

# Contract User Guide for ITC71

## ITC71: Security, Surveillance, Monitoring, and Access Control System

UPDATED: March 27, 2025

<b>Contract #:</b>	ITC71
<b>MMARS MA #:</b>	ITC71*
<b>Initial Contract Term:</b>	June 1, 2019 – May 31, 2024
<b>Maximum End Date:</b>	Two (2), two-year extensions to 2028
<b>Current Contract Term:</b>	June 1, 2024 – May 31, 2026
<b>Category Manager:</b>	Ryan Johnson, Phone 781-470-4384, <a href="mailto:ryan.johnson2@mass.gov">ryan.johnson2@mass.gov</a> Jessica Ofurie, Phone 351-201-2213, <a href="mailto:jessica.ofurie2@mass.gov">jessica.ofurie2@mass.gov</a>
<b>This Contract Contains:</b>	Prompt Payment Discounts (PPD) Supplier Diversity Office (SDO) Vendors
<b>UNSPSC Codes:</b>	46-17-00 Security surveillance and detection
<b>Updates:</b>	Add OSD Category Manager
*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](#)
- [Benefits and Cost Savings](#)
- [Who Can Use This Contract](#)
- [Subcontractors](#)
- [Construction Requirements](#)
- [Supplier Diversity Requirements](#)
- [Pricing, Quotes and Purchase Options](#)
- [Instructions for MMARS Users](#)
- [Emergency Services](#)
- [Shipping/Delivery>Returns](#)
- [Additional Information/FAQ's](#)
- [Strategic Sourcing Team Members](#)
- [VENDOR LIST AND INFORMATION](#)
- [Appendix A: ITC71 Regions Map](#)
- [Appendix B: Contract Categories](#)

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

## Contract Summary

This is a Statewide Contract for Security surveillance and detection. This contract covers the acquisition of Security Systems and Related Services to include, but not limited to, Video, Access Control, Integrated Video Management, Visitor Management, Locks, Alarms, Monitoring Services/Systems, Catalog Sales, Service, and Maintenance.

NOTE: Eligible Entities may procure low voltage cabling (previously available from Statewide Contract ITC68) under the following statewide contracts, provided that such cabling is necessary for the operation of a product or service available under that contract. Such cabling may be procured on a standalone basis and does not require the procurement of a new product or service.

- Low voltage cabling may be procured from vendors on [ITT72 Categories 2-9 \(Network Services, Communications Services & Related Equipment\)](#) when the cabling is necessary for the operation of voice services, data services, or other contract offerings.
- Low voltage cabling may be procured from vendors on [ITC71 \(Security, Surveillance, Monitoring, and Access Control Systems\)](#) when the cabling is necessary for the operation of integrated security systems or other contract offerings.
- Low voltage cabling may be procured from vendors on [ITT72 Categories 2-9 \(Network Services, Communications Services & Related Equipment\)](#) when the cabling is necessary for the operation of voice services, data services, or other contract offerings.
- Low voltage cabling may be procured from vendors on [ITC73 \(Information Technology Equipment and Services\)](#) when the cabling is necessary for the operation of computers, servers, or other contract offerings.

Eligible Entities are responsible for ensuring compliance with all [Construction Requirements](#), including the prevailing wage law, as applicable.

## Contract Categories

This contract includes 4 categories as listed below.

- Category 1: Catalog Sales
- Category 2: Security Systems Integration (Equipment and Related Services)
- Category 3: Security Systems Monitoring Services
- Category 4: Locks, Locksmiths, Door Closures, and Related Hardware

## 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.

- Competitive discounts on a wide range of security products
- Competitive hourly wage rates and markups over prevailing wage
- Prompt payment discount opportunities
- Certified Supplier Diversity Office vendors
- Multiple vendors in each category for competition
- Ability to add new products/manufacturers that fit the scope of the RFR

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

Updated: March 27, 2025

Template version: 7.0

Page 2 of 17

One Ashburton Place, Room 1608, Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527

## Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, price sheets and other attachments, visit [COMMBUYS.com](https://www.commbuys.com) and search for ITC71 to find related Master Blanket Purchase Order (MBPO) information.
- 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 ITC71 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 ITC71 and can be accessed directly by visiting [Master Blanket Purchase Order PO-19-1080-OSD03-SRC3-16463](#).

## Who Can Use This Contract

### Applicable Procurement Law

Executive Branch Goods and Services: G.L. 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. Prior approval of the customer is required for any subcontracted service of the Contract. Contractors are responsible for the satisfactory performance and adequate oversight of their subcontractors.

