MLSC Biobank FY26 - Cloud Storage and IT Request for Proposal (RFP)

Ends on Fri, Mar 6, 2026 11:59 PM

Cloud Infrastructure and Managed IT Services for the Massachusetts Lifesciences Center (MLSC) Biobank Program

1. Background and Purpose   The MLSC Biobank Program is a multi-institutional initiative designed to support biomedical research through the secure collection, storage, processing, and management of biospecimens and associated data.   To support this effort, MLSC is soliciting proposals from qualified vendors to provide enterprise-grade cloud infrastructure and managed IT services, comparable in capability, scale, and reliability to leading hyperscale cloud service providers. The selected vendor will deliver secure, scalable cloud services and ongoing IT operational support to ensure system availability, performance, and compliance for the Biobank Program.

2. Scope of Work   The selected vendor will provide cloud infrastructure and managed IT services with the following capabilities:

A. Cloud Infrastructure Services

- Provision and management of elastic, on-demand cloud compute, storage, and networking resources
- Scalable object, block, and archival storage suitable for large biomedical datasets
- High availability architecture with redundancy across regions or availability zones
- Support for development, testing, and production environments

B. Security and Identity Services

- Identity and access management with role-based permissions
- Network security controls, including firewalls and private networking – minimum AES-256
- Encryption of data in transit and at rest using industry-standard methods – minimum TLS 1.2
- Continuous security monitoring and logging

C. Managed IT and Platform Support

- Ongoing infrastructure management, monitoring, and optimization
- Incident detection, response, and root-cause analysis
- Patch management and system updates – immediate notification of breach
- Technical support for MLSC-authorized users and administrators

D. Disaster Recovery and Resilience

- Automated backups and snapshot management
- Daily backups with geo-redundant storage

- Regular restore testing, at least annually
- Separate environments for backup and disaster recovery
- Disaster recovery architecture with defined recovery objectives
- Regular testing and validation of recovery procedures
- Business continuity planning aligned with program risk tolerance

E. Program Coordination and Support

- Dedicated technical account management
- Coordination with other Biobank vendors, including data platform and analytics providers
- Support for onboarding new workloads, tools, or services as program needs evolve.
- Participation in scheduled technical and operational reviews

3. Vendor Qualifications   Responding vendors should demonstrate:

- Experience providing hyperscale or enterprise-grade cloud infrastructure and managed services
- Proven support for regulated or sensitive data environments, including healthcare or research
- Strong operational maturity and service reliability
- Experience working with public-sector, academic, or healthcare organizations
- Ability to support a multi-year, growing program

4. Proposal Requirements   Proposals must include:

1. Company overview and relevant cloud services experience
2. Description of proposed cloud service offerings and architecture
3. Security, identity, and monitoring capabilities
4. Managed services and IT support model
5. Disaster recovery and resilience approach
6. Implementation plan and onboarding timeline
7. Pricing model and cost transparency
8. References from comparable cloud infrastructure engagements

5. Evaluation Criteria   Proposals will be evaluated based on:

- Alignment with program requirements and scale
- Breadth and maturity of cloud service offerings
- Security, reliability, and compliance posture
- Quality of managed services and support
- Cost structure and long-term sustainability

6. Anticipated Timeline

- RFP release: 1.26.26
- Proposal submission deadline: 2.27.26

7. Submission Instructions

Proposals should be submitted electronically via Submittable. Selected proposals may be invited to interview.

8. Term

The engagement will be for a five (5) year term with options to renew

9. Contact

For questions regarding this RFP, contact: BioBank@masslifesciences.com

This solicitation does not constitute an obligation to fund any proposals. The MLSC reserves the right to modify or cancel this RFP at any time and may request further clarifications or conduct interviews as part of the selection process.

Appendix:

Security, Privacy, and Compliance Requirements Security

- HIPAA-aligned cloud services and controls
- Encryption in transit and at rest
- Identity and access management
- Continuous monitoring and logging

Compliance and Standards

- SOC 2 Type II or equivalent
- ISO 27001 or equivalent
- Transparent disclosure of subcontractors and underlying infrastructure providers

Business Continuity

- Multi-region or equivalent redundancy
- Automated backups and disaster recovery
- Defined service-level commitments

Thank you for your interest in the MLSC Biobank Program

Please read the scope of work prior to submitting the proposal.

Requirements

Proposal Requirements

Responding organizations must submit a complete proposal that addresses the following elements. Proposals that do not include all required components may be considered non-responsive.

Section 1: Vendor Information

Legal Name of Organization (required)

[   ]

Primary Point of Contact Name (required)

First Name (required)

[   ]

Last Name (required)

[   ]

Primary Point of Contact Email (required)

[email@example.com   ]

Company Website (required)

> example.com

Headquarters Location (required)

Country (required)

> Select...

Address (required)

Address Line 2 (optional)

City (required)

State, Province, or Region (required)

Zip or Postal Code (required)

Headquarters Year Founded (required)

Limit: 4 characters

Section 2: Cloud Services Experience

Describe your experience providing hyperscale or enterprise-grade cloud services. (required)

Limit: 250 words

Describe experience supporting healthcare, research, or public-sector clients. (required)

Limit: 250 words

Provide examples of comparable deployments. (required)

Limit: 250 words

Section 3: Cloud Architecture

Describe your cloud service model and architecture. (required)

Limit: 500 words

Describe scalability and availability features. (required)

Limit: 250 words

Describe storage, compute, and networking services offered. (required)

Limit: 250 words

Section 4: Security and Identity

Describe identity and access management capabilities. (required)

Limit: 250 words

Describe encryption and monitoring practices. (required)

Limit: 250 words

Describe incident response procedures. (required)

Limit: 250 words

Section 5: Managed Services and Support

Describe managed IT and operational support services. (required)

Limit: 250 words

Provide service levels and response times. (required)

Limit: 250 words

Describe coordination with third-party vendors. (required)

Limit: 250 words

Section 6: Disaster Recovery

Describe disaster recovery architecture. (required)

Limit: 250 words

Provide recovery objectives and testing practices. (required)

[   ]

Limit: 250 words

Section 7: Implementation Plan

Timeline from contract execution to operational readiness. (required)

[   ]

Limit: 250 words

Key milestones and dependencies. (required)

[   ]

Limit: 500 words

Section 8: Pricing

Describe pricing and billing structure. (required)

[   ]

Limit: 250 words

Identify variable or usage-based costs. (required)

[   ]

Limit: 250 words

Section 9: References

Provide at least three references from comparable cloud infrastructure engagements. (required)

[   ]

Choose File

Upload a file. No files have been attached yet.

Acceptable file types: .csv, .doc, .docx, .odt, .pdf, .rtf, .txt, .wpd, .wpf, .gif, .jpg, .jpeg, .png, .svg, .tif, .tiff

Please combine multiple files.

Certifications Upload

Upload SOC 2, ISO, or equivalent documentation. (required)

Choose File

Upload a file. No files have been attached yet.

Acceptable file types: .csv, .doc, .docx, .odt, .pdf, .rtf, .txt, .wpd, .wpf, .gif, .jpg, .jpeg, .png, .svg, .tif, .tiff

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Drafts may be visible to the administrators of this program.