



Commonwealth of Massachusetts

Executive Office of Technology Services and Security (EOTSS)

Operations and Security Office

Administrative Directive 2024-1: Frequently Asked Questions (FAQs)

Objectives and Scope

What are the objectives of the Administrative Directive (AD)?

To provide clear insight into major procurements, foster adherence to enterprise-level standards where feasible, and ensure alignment with strategic goals.

What is the scope for the IT Procurement requests?

- Hardware, Software and Telecommunications Equipment
- New contracts and renewals, extensions, and amendments
- Professional and technical services
- Staff augmentation

Process and Approval

What changed?

AD 2024-1 partially rescinds Administrative Directive 2019-1. Any IT procurements valued at \$500K or higher now require written EOTSS approval prior to taking any additional steps in the procurement process.

How are requests submitted?

Requests should be submitted through the ServiceNow Catalog item [IT Procurement \\$500K+ | ServiceNow](#).

Service Catalog > Professional Services > [IT Procurement \\$500K+](#)

Who can submit a request?

Only a Secretariat Chief Information Officer (SCIO) or their delegate, who must serve in either the role of Chief Financial Officer (CFO) or Director of Procurement.

What is the timeline for approving the requests?

- Requests will be batched and reviewed on a monthly basis.
- A Fast Track process is available for urgent requests, to be reviewed weekly.

What qualifies a request as urgent for the Fast Track process?

Unplanned events, including new time-sensitive regulatory mandates, are considered urgent for this process. Deadlines already known to the agency that are quickly approaching do not count as urgent.

Why are requests reviewed?

To understand more information about the request and determine how to meet the need while maintaining standards and strategic priorities.

Request Submission Details

Should requests be submitted at the individual level, the project level, the contract level, or the vendor level?

- Submit at the individual level if greater than \$500K
- Submit at the vendor level if it's a request for multiple people at the same time for a project or business function and the total is greater than \$500K

What is the process for handling amendments?

Submit a request only if the amendment itself is valued at \$500K or more.

Do maintenance and support agreements need to go through the process?

Only if the value is greater than \$500K.

Do the requests need to represent the aggregate project/contract procurements?

No. Only single procurements valued at \$500K or more require a request.

Can I attach documents to the request (including contracts/estimates)?

Yes, you can attach documents to the request in ServiceNow.

Reporting and Alignment

How does this request process align to the \$200K/\$250K reporting requirements?

The \$500K+ directive does not replace the \$200K/\$250K reporting requirements. Each of these processes is distinct, with different objectives.

What is the process for reporting?

SCIOs will be given access to a dashboard for reporting. Excel data extracts from ServiceNow are also available for ad-hoc reporting.

What is the process for handling annual contract renewals?

Annual contract renewals require a request only if the annual renewal is greater than \$500K.

What is the process for handling procurement categories?

EOTSS will regularly review data to identify trends, requirements, and opportunities to streamline procurement categories.