



Contract User Guide for ITC47

ITC47: How to Use the IT Hardware and Services Statewide Contract

UPDATED: 08/25/2017

Contract #:	ITC47
MMARS MA #:	ITC47*
Initial Contract Term:	04/01/2012 to 03/31/2017
Maximum End Date:	03/31/2019
Current Contract Term:	04/01/2017 to 03/31/19
Contract Manager:	Marge MacEvitt, 617-720-3121, marge.macevitt@state.ma.us
This Contract Contains:	Environmentally Preferable Products, Small Business Purchasing Program, MBE/MWBE/WBE, Service Disabled Veteran-Owned Business

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

Table of Contents:

(NOTE: To access hyperlinks below, scroll over desired section and CTL + Click)

- [Contract Summary](#)
- [Contract Categories](#)
 - [Category 2:](#) Desktops, Laptops, Netbooks, Tablets
 - [Category 3:](#) Off-lease (used, refurbished) computers, a NEW Category
 - [Category 4:](#) Storage Solutions
 - [Category 5:](#) Servers
 - [Category 6:](#) Project management, integration, maintenance, incidental hardware, sales of IT products from other ITC47 Categories and other IT-related Statewide Contracts
 - [Category 7:](#) Supplies and accessories
 - [Category 8:](#) Rugged Mobile Devices (Laptops and Tablets)
 - [Category 9:](#) Apple Products and Services
- [Benefits and Cost Savings](#)
- [Find Bid/Contract Documents](#)
- [Who Can Use This Contract](#)
- [Subcontractors](#)
- [Construction Requirements](#)
- [Pricing, Quotes and Purchase Options](#)
- [Instructions for MMARS Users](#)
- [Environmentally Preferable Products](#)
- [Contract Exclusions and Related Statewide Contracts](#)
- [Performance and Payment Time Frames Which Exceed Contract Duration](#)
- [Strategic Sourcing Team Members](#)
- [VENDOR LISTS AND INFORMATION](#)
- [Appendix A - Detailed Information on each Category](#)

Contract User Guide for ITC47

TIP: To return to the first page throughout this document, use the CTL + Home command.

Contract Summary

This is a Statewide Contract for How to Use IT Hardware and Services Statewide Contract. This contract covers desktops, laptops, servers, storage solutions, computer supplies and accessories, and hardware related services such as maintenance and integration. It replaces ITC16, ITC16a, ITC36 and ITC44.

Printers: On July 24, 2017, Kristen Lepore, Secretary of the Executive Office for Administration and Finance, issued a memo describing an initiative for Managed Print Services Efficiencies and Cost Reduction. In accord with the memo, statewide contract vendors are hereby prohibited from selling or leasing printers, scanners and fax machines, and multi-functional devices (copiers) to Executive Departments until further notice. An exception is rugged devices that will be installed in vehicles, which can still be provided under this contract.

Contract Renewal: All vendors except the following have been renewed through 3/31/2019: Cisco and their Designated Partner, World Wide Technology Inc., and International Integrated Solutions, elected not to renew their contracts. Cisco products remain available through the Category 6 Resellers. Zensar Technologies has not yet submitted the necessary paperwork for renewal.

Chromebooks (Samsung and Acer):

Samsung

The following ITC47 resellers are presently authorized to resell Samsung Chrome products: CDW Government LLC, GovConnection, Inc., PJ Systems Incorporated, dba HiQ Computers, SHI International Corp, The Ockers Company.

In addition, these ITC47 resellers are eligible to resell Samsung Chrome products with deal-specific (case-by-case) authorization from Samsung/Google: AdvizeX Technologies, BNMC (Bredy Network Management Corp), Continental Resources, Inc., Corporate IT Solutions, Inc., Custom Computer Specialists, Inc, En Pointe Technologies Sales, Inc., ePlus Technology, Firstworld USA Inc (Terminal Exchange), Focus Technology, Future Technologies Group, Inc. dba. FTG Technologies Solutions, Inc, HUB Technical Services, LLC., International Integrated Solutions, Ltd. (IIS), IntraSystems, Mainline Information Systems, Micronet Associates, Inc, NWN Corporation, OnX USA LLC, PC Enterprises, Inc dba Baystate Computer Svcs, PC-PLUS Technologies, Inc., Presidio Networked Solutions, Inc., RetroFit Technologies, Inc., Rutter Networking Technologies, Inc., The Ockers Company, ViON Corporation, Whalley Computer Associates, Inc.



ACER

These ITC47 resellers are authorized to resell Acer Chromebooks: CDW Government LLC, GovConnection, Inc, Micronet Associates, Inc, PC Enterprises, Inc dba Baystate Computer Svcs, PJ Systems Incorporated, dba HiQ Computers, SHI International Corp, The Ockers Company, Whalley Computer Associates, Inc.

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. ITC47:

- Covers a broad array of products
- Offers competitive pricing
- Includes over 40 vendors including many small businesses and M/WBEs
- Many vendors offer Prompt Payment Discounts

Find Bid/Contract Documents

- Enter <https://www.commbuys.com/bs/> in your browser
- Select "Contract & Bid Search"
- Select "Contracts/Blankets"
- Enter "ITC47" (no quotes) as the "Contract/Blanket Description"
- Select the "Find it" button
- This will bring up all of the current vendor-specific contracts as well as two records with the Vendor Name of "Conversion Vendor." The two "Conversion Vendor" records are used for different purposes:
 - The record with the contract number [C129452-vCurrent](#) includes all of the attachments for ITC47, including the Contract User Guide, RFR, specifications, key vendor information in a spreadsheet entitled "Vendor Listing Spreadsheet," price sheets and other attachments. It also includes all of the vendor-specific attachments such as price sheets and elements of the vendor's bid response. To go directly to this record, use the link above or follow the first five steps in this section, but add a new step to enter "current" (no quotes) as the "Contract/Blanket #". (Leave ITC47 as the "Contract/Blanket Description).
 - The record with the contract number [PO-14-1080-OSD01-OSD10-00000001451](#) is the contract to use for "Distributor Model" bids. It does not have the contract attachments but shows all of the current ITC47 vendors as "Distributors" for bidding purposes. To go



directly to this record, use the link above or follow the first five steps in this section, but add a new step to enter "1451" (no quotes) as the "Contract/Blanket #". (Leave ITC47 as the "Contract/Blanket Description.")

- This Contract User Guide includes two listing with important vendor information. Vendor Listing 1 shows the vendor's category and email address. Vendor Listing 2 includes markup percentage and shows which Category 6 vendors are allowed to act as resellers for the ITC47 OEMs (Original Equipment Manufacturers of desktops/laptops/netbooks, storage solutions, and servers).

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

01. Cities, towns, districts, counties and other political subdivisions
02. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
03. Independent public authorities, commissions and quasi-public agencies
04. Local public libraries, public school districts and charter schools;
05. Public Hospitals, owned by the Commonwealth;
06. Public institutions of high education
07. Public purchasing cooperatives;
08. Non-profit, UFR-certified organizations that are doing business with the Commonwealth*;
09. Other states and territories with no prior approval by the State Purchasing Agent required; and
10. Other entities when designated in writing by the State Purchasing Agent*.

*Apple: Apple has sole discretion in accepting or rejecting orders from non-government Eligible Entities based on such Eligible Entity's ability to demonstrate financial ability to pay for orders and the Eligible Entity's qualification for credit with Contractor.

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.



Construction Requirements

Purchasers must ensure that **any** services involving construction are limited to \$50,000 or less.

