



Contract User Guide for ITS53ProjServTS

ITS53TS: How to Use the IT Project Services - Technical Specialist Statewide Contract

UPDATED: 09/15/2017

Contract #:	ITS53ProjServTS
MMARS MA #:	ITS53ProjServTS *
Initial Contract Term:	07/01/2014 to 06/30/2019
Maximum End Date:	No extensions available
Current Contract Term:	07/01/2014 - 06/30/2019
Contract Manager:	Marge MacEvitt, 617-720-3121, marge.macevitt@state.ma.us
This Contract Contains:	MBE/MWBE/WBE, Service Disabled Veteran-Owned Business

*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).

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Contract Summary

This is a Statewide Contract for IT Project Services. This contract is for information technology (IT) professional services to perform fixed price, deliverables-based IT projects. Hardware and commercial software (for example, Microsoft Office) are not covered under this contract. See [Contract Exclusions...](#) for a description of excluded services.

Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth's buying power, solicitation process, contracting expertise, vendor management and oversight, and the availability of environmentally preferable products.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

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- Wide range of vendors and specialty services
- Prompt Payment Discounts

Find Bid/Contract Documents

To find all contract documents, including the Contract User Guide, RFR, Vendor Spreadsheet listing, Statement of Work (SOW) template, and others, visit COMMBUYS.com and search for ITS53ProjServTS. Or, link directly via [PO-14-1080-OSD01-OSD10-00000001418](#). The "Vendor Name" is "Conversion Vendor." The contract documents are found in the **Attachments** section. The vendors are in the **Master Blanket/Contract Vendor Distributor List** section.

Who Can Use This Contract

Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

Eligible Entities

Please see the standard list of Eligible Entities on our [Who Can Use Statewide Contracts](#) webpage.

Subcontractors

The awarded vendor's use of subcontractors is subject to the provisions of the Commonwealth's Terms and Conditions and Standard Contract Form, as well as other applicable terms of this Statewide Contract. You have the right to approve any subcontracts, and the right to a copy of the subcontract. Vendors may not subcontract more than 80% of the work as measured by dollar amount.

Pricing, Quote and Purchase Options

Pricing

There are no hourly rates associated with these contracts. At least three quotes must be requested for all new projects, by sending bids to at least three vendors via COMMBUYS with the specifications for the project (See ["How to Post on COMMBUYS"](#) below). At this time, non-Executive Departments may request quotes via email rather than posting on COMMBUYS. Email addresses for all vendors are found on the Vendor Listing Spreadsheet. See [Find Bid/Contract Documents](#) to locate this spreadsheet.



Many vendors offer substantial Prompt Pay Discounts – see the Vendor Listing Spreadsheet for a listing of all vendors showing the Vendor Name, email address, specialties, and Prompt Pay Discounts. See [Find Bid/Contract Documents](#) to locate this spreadsheet.

Acquisition Method

The only acquisition method is fee-for-service.

Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth's electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have an account already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or COMMBUYS@state.ma.us.

How to Post on COMMBUYS

COMMBUYS functionality provides a mechanism to obtain quotes. The buyer would create a Release Requisition, and then convert it to a bid. After approval by the buyer approving officer, the bid is then sent to all or selected vendors to request quotes.

Visit the [Job Aids for Buyers](#) webpage, select the *COMMBUYS Purchase Orders* section, and download the *How to Create a Solicitation Enabled Bid Using a Release Requisition* job aid.

The following instructions customize that Job Aid. (Note: these instructions are not complete; they must be used in conjunction with the Job Aid.)