## Construction Requirements

This contract may be used for construction, reconstruction, alteration, installation, demolition, maintenance, or repair services and, if needed, associated materials. **All construction or construction related projects procured under this contract is limited to \$50,000 or less per engagement.** Any services provided that would exceed \$50,000 in costs must go out to a public bid.

Purchasing entities are responsible for compliance with applicable construction law requirements. Information concerning specific G.L. c. 149 and c. 30 construction requirements may be found in the Office of the Inspector General's Public Procurement Charts at: <https://www.mass.gov/download-oig-public-purchasing-and-public-construction-manuals>. **It is the responsibility of the Eligible Entity to determine whether installation work includes construction as defined by G.L. c.149 or G.L. c.30, §39M.** Chapter 30B Procurement Assistance from the Office of the Inspector General is available at <https://www.mass.gov/how-to/get-public-procurement-assistance-from-our-chapter-30b-team>. Access the 30B Hotline at 617-722-8838 or [email them at: 30BHotline@mass.gov](mailto:30BHotline@mass.gov).

For further information about the public construction bidding laws, please contact the Attorney General's Office Bid Unit by email at: [AGOBidUnit@mass.gov](mailto:AGOBidUnit@mass.gov). Visit the Attorney General's [Public Construction web page](#) to learn more about Public Bidding Laws. **OSD does not provide legal guidance on construction law.**

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

Updated: March 27, 2025

Template version: 7.0

Page 3 of 17

One Ashburton Place, Room 1608, Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](https://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527

See [Quotes Including Construction Services Requirements](#) below for information on quoting these types of projects.

## Construction Thresholds

Construction Project Costs \$10,000 and Under - Eligible Entities will be allowed to contract with any Contractor under Statewide Contract ITC71 for services for building or public works construction projects estimated to cost **less than \$10,000** without the need to solicit multiple written price quotations when procuring these services, unless required by the Eligible Entity's internal procurement policies and requirements. Using an OSD statewide contract satisfies the sound business practices requirement of G.L. c. 149 for projects costing less than \$10,000. Eligible Entities must also maintain an adequate record that includes, at a minimum, the name and address of the person from whom the services were procured.

Construction Project Costs Between \$10,000 to \$50,000 - If using Statewide Contract ITC71 for building construction or public works projects estimated to cost **between \$10,000 and \$50,000, Eligible Entities are required to solicit a minimum of at least three (3) responses from ITC71 Contractors and MUST receive two (2) written responses from ITC71 Contractors**, provided that the contract shall be awarded to the responsible person offering to perform the contract at the lowest price quotation. When conducting the quoting process for a trade project, estimating the cost of a construction project that will utilize an OSD statewide contract pursuant to G.L. c. 149, § 44A(2)(B), awarding authorities must include in their cost estimates all costs, including but not limited to construction labor, materials, and non-construction labor.

Construction Project Costs Greater than \$50,000 - If soliciting quotes for a construction project involving costs that will be greater than \$50,000, Eligible Entities must go out to Public Bid as required by G.L. c. 149 § 44A.

In instances where ITC71 is used to procure a construction contract that exceeds \$25,000, pursuant to G.L. c. 149, § 29, payment bonds are required from the selected Contractor. It is the responsibility of the Eligible Entity to enforce this requirement when soliciting quotes.

## Supplier Diversity Requirements

When selecting contractors 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 contractors with higher SDP commitments and/or performance whenever such information is available (or is requested from contractors 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 contractors on this contract.

When soliciting quotes, the following requirements apply:

Expected annual value of the RFQ	RFQ process requirements
----------------------------------	--------------------------

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

Updated: March 27, 2025

Template version: 7.0

Page 4 of 17

One Ashburton Place, Room 1608, Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



## OPERATIONAL SERVICES DIVISION

Less than or equal to \$250,000/year	<ul style="list-style-type: none"><li>• <b>Notify at least two small businesses</b> capable of providing the product or service of the opportunity, if available.</li><li>• Include SBPP contract language and place it prominently within the RFQ.</li><li>• Evaluate bids received from, and award a contract to, an SBPP-participating small business that meets the department's best value criteria.</li><li>• Award to a large business only if there is no SBPP participating business meeting departments' best value criteria.</li><li>• Conduct a clarification/BAFO/negotiation before disqualifying an SBPP-participating business based on price or desirable criteria.</li><li>• See the <a href="#">Best Value Evaluation of Responses to Small Procurements: A Guide for Strategic Sourcing Teams</a> for additional guidance.</li></ul>
More than \$250,000/year	<ul style="list-style-type: none"><li>• <b>Notify at least two diverse and/or small businesses</b> capable of providing the product or service of the opportunity, if available.</li><li>• Make a preference for contractors with higher SDP commitments and/or performance whenever such information is available (or is requested from contractors by the department) and the preference is feasible.</li><li>• <b>Note:</b> Departments may ask the prime Contractor 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 Contractor using the SDP Reporting Form directly to the Department and may not be included in any other SDP reporting filed by the Contractor.</li></ul>

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 contractors on this contract.