Purchasing entities are responsible for compliance with applicable construction law requirements. Information concerning specific M.G.L. c. 149 and c. 30 construction requirements may be found in the Office of the Inspector General's Public Procurement Charts at:

www.mass.gov/ig/publications/guides-advisories-other-publications/procurement-charts-november-7-2016.pdf. It is the responsibility of the Eligible Entity to determine whether installation work includes construction as defined by M.G.L. c.149 or M.G.L. c.30, §39M. Chapter 30B Procurement Assistance from the Office of the Inspector General is available at mass.gov/ig/procurement-assistance. Access the 30B Hotline at 617-722-8838 or email them at: 30BHotline@massmail.state.ma.us.

The types of construction activity typically occurring under this Statewide Contract include the deployment of conduit within building walls during new building construction or renovation; deployment of conduit between building locations; coring of existing floors or load bearing walls; deployment of telephone poles; deployment of conduit or sleeves between building floors; drilling of riser openings or conduit between floors; or any work that affects the structural integrity of the building.

Cabling services provided by the ITC47 vendor are limited to the lesser of \$2,500 or 10% of the project cost. If the ITC47 vendor is subcontracting with one of the cabling vendors under the "one-stop shopping" provision, you must have the ITC47 vendor adhere to the following:

Where the construction services are less than \$10,000, the ITC47 vendor may select an ITC54 contractor based on sound business practices/best value.

For construction services valued from \$10,000-\$50,000, the ITC47 vendor must solicit quotes from at least three ITC54 contractors and receive written responses from at least two. The work must be awarded to the lowest responsible bidder.

Construction services over \$50,000 are not allowed under this Contract, per the first paragraph.



Pricing, Quote and Purchase Options

Purchase Options

- Most purchases made through this contract will be outright purchases.
- Services can be hourly rate or fixed price (such as an annual maintenance contract).
- Leasing is not available from the vendors on this contract, but ITC49 can be used for leasing purposes (i.e., after receiving a quote from an ITC47 vendor, you may arrange for lease payments through an ITC49 leasing vendor).

Pricing Options

For Categories 2, 4, and 5 (desktops/laptops, servers, and storage, respectively), the price structure is a discount from list price for equipment. These are the “OEM” or “Original Equipment Manufacturer” Categories. For Category 9, pricing is that on the Education Price List found at <http://www.apple.com/education/pricelists/>. Pricing for the other Categories is based on a markup of the price paid by the vendor for the item. For Categories where services are offered, hourly rates are provided for various job functions. See the information provided in [Appendix A](#) for each Category for details.

Ordering

All orders placed under this contract must include language to make it clear that the order is being placed under ITC47. If you are not using OSD’s standard order form or other form with a place to reference the Statewide Contract number, include the following statement on your purchase order: “This order is placed under Statewide Contract ITC47.” Otherwise, the order will not be considered “use of a Statewide Contract” for procurement purposes. In addition it is recommended that the following language be included: “All of the terms and conditions of the Statewide Contract ITC47 are incorporated herein and made a part hereof. Conflicting or additional terms, conditions or agreements included in or attached to this form shall be considered to be superseded and void.”

Seeking multiple quotes

Each of the Categories in this contract except Category 9 (which has only one vendor) includes recommendations for seeking quotes from multiple vendors for orders over specified price thresholds. See [Appendix A](#) for details.

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 one already, contact the COMMBUYS



Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or COMMBUYS@state.ma.us. When contacting a vendor on statewide contract, always reference ITC47 to receive contract pricing.

How To Purchase From The Contract

- **Solicit quotes and select and purchase quoted item in COMMBUYS**

COMMBUYS functionality provides a mechanism to obtain quotes. The buyer creates a Release Requisition, and converts it to a Bid. After approval by the buyer approving officer, the bid is then sent to selected vendors to request quotes.

For a full description of how to complete a quote in COMMBUYS visit the [Job Aids for Buyers](#) webpage, and select:

- The *COMMBUYS Purchase Orders* section, and choose 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 ITC54 somewhere in the “Short description.”
 2. **Items tab** (Job Aid Step 8, item 1)
Enter “ITC47 - Refer to attachments” (no quotes) as the “Description” and “Conversion” as the Vendor Name (Note: “Conversion Vendor” is the name used for the record which contains all of the vendors on ITC47.)
 3. **Items tab** (Job Aid Step 9, item 1)
The "Items" are the different Contract categories. Check the items you wish to order.
 4. **Distributors tab** (Job Aid Step 13, item 1)
Uncheck any vendors you do not wish to include. For example, if you wish to purchase Dell laptops, you would consult Vendor Listing 2 and uncheck any vendors not authorized to sell Dell products.
 5. **Attachments tab** (Job Aid Step 14)
Additional Note: Use an attachment (instructions as per items 1 and 2 in the Job Aid) to add a document that specifies the items on which you wish to obtain a quote, including all specifications, as you would if requesting a quote via email.

Submit the requisition for approval. Once it has been approved, visit the [Job Aids for Buyers](#) webpage, and select:

- The *COMMBUYS Bids* section, and choose the *How to Create a Bid Using a Requisition* job aid.



Note: 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. Also, it may be necessary to change the "Purchaser" if the person who should receive the bid is not shown as the "Purchaser."

- **Directly purchase a non-fixed price item (\$0 line item) through COMMBUYS**

This may be done if you do not need to solicit a quote, for example, for maintenance or repair projects where it is important to have the vendor who installed the system perform the services. For a full description of how to complete a requisition in COMMBUYS visit the [Job Aids for Buyers](#) webpage, and select:

- The *COMMBUYS Purchase Orders* section, and choose the *How to Create a Requisition and Purchase Order (Contract Purchase)* 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.)

General tab (Job Aid Step 4)

If consistent with how your Department is handling the "Short description" field, include ITC47 somewhere in the "Short description."

Do not check the "Solicitation Enabled" box

Items tab (Job Aid Step 6)

Choose the second option in Step 6 (Advanced Search). Enter "ITC47 - Refer to attachments" as the "Description" and "Conversion" as the Vendor Name. Click the "Find It" button.

Items tab (Job Aid Step 7-10)

Substitute these instructions for Steps 7 through 10:

After you click "Find it", check the Select box next to the appropriate item, and enter 1 in the quantity field.

Click "Add to Req & Exit"

Click the "Enter Info" link and in the description field, add a reference to the quote you will later attach

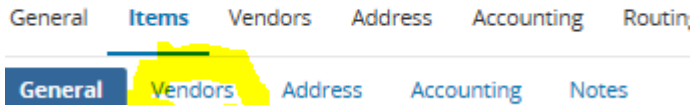
Enter 1 for Quantity and the total amount of the quote for Catalog Cost/Unit Cost.

Select Save & Exit

Select the Vendors tab from the SECOND menu row:



Release Requisition RQ-18-1080-OSI



Select "Change Vendor"

Select the button next to the vendor you wish to use, then click Select

Continue with the remaining steps in the Job Aid, remembering to add your quote in Step 12.

Establishing a Purchase Order for Partial Payments

In cases where multiple payments will be needed, for example, for monthly maintenance contracts or projects with several deliverables, enter the PO for the full amount (known or estimated), and process partial receipts as you receive billing from the vendor. In such purchase orders insert the following language in the special instructions 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."

Attach your Purchase Order to the "Attachments" tab of your requisition.

Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor.

Environmentally Preferable Products (EPP)

For Categories 2, 4, and 5 (the OEM categories for Desktops/Laptops, Storage, and Servers), please see the OEMs' Response Forms, found on the Attachments tab of the **C129452-vCurrent** record, for the OEM's provisions for End-of-Life management.

Contract Exclusions and Related Statewide Contracts

Contractors are prohibited from offering the following products and services for sale under ITC47:



- Desktops and laptops other than Dell, HP, Lenovo and Apple (Apple from Apple authorized vendors to non-academic entities only).
- Storage Solutions manufactured by OEMs other EMC, IBM and NetApp, EXCEPT that Servers (Category 5) may be purchased with, or augmented by, storage systems made by other OEMS.
- Servers from OEMs other than HP, IBM, Dell
- Software development (available through ITS53ProjServ)
- Web hosting or any Internet Service Provider Services (available through ITT46)
- Telephony, IP Telephony and other voice/data services offered under ITT46 (Updated 10/18/2013)
- Any voice/data or cellular plan with charges for voice or data usage
- Tablets or other mobile devices if purchased with any type of cellular connection plan (voice or data). These are available from ITT46.