1. **General tab** (Job Aid Step 5, item 1)
If consistent with how your Department is handling the **Short description** field, include ITS53ProjectServTS somewhere in the **Short description**.
2. **Items tab** (Job Aid Step 8, item 1)
Enter "its53 project services, te" as the **Item Description** and click the "Find It" button
3. **Items tab** (Job Aid Step 9, item 1)
Several items will appear. Check the item beginning "Other Services..." and enter 1.0 as the Quantity.
4. **Items tab** (Job Aid Steps 10 and 11)
Follow these steps. Enter 1.0 for Unit Cost. There is no need to enter more information since you will be adding your specification document as an attachment in a later step.
5. **Distributors tab** (Job Aid Step 13, item 1)
Uncheck any vendors that you do not wish to include in your bid. You may choose to send your bid to all of the vendors, in which case you may skip this step. Or, you may limit your bid to only those vendors who were evaluated in the area pertinent to your bid, for example, Software and Systems Development or Systems Planning. You might also choose to include



vendors who had self-designated as specializing in the area pertinent to your bid. You can identify evaluated specialties and self-designated specialties on the Vendor Listing Spreadsheet. See [Find Bid/Contract Documents](#) to locate this spreadsheet.

6. **Attachments tab** (Job Aid Step 14)

Additional Note: Use an attachment (instructions as per items 1 and 2 in the Job Aid) to add your bid specifications. You may use the template Statement of Work (SOW) as a guide for creating your specifications document. See [Find Bid/Contract Documents](#) to locate the SOW template.

Submit the requisition for approval. Once it has been approved, visit the [Job Aids for Buyers](#) webpage, select the *COMMBUYS Bids* section, and download the *How to Create a Bid Using a Requisition* job aid. On the General tab, check "Informal Bid" if you wish to be able to select a response prior to the close date of the Bid.

How to Obtain Services

Prepare a Request for Quotes (RFQ)

See [How to Post on COMMBUYS](#). For entities not using COMMBUYS, distribute the bid via Email. Email addresses for all vendors are found on the Vendor Listing Spreadsheet. See [Find Bid/Contract Documents](#) to locate this spreadsheet.

Determine RFQ Distribution

If IT Bond funds will be used, projects worth more than \$50,000 must be posted on COMMBUYS and sent to all Solution Provider vendors. See "[How to post on COMMBUYS](#)" for instructions. The posting *must* indicate that ITS53Geographic Information Service (and other qualified Statewide Contractors, if the Agency wishes) may submit quotes.

Otherwise, you may use the Vendor Listing Spreadsheet to select three or more companies from which you wish to solicit quotes. The Vendor Listing Spreadsheet shows which vendors were selected for the five RFR subcategories that were evaluated by the SST (Strategic Sourcing Team). For these subcategories, vendors were required to describe specific projects, with client reference letters, and to provide additional qualifications.

In addition to their evaluated subcategories, Vendors had the opportunity to list up to five additional specialties. These were not evaluated, but provide an indication of what the vendor considered to be particular strengths they wished to highlight.



If there are many companies that may be qualified to provide the types of services you are seeking, you may consider Prompt Pay, Warranties, M/WBE status, or other factors in making your choices. Prompt Pay Discount and Warranties are shown in the Vendor Listing Spreadsheet. See [Find Bid/Contract Documents](#) to locate this spreadsheet.

It is NOT necessary to restrict your choice to vendors who were awarded based on the subcategory under which they proposed or the additional specialties they listed. Many vendors offer a broad array of services and were limited in the number they could list. Vendors are not limited to providing services in the subcategories/specialties included in their RFR responses.

Once you have selected the vendors to receive bid notification, see “[How to post on COMMBUYS](#)” for instructions.

Select a Vendor and Negotiate an Agreement

It is not necessary to select the lowest cost bid. The choice may be made based on “best value” to the Commonwealth.

Statement of Work (SOW) Template

The Statement of Work Template must be used for all engagements. It may be tailored to omit sections/terms which are not relevant or to add new sections/terms, however, for Executive Departments, Section 11.3, “Title and Intellectual Property Rights” may not be altered without the written consent of the General Counsel for ITD (or the General Counsel’s designee).

