

PURCHASING DIVISION
CITY OF WORCESTER
MASSACHUSETTS 01608-1895
ROOM 201 - CITY HALL, 455 MAIN ST.
PHONE (508) 799-1220

BID INVITATION
(Supplies, Material, Equipment, Services)

AN EQUAL OPPORTUNITY AFFIRMATIVE ACTION EMPLOYER

BID NO. 8541-W6

DATE: September 4, 2025

CITY OF WORCESTER
Christopher J. Gagliastro, MCPPO
Purchasing Agent

BUYER: Christopher Gagliastro

NOTICE TO BIDDERS
TERMS AND CONDITIONS

All bids are subject to the terms and conditions and specificity herein set forth except where specifically deleted by the City of Worcester in Section No. 6 below.

COMPLETE ORIGINAL COPY (including ALL required pages) OF THIS BID MUST BE SUBMITTED IN A SEALED ENVELOPE:

DATE: SEPTEMBER 17, 2025 TIME: 4:00 P.M.

PLACE: Purchasing Division, Room 201, City Hall, Worcester, Massachusetts

MARK ENVELOPE **"Bid No. 8541-W6, Consultant – AI / MCRWB"**

The name and address of the bidder must appear in the upper left hand corner of the envelope. The City of Worcester is not responsible for bids not properly marked.

GENERAL

1. This Bid Invitation covers: The MassHire Central Region Workforce Board (MCRWB), in collaboration with our affiliated MassHire Career Centers in Worcester & Southbridge requests bids from qualified consultants for the design, development and deployment of and Artificial Intelligence (AI) powered MassHire Career Center Concierge/Navigator to be launched publicly within 180 calendar days. **This bid is dependent upon MCRWB receipt of funding for this project.**
2. A certified check or bid bond made payable to the "City Treasurer, City of Worcester" in the Amount of \$ must accompany this bid.
3. **NO BID WILL BE ACCEPTED AFTER TIME AND DATE SPECIFIED**
4. A performance bond in the amount of \$ N/A of the total dollar award is required.
5. A payment bond in the amount of \$ N/A of the total dollar award is required.
6. All terms and conditions are applicable to this proposal except the following section numbers which are hereby deleted from this invitation: 37-38, 40-43
7. Questions pertaining to this bid must be directed to: Christopher J. Gagliastro in writing via e-mail at: gagliastroc@worcesterma.gov

Email copies of this bid are acceptable. Please email bids to gagliastroc@worcesterma.gov

8. The following meanings are attached to the defined words when used in this bid form.
 - (a) The word "City" means The City of Worcester, Massachusetts.
 - (b) The word "Bidder" means the person, firm or corporation submitting a bid 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 increases during the life of the contract.
9. Any prospective bidder requesting a change in or interpretation of existing specifications of terms and conditions must do so within five (5) days (Saturdays, Sundays and Holidays excluded) BEFORE scheduled bid opening date. All requests are to be in writing to the Purchasing Division (or e-mailed at gagliastroc@worcesterma.gov). No changes will be considered or any interpretation issued unless request is in our hands within five (5) days (Saturdays, Sundays and Holidays excluded) BEFORE scheduled bid opening date.
10. 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 this contract.
11. The Contract Agreement will be in the form customarily employed by the City of Worcester for this purpose and is on file in the Purchasing Division at City Hall.
12. Bids which are incomplete, not properly endorsed, or signed, or otherwise contrary to these instructions will be rejected as informal by the Purchasing Agent. Conditional Bids Will Not Be Accepted.
13. The Bidder 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 bidder offers to execute or in expected profits to arise therefrom, unless there has been compliance with provisions of G.L.C.43 Sec. 27, and that this bid is made in good faith without fraud or collusion or connection with any other person submitting a proposal.
14. As the City of Worcester is exempt from the payment of Federal Excise Taxes, and Massachusetts Sales Tax, prices quoted herein are not to include these taxes.
15. **All prices are to be firm F.O.B. Destination, City of Worcester, Massachusetts, unless otherwise indicated by the City. Time reserved for award is ninety days.**
16. In case of error in the extension prices quoted herein, the unit price will govern.
17. It is understood and agreed that should any price reductions occur between the opening of this bid and delivery of any order, the benefit of all such reductions will be extended to the City.
18. The City of Worcester reserves the right to reject any and all bids, wholly or in part, and to make awards in a manner deemed in the best interest of the City.
19. Awards will be made to the bidder quoting the lowest net price in accordance with specifications.
20. The supplier will be bound by all applicable statutory provisions of law of the Federal Government, the Commonwealth of Massachusetts, the City of Worcester, and The Department of Public Safety of the Commonwealth of Massachusetts.
21. Any bid withdrawn after time and date specified, the bidder shall forfeit deposit on bid as liquidated damages.
22. The contractor will not be permitted to either or underlet the contractor, not assign either legally or equitably any monies hereunder, or its claim thereto without the previous written consent of the City Treasurer and of the Purchasing Agent of the City.