The following items may not be obtained under ITC47 except from Category 6 Contractors in “one-stop shopping” mode. “One-stop shopping” was developed for the convenience of contract users so that they would not have to issue quotes and orders against several different IT-related Statewide Contracts if the goods/services they needed for a project were not all available under a single Statewide Contract. The ITC47 vendor is authorized to buy from the Statewide Contracts listed below at the same pricing and terms the Eligible Entity would receive if they themselves purchased the product. The ITC47 vendor must provide the product to the Eligible Entity at this price. The ITC47 vendor may add a project management fee for coordinating and processing multiple orders, but this must be shown as a specific line item in the ITC47 vendor's quote. “One-stop shopping” use of the Statewide Contracts below is not permitted unless products or services available directly from ITC47 are being obtained also, see specific restrictions below for each of the various contracts.

- Software licenses available through ITS58 (Reseller contract), ITS64 (Oracle Contract, once it has been executed), ITS55, (IBM contract), or ITS65 (ESRI contract). Since the ITS58 resellers can obtain virtually any type of software, very little software can be purchased under ITC47. The exceptions are a) software required for the hardware to operate at all, such as operating system software, b) software that only operates on specific hardware and is not sold separately from that hardware, and c) K-12 schools and school districts may purchase ONE copy of application software with each complete desktop/laptop system, provided that it is part of a single purchase with one vendor (for example, a desktop with the MS Office Suite, Virus Protection and Adobe Printshop could be obtained as a single purchase from one vendor)
- Networking/Communications products available under ITT50.



- Cabling services: Non-construction, Low-Voltage cabling (ITC54), except as provided on the second page of this guide under “Eligible Services”
- Audio/Visual/Multi-media equipment available under OFF40 (for example, projection screens, other presentation equipment, televisions, cameras, loudspeaker systems, and other AV devices. Please see OFF40 as the list of AV equipment available is too extensive to list here), except as provided on the first page of this guide under “Eligible Products.” Exception: whiteboards and cameras can be purchased directly from Category 6 ONLY when buying new computers, ratio of at most two cameras and one whiteboard per computer. OFF40 can be used in one-stop shopping mode ONLY as part of a complete system solution.
- Security products offered under FAC64 (such as security cameras and access control systems – ONLY as part of a complete system solution).

Other Discounts

- **Prompt Pay Discounts:** A discount given to the buyer if paid within a certain time period. These discounts may be found in the VENDOR SPREADSHEET LISTING under Agency Attachments found here: [C129452-vCurrent](#). 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. The date of payment “issue” is the date a payment is considered “paid” not the date a payment is “received” by a Contractor.
- **Volume Discounts:** discount is provided to buyer if a certain volume of product or service is purchased. On this contract, contract users are welcome to negotiate higher discounts for large volume purchases. All of the OEMs (Categories 2, 4, and 5) have indicated that they will provide volume discounts, but they do not commit to a percentage unless a specific deal is being negotiated.

If the Needed Product Can Not be Found

If it is unclear whether a product/service is available under this contract, please contact OSD's [Contract Manager](#) for ITC47.

Performance and Payment Time Frames Which Exceed Contract Duration

All term leases, rentals, maintenance or other 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 3 years beyond the current contract term of this Statewide Contract as stated on the [first](#)



[page](#) of this contract user guide. No new leases, rentals, maintenance or other agreements for services may be executed after the Contract has expired.

Strategic Sourcing Team Members

- Brad Steele, Information Technology Division
- David Harvey, Department of Public Health
- Robert Howell, Springfield School District
- Jim Morrison, University of Massachusetts Boston
- Rachelle Hersey, Administration and Finance
- Robert Stone, Randolph Public Schools



Contract User Guide for ITC47

Vendor Lists and Information

VENDOR LISTING 1 – AWARDED CATEGORIES AND EMAIL ADDRESSES (See Separate Table for Category 8, Rugged Mobile Devices; see [Category 9](#) for Apple)

Vendor Name	Cat 2 - Desktops, Laptops, Netbooks, Tablets	Cat 3 - "Off lease" Desktops, Laptops	Cat 4 - Storage Solutions	Cat 5 - Servers	Cat 6 - Project Management, Maintenance, Integration, Incidental Hardware, Sales from Other Categories	Cat 7 - Supplies & Accessories	Category 6 exclusions (if any)	email
AdvizeX Technologies					x		Note 1	mcovell@advizex.com
Akibia, Inc. (See Zensar Technologies)								
Baystate Computer Services (See PC Enterprises)								
BNMC (Bredy Network Management Corp)					x			Roger.Michelson@bnmc.net; roger@bnmc.net
CDW Government LLC					x	x		pam@cdwg.com; branste@cdwg.com
CITS LLC dba Thrive (fka Corporate IT Solutions)					x			jdonegan@corpitsol;mcook@corpitsol.com; eveiga@thrivenetworks.com
Continental Resources, Inc.					x			jlane@conres.com
Corporate IT Solutions, Inc. - See CITS LLC dba Thrive								
Custom Computer Specialists, Inc					x			cburton@customonline.com
Dell Marketing LP	x			x	x		Does not offer reseller services (sales of other vendors'	Amanda_hudson@dell.com

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

Updated: 08/25/2017

Page 13 of 39



Vendor Name	Cat 2 - Desktops, Laptops, Netbooks, Tablets	Cat 3 - "Off lease" Desktops, Laptops	Cat 4 - Storage Solutions	Cat 5 - Servers	Cat 6 - Project Management, Maintenance, Integration, Incidental Hardware, Sales from Other Categories	Cat 7 - Supplies & Accessories	Category 6 exclusions (if any) products)	email
EMC Corporation			x		x		Can provide maintenance, integration only	PAMELA.KUNHART@EMC.COM; michael.forbes@emc.com
En Pointe Technologies Sales, Inc.					x			Rcardoza@enpointe.com
ePlus Technology					x			slow@eplus.com
Firstworld USA Inc		x			x	x		RPOMPER@TERMINAL.COM; gp@terminal.com
Focus Technology Solutions, Inc					x		Cannot provide Project Mgmt	kangel@focustsi.com; dharris@focustsi.com
Future Technologies Group LLC, dba FTG					x			comm.mass@ftgtechnologies.com; mcaron@ftgtechnologies.com
GovConnection, Inc.					x			Julie.englishsudderth@connection.com
Hewlett Packard Enterprise Company				x				Amanda.j.spolec@hpe.com
HP Inc.	x				x		Does not offer reseller services (sales	Debra.lee@hp.com

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

Updated: 08/25/2017



Vendor Name	Cat 2 - Desktops, Laptops, Netbooks, Tablets	Cat 3 - "Off lease" Desktops, Laptops	Cat 4 - Storage Solutions	Cat 5 - Servers	Cat 6 - Project Management, Maintenance, Integration, Incidental Hardware, Sales from Other Categories	Cat 7 - Supplies & Accessories	Category 6 exclusions (if any)	email
							of other vendors' products) or incidental hardware	
HUB Technical Services, LLC.					x			jlovetere@hubtechnical.com
International Business Machines Corporation (IBM)			x	x				maryclar@us.ibm.com
IntraSystems					x			mdoherty@intrasystems.com
Lenovo (United States) Inc.	x							phildreth@lenovo.com; jfitch@lenovo.com
Mainline Information Systems					x			Rob.butler@mainline.com
Micronet Associates, Inc					x			ken@mcrnet.com; lisa@mcrnet.com
NetApp, Inc.			x					Meghan.Steele@NetApp.com
NWN Corporation					x			PMcGillicuddy@nwnit.com; mniemann@nwnit.com; tsmith@nwnit.com
OnX USA LLC					x			marilyn.koch@onx.com
PC Enterprises, Inc dba Baystate Computer Svcs		x			x			rbraceland@pc-enterprises.com

