

# Contract User Guide for ITC66

## ITC66: Copiers, Printers, Scanners, Related Devices, Supplies, and Services

UPDATED: January 7, 2020

<b>Contract #:</b>	ITC66
<b>MMARS MA #:</b>	ITC66*, ITC66LEASE*
<b>Initial Contract Term:</b>	December 2, 2016 – December 31, 2019
<b>Maximum End Date:</b>	Two (2) One (1) year extension to 2022
<b>Current Contract Term:</b>	December 2, 2016 – December 31, 2021
<b>Contract Manager:</b>	Ashish Patel, 617-720-3190, <a href="mailto:ashish.s.patel@mass.gov">ashish.s.patel@mass.gov</a>
<b>This Contract Contains:</b>	Environmentally Preferable Products, MBE/MWBE/WBE
<b>UNSPSC Codes:</b>	See <a href="#">UNSPSC Codes</a>
<b>Notes:</b>	See <a href="#">Appendix B: Moratorium on Executive Department Equipment Acquisitions</a>

\*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 Copiers, Printers, Scanners, Related Devices, Supplies, and Services. This contract has four categories for the purchase, lease, or rental of energy-efficient copiers, printers, digital duplicators, scanners, faxes and related supplies and maintenance services. Category 1 is based on a multi-state cooperative contract for Copiers, Printers, and Related Devices issued by the National Association of State Procurement Officials (NASPO). Categories 2, 3, and 4 expand upon the offerings in Category 1 to provide Digital Duplicators (Category 2), Scanners, Fax machines, Micrographic Equipment, and Scanning & Micrographic Services, and Fax machines (Category 3), and Supplies & Service (Category 4).

This contract does not include managed print services.

*Update: Change in Contract Manager, added guidance for Executive Agencies regarding the moratorium on equipment acquisitions.*

## Contract Categories

This contract includes four categories of products and services as listed below.

- Category 1: NASPO: Office copiers, Production copiers, Wide format copiers, Printers
  - Group A: Convenience Copiers
  - Group B: Production Copiers
  - Group C: Wide Format
  - Group D: Printers
  - Group E: Digital Duplicators
  - Group F: Scanners
- Category 2: Digital Duplicators
- Category 3: Scanners, Facsimile and Micrographic Equipment, and Scanning Services
- Category 4: Maintenance Services and Supplies

## 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.

Pricing below that published in the vendor Cost Tables is allowed. Buyers should request quotes inclusive of additional discounts and promotional pricing, if any. Some vendors offer free maintenance for three years when you lease new equipment.

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**Lemon Clause** - This contract includes equipment performance requirements. In the event that any equipment is inoperative due to equipment failure, through no fault or negligence of the Customer and the total number of hours of downtime exceeds five percent (5%) of the total productive use time for three consecutive calendar months, the Customer may require the Vendor to replace the equipment or terminate the order with no termination or removal charges being assessed to the Customer. The Vendor must be notified in writing of the deficiency. After such notice, the Vendor must remove and replace the defective product(s) within ten (10) business days, at no cost to the Customer.

**Warranty Credits** – Vendors must grant credits for any equipment which fails to perform at an effectiveness level of ninety five percent (95%) during any month or is out of service for more than three consecutive days. The credit shall be mutually agreed upon by the Customer and Vendor.

It is understood that equipment failure may not be attributed to the use of recycled paper and/or recycled/remanufactured supplies, if those products meet the specifications set by the Commonwealth.

Refer to the RFR for complete details.

## Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, and other attachments, visit [COMMBUYS.com](http://COMMBUYS.com) and search for ITC66 to find related Master Blanket Purchase Order (MBPO's) information. All common contract documents are located in the "Conversion Vendor" Master Blanket Purchase Order (MBPO) for ITC66 and can be accessed directly by visiting [Master Blanket Purchase Order PO-17-1080-OSD03-SRC01-9764](http://Master Blanket Purchase Order PO-17-1080-OSD03-SRC01-9764).
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the [Vendor Information](#) page.
- For Category 1 OSD is participating in the NASPO ValuePoint Copiers, Printers & Related Devices 2014-2019 cooperative contract and information on this contract may be found at <https://www.naspovaluepoint.org/portfolio/copiers-printers-related-devices-2014-2019/>