## Pricing, Quote and Purchase Options

### 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.
- **Category 1 – Catalog Sales**
  - Discount % off of MSRP or List price.
- **Category 2 – Security Systems Integration (Equipment and Related Services)**
  - Products: discount % off MSRP or List price for products.
  - Services: mark-up % over prevailing wage or hourly wage rates.
- **Category 3 – Security Systems Monitoring Services**
  - Service rates.
- **Category 4 – Locks, Locksmiths, Door Closures, and Related Hardware**
  - Products: discount % off MSRP or List price for products.
  - Services: mark-up % over prevailing wage or hourly wage rates.

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

Updated: March 27, 2025

Template version: 7.0

Page 5 of 17

One Ashburton Place, Room 1608, Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527

## Product/Service Pricing and Finding Vendor Price Files

Pricing is available for download from the [Master Contract Record](#) page.

## Purchasing Options

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

- Purchases made through this contract will be direct, outright purchases

Category 2, 3, and 4 may include fee for service

## Setting Up a COMMBUYS Account

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

When contacting a vendor on statewide contract, always reference ITC71 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.

## Obtaining Quotes

Contract users should always reference "ITC71" when contacting vendors to ensure they are receiving contract pricing. For non-construction related purchasing it is recommended that buyers solicit multiple quotes for purchases under this statewide contract.

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.

## Instructions for MMARS Users

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

## 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.

## Delivery/Returns

Delivery must be F.O.B. destination with no delivery or travel expenses paid by the Eligible Entity with the exception of deliveries to Dukes and Nantucket Counties. The contractor must deliver all purchases or initiate installation within thirty (30) business days after receipt of a written order or at a time mutually agreed upon by the Eligible Entity.

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

Updated: March 27, 2025

Template version: 7.0

Page 6 of 17

One Ashburton Place, Room 1608, Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527

Services and products/materials provided by Contractors must meet all federal, state, and local standards for quality and safety requirements. Services and products/materials not meeting standards will be deemed unacceptable and returned to a Contractor for credit at no charge to the Commonwealth.

## Prevailing Wage Requirements

Services performed under Categories 2 and 4 may be subject to prevailing wage laws. Eligible Entities that utilize this contract will be considered the “awarding authority”.

**The Eligible Entity (Buyer) has a legal obligation to request a prevailing wage schedule from the [Department of Labor Standards \(DLS\)](#) at [www.mass.gov/dols](http://www.mass.gov/dols) for each job under TRD01.** If the Eligible Entity is soliciting quotes, the prevailing wage schedule must be included in the Request for Quotes to vendors. As a condition of this contract, all Contractors have agreed to comply with the Prevailing Wage Law, as administered by the DLS. Questions regarding the Prevailing Wage Law may be answered by accessing the DLS Website at [www.mass.gov/dols](http://www.mass.gov/dols) or by calling the DLS Prevailing Wage Program at 617- 626-6953.

**Eligible Entities must obtain a copy of the Contractors weekly payroll records to ensure that Prevailing Wage was paid.** The weekly payroll record must be reviewed prior to paying any invoice that includes Prevailing Wage. Chapter 149, § 27B requires the following information be contained on certified payroll records: For each employee, the name, address, occupational classification, hours worked, and wages paid. For each apprentice, in addition to the aforementioned information, a photocopy of the apprentice’s ID card. Example of certified payroll record (report form) <https://www.mass.gov/doc/massachusetts-weekly-certified-payroll-report-form-0/download>

In addition, all contracts by a state agency or state-assisted contracts for design, construction, reconstruction, installation, demolition, maintenance, or repair must contain Workforce Participation Goals for minorities and women. This is required by M.G.L. c. 149, § 44A(2)(G). A “state-assisted contract” is a construction project undertaken by a political subdivision of the commonwealth or two or more subdivisions thereof for planning, acquisition, design, construction, demolition, installation, repair, or maintenance whose costs are paid for, reimbursed, grant funded, or otherwise supported, in whole or in part, by the commonwealth. An affected awarding authority’s bid documents must include a reference to the specific goals that will be contained in the contract. The contract must also include the processes and procedures to ensure compliance with the Workforce Participation Goals, including reporting and enforcement provisions. For questions about the Workforce Participation Goals law, please contact Deborah Anderson at the Attorney General’s Office at 617-963-2371 or visit the Attorney General’s [Public Construction Bidding in Massachusetts FAQ](#).

