit deposit on proposal as liquidated damages.
17. A vendor conference will be held as follows: N/A
18. The Contractor shall not assign, transfer, sublet, convey or otherwise dispose of any contract which results from this RFP, or its right, title or interest therein or its power to execute the same to any other person, firm, partnership, company or corporation without the previous consent in writing of the City. Should the Contractor attempt any of the above without the written consent of the City, the City reserves the right to declare the Contractor in default and terminate the contract for cause.
19. The Contractor shall obtain and maintain in force at all times during the term of the contract derived from this RFP, insurance coverage pertaining to Public Liability, Property Damage and Worker's Compensation in the following types and amounts:
 - A) PUBLIC LIABILITY INSURANCE - Contractor to supply the City of Worcester with certificates of insurance covering public liability in an amount not less than \$1,000,000.00 to any one person, and not less than \$ 1,000,000.00 on account of one accident.

B) PROPERTY DAMAGE INSURANCE - Contractor to supply the City with certificates of insurance covering property damage in an amount not less than \$1,000,000.00 for damages on account of any one accident, and not less than \$2,000,000.00 on account of all accidents.

C) COMPENSATION INSURANCE - The Contractor shall furnish the City with certificates showing that all its employees shall be connected with the management operations are protected under worker's compensation insurance policies.

20. The Contractor shall carry Public Liability Insurance with an insurance company satisfactory to the City so as to save the City harmless from any and all claims for damages arising out of bodily injury to or death of any person or persons, and for all claims for damages arising out of injury to or destruction of property caused by accident resulting from the use of implements, equipment or labor used in the performance of the contract or from any neglect, default or omission, or want of proper care, or misconduct on the part of the Contractor or for anyone in his or her employ during the execution of the contract derived from this RFP.
21. Prior to starting on the contract derived from this RFP, the Contractor shall deposit with the Purchasing Division, certificate from the insurer to the effect that the insurance policies required in the above paragraph have been issued to the Contractor. The certificates must be on a form satisfactory to the City.
22. All prices quoted must include inside delivery, and set-up in place F.O.B. destination to pre-designated City of Worcester departments.
23. No special charges will be allowed for rigging, packing, crating, freight, express, or carriage unless specifically stated and included in the vendor's proposal.
24. The award to the successful proposer may be cancelled in the event of vendor nonperformance as may be determined by the City.
25. The successful proposer shall comply with all applicable federal, state and local laws, ordinances, and regulations. The awarded contract shall be governed under the laws of the Commonwealth of Massachusetts.
26. Purchases made by the City are exempt from Federal and Massachusetts state taxes and proposal prices must exclude any such taxes. Tax exemption certificates will be furnished upon request.
27. When the contract is executed, a performance bond, in the full amount of the contract, is required. See paragraph 4. The bond will be of a surety company qualified to do business under the laws of the Commonwealth of Massachusetts. The cost of this bond is the vendor's responsibility. Bonds shall remain in force and effect thru the performance of the contract.
28. Expenditures by the City and authorization to spend for particular purposes are made on

fiscal year basis. The City's fiscal year is the twelve month period ending June 30 of each year. The obligations of the City under any agreement to be reached are subject to the appropriation or authorization of the necessary funds. The City agrees to make reasonable efforts to obtain funding and all necessary authorization.