## 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

- Cities, towns, districts, counties, and other political subdivisions
- Executive, Legislative, and Judicial Branches, including all departments and elected offices therein
- Independent public authorities, commissions, and quasi-public agencies
- Local public libraries, public school districts, and charter schools
- Public hospitals owned by the Commonwealth of Massachusetts
- Public institutions of higher education
- Public purchasing cooperatives

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- Non-profit, UFR-certified organizations that are doing business with the Commonwealth
- Other states and territories with no prior approval by the State Purchasing Agent (ITC66 Categories 2 – 4 only)
- Other entities when designated in writing by the State Purchasing Agent

## 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. For those vendors utilizing subcontractors, Attachment B – Authorized Sales & Service Dealers lists the authorized subcontractors. The Authorized Sales & Service list is attached to the individual vendor's MBPO. Orders, invoicing and payments for all transactions must reference Statewide Contract ITC66 and must be between the Customer and the ITC66 Vendor, not the Authorized Dealer.

## 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 will include direct outright purchases, leasing, short-term rental (6 months or less), and cost per copy.
- Leases must be operational term (Fair Market Value) leases where title and ownership remain with the Vendor or assignee. The maximum lease term is 60 months with the exception of Production Equipment (NASPO Group C) for which leases may extend up to 84 months. Refer to the vendors' COMMBUYS MBPO for lease documents approved by OSD.

### Pricing Options

- **Discount off Manufacturers Suggested Retail Price (MSRP):** Contract pricing is a specified discount off the MSRP catalog price.
- **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. Buyers should ask about volume discounts and special promotions such as discounted or free maintenance plans, etc.

### Product/Service Pricing and Finding Vendor Price Files

All equipment vendors have provided cost sheets for their products. See the [Vendor List & Information](#) section for links to the individual vendor MBPOs which contain the cost sheets. Vendor cost sheets include:

1. Equipment speed in copies per minute (cpm)
2. Manufacturer minimum monthly volume
3. Warranty length in months
4. Standard configuration cost (purchase, lease and rental)
5. Maintenance plan costs

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6. Supplies cost
7. Total cost of ownership

Equipment costs do not include supply costs. Equipment is delivered with a minimal amount of supplies, therefore Buyers should plan the initial supplies delivery, from the equipment vendor or from one of the Category 4 vendors, to coincide with the equipment delivery.

Buyers should verify whether the equipment cost includes free maintenance service or whether they need to purchase a maintenance service plan. Many vendors' lease agreements require continuous maintenance service plan coverage.

## 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 Contractor.

## 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@mass.gov](mailto:COMMBUYS@mass.gov).


When contacting a vendor on statewide contract, always reference ITC66 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.

## How To Purchase From The Contract

- **Select items from a PunchOut catalog and purchase through COMMBUYS**

PunchOut catalogs offer the convenience of selecting Statewide Contract products from a vendor's e-commerce website. The PunchOut or Government to Business (G2B) catalogs are available via COMMBUYS only (login to COMMBUYS and select the settings option in the upper right-hand corner [  ] and choose the G2B PunchOut option). Once a vendor is selected in COMMBUYS, you are taken to the vendor's e-commerce site. After shopping is complete on the vendor's e-commerce site, selected items are pulled back into COMMBUYS, summarized on a

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COMMBUYS release Requisition, and are ready to submit for approval. Once approved, it is released to the vendor for processing and fulfillment. CAM Office Services and G.A. Blanco & Sons have PunchOut catalogs on this contract.

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

- The *Quick Reference Guide (QRG)* section and choose the *QRG – Buyer PunchOut Ordering* job aid
- The *COMMBUYS Purchase Orders* section and choose the *How to Purchase from a G2B PunchOut* job aid.

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

This COMMBUYS functionality provides a mechanism to easily obtain quotes from multiple vendors at once. 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 “ITC66 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 a non-fixed price item (\$0 line item) through COMMBUYS**

All vendor MBPO pages have a \$0.00 line item for each category they are awarded. When placing an order in COMMBUYS a contract user needs to type in the total cost of the order and may add invoice/quote information as reference either by typing in the information or attaching as a PDF file.

- **Document items in COMMBUYS that have already been purchased**

This type of contract allows buyers to document a contract purchase in COMMBUYS that already has taken place through a Request for Payment Authorization (RPA) Release Requisition. It also allows MMARS users to easily keep track of spend. This is particularly useful for documenting lease payments. NOTE: MMARS and COMMBUYS do not interface –payment request and invoice should be reported in both MMARS and COMMBUYS separately.