Additionally, Section 7.1.2 provides that if the Vendor will develop a capability for viewing maps and related information on an internet web site, and if that web site will display map information available through MassGIS web mapping services (e.g., parcels, orthophotos, streets, wetlands), then the Vendor is required to use MassGIS geospatial web mapping services. Agencies may not waive this requirement, but must obtain a written waiver from the Director or Assistant Director of MassGIS if the Vendor cannot or will not comply with this requirement. Contact neil.macgaffey@state.ma.us if such a waiver is needed.

Representations by Resources

This document is to be signed by all resources (consultants) who will be providing services on site or will use Commonwealth IT resources.



Once a service and price is determined, the ordering process for COMMBUYS users is as follows (if you have awarded the bid using COMMBUYS, after it has been approved, click the "Create PO" button at the bottom of the screen and begin with Step 5 below):

1. Initiate a new requisition
2. Search for an item (Use ITS53ProjServTS in the description)
3. Select the vendor you will be placing an order with
4. Select the appropriate catalog line
5. Enter "1" in the Quantity field and the total amount to be spent over the life of the engagement in the Unit Cost field. Insert the following language in the special instruction box of the PO: "This Purchase Order represents the total estimated expenditure for this engagement (insert brief description), against which (identify department) will execute partial receipts in COMMBUYS upon receipt and approval of invoices, in order to record the work accomplished according to the agreed upon engagement terms. All estimated expenditures are subject to reconciliation based on invoices rendered for agreed-upon delivery of goods and/or services." Further direction for processing partial receipts is included in the "How to Complete a Partial Receipt in COMMBUYS" Job Aid.
6. Attach the vendor quote and/or a detailed order summary
7. Submit for approval

Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor. Contact the Comptroller Help and Support Desk at 617-973-2468 or via email at Comptroller.Info@state.ma.us for additional support.

Contract Exclusions and Related Statewide Contracts

This Contract is limited to companies with a gross annual income of \$4 million or less. ITS53 Project Services - Solution Providers is a similar contract for larger companies. The contract does **not** include the following types of services:

- Document scanning,
- Automated network monitoring or similar services,
- Equipment maintenance,
- Data collection,
- Standardized training courses,
- Web hosting except for testing and development
- Staff Augmentation (temporary staff paid on an hourly rate basis), and/or



- **Any services that are not primarily intellectual work performed by IT professionals**

Additional Information/FAQs

New Vendors Added

This procurement was reopened to add additional vendors. Please see the "Vendor Listing Spreadsheet" on COMMBUYS for vendor information. As of the date of this Contract User Guide, not all of the selected vendors have been awarded, pending, completion of contract processing. The Vendor Listing Spreadsheet will be noted as "Final" when all vendors have been added.

Fixed Price vs Time and Material; Phased Projects

This Statewide Contract is for fixed price projects, except as discussed below relative to software maintenance and support. Although time and materials work is permitted, it should be done only in cases where the Contracting Department and the Contractor agree that a reasonable fixed price cannot be determined. The time and materials portion of a project should continue only until such time as requirements are sufficiently well known to provide a fixed price quotation.

If a fixed price cannot be provided for one phase of the project until an earlier phase is completed, the project should be structured as a series of fixed price deliverables. In this case, the Contracting Department must solicit quotes from at least three Contractors for each phase of the project, unless the initial Contractor owns intellectual property that is essential to the completion of the project, and the initial Contractor declines to make such intellectual property available for the use of other Contractors. If this is the case, the Contracting Department may award subsequent phases to the initial Contractor without further competition. However, only those phases and project components which require the use of the intellectual property owned by the initial Contractor may be awarded without competition.

Contractors must supply fixed price quotes if requested to do so, unless the parties agree that a reasonable fixed price cannot be determined.

Maintenance/Support for Systems Developed by Vendor

You may engage a contractor to provide maintenance/support for a system they have developed on an ongoing "as needed" basis for a negotiated hourly (or other time unit) rate or rates. In such cases, you are not obliged to solicit quotes from other contractors.



