MassHousing

Request for Proposals for AI Adoption & MS Copilot Enablement Services
Answers to Respondent Questions

Updated November 9, 2026

1. User Population and Deployment Scope

Q. What is the total number of employees, contractors, and interns in scope for the enterprise rollout? How many users are expected to receive Copilot Chat/Basic, Microsoft 365 Copilot/Premium, or participate as pilot or early-adopter users?

A. Approximately 375 employees are in scope for the enterprise rollout. Currently, 80 employees are participating in a pilot program and have access to Copilot Basic. As part of this engagement, MassHousing's current expectation is to transition to and standardize on Microsoft 365 Copilot (Premium) for all employees.

2. Required Procurement and Contract Documents

Q. Please provide the Standard Services Agreement, Information Security Program, and Data Management Standard referenced in the RFP.

A. The Standard Services Agreement was provided under separate cover. The Information Security Program, Data Management Standard, or other internal documents will not be released as part of this RFP phase and will be available to selected respondents at a later stage of the procurement process.

Please note the reference to “Attachment A” on page 13 of the RFP refers to the Standard Services Contract.

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3. Microsoft Qualifications and Teaming Arrangements

Q. Are the specified Microsoft Solutions Partner designation and Microsoft 365 Copilot Specialization mandatory pass/fail requirements? Must the prime respondent hold them, or may they be satisfied through a teaming partner or subcontractor? Will equivalent Microsoft credentials, substantial comparable experience, or a specialization currently in progress be considered?

A. Yes. The required Microsoft credentials must be held by the primary respondent. MassHousing will consider proposals that include subcontractors or teaming partners; however, respondents that can deliver the requested services with their own personnel and resources are preferred.

4. Budget

Q. Has the Agency established a budget range, funding allocation, or not-to-exceed amount for this engagement, including Microsoft 365 Copilot Premium licensing?

A. MassHousing has budgeted funding for this engagement and any licensing requirements. Budget information will not be disclosed as part of this procurement process.

5. Contract Schedule and Period of Performance

Q. What are the anticipated contract-execution and kickoff dates, target completion date, and overall period of performance? Is the principal work expected to conclude by June 30, 2027, or continue into FY28? What duration of post-implementation support should respondents assume?

A. MassHousing's goal is to execute a contract with the selected respondent by December 31, 2026. Project kickoff and commencement of services are anticipated no later than January 31, 2027. The primary phases of the engagement are expected to be completed by June 30, 2027. MassHousing anticipates only limited post-implementation support following completion of the primary work effort.

6. Training Quantities and Delivery Mix

Q. How many learners, cohorts, and instructor-led sessions should respondents assume for each training track? What class sizes and mix of onsite, live-online, recorded, and self-paced delivery are expected, and at which locations would onsite training occur?

A. Respondents should assume that all employees will participate in foundational training covering responsible AI use and Microsoft Copilot. MassHousing anticipates delivering this content through one to two live training sessions per participant group, with approximately 50 employees per session. Training may be delivered either in person or through live online instruction and all delivery and content will be in English.

For the AI Champion program, respondents should assume a cohort of approximately 10 to 15 participants and one to two dedicated training sessions, with continued support throughout the engagement.

Self-paced training materials should supplement instructor-led training and support new-employee onboarding. Respondents should include recommendations for the appropriate mix of live and self-paced learning resources as part of their proposal.

7. Learning Platform and Content Formats

Q. What learning management system, intranet, or internal portal will host the self-service learning library and onboarding content? What formats must be supported, such as SCORM, video, SharePoint pages, editable source files, or a hosted platform using single sign-on?

A. MassHousing utilizes LinkedIn Learning as its primary learning management platform. In addition, MassHousing maintains a SharePoint-based intranet and has access to the full Microsoft 365 suite, which may be leveraged to host, organize, and deliver self-service learning content.

Respondents should assume that LinkedIn Learning and SharePoint will be the preferred platforms for training delivery and content management. However, MassHousing will consider recommendations for alternative tools or platforms if they provide compelling value and integrate effectively with the existing environment.

8. Pricing Structure

Q. Does the Agency prefer fixed-fee, time-and-materials, milestone-based, per-deliverable, or blended pricing? Should respondents submit more than one pricing model or separately priced options and unit rates for additional sessions, onsite delivery, remediation, tools, licensing, or extended support?

A. MassHousing prefers a fixed-fee pricing model.

9. Current Pilot

Q. How many users are participating in the current Copilot pilot, which business units are represented, and what pilot feedback, use-case inventory, usage analytics, readiness findings, and lessons learned will be made available to the selected vendor?

A. There are currently approximately 80 employees participating in the Copilot pilot program, with representation from all MassHousing business units. MassHousing has established an AI Resource Center in SharePoint that serves as a central repository for AI-related communications, reference materials, and learning resources. The site also includes a feedback and use-case submission process, with responses collected and maintained in a SharePoint List for evaluation and tracking.

10. Copilot Licensing and Terminology

Q. Please confirm the Agency's definitions of Copilot Basic and Premium, the current quantities and enablement status of Microsoft 365 G5, Copilot Chat/Basic, Microsoft 365 Copilot/Premium, and Copilot Studio licenses, and whether Premium licenses have been budgeted or procured. Should Premium evaluation or deployment be priced as a separate option?

A. At the time of RFP issuance, MassHousing was evaluating both Copilot Basic and Microsoft 365 Copilot (Premium) through its pilot program. Since issuance, MassHousing has determined that, for purposes of this engagement, respondents should assume that MassHousing intends to standardize on Microsoft 365 Copilot (Premium) for all employees and has budgeted for that transition. Respondents may refer to Microsoft documentation for product-specific licensing and feature definitions.