23. If this bid shall be accepted by the City, and the bidder shall fail to contract as aforesaid and to give a bond in the amount as specified in Section 4, within ten (10) days, (not including Sunday or a Legal Holiday) from the date of the mailing of a notice from the City to him, according to the address given herewith, that the contract is ready for signature, the City may by option determine that the bidder has abandoned the contract and thereupon the proposal and acceptance shall be null and void and the bid security accompanying this proposal shall become the property of the City as liquidated damages.
24. When quoting, the bidder shall submit a signed copy of this bid form, and if bid is accepted by the City shall constitute part of the contract of purchase. Do not detach any part of this form when submitting a bid. Bidder must sign and return complete forms.
25. If in the judgment of the Purchasing Agent any property is needlessly damaged by an act or omission of the contractor or his/her employees, servants, or agent, the amount of such damages shall be determined by the Purchasing Agent of the City of Worcester and such amount shall be deducted from any money due the contractor or may be recovered from said contractor in actions at law.
26. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents and Acts of God.

INSURANCE AND WORKER'S COMPENSATION

27. COMMERCIAL GENERAL LIABILITY INSURANCE – Contractor to supply the City of Worcester with certificates of insurance evidencing general liability coverage of not less than \$ 1,000,000.00 per occurrence / \$ 2,000,000.00 aggregate.
28. AUTOMOBILE LIABILITY INSURANCE – Contractor to supply the City of Worcester with certificates of insurance evidencing automobile liability coverage, bodily injury and property damage combined single limits, of \$ 1,000,000.00 (all owned, hired and non-owned autos).
29. COMPENSATION INSURANCE – Contractor shall furnish the City of Worcester with certificates showing that all of his or her employees who shall be connected with this work are protected under Massachusetts' statutory worker's compensation insurance policies.
30. 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 contractor or from any neglect, default or omission, or want of proper care, or misconduct on the part of the Contractor or for any one of his employ during the execution of the contract.
31. Prior to starting on this contract, the Contractor shall deposit with the contracting officer certificates 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 Purchasing Agent.
32. Except as may be otherwise stated herein, the Contractor shall also carry bodily injury and property damage insurance in amount not less than those set forth above covering the operation of all motor powered vehicles owned or operated by the Contractor and engage in this contract.

DISCOUNT

33. Prompt pay discounts will be considered when determining the low bid except when discounts are for a period of less than 30 days. In this event discounts will not be taken into consideration when determining low bid.
34. Time, in connection with discount offered, will be computed from date of completion and/or delivery and acceptance at destination, or from date correct bill or voucher properly certified by the contractor is received if the latter date is later than the date of completion and acceptance and/or delivery and acceptance.

GUARANTEE

35. The bidder to who a contract is awarded guarantees to the City of Worcester all equipment, materials and/or workmanship for a period of one (1) year after final inspection and acceptance and shall replace promptly any defective equipment, materials and/or workmanship required without additional cost to the City.

