

FAC126: Records Management, Digitization, and Archiving Services

UPDATED: March 11, 2025

Contract #:	FAC126
MMARS MA #:	FAC126*
Initial Contract Term:	May 3, 2024 – June 30, 2031
Maximum End Date:	June 30, 2031
Current Contract Term:	May 3, 2024 – June 30, 2031
Contract Manager(s):	Sonia Castro, 617-359-7271, sonia.castro@mass.gov Tatiana Henry, 617-359-7289, tatiana.henry@mass.gov
This Contract Contains:	Environmentally Preferable Products
UNSPSC Codes:	UNSPSC Codes
Updates:	Updated OSD Contract Manager(s)

*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 Records Management, Digitization, and Archiving Services. This contract replaces Statewide Contract FAC96 – Category 1. Services include digitization, archival storage, retrieval, management of records, destruction/disposal, data erasure, ability to be recycled and end of life requirements. Records may be in a variety of formats including paper and digital files, microfilm, microfiche, magnetic or optical disks, bound books, historical artifacts, and other items not routinely associated with office records. Some vendors offer secure moving, storage, and digitization of valuable, rare, or fragile items. For additional details, please see below:

- **Monthly Storage Services:** Relocation of data files to be held in secure off-site storage facilities.
- **Archiving Services:** Indexing and tracking of data files being held in off-site storage facilities.
- **Retrievals Services:** Return of stored data files to requesting facility.
- **Transportation Delivery/Pick-up Services:** Transportation of data files to and from facility using secure vehicles.
- **Emergency Delivery/Pick-up Services:** Retrieval capability 24/7, 365 days.
- **Scanning Services:** Conversion of data to digital record.
- **Destruction Services:** Secure process to destroy paper files, records, tapes, and other media.
- **Other Records Management, Storage and Archiving Services**

Pricing for the various services offered are ceiling prices. Lower rates may be negotiated based on volume, frequency, file format, and other variables.

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.

- This contract includes Prompt Payment Discounts.
- All vendors offer services statewide.

Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, and other attachments, visit [COMMBUYS.com](https://www.commbuys.com) and search for FAC126 to find related Master Blanket Purchase Order (MBPO's) information. All common contract documents are located in the "Master Contract Record" Master Blanket Purchase Order (MBPO) for FAC126 and can be accessed directly by visiting Master Blanket Purchase Order PO-24-1080-OSD03-OSD03-32556.
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the [Vendor Information](#) page.

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 [Eligible Entities Which May 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. Subcontracting under this contract requires the prior written approval of the Eligible Entity.

Supplier Diversity Requirements

When selecting vendor(s) without soliciting quotes or a statement of work, Executive Departments should follow the below guidance:

When selecting vendors and placing orders, Executive departments shall utilize diverse and small businesses to the extent possible based on contract terms, SDO and departmental policies, laws, and regulations. Additionally, departments shall make a preference for vendors with higher SDP commitments and/or performance whenever such information is available (or is requested from vendors by the department) and the preference is feasible.

OSD provides up-to-date information on the availability of diverse and small businesses on statewide contracts through the [Statewide Contract Index](#) available on the COMMBUYS home page. See the "Programs (SDO and SBPP)" tab for current certification and small business status of vendors on this contract.

When selecting vendor(s) from multiple quotes and statement of work, Executive Departments should follow the below guidance:

Requirements of the Small Business Purchasing Program for Small Procurements (expected annual value of \$250,000 or less) or the Supplier Diversity Program for Large Procurements (expected annual value exceeding \$250,000) apply to Executive Departments soliciting quotes or issuing statements of work.

Small Business Award Preference: In accordance with the Supplier Diversity Office's SBPP Policy, Departments must award contracts for Small Procurements to SBPP-participating small business bidders if both of the following conditions are met:

- The response is received from an eligible small business; AND
- The response meets the Department's best value criteria as defined in the RFR or RFQ.

SDP Commitment: Businesses awarded large Commonwealth contracts for goods and services (also called prime contractors or prime vendors) are required to make measurable financial commitments to do business with one or more diverse businesses (often called SDP Partners). This business-to-business relationship requirement applies to all Large Procurements for goods and services, which were historically defined as those expected to exceed \$150,000 in total spending. Effective July 1, 2021, Large Procurements will be defined as those expected to exceed \$250,000 in annual spending.