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

Updated: 08/25/2017



Vendor Name	Cat 2 - Desktops, Laptops, Netbooks, Tablets	Cat 3 - "Off lease" Desktops, Laptops	Cat 4 - Storage Solutions	Cat 5 - Servers	Cat 6 - Project Management, Maintenance, Integration, Incidental Hardware, Sales from Other Categories	Cat 7 - Supplies & Accessories	Category 6 exclusions (if any)	email
PC-PLUS Technologies, Inc.					x		Cannot provide Project Mgmt	nancyb@pcplustech.com; brian.hanify@akuity.com
PJ Systems Incorporated, dba HiQ Computers					x	x		bsheng@hiq.com
Presidio Networked Solutions, Inc.					x			pmelvin@presidio.com
PSR, Inc					x		IBM Reseller ONLY (Categories 2 & 5)	gabaker@psrinfo.com
RetroFit Technologies, Inc.					x			kconnor@retrofit.com
Ricoh Americas Corporation					x			mike.pallotta@ricoh-usa.com
Rutter Networking Technologies, Inc.					x		Cannot provide Project Mgmt	dkoellmer@rutter-net.com
SHI International Corp					x			Barbara_west@shi.com; Laurence_Ross@SHI.com

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



Vendor Name	Cat 2 - Desktops, Laptops, Netbooks, Tablets	Cat 3 - "Off lease" Desktops, Laptops	Cat 4 - Storage Solutions	Cat 5 - Servers	Cat 6 - Project Management, Maintenance, Integration, Incidental Hardware, Sales from Other Categories	Cat 7 - Supplies & Accessories	Category 6 exclusions (if any)	email
Signature Technology Group, Inc.					x		Can provide maintenance and integration only	jkuczynski@signaturetechnology.com
The Ockers Company					x			jjhouser@ockers.com
Unisys Corporation					x			gregory.scalley@unisys.com
ViON Corporation					x		Cannot provide Project Mgmt	Bob.Poole@vion.com; armelle.taltec@vion.com
Whalley Computer Associates, Inc.					x			hmd@wca.com

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

Updated: 08/25/2017



Vendor Name	Cat 2 - Desktops, Laptops, Netbooks, Tablets	Cat 3 - "Off lease" Desktops, Laptops	Cat 4 - Storage Solutions	Cat 5 - Servers	Cat 6 - Project Management, Maintenance, Integration, Incidental Hardware, Sales from Other Categories	Cat 7 - Supplies & Accessories	Category 6 exclusions (if any)	email
Winslow Technology Group LLC					x		Dell Server Reseller ONLY	scott@winslowtechgroup.com; Camilo@winslowtechgroup.com
Zensar Technologies (formerly Akibia) (Not renewed as of 5/10/2017)					x		Can provide maintenance only	T.Richardson1@zensar.com;j.spencer@zensar.com; L.Fagerquist@zensar.com

Note 1: Advizex does not provide maintenance directly, but can resell maintenance in conjunction with hardware sales and support.



VENDOR LISTING 2 – MARKUPS AND CATEGORY 6 AUTHORIZED RESELLERS FOR ITC47 OEM HARDWARE AND SERVICES

Vendor Name	Cat 3 Markup	Cat 3 - Markup with 10-day PPD applied	Cat 6 Incidental Hardware and Services Markup	Cat 6 - Markup with 10-day PPD applied	Cat 7 Markup	Cat 7 - Markup with 10-day PPD applied	Can sell Dell Hardware & Svcs	Can sell EMC Hardware & Svcs	Can sell IBM Hardware & Svcs	Can sell HP Hardware*	Can sell HP Svcs*	Can sell Lenovo Hardware	Can sell Lenovo Svcs	Can sell NetAPP Hardware & Svcs
AdvizeX Technologies			5%	1%			X	X	Note1	X	X			
Akibia, Inc. (see Zensar Technologies)														
BNMC (Bredy Network Management Corp)			10%	5%			X	X		X	X			
CDW Government LLC			3.5%	1.5%	3% - 4%	1% - 2%	X	X	Note1	X	X	X	X	X
CITS, LLC dba Thrive (fka Corporate IT Solutions)			5%	0%						Note2				
Continental Resources, Inc.			5%	5%					Note1	X	X	X		X
Corporate IT Solutions, Inc. (See CITS, LLC dba Thrive)														
Custom Computer Specialists, Inc			4.8%	3.8%			X		Note1	X	X			X
En Pointe Technologies Sales, Inc.			5%	3%					Note1	X	X	X	X	
ePlus Technology			7.9% - 15.9%	2.9% - 10.9%			X		Note1	X	X	X	X	X
Firstworld USA Inc	6%	4%	7%	5%	3%	1%			Note1	Note2	Note2	X	X	
Focus Technology Solutions, Inc			5%	3%				X		X	X	X		
Future Technologies Group, Inc. dba. FTG Technologies			5% - 9%	2% - 6%						Note2				
GovConnection, Inc.			15% -	15% -			X		Note1	X	X	X	X	

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.
 Updated: 08/25/2017



Vendor Name	Cat 3 Markup	Cat 3 - Markup with 10-day PPD applied	Cat 6 Incidental Hardware and Services Markup	Cat 6 - Markup with 10-day PPD applied	Cat 7 Markup	Cat 7 - Markup with 10-day PPD applied	Can sell Dell Hardware & Svcs	Can sell EMC Hardware & Svcs	Can sell IBM Hardware & Svcs	Can sell HP Hardware*	Can sell HP Svcs*	Can sell Lenovo Hardware	Can sell Lenovo Svcs	Can sell NetAPP Hardware & Svcs
			20%	20%										
HUB Technical Services, LLC.			6% - 9%	3% - 6%					Note1	X	X	X	X	
IntraSystems			7%	6%			X			Note2				
Mainline Information Systems			6% - 12%	4% - 10%					Note1	X	X			
Micronet Associates, Inc			10%	8%			X		Note1	Note2		X		
NWN Corporation			5%	3%				X	Note1	X	X	X	X	X
OnX USA LLC			2%	-1%					Note1	X	X			
PC Enterprises, Inc dba Baystate Computer Svcs	6.5%	5.5%	5%	4%			X			Note2	Note2	X	X	
PC-PLUS Technologies, Inc.			8%	6%					Note1	X	X	X	X	
PJ Systems Incorporated, dba HiQ Computers			5% - 10%	4% - 9%	3%	2%	X			X	X	X	X	
Presidio Networked Solutions, Inc.			15%	14%			X	X	Note1					X
PSR, Inc.*									X					
RetroFit Technologies, Inc.			5%	4%			X			X	X	X	X	
Ricoh Americas Corporation			10%	9%					Note1					
Rutter Networking Technologies, Inc.			8%	6%				X		X	X			
SHI International Corp			5%	5%					Note1	X	X	X	X	X
Signature Technology Group, Inc.			18%	16%						Note2				

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



Vendor Name	Cat 3 Markup	Cat 3 - Markup with 10-day PPD applied	Cat 6 Incidental Hardware and Services Markup	Cat 6 - Markup with 10-day PPD applied	Cat 7 Markup	Cat 7 - Markup with 10-day PPD applied	Can sell Dell Hardware & Svcs	Can sell EMC Hardware & Svcs	Can sell IBM Hardware & Svcs	Can sell HP Hardware*	Can sell HP Svcs*	Can sell Lenovo Hardware	Can sell Lenovo Svcs	Can sell NetAPP Hardware & Svcs
The Ockers Company			6%	1%						Note2	Note2	X	X	
Unisys Corporation			0% - 17%	-1% - 16%					Note1		Note2			X
ViON Corporation			8%	4%										
Whalley Computer Associates, Inc.			6%	5%			X	X	Note1	X	X	X	X	
Winslow Technology Group LLC***							X							
Zensar Technologies (not renewed as of 5/10/2017)														

Notes on resellers:

*See individual vendor contracts on COMMBUYS for additional partners not on ITC47 (those partners may not accept purchase orders or issue invoices, order goes to OEM)

**IBM Reseller Only

***Dell Reseller Only

Note 1 - IBM resellers can resell maintenance and perform installation activities for system x and other "CSU" products.