DELIVERIES AND COMPLETION

36. It is understood and agreed that in the event of failure on the part of the bidder to indicate date of delivery and/or completion, delivery and/or completion will be made within twelve (12) days from date of notification. Should the successful bidder fail to make delivery or complete contract within time specified, the City reserves the right to make the purchase on such orders at the open market and charge any excess over contract price to the account of the successful bidder, who shall pay the same.
37. The contractor shall familiarize himself with the location and facilities for storage.
38. The City, through its Purchasing Division, reserves the right to divert delivery from one location to another, and to allow for any change in operating conditions or for any other cause not now foreseen and to proportion deliveries according to available storage facilities.

SAMPLING AND ANALYSIS

39. Each bidder must state the commercial name of the product quoted, name, and address of operator or agent from whom the product will be purchased and in addition shall furnish an analysis of the product, date of analysis, by whom made and their address.
40. Samples of the product to be delivered may be taken by a representative of the City, either prior to delivery or while it is being delivered in the storage facilities at destination, or will be taken from the storage facilities to which the product has been delivered as determined from time to time by the Purchasing Agent. Bidder agrees to furnish the necessary manual labor, without additional cost required to assemble the physical samples, which is to be performed under the direction of the City representative.
41. The representative of the City taking the samples, shall be given the opportunity, while sampling, to affix his signature to the delivery slip each item represented in his sample.
42. Any product after the sampling and analysis, not found meeting the requirements of the contract shall be sufficient cause for the cancellation of the contract at the option of the Purchasing Agent.
43. If any product is found that does not meet the analysis submitted by the bidder in his proposal, the Purchasing Agent may at his option exercise his right to reject the product and require that all or any part thereof shall be removed promptly by and at the expense of the contractor and replace it forthwith with a product satisfactory to the Purchasing Agent, or to retain the product and compensate the contractor in an amount as determined by the Purchasing Agent and the City Manager.
44. It is understood and agreed that it shall be a material breach of any contract resulting from this bid for the Contractor to engage in any practice which shall violate any provisions 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.
45. The undersigned as bidder, declares that the only parties interested in this proposal as principals are named herein; that this proposal is made without collusion with any other person, firm or corporation; that no officer or agent of the City is directly or indirectly interested in this bid; and he proposes and agrees that if this proposal is accepted he will contract with the City in accordance with the specifications, also the terms and conditions as spelled out in this bid form.
46. No Person, including but not limited to corporations, partnerships, limited partnerships or limited liability corporations, shall be eligible to receive a contract under this invitation to bid and/or request for proposal if that person has been convicted of any felony offense involving the distribution of controlled substances as that term is defined under Chapter 94C of the General Laws and, for contracts to be performed for on-site services to the Worcester Public Schools, if that person or any person to be employed by that person in the performance of such on-site services has been convicted of a "sex offense" or a "sex offense involving a child" or a "sexually violent offense" or would meet the definition of "sexually

violent predator" as those terms are defined in Chapter 6, Section 178C of the General Laws and who must register with the sex offender registry board.