29. No amendment to the contract shall be effective unless it is in writing and signed by authorized representatives of both parties and is accepted by the City of Worcester.
30. The vendor (and its insurers, if any) shall bear all risk of loss or damage to the equipment which occurs in transit to the user site. The risk of loss or damage to purchased equipment shall remain with the vendor until the purchase price has been paid and title has passed. The vendor shall also bear the risk of loss or damage to leased or rented equipment during the City of Worcester's possession and use thereof subject, however to such conditions and limitations as may be stated elsewhere in the contract.
31. The vendor shall not assign or in any way transfer any interest in the contract without the prior written consent of the City provided, however, that claims for money due or to become due to vendor from the City may be assigned to a bank, trust company, or other financial institution without such consent so long as notice of such assignment is furnished promptly to the City. Any such assignment shall be expressly made subject to all defenses, set-offs, or counter-claims which would have been available to the City against the vendor in the absence of such assignment.
32. None of the services to be provided by the vendor pursuant to the contract shall be subcontracted or delegated to any other organization, association, individual, corporation, partnership or other such entity without the prior written consent of the City. No subcontract or delegation shall relieve or discharge the vendor from any obligation or liability under the contract except as specifically set forth in the instrument of consent. Any subcontract to which the City has consented shall be attached to the original of the contract on file in the City of Worcester.
33. Neither party will be liable to the other or be deemed to be in breach of the contract for any failure or delay in rendering performance arising out of causes beyond its reasonable control and without its fault or negligence. Such causes may include but are not limited to, acts of God or the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, freight, embargoes, and unusually severe weather. If the vendor's failure to perform is caused by the default of the subcontractor, and if such default arises out of causes beyond the reasonable control of both the vendor and the subcontractor, and without the fault or negligence of either of them, the vendor shall not be liable for any excess costs for failure to perform, unless the equipment or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the vendor to meet the required delivery schedule. Dates or times of performance will be extended to the extent of delays excused in this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.

34. The vendor shall provide to the City of Worcester a warranty and a commitment which clearly states that all equipment and services proposed and supplied by the Vendor, and/or its subcontractors, performs as expected and promised by the Vendor.
35. The vendor represents that no person other than bona fide employees working solely for the vendor, have been employed or retained to solicit or secure this agreement upon an arrangement or understanding for a commission, percentage, brokerage fee, gift or any other consideration contingent upon the award or making of this contract. For breach or violation of the representation, the City shall have the right to annul the contract without liability, or in its discretion to deduct from the contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage fee or other consideration.
36. Any contract made by the City in which the Purchasing Agent or any employee of his/her department, the heads of using agencies or any other officer or employee of the City having a part in the placing of such contract is financially interested, directly or indirectly, shall be void.
37. The vendor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion or medical handicap. The vendor agrees to comply with all applicable Federal and State Statutes, rules and regulations prohibiting discrimination in employment including: Title VII of the Civil Rights Acts of 1964; The Age Discrimination in Employment Act of 1967; Section 504 of the Rehabilitation Act of 1973; Massachusetts General Laws Chapter 151B, Section 4 (1) and all relevant administrative orders and executive orders.

If a complaint or claim alleging violation by the vendor of such statutes, rules or regulations is presented to the Massachusetts Commission Against Discrimination (MCAD), the vendor agrees to cooperate with MCAD in the investigation and disposition of such complaint or claim.

In the event of vendor noncompliance with the provisions of this section, the City shall impose such sanctions as it deems appropriate, including but limited to:

- 1) Withholding of payments due vendor under the contract until vendor complies.
- 2) Termination or suspension of the contract.

SUBMISSION OF PROPOSALS

38. Proposals must be submitted in two (2) packages according to the instructions below. The City intends to consider responses in the evaluation requirements before considering costs. **Therefore, no reference to pricing may be made in the proposal of evaluation considerations.**

A sealed package containing **the original, 3 copies plus 1 electronic copy on USB drive** of the proposal **must** be labeled as follows:

Purchasing Agent, City of Worcester

G Suite Backup / WPS – Technical Proposal

**455 Main Street, Room 201
Worcester, MA 01608**

Re: RFP No. 7702-W2

A sealed package containing **one original copy** of the proposal **must** be labeled as follows:

Purchasing Agent, City of Worcester

G Suite Backup / WPS – Price Proposal

**455 Main Street, Room 201
Worcester, MA 01608**

Re: RFP No. 7702-W2

Price proposal sheets are located at the end of the specifications / criteria sections.

Proposals must be delivered no later than Wednesday, November 10, 2021 at 10:00 AM LOCAL TIME. Late submissions will be rejected, regardless of circumstances. The City of Worcester is not responsible for submittals not properly marked.

The evaluation and cost proposals will remain confidential until a formal and finalized contract has been executed.

