

**Massachusetts School Building Authority
Request for Quotes**

Date: March 27, 2026

Project: Request for Quotes (“RFQ”) for Security Awareness Training and Automated Phish Response Management Software as a Service (“SaaS”)

Project Number: MSBA-SecurityAwarenessTraining-2026

RFQ Contact Person: Ryan Fay, Legal Assistant

SECTION I. SUMMARY

The Massachusetts School Building Authority (MSBA) is seeking quotes from firms who provide security awareness training and automated phish response management software as a service (“SaaS”).

Minority Business Enterprise (MBE), Women Business Enterprise (WBE), Veteran Business Enterprise (VBE), Minority and Women Business Enterprise (M/WBE), Service-Disabled Veteran-Owned Business Enterprise (SDVOBE), Veteran-Owned Business Enterprise (VBE), Minority Nonprofit Organization (M/NPO), Women Nonprofit Organization (W/NPO), Minority and Women Non-Profit Organization (M/W/NPO), Disability-Owned Business Enterprise, or LGBT Business Enterprise, firms are encouraged to submit Responses.

A. OBJECTIVES

It is the intent of the RFQ to select a Provider to provide security awareness training SaaS which provides a wide range of current training content which can be shared with approximately 150 end users, as well as an automated phish response management SaaS platform to help manage suspicious emails reported by end users.

B. SCOPE OF WORK

The provider should, at a minimum, provide the following:

Requirements include:

- SaaS training platform which includes a wide range of current, relevant, security awareness training topics and training formats including interactive modules, games, posters, and newsletters.
- Ability for an Administrator to select and deploy training content to all or a subset of approximately 150 licensed end users for a defined time frame.
- Targeted role-based training modules for different business functions and/or departments.

- Ability to track completion and progress of scheduled training including sending email reminders.
- Integration with Microsoft Outlook for end users to report suspicious emails.
- Simulated phishing exercises with end user feedback which can be scheduled and delivered on a fixed or staggered basis with varied content per user.
- Ability to support single sign-on.
- Generation of notifications to defined Administrators when a suspicious email is reported with an initial classification of severity.
- Provides a platform for reviewing and analyzing reported suspicious emails.
- Ability to track overall phishing reporting trends, training completion and effectiveness.
- Supports end user surveys to gather feedback on distributed training.
- Platform updates and support for Administrators.

Respondents may provide additional information regarding features that may be of interest to MSBA related to security awareness training and automated phish response management.

SECTION II. GENERAL INFORMATION

All terms, conditions, requirements, and procedures included in this RFQ should be met for a Response to be qualified as responsive. The MSBA reserves the right to determine whether a Response is non-responsive and to waive or permit cure of any and all non-material errors or omissions. The MSBA reserves the right to modify, amend or cancel the terms of this RFQ at any time. All Responses must be submitted in accordance with the specific terms of this RFQ.

A. SPECIFICATIONS

1. **Respondent Communication.** All communication regarding this RFQ must be **in writing** via email to the RFQ Contact Person, Ryan Fay, Legal Assistant. Any Provider that intends to submit a quote is prohibited from contacting any employee of the MSBA or Member of the BOD other than the Contact Person regarding this RFQ. **Failure to observe this rule may result in disqualification.** Furthermore, no other individual MSBA employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFQ and the MSBA shall not be bound by any such unauthorized provision of information or response. Respondents should notify in writing via email the Contact Person for this RFQ in the event it is incomplete or the Respondent is having trouble obtaining any required attachments electronically through COMMBUYS or from the MSBA's website.
2. **Best Value Selection and Negotiation.** The MSBA intends to select the response that demonstrates the "Best Value" overall, including proposed alternatives that will achieve the procurement goals of the MSBA. The MSBA and the selected Respondent may negotiate a change in any element of contract performance or cost identified in the original RFQ or the selected Respondent's Response which results in lower costs or in a more cost effective or better value than was presented in the selected Respondent's or contractor's original Response.

3. **COMMBUYS:** This RFQ has been distributed electronically using the COMMBUYS system. RFQ Attachments that are referenced are available either as separate files along with the RFQ, or in the COMMBUYS Attachments section.