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 *How to Create an RPA Release Requisition* job aid.

## Obtaining Quotes

Contract users should always reference ITC66 when contacting vendors to ensure they are receiving contract pricing. Quotes should be awarded based on best value.

## Equipment Confirmation Form

The Equipment Confirmation Form (ECF) must be used for all leases and purchases of equipment under this contract. The ECF can be found on the "Conversion Vendor" version of the contract on COMMBUYS on the Attachment tab. The form requires both the buyer and vendor to sign at two different points during the procurement process:

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1. First signature confirms that the information under the Equipment and Maintenance sections of the form are what the buyer is ordering and the costs and lease terms (if applicable) are correct.
2. Second signature should only occur once the product has been installed and operational, the required training has occurred, and the startup supplies received. The date of the second signature is the acceptance date, which is also the date the lease begins.

The Equipment Confirmation Form is the only paperwork requiring both vendor and buyer signatures on this contract. With the exception of vendor lease documents published on COMMBUYS, all other vendor paperwork is considered null and void. In the event a vendor insists on additional paperwork to be signed, contact the OSD Strategic Sourcing Services Lead.

## Other Lease Related Forms

Vendor may use OSD approved lease agreement forms which are attached in their respective MBPO in COMMBUYS. Refer to [Vendor List and Information](#) for link to vendor MBPO.

## Startup Supplies

All startup supplies must be labeled as such and reference the buyer's purchase order number. Do not sign the Equipment Confirmation Form unless all startup supplies have been received. The specific startup supplies required are listed on the ECF.

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.

## If the Needed Product Can Not be Found

If a product or service cannot be found on COMMBUYS, it is recommended to contact the vendor directly to inquire if it is available for purchase on this contract. If the product or service meets the scope of the product category, the vendor may be able to add it to their product offerings. Vendors need the prior approval of OSD to add products or services to this contract.

If the product is not listed in the scope of the product category, a buyer may contact the Strategic Sourcing Lead to inquire whether the product may be purchased.

## Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor. The MA for leases (only) is ITC66LEASE0000000000. The MA for all other purchases under this contract is ITC6600000000000000.

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Some vendors have chosen to utilize third-party finance partners for their leasing programs. MMARS users should select the ITC66 prime vendor under the ITC66LEASE\* MA. These vendors have assigned their payments to the third party finance partner.

## Environmentally Preferable Products (EPP)

This contract offers remanufactured supplies. Executive Order 515 requires Executive agencies to purchase remanufactured and other environmentally preferable products (EPP) wherever they are available. Additionally, the Joint Enterprise Printer Cartridge Acquisition Policy is obligatory for any executive agency buyers. All Executive department agencies and agencies using Commonwealth Information Technology Capital Funds are required to purchase remanufactured laser print toner cartridges when available. The goal of the Commonwealth is ultimately to ensure a minimum of 80% of all laser printer toner cartridges purchased by executive departments are remanufactured.

Remanufactured supplies are indicated on Category 4 vendors cost sheets with a remanufactured product ID.

## Shipping/Delivery/Returns

All equipment prices include delivery and installation statewide. Delivery is F.O.B. destination with no delivery or travel expenses paid by the buyer. The vendor must coordinate the delivery of both equipment and startup supplies to arrive simultaneously or within a mutually agreed upon time frame.

Vendor and buyer must discuss and confirm in writing any need for site preparation (e.g. electrical, telecommunication, space and ventilation requirements). It is the vendor's responsibility to survey and review the installation location prior to accepting an order. If special installation is required, the cost must be agreed to by both parties and noted on the equipment confirmation form prior to a purchase order release.

## End of Lease

It is the responsibility of the buyer to schedule the return of equipment and it is the vendor's responsibility to pick up the equipment within 10 business days of the scheduled return at no cost to the buyer.

## Lease Renewal

Upon the expiration of a term lease, the lease may not be renewed or otherwise extended under its original terms and rates. In the rare event that a term lease needs to be extended for any reason, the vendor and buyer must renegotiate a short-term lease that reflects the depreciated value of the equipment. Renewal of a term lease, even at the request of an eligible entity, without re-negotiation and reduction of the price shall be considered a material breach by the vendor, and the vendor shall be obligated to reimburse the Commonwealth for all payment amounts made by an eligible entity which exceed the amounts that would have been charged under a re-negotiated and reduced lease.