RFP EVALUATION

39. The City of Worcester Purchasing Agent will assign an evaluation team, hereafter referred to as the Selection Committee, to perform a full and complete evaluation of RFP submittals. The Purchasing Agent will ultimately forward a formal recommendation of award to the City Manager who has final award authority.
40. RFP evaluation responses will be evaluated by the Selection Committee based directly upon vendor's response to mandatory and comparative evaluation criteria. Vendors must meet or exceed the mandatory criteria requirements or be rejected as non-responsive.

Comparative criteria will be evaluated by the use of four rating categories as set forth by M.G.L. Chapter 30B:

- 1) HIGHLY ADVANTAGEOUS - Vendor's submittal meets all the stated requirements and offers significant performance above the stated requirements.
- 2) ADVANTAGEOUS - Vendor's submittal meets the stated requirements without risk or disadvantage.
- 3) NOT ADVANTAGEOUS - Vendor's submittal contains some risk or disadvantage but is not unacceptable.
- 4) UNACCEPTABLE - Vendor's submittal fails to meet the standards of the stated requirements.

After proposals have been assigned ratings on the basis of each evaluation criterion, a composite rating will be established by the Selection Committee. Submittals will then be ranked based upon finalized composite rating.

41. The Purchasing Agent will identify the most advantageous proposal based upon the rankings of the Selection Committee and an evaluation of the cost proposals received. The Purchasing Agent will forward a recommendation for award to the City Manager based upon the most advantageous proposal received considering evaluation rankings and cost proposals received.

GIVE FULL NAMES AND RESIDENCES OF ALL PERSONS INTERESTED IN THE FOREGOING PROPOSAL.

(NOTICE: Give first and last name in full; in case of corporations, give corporate name and names of President, Treasurer, and Manager; and in case of firms give names of the individual members)

Name	Address	Zip Code
------	---------	----------

KINDLY FURNISH THE FOLLOWING INFORMATION REGARDING BIDDER:

(1) If an Individual or Proprietorship

Name of Owner _____

Business Address _____

Zip Code _____ Telephone No. _____

Email _____

Home Address _____

Zip Code _____ Telephone No. _____

(2) If a Partnership, Full names and addresses of all partners

<u>Name</u>	<u>Address</u>	<u>Zip Code</u>
-------------	----------------	-----------------

Business Address _____ Zip Code _____

Tel. No. _____

(3) If a Corporation

Full Legal Name: _____

State of Incorporation: _____ Qualified in Massachusetts? Yes _____ No _____

Principal Place of Business _____
Street P.O. Box

City/Town State Zip

Email: _____

Telephone No. _____

Place of Business in Massachusetts _____
Street P.O. Box

City/Town State Zip

Telephone No. _____

GIVE THE FOLLOWING INFORMATION REGARDING SURETY COMPANY

Full Legal Name of Surety Company _____

State of Incorporation _____ Admitted in Massachusetts ? Yes _____ No _____

Principal Place of Business _____
Street P.O. Box

City/Town State Zip

Place of Business in Massachusetts _____
Street P.O. Box

City/Town State Zip

Telephone No. _____

NOTE:

The Office of the Attorney General, Washington, D.C. requires the following information on all bid proposals amounting to \$1,000.00 or more.

E.I. Number of bidder _____

This number is regularly used by companies when filing their "EMPLOYER'S FEDERAL TAX RETURN, U.S." Treasury Department Form 941.

AUTHORIZED SIGNATURE OF BIDDER _____

TITLE _____

DATE _____

UNDER MASSACHUSETTS GENERAL LAWS, CHAPTER 30B: SECTION 10, THE FOLLOWING CERTIFICATION MUST BE PROVIDED:

Section 10. A person submitting a bid or a proposal for the procurement or disposal of supplies, or services to any governmental body shall certify in writing, on the bid or proposal, as follows:

"The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals."

(Please Print)

Name of Person Signing Bid

Signature of Person Signing Bid

Company

No award will be made without vendor certification of the above.

All proposals must include the above non-collusion certificate with submission.