Respondents are solely responsible for obtaining and completing the required attachments that are identified in this RFQ; for regularly checking COMMBUYS for any addenda or modifications that are subsequently made to this RFQ or attachments; and for obtaining, reviewing and appropriately responding to any such addenda or modifications to the RFQ or attachments. The MSBA accepts no liability and will provide no accommodation to Respondents who fail to check for, obtain, review and appropriately respond to addenda or modifications to the RFQ and attachments, and then submit inadequate or incorrect Responses. Respondents are advised to check COMMBUYS to ensure that they have the most recent RFQ files. Respondents may not alter (manually or electronically) the RFQ language or any RFQ component files. Modifications to the body of this RFQ, specifications, terms and conditions, which change the intent of this RFR are prohibited and may disqualify a Response.

B. PROCUREMENT CALENDAR

The following is the tentative time schedule for the MSBA's selection of a Respondent. All dates are subject to modification by the MSBA with notice.

Issuance of RFQ – March 27, 2026
Question Deadline – April 3, 2026, by 5:00 PM E.S.T.
Responses to Questions Posted – April 8, 2026
RFQ Response Deadline – April 15, 2026, by 12:00 PM E.S.T.
Award of Contract – Anticipated April/May 2026

Questions concerning this RFQ may be submitted to the RFQ Contact Person in writing via email at the contact information below. No telephone Calls concerning this RFQ are permitted.

Ryan Fay, Legal Assistant
ATTN: MSBA- MSBA- MSBA-SecurityAwarenessTraining-2026
E-Mail Address: ryan.fay@massschoolbuildings.org

SECTION III. RESPONSE REQUIREMENTS

A. CONTENT OF THE RESPONSE

All Responses to this RFQ should include the following information:

1. Product Functionality to be provided as it relates to the scope of work described in Section 1. (B.).
 - a. Please provide written materials that detail the products and services that the Respondent will provide including the features, functionalities and capabilities of the product and support services.
 - b. Respondents should provide information regarding various features and subscription levels, if applicable. Respondents may elect to propose various subscription levels for the MSBA's consideration.

2. Service and Support
 - a. Please provide information on the Respondents customer support and services including helpdesk availability, training, documentation, and any applicable service level options.
 - b. Please include the implementation services, process and associated timeline.
3. Quote
 - a. Please provide an estimated fee structure for 150 end user licenses.
 - b. Please include any applicable associated implementation costs and/or other costs related to these products.
 - c. The MSBA is interested in a three-year subscription term with two options to renew, for one year each, under the same terms and conditions. Please describe the renewal process and any anticipated changes to the costs.
 - d. Respondents may submit multiple quotes for various subscription levels, if applicable.

B. INSTRUCTIONS FOR SUBMISSION

Responses to this RFQ must be submitted electronically by the submission deadline, or the response will not be considered. **Hard copy submissions will not be accepted.** Responses must be submitted by email to Ryan.Fay@MassSchoolBuildings.org. Responses and Attachments received after this deadline date and time will not be evaluated.

Respondents should receive an email confirming receipt of submission. If Respondents do not receive a confirmation email, Respondents are encouraged to contact Ryan Fay at Ryan.Fay@MassSchoolBuildings.org in advance of the submission deadline.

Additionally, Respondents are encouraged to submit responses in a timely manner to ensure successful delivery prior to the submission deadline.

Responses should not exceed 25MB in size. **The MSBA will not accept ZIP files. Responses should be submitted in a PDF.**

SECTION IV. EVALUATION PROCESS

A. PHASE ONE REVIEW

The MSBA will review the responses to this solicitation and select the response that provides the best value to the MSBA based upon the specified criteria below:

1. Product Functionality
2. Service and Support
3. Cost Proposal

Responses will be reviewed to determine which Respondent provides the best value to the MSBA and will receive the Contract award.

During the selection process, the MSBA reserves the right to take any or all of the following actions if it deems them to be in the interests of the MSBA:

- a. Reject any and all responses;
- b. Waive any minor informalities in responses received or request Respondents to correct them; and
- c. Request additional information from Respondents, including product demonstrations, and seek clarification from a Respondent provided the MSBA determines it is not prejudicial to the interests of the other Respondents to do so. Action by the MSBA in this regard should not be construed to imply acceptance or rejection of a response.

SECTION V. ADDITIONAL INFORMATION

A. DURATION AND RENEWAL OPTIONS

The MSBA intends to select one Respondent to provide the services solicited in this RFQ for a three-year subscription term with two options to renew, at the MSBA's discretion, for one year each, under the same terms and conditions. The MSBA may elect to extend the contract beyond a five-year term.