Executive departments should take into consideration contracted vendors SDP commitments when evaluating responses. Specifically, the following fields of the new SDP Plan Form correspond to the goals stated above:

Type of information collected from bidders	Possible use of the information by the SST
SDP focus statement	Assess the bidder's level of integration of supplier diversity into company operations.
SDP policy link or attachment (if any)	
Additional creative initiatives (if any)	
SDP commitment – subcontracting	Evaluate the bidder's SDP commitment.
SDP commitment – ancillary	

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SDP commitment – total	
List of proposed partners	Assess the likelihood of the bidder meeting their SDP commitment.
Company prior year spending with the list of partners (if available)	
Company average gross annual revenue	If deemed necessary by the Agency or Statewide Contract Strategic Sourcing Team (SST) and included in the evaluation criteria, consider the bidder's company size during the evaluation of the ancillary SDP commitments and total prior year spending.

Key Evaluation Requirements

The following key requirements apply to the evaluation of submitted SDP Plans:

- At least 25% of the available evaluation score must be dedicated to the evaluation of the bidder's SDP Commitment.
- The majority of the SDP evaluation score should be dedicated to the bidder's SDP commitment.
- bidders offering more value in their SDP Plan submissions must receive higher scores.

Other Requirements:

Expected annual value of the RFQ	RFQ process requirements
Less than or equal to \$250,000/year	<ul style="list-style-type: none"> • Notify at least two small businesses capable of providing the product or service of the opportunity, if available. • Include SBPP contract language and place it prominently within the RFQ. See SDO Template Language. • Evaluate bids received from, and award a contract to, an SBPP-participating small business that meets the department's best value criteria. • Award to a large business only if there is no SBPP participating business meeting departments' best value criteria. • Conduct a clarification/BAFO/negotiation before disqualifying an SBPP-participating business based on price or desirable criteria. • See the Best Value Evaluation of Responses to Small Procurements: A Guide for Strategic Sourcing Teams for additional guidance.
More than \$250,000/year	<ul style="list-style-type: none"> • Notify at least two diverse and/or small businesses capable of providing the product or service of the opportunity, if available. • Make a preference for vendors with higher SDP commitments and/or performance whenever such information is available (or is requested from vendors by the department) and the preference is feasible.

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	<ul style="list-style-type: none"> See the Best Value Evaluation of SDP Plan Forms: A Guide for Strategic Sourcing Teams for additional guidance. <p>Note: Departments may ask the prime Vendor for an additional SDP commitment specifically related to the Department’s purchase or engagement. SDP spending for such a purchase or engagement must be reported by the Vendor using the SDP Reporting Form directly to the Department and may not be included in any other SDP reporting filed by the Vendor.</p>
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OSD provides up-to-date information on the availability of diverse and small businesses on statewide contracts through the [Statewide Contract Index](#) available on the COMMBUYS home page. See the “Programs (SDO and SBPP)” tab for current certification and small business status of vendors on this contract.

Pricing, Quote and Purchase Options

Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

- Purchases made through this contract may be direct, outright purchases
- This is a fee for service contract

Pricing Options

- Ceiling/Not-to-Exceed:** Contract discounts and other pricing published under the contract represents “ceiling” or “not-to-exceed” pricing, and may be further negotiated.

Product/Service Pricing and Finding Vendor Price Files

Each vendor has a “Price Sheet” on COMMBUYS which includes their specific pricing details. Vendor price lists are in the attachments tab on each MBPO. Links to the MBPO’s are provided on the vendor information page below.

A Summary of Vendor Information and Pricing is available as an attachment to the Solicitation Enabled MBPO.

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 OSDhelpdesk@mass.gov.

When contacting a vendor on statewide contract, always reference FAC126 to receive contract pricing.

Quick Search in COMMBUYS

Log into COMMBUYS, and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

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How To Purchase From The Contract

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

This COMMBUYS functionality provides a mechanism to easily obtain quotes, as specified by the Contract. 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 selected vendors to request quotes. Buyers must include “FAC126 RFQ” when entering information in the Description field.