Note 2 - Can resell HP except for servers and storage

Note that COMMBUYS is the official system of record for vendor contact information.

**[PO-14-1080-OSD01-OSD10-0000001451](#) The Master MBPO is the central repository for all common contract files.



Goods and Services Available under Contract – See Separate Table for Category 8, Rugged Mobile Devices; see [Category 9](#) for Apple.

ITC47 – Eligible Products					
Desktops/Laptops/ Netbooks/Tablets	“Off-Lease” (used) computers	Storage Products	Servers	Products that can be purchased from ITC47 Categories 2, 4, and 5, and Incidental Hardware	IT Accessories and Supplies
CATEGORY 2	CATEGORY 3	CATEGORY 4	CATEGORY 5	CATEGORY 6	CATEGORY 7
<p>Manufacturers: Dell, HP and Lenovo</p> <p>Equipment:</p> <ul style="list-style-type: none"> ■ Desktop ■ Laptops ■ Netbooks ■ Tablets <p>Products include desktop, laptop, netbook and tablet computers.</p> <p>Peripherals available are those major sub-system components or equipment necessary for the customary operation these products, which may include, but are not limited to: local storage, input and output devices, printers, controllers, ancillary devices and accessories, memory boards, incidental hardware</p> <p>Category 2 Contractors may also market their own</p>	<p>“Off-Lease” (used) desktops/laptops</p> <p>Dell, HP, Lenovo, Fujitsu, or other top manufacturer desktops and laptops.</p>	<p>Manufacturers: EMC, NetApp, IBM</p> <p>Equipment:</p> <p>Products include storage systems and subsystems that provide a data repository for enterprise systems to which they are attached. These systems include Storage Area Network (SAN) systems and Network Attached Storage (NAS) devices, peripherals and ancillary devices, which are defined as equipment necessary for the customary operation of the system.</p> <p>Examples: Hard disk systems and storage arrays, controllers, storage switches and other networking equipment essential to the operation of the system, incidental hardware.</p> <p>Contractors awarded in Category 4 may sell storage solutions to work with other</p>	<p>Manufacturers: Cisco, Dell, HP, IBM</p> <p>Equipment:</p> <ul style="list-style-type: none"> ■ Workstation ■ Enterprise ■ Mainframe <p>Products include workstations, servers and/or enterprise servers including midrange or large scale mainframes with operating systems that support multiple concurrent users.</p> <p>Peripherals available are major sub-system components necessary for the customary operation of the servers including, but not limited to: storage, (including the types of storage solutions covered by Category 4), input and output devices, controllers and ancillary devices, UPS, expansion cabinets specific to the server, tape drives/ libraries, processor cards (blades and</p>	<ul style="list-style-type: none"> ■ Desktops, Laptops, Servers, & Storage <p>Contractors authorized by the OEM to do so may resell the products available under Categories 2, 4, and 5. The products provided must be the identical models, brands and configurations offered under ITC47 categories 2, 4, and 5 at a price no higher than the eligible entity could obtain the same equipment directly from the OEMs. Apple products may be sold by Apple-authorized vendors to non-academic entities only. No other types of desktops, laptops, servers or storage systems may be obtained under ITC47.</p> <ul style="list-style-type: none"> ■ Tablets and similar devices, other than Apple products (see above), ONLY if purchased without any type of plan for cellular network connection. ■ Document cameras and whiteboards ONLY as part of a desktop/laptop purchase, with no more than two cameras and one whiteboard per order. ■ Other IT hardware, provided that it is not a core product offered under a different statewide contract (“Incidental Hardware”) AND has a UNIT COST of less than \$300,000. Please see below for excluded products. ■ Supplies and Accessories (see list under Category 7), ONLY as part of a larger system purchase OR in quantities of 5 or fewer (larger quantities of supplies and accessories purchased independently of a larger system purchase must be obtained from Category 7, Supplies and Accessories). <p>*Note the products which are excluded from sale under this Contract below, as well as products that can be purchased in “Project Management” mode (also known as “one-stop shopping”). This refers to products /services that the Category 6 Contractor obtains from another Statewide Contract and provides at a price no higher than the Eligible Entity would pay if purchased from the other Statewide Contract.</p>	<p>Input/Output: Keyboards, Mice, Monitors, Barcode readers and other data collection devices, barcode and other labels Storage: internal and external drives, including Hard, Floppy, Optical, USB, Flash, CD, DVD, other drives; magnetic tape readers, data cartridges and cassettes, and associated supplies (diskettes, CDs, DVDs, magnetic tapes, cleaning tapes and supplies); Cables: Internal, external; Cards: Video, Network; Power related: UPS, Batteries, Power Supplies; Printer supplies ONLY if unavailable through OFF32, which includes a wide variety of new and remanufactured supplies for all of the top printers (12 OEMs), Memory (RAM), System Boards, Modems, Adapters, Other: laptop carry cases and docking equipment, computer racks and housing, security locks and devices, specialized computer tools and kits, technical books and manuals, other desktop, laptop, server, network and related supplies.</p>

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.
Updated: 08/25/2017



mobile computing devices, with the exception of cell phones/smart phones.		OEM's servers.	chassis), incidental hardware. Category 5 Vendor may also market their own storage solutions under this category.		
---	--	----------------	--	--	--



ITC47 – Eligible Services		
CATEGORIES 2 (Desktops/laptops), 4 (Servers) and 5 (Storage)	CATEGORY 6 (Project Management, Maintenance, Integration and Incidental Hardware)	CATEGORY 7 (Supplies and Accessories)
<ul style="list-style-type: none"> ■ Planning and purchasing support ■ Warranty support ■ Other maintenance and support ■ Installation ■ Integration ■ Training <p>Contractors, upon request, are expected to provide any or all of the above services relative to their own equipment.</p>	<p>Eligible Services:</p> <ul style="list-style-type: none"> ■ Project Management (This includes “one-stop shopping” whereby products/services are ordered from a variety of Statewide Contracts or contract categories by the Category 6 contractor, who will provide these at the same price as if purchased by the Eligible Entity directly from the OEM or other Statewide Contractor. This replaces the “Project Management” contract ITC16. When operating in “one-stop shopping” mode, Category 6 contractors may only bill on their own account for project management services, all other billing is “pass-through” to other contractors.) See the next page for contracts eligible for “one-stop shopping” services and the exclusions that apply. ■ The following services may be provided <u>directly</u> by the Category 6 vendors without going through another contract: <ul style="list-style-type: none"> ■ Network Integration ■ Deployment and Integration Services ■ Installation ■ Support Programs (backbone; post installation support, maintenance, warranty) ■ Maintenance and support for broad range of installed IT equipment (hourly or by contract) ■ Engineering services (installation, integration, deployment, training) ■ Image Management Services (hard drive) ■ Help Desk Services ■ “Incidental” non-construction, low-voltage cabling. “Incidental” cabling is defined as the total number of links to channel cable runs not exceeding ten percent 10% of the total number of existing cable installations or \$2500, whichever represents the lesser dollar amount. ■ Services such as those listed above as needed to support items sold <u>directly</u> (not in “pass-through” mode) by the ITC47 vendor, and to support items purchased from the OEM Categories of ITC47 if authorized by OEM. ■ Category 6 Contractors that provide IT hardware equipment to the Eligible Entity must provide the same service levels required of the OEM. 	<ul style="list-style-type: none"> ■ Purchasing assistance (help Eligible Entities find products), provide quotes as requested

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



Vendor listing 3 – Standard Configurations for Rugged Mobile Devices (Laptops and Tablets) and Vehicle Installation

This table provides a high level listing of the standard configurations for Rugged Laptops and Rugged Tablets. Each vendor provides various options; see COMMBUYS for details on the equipment offered. Where vendors offered multiple options, the least expensive option meeting minimum requirements is shown in this table.