47. The Contractor shall at all times enforce strict discipline and good order among his employees and shall not employ for work or services relating to this contract any unfit person or anyone not skilled in the task assigned to him. In light of the fact that the performance of this contract requires the Contractor and its employees to have significant interaction with the public, the Contractor shall require all employees who may perform services under this contract to conduct themselves in a courteous, professional manner. If the Contractor is notified by the Contract Officer that any person engaged upon the work is incompetent, unfaithful, disorderly, discourteous, or otherwise unsatisfactory, then such person shall be discharged from providing services or work pursuant to this contract. Without limiting the generality of the foregoing, intimidation, threats and/or violent conduct of any kind or nature directed to members of the public are absolutely prohibited. Failure to comply with this requirement shall be grounds for termination of the contract.
48. The Contractor's performance may be evaluated on an ongoing basis including but not limited to consideration of complaints received from members of the public. In order to facilitate this evaluation, the Contractor shall provide the City with documents and records upon request. The Contractor shall further obtain from its employees authorization that appropriate City personnel may obtain all available criminal offender information ("CORI") from the Criminal History Systems Board. A high number of unresolved complaints, any number of complaints that are particularly severe, or employment of individuals who have been convicted of assault or other violent crimes shall be grounds for the early termination or non-renewal of the contract by the City.
49. The procurement officer shall award the contract to the lowest responsible and responsive bidder. The term "responsible bidder" means "a person who has the capability to perform fully the contract requirements, and the integrity and reliability which assures good faith performance." Consistent with its duty to maintain public order and promote public safety, the City has determined that this contract is of a type and nature so as to be particularly sensitive due, at least in part, to the contractor's inherent access and dealings with the members of the general public. Therefore, the City has concluded that additional scrutiny is justified as it determines whether a particular bidder is responsible, having the integrity and reliability to properly perform the requested services. This may entail consideration of the contractor's system of oversight, training and supervision of its employees, including but not limited to its requirement of a high standard of customer service and courtesy in its dealings with the public. The bidder's care and diligence in hiring and assigning its employees will also be considered. In making its determination, the City reserves the right to examine any and all information at its disposal, including but not limited to prior City contracts, the experiences and information obtained from current and former customers (whether identified by the bidder as references or not), as well as other sources available to the City, including but not limited to court documents, newspapers, financial reports (such as DUNS), and certain police data and reports.
50. The Contractor, acting through its owner(s) or any of its employees, or its agents or sub-contractors and any of their employees, shall not engage in any behavior, whether during the course of its duties under this contract or at any other time, that is illegal, criminal or otherwise shocking or offensive to the general public. The determination whether any particular behavior is illegal, criminal or shocking to the general public shall rest in the sound judgment of the Contracting Officer or the City Manager. In making such determination, the Contracting Officer or the City Manager shall apply the general standards of the community. No criminal conviction or formal charges shall be required to make such determination. Such behavior need be something more than trivial and something which would cause the general public to have concerns either about the safety of individuals coming in contact with the Contractor or about the character and integrity of the individuals with which the City does business. Violation of this provision shall be grounds for immediate and unilateral termination of this contract by the City upon five days' notice as otherwise provided herein

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
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_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

KINDLY FURNISH THE FOLLOWING INFORMATION REGARDING BIDDER:

(1) If a Proprietorship

Name of Owner _____

Business Address _____

Zip Code _____ Telephone No. _____

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>
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_____	_____	_____
_____	_____	_____
_____	_____	_____

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

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.

F.I.D. 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 _____
PLEASE SIGN

DATE _____ BID SECURITY \$ _____

The name of Customer Service Representative and the Contract Administrator responsible for servicing this account in the event of contract award are:

NAME (PLEASE PRINT) *Customer Service Rep.* _____ TEL. NO. _____

NAME (PLEASE PRINT) *Contract Administrator* _____ TEL. NO. _____

FAX NUMBER _____ FAX # _____

E-MAIL (Customer Service Rep.): _____

E-MAIL (Contract Administrator): _____

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.

PROPOSAL PAGE

Bidders must state and identify the product offered, such as manufacturer's name, trade name, brand name and quality next to each item. WE MUST KNOW WHAT HAS BEEN OFFERED.

The quantities shown herein are estimated only and the Contractor will be required to furnish all quantities ordered by the City during the period of the contract.