## Rentals

All rentals are limited to a maximum term of six months. At the end of this term, the rental may not be renewed or otherwise extended under its original terms and rates. In the rare event that a rental term needs to be extended for any reason, the vendor and buyer must renegotiate the rental as a short-term lease which reflects the value of the equipment, and which represents a reduced rate as compared to the rental rate.

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## Lease Early Termination

The Commonwealth has notified vendors that it will not exercise the termination without cause provision of the Commonwealth's Terms and Condition for leases established under this contract. This means that **early termination of leases for convenience may incur penalty charges**. Buyers should carefully read the lease agreement document before deciding whether to terminate a lease early.

## 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). Written agreements for leases or maintenance for equipment from other categories may not extend more than 60 months beyond the current contract term of this Statewide Contract as stated on the [first page](#) of this contract user guide. Written agreements for leases or maintenance for Production Equipment (NASPO Group C) may not extend more than 84 months beyond the current contract term. No new leases, rentals, maintenance or other agreements for services may be executed after the Contract has expired.

## Strategic Sourcing Team Members

- Melane Bisbas, Needham Public Schools
- Kathy Chipman, State Lottery
- Sidney Fuller-Jones, Department of Public Health
- Karen E. Glass, Department of Developmental Services
- Tim Kennedy, Operational Services Division
- Jameel Moore, Office of the State Treasurer
- Angel Perry-Smith, Department of Children and Families
- Reann Rostamnezhad, Operational Services Division
- Mark Rousseau, Executive Office of Labor and Workforce Development
- Chris Voss, Department of Environmental Protection
- Julia Wolfe, Operational Services Division



# Contract User Guide for ITC66

## Vendor List and Information\*

Vendor	Master Blanket Purchase Order #	COMMBUYS Catalog PunchOut Available	Contact Person	Phone #	Email	Categories	Discounts (PPD, Dock Delivery, Other)	MBE MWBE WBE Veteran
** Conversion Vendor	<a href="#">PO-17-1080-OSD03-SRC01-9764</a>	N	Ashish Patel	617-720-3190	<a href="mailto:ashish.s.patel@mass.gov">ashish.s.patel@mass.gov</a>	1, 2, 3, 4	N/A	N/A
All Star Software Systems	<a href="#">PO-17-1080-OSD03-SRC01-9544</a>	N	Paul Johndrow	860-613-1500 x608	<a href="mailto:pjohndrow@allstarss.com">pjohndrow@allstarss.com</a>	3	PPD: 3%-15 days, 2%-30 days	
CAM Office Services	<a href="#">PO-17-1080-OSD03-SRC01-9543</a>	Y	Maria Gonzalez-Mandrafino	781-932-9868	<a href="mailto:supplies@camoffice.com">supplies@camoffice.com</a>	4	PPD: 1%-20 days	M/WBE
Canon U.S.A.	<a href="#">PO-17-1080-OSD03-SRC01-9481</a>	N	Dave Rothauser	631-330-5443	<a href="mailto:isgbidadmin@cusa.canon.com">isgbidadmin@cusa.canon.com</a>	1 (Group A, B, C, D, F)	-	
DataBank IMX	<a href="#">PO-17-1080-OSD03-SRC01-9545</a>	N	Kathy Berger	603-463-0154	<a href="mailto:kberger@datbankimx.com">kberger@datbankimx.com</a>	3	PPD: 1%-20 days	
G A Blanco and Sons	<a href="#">PO-17-1080-OSD03-SRC01-9547</a>	Y	Steven Walsh	413-528-9500 x2	<a href="mailto:gablanca@gablanca.com">gablanca@gablanca.com</a>	3, 4	PPD: 1%-15 days, 0.5%-30 days	MBE
Inception Technologies	<a href="#">PO-17-1080-OSD03-SRC01-9549</a>	N	Raymond Feoli	603-222-2202	<a href="mailto:rfeoli@inceptiontech.com">rfeoli@inceptiontech.com</a>	3	PPD: 2%-10 days, 1%-15 days	
Konica Minolta Business Solutions USA	<a href="#">PO-17-1080-OSD03-SRC01-9523</a>	N	Ann Marie Burns	813-207-8276	<a href="mailto:statebids@kmb.konicaminolta.us">statebids@kmb.konicaminolta.us</a>	1 (Group A, B, C, D, E, F, Supplies, Software), 3, 4	PPD: 1%-10 days	
New England Archives Center	<a href="#">PO-17-1080-OSD03-SRC01-9550</a>	N	David G. Monaco	800-225-7143	<a href="mailto:dmonaco@neac.com">dmonaco@neac.com</a>	3	PPD: 2%-10 days	
Printer Pro Solutions, Inc. DBA Encore Images	<a href="#">PO-20-1080-OSD03-SRC01-18154</a>	N	Paul Mervis	781-631-4568 x65	<a href="mailto:orders@encoreimages.com">orders@encoreimages.com</a>	4	PPD: 2%-15 days, 1%-30 days	WBE
Ricoh USA	<a href="#">PO-17-1080-OSD03-SRC01-9682</a>	N	Michael Pallotta	978-621-1275	<a href="mailto:mike.pallotta@ricoh-usa.com">mike.pallotta@ricoh-usa.com</a>	1 (Group A, B, C, D, E), 2, 3, 4	PPD: 1%-20 days	
RISO, Inc.	<a href="#">PO-17-1080-OSD03-SRC01-9553</a>	N	Leanne Lavoie	978-739-3590	<a href="mailto:llavoie@riso.com">llavoie@riso.com</a>	2, 4	PPD: 5%-10 days, 2%-15 days	
Sharp Electronics Corp	<a href="#">PO-17-1080-OSD03-SRC01-9555</a>	N	James Driscoll	978-455-8371	<a href="mailto:James.driscoll@sharpsec.com">James.driscoll@sharpsec.com</a>	1 (Group A, B)	PPD: 2%-10 days	