For a description of how to complete this purchase 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 or one of the quick reference guides.

- **Directly purchase fixed price items through COMMBUYS**

This contract allows buyers to find and quickly purchase specific products/services with pricing within COMMBUYS. In other words, it allows you to create a Release Requisition in COMMBUYS, submit the requisition for approval, and send the vendor a Release Purchase Order.

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

- The *COMMBUYS Requisitions* section and choose the *Make a Statewide Contract Purchase in COMMBUYS* job aid.

Obtaining Quotes

Contract users should always reference FAC126 when contacting vendors to ensure they are receiving contract pricing. Quotes should be awarded based on best value.

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 *Request Quotes From Vendors on Statewide Contracts* job aid.

Estimates

Vendor quotes for services must include an estimate of the number of items, hours, or miles as applicable for each service to be provided. Pricing may be less than the pricing on the vendor’s price sheet but may not exceed the price sheet price.

Instructions for MMARS Users

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

Environmentally Preferable Products (EPP)

A description of each vendor’s sustainability programs and environmental business practices may be found on the Environmental Practices Form tab of the Bidder Response Form located on the Attachments tab of each vendor’s FAC126 MBPO.

Click here to learn more about the [Environmentally Preferable Products \(EPP\) Procurement Program](#).

Emergency Services

Many statewide contracts are required to provide products or services in cases of statewide emergencies. [ML - 801 CMR 21](#) defines emergency for procurement purposes. Visit the [Emergency Response Supplies, Services and Equipment Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

Contract Exclusions and Related Statewide Contracts

This contract may not be used for the moving or temporary storage of public records between office locations. Statewide Contract FAC127 – Moving Services should be used for office moves.

This contract may not be used for Disposal Services.

Additional Information/FAQs

Travel Expense

If the quote or Statement of Work accepted by the Eligible Entity includes charges for travel time, tolls, or ferry fares:

- travel time may be charged for a maximum of four (4) hours
- Tolls and ferry charges may be invoiced if included in the quote. Receipts must be produced on request.

No meals, commuting expenses, fuel surcharges, lodging, incidental expenses, or other expenses may be billed to the purchaser.

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 List and Information](#) section below. 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 Vendor.

If the Needed Product or Service Can Not be Found

If a product cannot be found in the vendor's price sheet, it is recommended to contact the vendor directly to inquire if it is available for purchase on this contract. If the product or service is within the scope of this contract, the vendor may be able to add it to their offering, subject to the approval of the OSD contract manager.

Statements of Work

Statements of Work (SOW) and any additional documents specific to the purchase should reference Statewide Contract FAC1226. The SOW accepted by the buyer and vendor should be referenced in and attached to the resulting purchase order.

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Performance and Payment Timeframes Which Exceed Contract Duration

All term leases, rentals, maintenance, or other agreements for services entered into during the duration of this Contract must terminate on or before the contract end date stated on the first page of this Contract User Guide.

Strategic Sourcing Team Members

- Michael Comeau, SEC
- Mary Beth Curley, DPH
- Gerard DeFranc, DCF
- John Ferrara, DCAMM
- Sean Fisher, DCR
- David Harvey, DPH
- Melinda Izsak, SCA
- Brian Kearnan, POL
- Elizabeth O'Connell, SEC
- Kim Schippers, DPH
- Jane Sproul, Boston Public Library
- Cory Thomas, EHS
- Sarah Wilkinson, DPL
- Reann Rostamnezhad, OSD
- Tim Kennedy, OSD
- Sonia Castro, OSD
- Tatiana Henry, OSD

UNSPSC Codes

- 78-13-00 – Storage Services
- 78-13-18 – Document storage, specialized warehousing & storage
- 78-13-16 – General goods storage
- 78-13-16-02 – File archive storage
- 45-13-17 – Media storage
- 81-11-20 – Document scanning & digitization