YES XX NO

Delivery to be made to: Worcester, MA

This Bid includes addenda numbered _____

NO PRICE ADJUSTMENTS ALLOWED. PRICES QUOTED ARE FINAL. CHECK BEFORE SIGNING

BIDDER TO COMPLETE ITEMS BELOW

Item No.	Estimated Contract Quantity	Description				Total Amount
		Design, develop, and deploy of an Artificial Intelligence (AI)-powered MassHire Career Center Concierge/Navigator to be launched publicly within 180 calendar days, followed by an additional 180 days of post launch support and maintenance. The Career Center Concierge/Navigator shall be a web-based AI tool that effectively interacts with job-seeking customers to guide them via interactive text and or audio in English, as well as Spanish and other languages, regarding job search related programs and services available to them through the MassHire Central Career Centers and our affiliated public partners. <i>It is anticipated that the cost for these services shall not exceed \$25,000.00.</i> Questions pertaining to this bid must be directed to: Christopher J. Gagliastro in writing via e-mail at: gagliastroc@worcesterma.gov				\$ _____ Lump Sum Price for all Services (bidders shall provide separate breakdown of costs per item 4 of Submission requirements)

TERMS, PROMPT PAY DISCOUNT _____ % 30 DAYS, NET 45 DAYS.

DELIVERY AND/OR COMPLETION TO BE MADE WITHIN (as required) DAYS FROM TIME OF NOTIFICATION BY THE CITY.

NAME OF BIDDER _____

Project Design, Development, Delivery, and Maintenance

1. Introduction & Background: The MassHire Central Region Workforce Board (MCRWB), in collaboration with the MassHire Career Centers, invites qualified consultants or firms to submit proposals for the Design, develop, and deploy of an Artificial Intelligence (AI)-powered MassHire Career Center Concierge/Navigator to be launched publicly within 180 calendar days, followed by an additional 180 days of post launch support and maintenance. The Career Center Concierge/Navigator shall be a web-based AI tool that effectively interacts with job-seeking customers to guide them via interactive text and or audio in English, as well as Spanish and other languages, regarding job search related programs and services available to them through the MassHire Central Career Centers and our affiliated public partners.

It is anticipated that the cost for these services shall not exceed \$25,000.00.

This first-in-the-Commonwealth AI-powered career guidance platform will provide 24/7/365 access to job seekers, employers, and residents through the websites of the MCRWB and our affiliated MassHire Career Centers in Worcester and Southbridge. The MassHire Career Center AI Concierge/Navigator will integrate job search tools, career guidance, professional development resources, and access to relevant social services, thereby expanding equitable access to workforce opportunities for residents of Central Massachusetts.

In addition to being **user-friendly**, accessible to individuals across multiple cultural, linguistic, and socioeconomic backgrounds, the platform will, when launched publicly, comply with all relevant Federal, state, and municipal data privacy policies and accessibility standards. The solution must be scalable and replicable with minimal expense across the MassHire ecosystem.

2. Project Goals

- Collaborate with stakeholders to design, beta test, and deliver an intuitive, AI-powered chatbot that:
 - Guides users through job search and career development processes via text and audio
 - Strengthens connections between workforce development and state and municipal social service agencies and community organizations
 - Offers multilingual, user-friendly and accessibility-friendly interfaces
 - Is scalable and replicable by other MassHire regions with minimal expense
- Enhance public access to MassHire resources beyond traditional business hours.

3. Scope of Work: The selected Consultant will achieve the following deliverables per timeline below (or a mutually agreed upon timeline) that delivers the project publicly within 180 days, followed by an additional 180 days of post launch support and maintenance.. The following list of phases and deliverables is neither comprehensive nor final; bids will be evaluated based on a clear, realistic, and achievable path to the aforementioned project goals as well as innovative and creative complementary and/or supplementary deliverables that achieve the goals within the desired timeframe. Phases may run concurrently.