The Office of the Attorney General’s Fair Labor Division is responsible for enforcing the prevailing wage laws. Visit [www.mass.gov/prevailing-wage-enforcement](http://www.mass.gov/prevailing-wage-enforcement) for more information.

## Category 4 – Locksmiths

Per the Massachusetts Department of Labor Standards, when covered by the prevailing wage, locksmith work falls under the carpenter rate.



## How to Purchase From the Contract in COMMBUYS

### 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).

### 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 file.

### Solicit quotes and select and purchase quoted item in COMMBUYS

ITC71 has "Solicitation Enabled" category MBPO pages on COMMBUYS. This feature allows COMMBUYS users to obtain quotes from multiple vendors at once from the same category. 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.

For more information on how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage.

### Quotes Including Construction Services

Please note specific requirements that apply for quoting construction services, depending upon the scope of your bid. The thresholds below apply to construction related projects. When estimating the cost of a construction project that will utilize an OSD statewide contract pursuant to G.L. c. 149, § 44A(2)(B), awarding authorities must include in their cost estimates all costs, including but not limited to construction labor, materials, and non-construction labor.

- Where the construction services are less than \$10,000: Select a vendor based on sound business practices, consistent with your entity's procurement policies and procedures.
- For construction services valued from \$10,000-\$50,000: Must solicit a minimum of three quotes and receive two written responses; award to lowest responsible bidder.

## Additional Information/FAQs

### Banning of Dahua and Hikvision

In response to the ban enacted by [H.R.5515 - John S. McCain National Defense Authorization Act for Fiscal Year 2019](#), Section 889 on Hangzhou Hikvision Digital Technology Company and Dahua Technology Company (or any subsidiary or affiliate of such entities) products from both manufacturers are forbidden on ITC71.

### Proprietary Product Exclusion

Purchase of any software package for any security purpose that is unique to one Contractor or proprietary in any manner is strictly prohibited. All included hardware and software provided by Contractors must be serviceable by companies

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

Updated: March 27, 2025

Template version: 7.0

Page 8 of 17

One Ashburton Place, Room 1608, Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



other than the Contractor and shall be designed for service and maintenance by others. It is the goal of the Commonwealth to procure off the shelf platforms that can be serviced by multiple Contractors at the option of the Commonwealth. Eligible Entities may request program codes specific to each system as well as the platform on which the codes reside on.

### **Negotiation**

Eligible Entities have the right to negotiate pricing or other aspects of purchases within the scope of the contract and are encouraged to do so.

### **Pre-Installation**

It is the Vendor's responsibility, prior to delivery, to survey and review the particular installation location to ensure the existing proposed location will meet the manufacturer's established installation criteria. Should the proposed installation location not meet established installation criteria, the Vendor and the Eligible Entity will attempt to locate an alternate mutually agreeable location for the equipment at the particular site.

Vendors not familiar with any location are strongly advised to personally view those locations prior to delivery. A lack of familiarity with an installation location will in no way relieve a vendor from its responsibility to fulfill its contractual obligations.

### **Compliance with Regulatory Requirements**

Vendor must maintain full compliance with all Regulatory Licensure Boards' (e.g. State Board of Electrical Examiners, Department of Public Safety) licensing requirements for all work.

### **Post-Installation**

The vendor must be responsible for all installation of equipment and/or supplies and removal of all package material from the premises in coordination with the Eligible Entities instructions. For off-site monitoring services, Vendor must ensure there are systems current to meet the needs of the Commonwealth and remain current against intrusive/invasive systems that could compromise the installed system(s).

### **Anticipated Service Disruption**

A vendor must coordinate with the Eligible Entity for any anticipated service disruption. If anticipated disruption is scheduled the Vendor must provide a minimum of 24 hours' notice to the Eligible Entity.

### **Training and Training Materials**

Vendors must provide significant training to designated personnel within the Eligible Entity during the final system testing and start-up phase of a project. The vendor and Eligible Entity shall mutually agree on the duration as well as the location and schedule of the training. Training materials include, but are not limited to books, handouts, software, or customized training videos will be provided by the vendor and will be given to the Eligible Entity at no additional cost, as agreed upon by the parties.

### **Software Licenses**

Where applicable, the cost of software licenses should be included in the Service Maintenance Agreement. Eligible Entities may also purchase software licenses separate from any Service Maintenance Agreements.