OPERATIONAL SERVICES DIVISION

Vendor List and Information*

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	PPD Discounts	SDO Certification Type	SDP Commitment Percentage
**Master Contract Record MBPO (All contract documents)	PO-24-1080-OSD03-OSD03-32556	Sonia Castro Tatiana Henry	617-359-7271 617-359-7289	sonia.castro@mass.gov tatiana.henry@mass.gov	N/A	N/A	N/A
***Solicitation Enabled MBPO (for requesting quotes)	PO-24-1080-OSD03-OSD03-32563	Sean Corbin	617-720-3105	sean.corbin@mass.gov	N/A	N/A	N/A
Access Information Management Corporation	PO-24-1080-OSD03-SRC02-32810	Brad Walker	978-399-5002	brad.walker@accesscorp.com	PPD: 1.0% – 10 days PPD: 0.75% - 15 days PPD: 0.50% - 20 days PPD: 0.00% - 30 days	N/A	3%
ARC Document Solutions, Inc	PO-24-1080-OSD03-OSD03-34624	Philip Bush	617-510-3879	philip.bush@e-arc.com	PPD: 2.00% – 10 days PPD: 1.00% - 15 days PPD: 1.00% - 20 days PPD: 0.00% - 30 days	N/A	5%
Databank IMX, LLC.	PO-24-1080-OSD03-OSD03-32928	Lee Meyerdirk	612-759-0946	lmeyerdirk@databankimx.com	PPD: 3.00% – 10 days PPD: 2.00% - 15 days PPD: 1.00% - 20 days PPD: 0.00% - 30 days	N/A	1%

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Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	PPD Discounts	SDO Certification Type	SDP Commitment Percentage
DataMerj, Inc.	PO-24-1080-OSD03-OSD03-32926	Eric Wartel	844-787-7009	ewartel@datamerj.com	PPD: 2.75% – 10 days PPD: 2.50% - 15 days PPD: 2.30% - 20 days PPD: 2.00% - 30 days	N/A	2%
Docufree Corporation	PO-24-1080-OSD03-OSD03-32922	Michael Williamson	512-585-3984	Michael.williamson@docufree.com	PPD: 3.00% – 10 days PPD: 3.00% - 15 days PPD: 2.00% - 20 days PPD: 1.00% - 30 days	N/A	2.5%
Donnegan Systems, Inc.	PO-24-1080-OSD03-OSD03-33711	Mike Melanson	508-380-8111	mmelanson@donnegan.com	PPD: 2.00% – 10 days PPD: 2.00% - 15 days PPD: 1.50% - 20 days PPD: 1.00% - 30 days	N/A	2%
eBizDocs, Inc.	PO-24-1080-OSD03-OSD03-34051	Jason Abare	518-456-1011	jabare@ebizdocs.com	PPD: 1.0% – 10 days PPD: 0.75% - 15 days PPD: 0.50% - 20 days PPD: 0.25% - 30 days		1%

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Eastern Micrographics	PO-24-1080-OSD03-OSD03-32929	Dave Monaco	413-532-1465	dmonaco@neac.com	PPD: 2.00% – 10 days PPD: 1.00% - 15 days PPD: 1.00% - 20 days PPD: 1.00% - 30 days	N/A	6%
Inception Technologies Inc.	PO-24-1080-OSD03-OSD03-32801	Raymond Feoli	603-703-0223	rfeoli@inceptiontech.com	PPD: 3.00% – 10 days PPD: 2.00% - 15 days PPD: 2.00% - 20 days PPD: 1.00% - 30 days	N/A	5.5%
Iron Mountain Information Management, LLC.	PO-24-1080-OSD03-OSD03-32917	Jamie Craig	905-487-4367	jamie.craig@ironmountain.com	PPD: 2.00% – 10 days PPD: 2.00% - 15 days PPD: 0.00% - 20 days PPD: 0.00% - 30 days	N/A	10%
Konica Minolta Business Solutions U.S.A., Inc.	PO-24-1080-OSD03-OSD03-32804	Paul Connolly	401-368-6526	pconnolly@kmbs.konicaminolta.us	PPD: 1.00% – 10 days PPD: 0.00% - 15 days PPD: 0.00% - 20 days PPD: 0.00% - 30 days	N/A	1%