Phase 1: Discovery & Design (approx. 30 days)

- Conduct needs assessments with stakeholders, including job seekers, employers, and workforce staff to identify user needs and requirements
- Define AI chatbot capabilities, including natural language processing, multilingual support, and integration with MassHire and partner databases
- Refine project scope, features, and success metrics
- Develop use-case scenarios; chart user flow diagrams per scenarios
- Create wireframes; design User Interface/User Experience (UI/UX) mockups; Create development environment; set up back-end infrastructure
- Ensure compliance with ADA, WCAG, and state/federal data privacy requirements

Phase 2: Development & Integration (approx. 60 days)

- Develop core AI functionalities (Natural Language Processing, referral engine, forms, etc.)
- Build AI-powered chatbot with secure cloud-based hosting
- Internal testing, debugging, performance optimization
- Help develop and provide UX guidance/training materials in layman's terms
- Coordinate system integration with City of Worcester DoIT; integrate with:
 - MassHire job search database
 - Career guidance tools and assessments
 - Training and certification program listings
 - State and municipal social service agencies and resource
- Implement analytics dashboards to track engagement, outcomes, and performance metrics
- Prepare and set desired outcomes for beta testing

Phase 3: Beta Testing (approx. 60 days)

- Coordinate with MassHire staff to recruit and brief beta testers from focus demographics
- Schedule and plan beta testing sessions with focus user groups
- Gather feedback via surveys, in-person focus groups, etc.
- Analyze feedback to identify pain points; develop/test revisions
- Update and test system per beta tester and staff feedback
- Implement feedback-driven refinements
- Finalize publish-ready version
- Coordinate with MassHire staff TBD to develop strategic marketing and outreach plan.

Phase 4: Deployment (approx. 30 days)

- Conduct security audit, compliance review, and performance validation
- Ensure platform uptime, security, and data protection

- Coordinate with City of Worcester DoIT to deploy on MCRWB and MassHire Career Center websites
- Develop and deploy user guides and help resources for the public, including simple, step-by-step “how-to” guides and video tutorials
- Soft launch with targeted user group; monitor metrics; identify and solve final problems
- Develop clear, user-friendly training materials for MassHire staff; work with Project Manager to schedule and develop info sessions to familiarize and train MassHire staff on Chatbot use, troubleshooting, and content updates

Phase 5: Maintenance & Support (180 days, post launch)

- Provide at least 6 months of post-launch technical support
 - Implement system updates, bug fixes, and security patches
 - Provide ongoing analytics and reporting
-

4. Minimum Vendor Qualifications: Bidders must have proven and demonstrable professional experience providing services of a similar size and scope and include specific experience with the following services, including project examples:

- Designing and deploying active AI-powered chatbots for large-scale public or private sector use
 - Integrating AI platforms with external databases, APIs, and content management systems
 - Strong UI/UX design capabilities with emphasis on accessibility and inclusion
 - Practical and demonstrable expertise in Natural Language Processing (NLP), machine learning, and multilingual AI solutions
 - Familiarity with Federal, state, and municipal data privacy regulations, including GDPR, CCPA, and MA data protection laws
 - Knowledge of workforce development systems, preferably in Massachusetts, or similar regional/state-level systems
 - Capacity to provide ongoing support, training, and maintenance assistance
-

6. Submission Requirements. Bids must include:

1. **Cover Letter:** Summary of Consultant’s qualifications, understanding of project goals, and commitment to delivery timeline
2. **Project Plan Aligned with Proposed Timeline:** Detailed work plan for all phases, including milestones and deliverables. The Consultant may propose an alternative timeline that achieves the project goals by the desired delivery date
3. **Technical Approach:** Description of AI platform architecture, integrations, and data security measures

4. **Budget & Cost Proposal:** Detailed line-by-line breakdown and brief description of all costs, including development, deployment, and post-launch support
5. **Relevant Experience:** At least three (3) examples of similar projects, including outcomes
6. **Consultant/Team Composition:** Resumes/CVs of key personnel and their roles
7. **Accessibility Strategy:** Plan to ensure inclusive design and multilingual capability
8. **References:** Contact information for three (3) current or former clients.

Award to be made to the lowest responsive and responsible bidder in accordance with the aforementioned specifications and requirements.