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Vendor	Master Blanket Purchase Order #	COMMBUYS Catalog PunchOut Available	Contact Person	Phone #	Email	Categories	Discounts (PPD, Dock Delivery, Other)	MBE MWBE WBE Veteran
Toshiba America Business Solutions	<a href="#">PO-17-1080-OSD03-SRC01-9357</a>	N	Christina Fisher	949-462-6000	<a href="mailto:gem@tabs.toshiba.com">gem@tabs.toshiba.com</a>	1 (Group A), 2, 3, 4	PPD: 3%-10 days	
W.B. Mason	<a href="#">PO-17-1080-OSD03-SRC01-9554</a>	N	Patricia Vacca	508-436-1850	<a href="mailto:pat.vassa@wbmason.com">pat.vassa@wbmason.com</a>	4	PPD: 5%-30 days	
Xerox Corporation	<a href="#">PO-17-1080-OSD03-SRC01-9472</a>	N	Yvonne C. Hickey	857-241-6317	<a href="mailto:yvonne.hickey@xerox.com">yvonne.hickey@xerox.com</a>	1(Group A, B, D), 3, 4	-	

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

\*\*The Conversion Vendor MBPO is the central repository for all common contract files. Price files may be found in the individual vendor's MBPO.

## UNSPSC Codes

UNSPSC Code	Description	UNSPSC Code	Description
43-21-17	Scanners	44-10-31	Printer and Facsimile and Photocopier Supplies
43-21-21	Computer Printers	45-11-20	Microfiche and Microfilm Reader Printers, Components and Accessories
44-10-00	Copiers, Printers, Digital Duplicators, Scanners, and Related Equipment	81-11-22	Maintenance or Support Fees
44-10-15	Digital Duplicator Equipment and Supplies	82-13-15	Microfiche Services
44-10-17	Printer and Photocopier and Facsimile Accessories	84-12-16	Operating Lease Finance Service
44-10-22	Scanner Accessories		

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## Appendix A: Vendor Product Matrix

Vendor Name	Convenience Copiers (90 PPM max)	Production Copiers (90 PPM min)	Wide Format Copiers	Printers	Digital Duplicators	Scanners	Scanning /Micrographic Conversions Services	Fax Machines	Micrographic Equipment	Supplies (* EPP available)
All Star Software Systems						Y		Y		
CAM Office Services										Y
Canon U.S.A.	Y	Y	Y	Y		Y				Y
DataBank IMX							Y			
G.A. Blanco and Sons						Y				Y*
Inception Technologies						Y	Y		Y	Y
Konica Minolta Business Solutions	Y	Y		Y	Y	Y	Y		Y	Y
New England Archives Center							Y			
Printer Pro Solutions, Inc. DBA Encore Images										Y*
Ricoh U.S.A.	Y	Y	Y	Y	Y	Y				Y
Riso					Y					Y
Sharp Electronics	Y	Y								Y
Toshiba America Business Solutions	Y				Y	Y				Y
W.B. Mason										Y*
Xerox Corp.	Y	Y		Y	Y	Y				Y*