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MCP Ops LLC dba Greylock Storage	PO-24-1080-OSD03-OSD03-34625	Anthony Massimiano	413-499-0815 ext 120	tony@greylockstorage.com	PPD: 1.00% – 10 days PPD: 0.00% - 15 days PPD: 0.00% - 20 days PPD: 0.00% - 30 days	N/A	2.0%
MetaSource, LLC.	PO-24-1080-OSD03-OSD03-32924	Kathy Berger	603-370-0673	kberger@metasource.com	PPD: 1.50% – 10 days PPD: 1.00% - 15 days PPD: 0.50% - 20 days PPD: 0.00% - 30 days	N/A	1%
Morgan Records Management, LLC	PO-24-1080-OSD03-OSD03-32803	Ben Lawrence	603-792-2375	blawrence@morganrecords.com	PPD: 5.00% – 10 days PPD: 4.00% - 15 days PPD: 3.00% - 20 days PPD: 2.00% - 30 days	N/A	10.5%
Northeast Document Conservation Center, Inc.	PO-24-1080-OSD03-OSD03-32918	Terrance D'Ambrosio	978-470-1010 ext. 214	tdambrosio@nedcc.org	N/A	N/A	1%
Recordsforce, Inc.	PO-24-1080-OSD03-OSD03-32921	Jake Becker	603-766-2811	jake.becker@recordsforce.com	PPD: 1.00% – 10 days PPD: 0.50% - 15 days PPD: 0.25% - 20 days PPD: 0.15% - 30 days	N/A	21%

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Redishred of New England, Inc. dba PROSHRED/PROSCAN	PO-24-1080-OSD03-OSD03-32925	Ryan Vieira	413-279-1701 ext. 2244	ryan.vieira@proscansolutions.com	PPD: 3.00% – 10 days PPD: 2.00% - 15 days PPD: 1.00% - 20 days PPD: 0.00% - 30 days	N/A	5%
Ricoh USA, Inc.	PO-24-1080-OSD03-OSD03-32919	Mike Pallotta	978-621-1276	mike.pallotta@ricoh-usa.com	PPD: 1.00% – 10 days PPD: 1.00% - 15 days PPD: 1.00% - 20 days PPD: 0.00% - 30 days	N/A	1%
Scan-Optics, LLC	PO-24-1080-OSD03-OSD03-34057	Glenn Strange	860-533-4454	gstrange@scanoptics.com	N/A		10%
SecureScan, LLC	PO-24-1080-OSD03-OSD03-32923	Chuck Tobin	617-221-3320	chuck@securescan.com	PPD: 2.50% – 10 days PPD: 2.00% - 15 days PPD: 1.50% - 20 days PPD: 1.00% - 30 days	N/A	1%
Target Litigation Consulting, Inc.	PO-24-1080-OSD03-OSD03-32932	Michael F. Flaherty	508-446-6169	mflaherty@targetlitigation.com	PPD: 2.00% – 10 days PPD: 2.00% - 15 days PPD: 0.00% - 20 days PPD: 0.00% - 30 days	N/A	1%

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The Maverick Group, Inc.	PO-24-1080-OSD03-OSD03-33710	Jose M. Rodriguez	413-746-8868	josemr39@yahoo.com	PPD: 5.00% – 10 days PPD: 4.00% - 15 days PPD: 3.00% - 20 days PPD: 2.00% - 30 days	MBE	6%
Valley Green Shredding, LLC.	PO-24-1080-OSD03-OSD03-32920	Eric Wartel	413- 461-3333	eric@valleygreenshredding.com	PPD: 2.75% – 10 days PPD: 2.50% - 15 days PPD: 2.30% - 20 days PPD: 2.00% - 30 days	VBE	9%
Wakefield Moving and Storage	PO-24-1080-OSD03-OSD03-32930	Steve Gorman	781-913-5284	sgorman@wakefieldmoving.com	PPD: 3.00% – 10 days PPD: 2.00% - 15 days PPD: 1.00% - 20 days PPD: 0.00% - 30 days	N/A	4%

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

**The Master Contract Record MBPO is the central repository for all common contract files. Price files may be found in the individual vendor's MBPO.

***The Solicitation Enabled MBPO allows for obtaining quotes from multiple vendors.

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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