Introduction

The Worcester Public Schools ("WPS"), led by the Superintendent and Information Technology department, seeks a cloud based service to backup the district's instance of Google Workspace to replace its current solution, Backupify. The district has 4,800 active staff accounts and 26,000 active student accounts.

Vendor Minimum Qualifications

- All integrators that respond to this bid are to include a list of at least three (3) references from other K-12 or government customers.
- All integrators must have experience working with cities of similar size or larger in population (minimum of 150,000).
- All integrators should include their names, persons of contact, email and phone number.
- All integrators should include a brief introduction describing at least three (3) projects they have completed setting up email archiver solutions.

Minimum Qualifications

Proposers must describe their proposed solution's ability to meet the minimum system qualifications listed below. Please include separate tabs or content for each numbered item listed below.

1. The cloud based backup service is hosted on one of the three major cloud service providers, AWS, Azure, or Google.
2. Ability to backup email, calendar, contact, drive, team drives, sites.
3. Ability to backup email, calendar, contact, drive, team drives, sites at least three times per day
4. Ability to backup email, calendar, contact, drive, team drives, sites on demand
5. Ability to set retention rules to either unlimited or to 7 years
6. A dashboard that shows statistics for all users including number of users being backed up, the size of data being backed up, health of backup including failures or other errors, and progress of restores and exports.
7. Ability to filter the dashboard for a specific user
8. Ability to execute cross domain restore from one user account to another with the ability to keep sharing permissions intact
9. Ability to export selected emails to PST or MBOX files
10. Ability to export all emails to PST or MBOX files
11. Ability to use advanced search to find emails or files by keyword, document ID, folder name, or date
12. Ability to restore emails or files at a point in time by selecting a specific backup from a date and time and restoring the file from that date and time that it was backed up
13. Ability to inspect backup for the presence of ransomware and other malicious files, and to identify a safe snapshot to restore the files before they were infected
14. Ability to detect phishing emails and not only delete the email from the backup, but also delete the email from users live Gmail boxes
15. Ability to setup multiple administrator roles with granular permissions. Granular permissions should include view archive, view reports, and create and edit policies.
16. Ability to allow active end users access to their archive so that the end user can log in and restore only their files and emails from specific snapshots
17. Google single sign on (SSO) to enable active end users to login with their district Google credentials
18. Ability to backup new users when they are added to the Google Workspace instance
19. Ability to exclude specific organizational units selected. Users in specified organizational units will not be backed up.

- 20. Ability to remove suspended or deleted users from the backup schedule to reduce the license count
- 21. Ability to retain data of suspended or deleted Google Workspace users
- 22. Ability for administrators to review audit logs to see backup and restore jobs run and who has logged in and when they logged in.
- 23. Backup provider will have no visibility to see the district's emails, files, contacts, calendar, team drives, or sites.
- 24. Ability to detect sensitive data in backups such as HIPPA and PCI comp and send alerts to administrators when present

Comparative Criteria

Minimum Evaluation Criteria

All proposals received by WPS will first be reviewed to determine whether the Proposal meets all minimum criteria identified in the RFP.

For a proposal to meet all minimum criteria, a vendor must unconditionally be able to support all requirements in the minimum requirements section. Minimum evaluation criteria reflect those standards or attributes that WPS considers essential to the performance of the contract. A vendor that does not meet the minimum criteria will be rated "non-responsive" and will be rejected.

Comparative Evaluation Criteria

Each proposal meeting the Minimum Evaluation Criteria shall be further evaluated and rated according to the Comparative Evaluation Criteria in order to determine the relative merits of each proposal. The review will cover the objectives listed below. Within each category, the degree to which the proposal satisfies the stated objective shall be reviewed and rated on a system of "Highly Advantageous," "Advantageous," and "Not Advantageous."

All proposers shall address each of the criteria noted below in their submission. Proposers shall include a Plan of Services which demonstrates how the scope of services will be completed.

Proposal Criteria

Highly Advantageous: The proposal is well-written in clear, concise language. Materials are organized and easy to navigate. As a whole, the proposal provides a complete response to this RFP and provides multiple examples of past successes implementing similar solutions.