Standard warranty is 5 years unless otherwise stated.

Rugged Laptop, Peripherals, Installation		CDW	Dell	Haywood Assoc DBA TransCOR	Natick Autosales DBA MHQ
Laptop	Manufacturer and Model		Latitude 14 Rugged Extreme	Panasonic CF-31XBLSHLM	Panasonic CF-31XBLSHLM
	Price		\$3,850.00	\$4,426.88	\$4,401.00
	Upgrade to 5-year warranty		\$2,150.00	\$350.00	\$295.00
Printer	Manufacturer and Model		Brother PJ663-K PocketJet 6 Plus with car adapter (LB3691-002)	Brother BR-PJ663 Pentax PocketJet 6 Plus with car adapter (One-year warranty)	Brother PJ623-SK-508 PocketJet 6 Plus with car adapter
	Price		\$537.00	\$401.64	\$445.00
	Upgrade to 5-year warranty		Included in price	\$123.00	\$85.00
Bar Code Scanner	Manufacturer and Model		Honeywell 1300G-2USB	Code Corporation CR1011-C500	Datalogic GD4430-BKK1
	Price		\$105.00	\$289.00	\$270.00
	Upgrade to 5-year warranty		Included in price	\$65.00	Included in price
In-Vehicle Mount	Manufacturer and Model		Primarily Havis, see Vendor Cost sheet for details	Panasonic/Gamber/Havis, see Vendor Cost sheet for details. Antenna has one-year warranty.	Primarily Havis, see Vendor Cost sheet for details
	Price		\$2,033.01	\$1,246.97	\$1,380.00

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



	Upgrade to 5-year warranty		Included in price	\$55.00	\$40.00
Installation			\$623.38	\$787.38	\$495.00
Rugged Tablet, Peripherals, Installation	CDW	Dell	Haywood Assoc DBA TransCOR	Natick Autosales DBA MHQ	
Laptop	Manufacturer and Model	Panasonic FZ-A1BDAAV1M		Panasonic FZ-A1BDAAV1M	Panasonic FZ-A1BDAAV1M
	Price	\$1,487.81		\$1,487.00	\$1,455.00
	Upgrade to 5-year warranty	\$242.48		\$295.00	\$295.00
Printer	Manufacturer and Model	Brother PJ663 with includes car adapter and USB cable (One-year warranty)		Brother BR-PJ663 Pentax PocketJet 6 Plus with car adapter and USB cable (One-year warranty)	Brother PJ623-SK-508 PocketJet 6 Plus with car adapter and USB cable
	Price	\$390.59		\$401.64	\$435.00
	Upgrade to 5-year warranty	\$73.50		\$123.00	\$85.00
Bar Code Scanner	Manufacturer and Model	Motorola DS4208-SBDU000ZWR		Code Corporation CR1011-C500	Datalogic GD4430-BKK1
	Price	\$254.38		\$289.00	\$270.00
	Upgrade to 5-year warranty	\$33.57		\$65.00	Included in price
In-Vehicle Mount	Manufacturer and Model	Panasonic/Gamber/Havis, see Vendor Cost sheet for details		Panasonic/Gamber/Havis, see Vendor Cost sheet for details. Antenna has one-year warranty.	Havis/Gamber Johnson, see Vendor Cost Sheet for Details
	Price	\$1,753.17		\$1,368.39	\$1,679.95
	Upgrade to 5-year warranty	Included in price		\$55.00	\$40.00

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



OPERATIONAL SERVICES DIVISION

Installation		\$430.00		\$787.38	\$495.00
---------------------	--	----------	--	----------	----------

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

Updated: 08/25/2017

Page 27 of 39



Contract User Guide for ITC47

Appendix A - Detailed Information on Each Category

CATEGORY 2 - Desktops, Laptops, Netbooks, Tablets

Types of Equipment and Services

Only Dell, HP, and Lenovo Desktops, Laptops and Netbooks may be obtained under ITC47. Vendors may provide the following services relative to their own equipment: planning and purchasing support, warranty support, other maintenance and support, installation, integration, training.

Tablets made by these vendors are also allowed if they do not come with a contract for internet access. Tablets made by other manufacturers may be sold under Category 6.

OEMs may also sell peripheral devices, including printers, with computers or by themselves, provided that the peripheral devices will be used with desktops, laptops, netbooks or tablets made by the OEM.

Quote recommendation

All OEMs have indicated that additional discounts may be available if purchasing 100 or more units. Therefore, the Eligible Entity should request quotes by contacting the OEM Account Representative rather than using the OEM's website or contacting a reseller. Quotes should be requested from all three OEMs for quantities of 100 or more, unless the Eligible Entity has already standardized on one type of equipment and does not wish to change their standard or support multiple types of equipment.

Quotes for special pricing for quantities over 100 may take a few days more, as the ITC47 representative may need to get corporate approval for lower pricing.

Pricing

Pricing is based on a discount off list price. See [Additional Information](#) to locate the spreadsheets with pricing and details of the standard configurations for each vendor.

Standard configurations were developed for the bid and are included in the OEM's price sheet, however, as these were never purchased by any user, after the first refresh it was decided to stop keeping them current. Pricing shown is gray below and on the vendors' price sheets is for historical purposes only and is no longer offered. Only the discounts in the unshaded columns are still current.



	Desktop 1	Desktop 2	Desktop 3	Laptop 1	Laptop 2	% Discount Standard Configs	% Discount Non-Standard Configs	% Discount Components
Dell	\$729.33	\$832.83	\$1,391.73	\$996.36	\$1,414.50	31%	11%	5% - 11%
HP Inc.	\$570.72	\$649.44	\$988.80	\$813.10	\$1,003.45	52%	3% - 14%	3% - 14%
Lenovo	\$617.68	\$707.28	\$1,201.20	\$844.58	\$1,331.68	44%	30%	20%

Buying from Resellers rather than the OEM (Original Equipment Manufacturer)

All Category 2 OEMs have authorized resellers on ITC47. These resellers may sell equipment at a cost no greater than it would cost to buy from the OEM. Eligible Entities may prefer to deal with a reseller if they are also requesting services or equipment not available from Category 2. Vendor Listing 2 attached to this document shows which ITC47 companies may resell equipment from each OEM.

Additional Information

Quote turnaround time: Maximum 2 days (may be longer for special pricing)

Equipment delivery: Maximum 30 days

Free telephone support: 3 years, 4 hour response to call

Warranty: 3 years parts and labor, 4 hour response to call, next business day on site response time from call-back

Freight charges: Allowed only if identified in quote

CATEGORY 3 - "Off-Lease" Refurbished Desktops and Laptops

Types of Equipment

Vendors may only sell desktops/laptops made by top-rated manufacturers, including Dell, HP, Lenovo and Fujitsu among others. Contact the vendors for pricing and to determine what equipment they have in stock. These are used computers which have been reconditioned and are warranted for at least 5 years. Warranty claims are met by mailing replacement parts or a replacement computer.