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## Appendix B: Moratorium on Executive Department Equipment Acquisitions

In 2018, Cabinet committed to a single-vendor Managed Print Services (MPS) model. The objective of MPS is to transition from personal desktop printer and end-of-life legacy devices to proactively managed, highly-efficient and cost-effective multi-function devices. MPS will help agencies gain visibility and control over their printing costs, enhance document security, and improve environmental sustainability.

At the direction of EOTSS and A&F, the MPS Program Office has executed an agreement to implement MPS throughout the executive branch. The agreement achieves significant equipment, services and per impression combined cost savings compared to pricing in the current statewide contract. In addition to better pricing, MPS provides the following benefits:

- Remote device monitoring to expedite problem identification and resolution
- Automated toner ordering to optimize supply inventory
- Consolidated billing for agencies with multiple devices
- Defined Service Level Agreements (SLAs) to track and minimize device downtime
- Dedicated Service Desk hotline to streamline device problem reporting and troubleshooting
- Keycard print job release functionality to enhance document security and reduce paper waste
- Automated reporting tools to monitor device usage and print expenditures

The engagement will begin with several Proofs-of-Partnership (PoPs) at various offices within HHS, EEA, HED, EOPSS and EOTSS. The PoPs will allow these agencies and the MPS Program Office to evaluate Xerox's offering before deciding whether to implement it at other executive branch agencies. We anticipate that the PoP phase will last six to eight months, including the evaluation period. Non-participating secretariats and agencies do not need to take action at this time.

As a reminder, the moratorium on print device purchases, leases and lease renewals remains in effect. During the transition to MPS, there may be circumstances in which pre-implementation agencies need to lease or purchase new devices to support business needs. Please see the attached print lease/purchase [moratorium guidelines](#) for more information on exemptions and waiver procedures. Note that these guidelines have been updated to account for the upcoming MPS transition period.

Please direct any questions about this initiative or the revised moratorium guidelines to Richard.Moskowitz@mass.gov, the Project Manager for the MPS Program Office.



# Contract User Guide for ITC66

## Print Device Lease/Purchase Moratorium Guidelines

### Single-Function Desktop Printers, Scanners and Fax Machines

The moratorium on purchasing new desktop printers, scanners and fax machines remains in effect.

- Agencies may continue to use existing desktop printers, scanners and fax machines until they reach end of life.
- Outright purchases of new desktop printers, scanners, or fax machines are not permitted.

### Multi-Function Devices (MFDs)

The moratorium on purchasing new MFDs remains in effect.

- For leased MFDs nearing the end of their contract term, agencies should transition to a short-term rental agreement or a lease extension for a period of no more than 1 year. Agencies do not need to request a waiver for such lease extensions.
- For short term-lease extensions, agencies are required to renegotiate the lease price to reflect the depreciated value of the device.
- If a short-term lease extension is not a viable option, a new device may be leased for a term no longer than 3 years.
- Any new or renewed MFD leases must comply with the following requirements:
  - The device must be compatible with the agency network
  - The device must be compatible with a card release system (such as Equitrac)
- Given the upcoming transition to Managed Print Services (MPS) provided by Xerox, agencies are strongly encouraged to consider Xerox devices in any waiver request.
- Outright purchases of new MFDs are not permitted.

### Moratorium Waiver Requests

Agencies may submit a waiver request to the MPS Program Office for a specific exemption from these moratorium guidelines. Waiver requests will be evaluated on a case-by-case basis.

- The waiver request should include a compelling rationale for the requested exemption.
- The MPS Program Office will evaluate waiver requests and respond to the agency with an approval, denial, or request for more information.
- Waiver requests and any supporting documents should be submitted to Richard Moskowitz, MPS Project Manager, at [richard.moskowitz@mass.gov](mailto:richard.moskowitz@mass.gov).