Advantageous: The proposal is clear and well-organized. It provides a complete response to this RFP and includes examples of past successes.

Not Advantageous: The proposal does not address all aspects of the RFP. It is poorly written and/or difficult to read. It does not provide adequate information to evaluate the vendor's ability to successfully meet WPS's goals.

Company Background

Highly Advantageous: The team includes members with extensive backgrounds in implementing on premise email archivers for a municipal organization of similar size. Five (5) references from similar projects consistently rate services and results as "excellent". The examples of past work you provide are highly relevant to this project and demonstrate your firm's competency in providing WPS backup solution that includes a fast user interface, excellent ongoing support, quick restores, reliable backups, and easy to use search and export ability.

Advantageous: The team includes members with backgrounds in implementing a cloud based and an enterprise oriented agenda management software. Three (3) references from similar projects rate services and results as "excellent". The examples of past work you provide are somewhat relevant to this project and demonstrate your firm's competency in providing WPS backup solution that includes a fast user interface, excellent ongoing support, quick restores, reliable backups, and easy to use search and export ability.

Not Advantageous: The team does not include members with experience in a cloud based and/or an enterprise oriented agenda management software. No references from similar projects rate services, results, and collaborative processes as "excellent". The examples of past work you provide are not relevant to this project and demonstrate your firm's competency in providing WPS backup solution that includes a fast user interface, excellent ongoing support, quick restores, reliable backups, and easy to use search and export ability.

Compliance

Highly Advantageous: The proposed backup solution has the ability to detect, notify administrators, and remove PCI (Payment Card Industry), HIPAA (Health Insurance Portability and Accountability Act), Individual Education Plans (IEPs), and objectionable content.

Advantageous: The proposed backup solution has the ability to detect and notify administrators (Payment Card Industry), HIPAA (Health Insurance Portability and Accountability Act), Individual Education Plans (IEPs), and objectionable content.

Not Advantageous: The proposed backup solution does not have the ability to detect and notify administrators about (Payment Card Industry), HIPAA (Health Insurance Portability and Accountability Act), Individual Education Plans (IEPs), and objectionable content.

File Exclusion

Highly Advantageous: The proposed backup solution has the ability to exclude unlimited number of specified file extensions from backups

Advantageous: The proposed backup solution has the ability to exclude a limited number of specified file extensions from backups

Not Advantageous: The proposed backup solution does not have the ability to exclude specified file extensions from backups

Multiple domains

Highly Advantageous: The proposed backup solution has the ability to backup multiple domains and access them with the same login instance

Advantageous: The proposed backup solution has the ability to backup multiple domains but requires logging off and logging in as a different user to access each domain

Not Advantageous: The proposed backup solution does not have the ability to backup multiple domains

User Overages

Highly Advantageous: The proposed backup solution allows overages of licenses for the duration of the contract if the district exceeds the staff or student counts because of growth.

Advantageous: The proposed backup solution allows overages of licenses for the duration of the contract up to 10% if the district exceeds the staff or student counts because of growth.

Not Advantageous: The proposed backup solution does not allow for overages of licenses for the duration of the contract. Any overage of licenses requires an additional order to add more licenses for the duration of the contract.

Price Proposal Sheet

	CATEGORY	DESCRIPTION	PRICE
1	Backup of staff accounts	Include the annual cost per user to backup 4,800 active staff users	\$
2	Backup of student accounts	Include the annual cost per user to backup 26,000 active student users	
3	Backup of inactive (deleted or suspended) accounts	Include the annual cost per user to retain the backups of any staff or student that is made inactive (deleted or suspended). Indicate how long these backups will remain in the system.	
4	Support	Indicate the annual cost to provide technical support	\$
5	Setup	Indicate the fee to provide the setup and configuration of the service with a dedicated technical support systems administrator.	\$
6	Training	Indicate the fee to provide up to four hours of one on one virtual training to a group of WPS administrators	\$
			\$

TOTAL COST (1 TO 6-) * ----- \$ _____ **

**Low proposal price to be based on this total amount
Proposers shall include pricing for each of the items listed above.

PROPOSER NAME : _____