Check Vendor Status

Prior to requesting quotes or issuing orders, contract users should check COMMBUYS to see whether the vendor is currently in “Active” status. Vendors may be suspended for several reasons, including failure to comply with their contract obligations. New orders may not be issued to vendors whose status is “Inactive”, who have been suspended from new business or dropped from the contract. In addition, contract users should review the attachment, “Vendors in Jeopardy of Suspension”, if such an attachment is posted. Vendors appearing on that list have failed to comply with one or more contract requirements, and unless they remedy the issue, they are liable to be suspended in the near future. The “Vendors in Jeopardy of Suspension” attachment will identify the specific issue. Contract users who would like to continue to be able to issue new orders to any vendor appearing on that list may wish to contact the vendor and urge that they remedy the problem.

Types of services include:

- Software and Systems Development,
- Systems Integration / Networking,
- Systems Planning,
- Information Security, and
- Other Services, including Project Management, IV&V, and other types of services

This Contract is limited to companies with a gross annual income of \$4 million or less. ITS53 Project Services - Solution Providers is a similar contract for larger companies

Warranties

All bidders awarded in the “Software and Systems Development” and “Systems Integration” subcategories warrant that any systems they create or modify will operate in substantial conformance with the specifications for three months after acceptance. During the warranty period, bidders will correct any defects at no charge. The warranty period offered varies between 3 months and 12 months depending on the bidder. The warranty period is shown in the Vendor Listing Spreadsheet.

Other Software Support

Contractors who specialize in supporting a particular type of software may be engaged to provide ongoing “as needed” support for software products that have been obtained through other Statewide Contracts. You must solicit three quotes for hourly (or other time unit) support rates.



Prompt Pay Discount

This is a discount given to the buyer for invoices paid within a certain time period. These discounts may be found on the Vendor Spreadsheet Listing. All discounts offered will be taken in cases where the payment issue date is within the specified number of days listed by vendor and in accordance with the Commonwealth's Bill Paying Policy. Payment days will be measured from the date goods are received and accepted / performance was completed OR the date an invoice is received by the Commonwealth, whichever is later to the date the payment is issued as an EFT (preferred method) or mailed by the State Treasurer. The date of payment "issue" is the date a payment is considered "paid" not the date a payment is "received" by a Contractor.

For non-MMARS entities, the Prompt Pay Discount may be deducted from the amount the Vendor invoiced, based on when your agency received the invoice and when the vendor will receive the payment. Please be conservative in estimated how long it will take for a check issued by your agency to be received by the vendor, to avoid having to remit the amount of any Prompt Pay Discount that was not warranted.

Performance and Payment Time Frames Which Exceed Contract Duration

All agreements for services entered into during the duration of this Contract and whose performance and payment time frames extend beyond the duration of this Contract shall remain in effect for performance and payment purposes (limited to the time frame and services established per each written agreement). No written agreement shall extend more than 5 years beyond the current contract term of this Statewide Contract (6/30/19). No new agreements for services may be executed after the Contract has expired.

Memorandum of Understanding/Statement of Work

The SOW Template posted on COMMBUYS includes a place for entering the name of the RFR, which must be completed as ITS53ProjServTS. If using a different document, be sure to include that number on the document.



OPERATIONAL SERVICES DIVISION

Contract User Guide for ITS53ProjServTS

Strategic Sourcing Team Members

- Tomy Abraham, Department of Children and Families
- Brian Boyd, Executive Office of Labor and Workforce Development
- Paul Cabral, Executive Office of Health and Human Services
- Alison Cahill, Executive Office of Labor and Workforce Development
- Charles Caron, Department of Public Health
- Rachelle Hersey, Department of Revenue
- Evelyn Hyde, Department of Transportation
- Annemarie Kates, Information Technology Division
- Yvette Lewis-Jeter, Department of Insurance
- Neil MacGaffey, Executive Office of Environment Affairs
- Clayton Martin, Department of Education
- Joan Miller, Massachusetts Higher Education Consortium
- Margaret Sullivan, Department of Police