Quote recommendation

It is recommended that quotes be requested from both Contractors for orders of 10 computers or more. Although the maximum markups are set by each vendor’s contract, there may be significant variations in the costs paid by the vendors to obtain the computers, so the vendor with the lowest markup may not have the best price for any particular order.

Pricing and Warranty

Vendor	Warranty (via mailing replacement parts)	Maximum Markup
First World dba Terminal Exchange	5 yrs	6%
PC Enterprises dba Baystate Computers	5 yrs	6.50%

Additional Information

Quote turnaround time: Maximum 2 days

Equipment delivery: Maximum 30 days

Free telephone support: Yes

Warranty: See above

Installation: Available for additional charge

Freight charges: Allowed only if identified in quote



CATEGORY 4 – Storage and CATEGORY 5 - Servers

Types of Equipment and Services

Category 4 covers Storage Area Networks (SAN) and Network Attached Storage (NAS). Category 5 covers servers. Both Categories also allow sales of peripherals and services (including planning and purchasing support, warranty support, other maintenance and support, installation, integration, and training) used in conjunction with their own equipment. Category 5 server vendors may sell storage solutions to work with their own servers, but Category 4 storage vendors may not sell servers. The only types of storage solutions and servers allowed under this contract are shown below. They may be sold only by the OEM (Original Equipment Manufacturer) and their Category 6 authorized resellers.

OEM (Original Equipment Manufacturer)	Category 4 – Storage Solutions	Category 5 - Servers
Dell		x
EMC	X	
Hewlett Packard Enterprise Company		x
IBM	X	x
NetApp	X	

Pricing

All vendors have indicated that the discounts shown in their Cost Tables (see [Additional Information](#) to locate the Cost Table attachments for each vendor) are minimum discounts and that specific orders may be eligible for larger discounts. Some are willing to provide discounts for aggregated purchases and will accept purchase orders submitted from multiple Eligible Entities over a period of time.

Buying from Resellers rather than the OEM (Original Equipment Manufacturer)

All Category 4 and 5 OEMs have authorized resellers on ITC47. These resellers may sell equipment at a cost no greater than it would cost to buy from the OEM. Eligible Entities may prefer to deal with a reseller if they are also requesting services or equipment not available from Category 4 or 5. [Vendor Listing 2](#) attached to this document shows which ITC47 companies may resell equipment from each OEM. At this time, Hewlett Packard Enterprise Company and HP Inc. have the same authorized resellers, and appear under the joint name of "HP."

Additional Information

Quote turnaround time: Maximum 2 days



Equipment delivery: Maximum 30 days

Free telephone support: 3 years, 4 hour response to call

Warranty: 3 years parts and labor, 4 hour response to call, next business day on site response time from call-back (extended warranty and faster response times available by agreement)

Freight charges: Allowed only if identified in quote

CATEGORY 6

Project Management, Maintenance, Integration, Incidental Hardware, One-Stop shopping

Types of Equipment and Services

Reselling equipment/services from the ITC47 OEMs (Original Equipment Manufacturers)

All of the ITC47 OEMs have designated one or more Category 6 vendors as authorized resellers. [Vendor Listing 2](#) shows which vendors can resell equipment/services from each of the OEMs. Category 6 vendors may not mark up the pricing they get from the OEMs and may not charge more than the OEM contract price for equipment/services. Eligible Entities may prefer to deal with Category 6 vendors if they require additional equipment/services that are not available from the OEM or at their discretion.

Reselling equipment/services from other Statewide Contracts – “One-stop shopping”

Some of the Category 6 vendors may provide equipment/services from other Statewide Contracts to Eligible Entities, as long as the cost does not exceed what it would cost the Eligible Entity to buy the equipment/services directly from the other Statewide Contract. The purpose of “One-stop shopping” is to allow an Eligible Entity to deal with a single vendor when they need products that are available from multiple Statewide Contracts. The Category 6 vendor may charge a “Project Management” fee to coordinate orders and perform other tasks related to an order.

The Statewide Contracts available for use under “One-stop shopping” include ITC47 and contracts for software, firewalls, networking, cabling, audiovisual equipment and services, and copiers/faxes. Please see [“Goods and Services Available under Contract and Excluded Items”](#) below for details.

Although the “One-stop shopping” concept is simple, many questions have arisen about what is permitted. Two points to keep in mind are:

1. If all of the goods/services needed can be obtained from a different Statewide Contract, use that contract, not Category 6.
2. Category 6 vendors cannot be used only to supply goods/services that are available under other Statewide Contracts. The Category 6 vendor must provide some goods/services to the Eligible Entity directly, either by using their own staff (or subcontractors) to provide services or by providing equipment that they are allowed to sell directly.



Equipment/Services not available from other Statewide Contracts but included in Category 6

Services that may be provided directly by the Category 6 vendor or their subcontractors include:

- ☐ Network Integration
- ☐ Deployment and Integration Services
- ☐ Installation
- ☐ Support Programs (backbone; post installation support, maintenance, warranty)
- ☐ Maintenance and support for broad range of installed IT equipment (hourly or by contract)
- ☐ Engineering services (installation, integration, deployment, training)
- ☐ Image Management Services (hard drive)
- ☐ Help Desk Services

Equipment that may be provided directly by Category 6 vendors includes items such as adaptive devices, networking equipment, tablets, equipment carts, appliances, and other IT-related devices that are not available from other Statewide Contracts as core items. Although Eligible Entities may only purchase desktops/laptops/netbooks, storage solutions, and servers made by the OEMs in Categories 2, 4, and 5 respectively, and Apple products, this restriction does not apply to other Statewide Contracts. For example, if routers made by a particular OEM are not available on ITT50, the network contract, an Eligible Entity could buy that OEM's routers from any Category 6 vendor authorized by the OEM to sell them. See "[Goods and Services Available under Contract and Excluded Items](#)" for details.

There are two important restrictions:

1. **Price:** Hardware items that are not available on other Statewide Contracts and have a unit price of over \$50,000 require approval from OSD's Contract Manager. Send an email to marge.macevitt@state.ma.us with a description of the item and its price.
2. If the unit price is more than \$300,000 for such an item, it may not be purchased under ITC47, with the exception of Oracle Engineered Systems. Oracle Engineered Systems are purpose-built, integrated systems that are architected, optimized, and tested, to work together. These systems are engineered for performance, for reducing complexity, and for streamlining costs. Oracle Engineered systems include, but are not limited to, Exadata, Exalogic, Exalytics, the Big Data Appliance, the Private Cloud Appliance, SuperCluster, the ZFS Storage Appliance, the Zero Data Loss Recovery Appliance, and FS1 Flash Storage. Selected Oracle Engineered Systems were available under ITC44 until its expiration, and Oracle's ITC44 Contract has not yet been replaced. Oracle Engineered Systems may be purchased only from the following Oracle partners on ITC47, Category 6: CDW, Continental Resources, OnX, SHI.



3. **Category 7 overlap:** Category 6 may not be used for supplies and accessories available through Category 7, Supplies and Accessories, except if:
 - a) The number of units is 5 or less
 - b) Supplies/accessories are being purchased as part of an order for desktops/laptops for use with the systems being ordered.

Peripherals, software and services as part of a purchase order for a desktop/laptop

Some items/services of the types available from other Statewide Contracts may be obtained directly from the Category 6 vendor as part of a computer purchase to make the process of obtaining and provisioning equipment more efficient. Unlike “One-stop shopping,” these items do not have to be purchased from other Statewide Contracts, and the Category 6 markup may be applied. These are:

1. A small amount of cabling (10% or less than already existing installation, not to exceed \$2500). If more cabling is needed, it must be obtained from ITC54, either directly by the Eligible Entity or by the Category 6 vendor in “One-stop shopping” mode.
2. Interactive whiteboards (one per order) and document cameras (two per order). If not being purchased with new computers, OFF40 must be used. The Eligible Entity may purchase directly from OFF40, or, if the equipment is needed for a project involving multiple Statewide Contracts, the Category 6 vendor may purchase from OFF40 and resell to the Eligible Entity in “One-stop shopping” mode.
3. K-12 schools and libraries only: Application software (i.e., Adobe, MS Office). For other Eligible Entities, or for K-12 schools and libraries who are not buying software for installation on a new computer, ITS58 must be used. If the software is needed for a project involving multiple Statewide Contracts, the Category 6 vendor may purchase from ITS58 and resell to the Eligible Entity in “One-stop shopping” mode.
4. Operating System software can always be purchased from the vendor selling the computer.

Quote recommendation

It is recommended that quotes be requested from at least three Vendors for orders of \$50,000 or more.

Pricing

Services: Hourly rates for services are shown on an attachment to each Vendor’s record on the Vendors tab (“Labor rates”).

Hardware: Category 6 vendors bid a maximum percentage markup for equipment obtained from vendors other than Statewide Contract vendors, which is shown in [Vendor Listing 2](#), below.

Additional Information

Quote turnaround time: Maximum 2 days

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

Updated: 08/25/2017

Page 34 of 39



- Equipment delivery: Maximum 30 days
- Free telephone support: If offered by manufacturer
- Warranty: As offered by manufacturer (if transferrable)
- Freight charges: Allowed only if identified in quote

CATEGORY 7 – Supplies and Accessories

Types of Equipment and Services

Services: The only service offered is purchasing assistance. If the equipment manufacturer (OEM) offers a transferable warranty, it will be passed through to the Eligible Entity. Extended warranties may be sold under this Category if offered by the OEM, for an additional charge.

Equipment: **Input/Output:** Keyboards, Mice, Monitors, Printers, Barcode readers and other data collection devices, barcode and other labels, **Storage:** internal and external drives, including Hard, Floppy, Optical, USB, Flash, CD, DVD, other drives; magnetic tape readers, data cartridges and cassettes, and associated supplies (diskettes, CDs, DVDs, magnetic tapes, cleaning tapes and supplies); **Cables:** Internal, external; Cards: Video, Network; **Power related:** UPS, Batteries, Power Supplies; **Printer supplies** ONLY if unavailable through OFF32, which includes a wide variety of new and remanufactured supplies for all of the top printers (12 OEMs), **Memory (RAM), System Boards, Modems, Adapters, Other:** laptop carry cases and docking equipment, computer racks and housing, security locks and devices, specialized computer tools and kits, technical books and manuals, other desktop, laptop, server, network and related supplies. Note that all of the above can be purchased under Category 6 in quantities of 5 or fewer, but it is likely that Category 7 will offer better value. In addition, the return policy is established by the contract for Category 7, which is not the case for other Categories.

Pricing and Return Policy

Contractors have a maximum allowable markup over their invoice cost for accessories and supplies. However, because the contractor’s cost to obtain the accessories and supplies may vary, the lowest markup may not result in the lowest cost, which is why multiple quotes are recommended below. For Eligible Entities that pay their bills promptly, the Prompt Pay Discount (PPD) can be significant.

Vendor	Markup	PPD	Return Policy
CDW	3% to 4%	2%	30 days no charge for defective/incorrect items
PJ Systems	3%	1%	30 days no charge
First World	3%	2%	30 days no charge

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.
Updated: 08/25/2017



Quote recommendation

It is recommended that Eligible Entities seek quotes from at least 3 vendors for orders that exceed \$5,000.

Additional Information

Quote turnaround time: Maximum 2 days

Equipment delivery: Maximum 10 days

Warranty: As offered by manufacturer

Freight charges: Allowed only if identified in quote

CATEGORY 8 – Rugged Mobile Devices (Laptops and tablets), including vehicle installation and support

Types of Equipment and Services

This Category covers rugged laptops, rugged tablets, associated peripherals, and services, including in-vehicle installation, support, maintenance and warranty services. The OEMs in Category 2 will continue to be able to sell rugged laptops and tablets from their own product lines. Awarded vendors in Category 8 are:

ITC47 Vendor	Laptops	Tablets
CDW		Panasonic
Dell	Dell	
MHQ (Natick Auto Sales)	Panasonic	Panasonic
TransCOR (Haywood Associates)	Panasonic	Panasonic



Pricing

All vendors have fixed prices in their Cost Tables (see [Additional Information](#) to locate the Cost Table attachments for each vendor) for laptop and tablet standard configurations, including 5-year warranties and in-vehicle installation. In addition, fixed markups from the OEM list price are provided for items not included in the standard configurations. See also [Vendor Listing 3](#) which compares standard configuration pricing. Some vendors included optional items and difference choices for some equipment and services. Vendor Listing 3 summarizes pricing using the lowest cost choice that met the mandatory requirements.

The Cost Tables for the vendors awarded for Laptops include “semi-rugged” laptops as well as rugged laptops. These may be purchased but were not evaluated for price or conformance with the mandatory specifications.

Additional Information

Quote turnaround time: Maximum 2 days

Equipment delivery: Maximum 30 days unless otherwise agreed in writing

Free telephone support: 3 years, 4 hour response to call

Warranty: 3 years parts and labor, 4 hour response to call, next business day on site response time from call-back (extended warranty and faster response times available by agreement).

Standard configuration pricing includes extension to 5 year warranty.

Freight charges: Allowed only if identified in quote



CATEGORY 9 – Apple Products and Services

Apple products and services previously available under ITC44, which expired 9/30/2015, are now available from Apple under this Category. The same discounts offered to academic institutions are now available for all Eligible Entities purchasing under this Contract. Please review the information below carefully, as Apple's practices, particularly relative to warranty, delivery, and returns, are significantly different from those of other OEMs on this contract.

The following Category 6 vendors are authorized as Apple resellers for non-academic entities ONLY: CDW Government, En Pointe Technologies, GovConnection, SHI. Note that there may be some Apple products that these vendors are not authorized to resell.

Types of Equipment and Services

Hardware and software - desktops, laptops, tablets, servers, computer supplies and accessories, operating and application software which operates on Apple hardware, applications for iPads and mobile phones in connection with the Volume Purchase Program, and third party software (e.g. mobile device management software such as JAMF) and other software as approved by the Commonwealth Contract Manager.

Services -

- project planning and/or implementation services;
- installation services and/or network integration;
- software installation (including third party software pursuant to Apple's Solution Software Installation Agreement);
- technical support;
- Apple Limited Warranty (at no charge)
- extended warranty services (additional charge);
- on-going preventive maintenance (for an additional fee if requested during the warranty period);
- hourly or contracted maintenance/repair (after warranty expiration); and
- Apple Professional Learning as described below:
 - Onsite: Learning is in-person and available at Eligible Entity's institution
 - Offsite: Learning is in-person and takes place at an Apple-hosted destination
 - Online: Learning is accessible anytime, anywhere through self-paced iTunes U courses
 - More information is available at: www.apple.com/education/apd/.



-The APD Offerings Catalog is available at:

http://images.apple.com/education/docs/APD_Catalog.pdf

Not Available under ITC47 - data plans for iPads; iPhones

Although you will find iPads with data plans in Apple's catalog, data plans are not available under ITC47. See "[Multiple Quotes](#)" for information on how to obtain iPads with data plans. iPhone must be purchased from ITT46.

Pricing

View Apple products and services on the Apple Education website at www.apple.com/education/.

Find pricing at <http://www.apple.com/education/pricelists/>.

Pricing is the same for government and other Eligible Entities as it is for education/academic entities.

Apple may change discounts and pricing at any time and without notice to the Commonwealth or Eligible Entity. Apple may offer further discounts for volume purchases or other reasons. Eligible Entities with large orders may check with their Apple representative to see if further discounts are available.

For services not covered in the Education Price List, pricing will be as stated on the applicable ordering document or statement of work.