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

Updated: March 27, 2025

Template version: 7.0

Page 9 of 17

**One Ashburton Place, Room 1608, Boston, MA, 02108-1552**

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527

## Warranties

Vendors must provide a standard warranty for all equipment of at least 1 year in length. Eligible Entities may purchase extended warranties with vendors at negotiated pricing. Please review the ITC71 price file on COMMBUYS for information regarding the availability of extended warranties. Vendor must affix a label or decal to the control device for any equipment at the time of installation showing warranty period by dates, and the name, address, and telephone number of the OEM or Reseller responsible for warranty service of the equipment. A successful installation is constituted by the product, equipment or system being fully capable of functioning to its fullest capacity and according to its design and is unencumbered by flaws resulting from poor installation. System Acceptance (final sign-off) will be provided by the user entity acknowledging final acceptance of a successful installation. System Acceptance cannot be unreasonably withheld by any entity, the contract manager, or the project manager.

## No pre-payments

The vendor may not request any form of pre-payments by the Eligible Entity before the service is rendered. For special projects implemented in phases, by mutual agreement of the Eligible Entity and the Vendor, invoices must be issued after each phase is completed to the Eligible Entity's satisfaction.

## No Minimum Charge

Contractors are paid only for hours worked on location. Labor charges begin at job location and end at job location. Eligible Entity will not pay for any additional labor charges away from job location.

## No Additional Fees and Surcharges

Contractors are not allowed to charge additional fees or surcharges with the exception of deliveries to Dukes and Nantucket Counties. This includes, but is not limited to, charges for permits, set-up, cleaning, freight, shipping, quotes, travel, transportation, delivery, commuting, fuel, energy, insurances, meals, lodging, and any other fee.

## Statement of Work Example

Eligible Entities should provide a clear Statement of Work to the vendors at the time of the request for quote. The following are some elements to consider including in a statement of work:

### **Important Elements of the Statement of Work:**

- Reference to the Statewide Contract ITC71
- Prevailing wage sheets, as applicable to the job
- Work schedules and performance dates
  - Release Date of the Request for Quote
  - Walkthrough requirements, if required
  - Response Date of Request for Quote
  - Date of Vendor Selection
- Responsibilities of the Vendor
  - Agrees to fulfill all provisions of the ITC71 statewide contract
  - Responsible for complete design, measurements, and drawings
  - Delivery, installation, testing, training, design and start up
  - Replace, modify, or upgrade existing hardware as necessary

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

Updated: March 27, 2025

Template version: 7.0

Page 10 of 17

**One Ashburton Place, Room 1608, Boston, MA, 02108-1552**

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



**OPERATIONAL SERVICES DIVISION**

- Include the cost of any software licenses in bid
- Whether sub-contractors will be allowed
- Eligible Entity Reserves right to negotiate and modify requirements with awarded Vendor
- Submittal Requirements
  - Narrative – how proposer will complete scope of work
  - Estimated timeline from release of purchase order to system live
  - Drawing Requirements
- Service/Maintenance Agreements
  - Response time guarantees desired
- Up time guarantee

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

Updated: March 27, 2025

Template version: 7.0

Page 11 of 17

**One Ashburton Place, Room 1608, Boston, MA, 02108-1552**

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527

# Contract User Guide for ITC71

## Strategic Sourcing Team Members

- Amanda Ferdinand, OSD
- Arthur Venier, DOC
- Cindy Heywood, DOC
- Eric Josephson, City of Cambridge
- Jeff Quick, DOC
- Kristin Cafarelli, DOE
- Mark Gerrity, Trial Courts
- Nancy Fitzgerald, DFS
- Roger Gauthier, DPH
- Sergio DeMango, Town of Lexington
- Tim Kennedy, OSD
- Ryan Johnson, OSD
- Jessica Ofurie, OSD



OPERATIONAL SERVICES DIVISION

# Contract User Guide for ITC71

## Vendor List and Information\*

Vendor Name (SDO**)	Contact Person	Phone #	Email	Categories	Regions	PPD (%-days)	SDP Commitment Percentage	SDO Certification Type
<a href="#">Master Contract Record***</a>	Ryan Johnson Jessica Ofurie	781-470-4384 351-201-2213	<a href="mailto:ryan.johnson2@mass.gov">ryan.johnson2@mass.gov</a> <a href="mailto:jessica.ofurie2@mass.gov">jessica.ofurie2@mass.gov</a>					
<a href="#">Category 1 Catalog Sales****</a>								
<a href="#">Category 2 Integration****</a>								
<a href="#">Category 3 Monitoring****</a>								
<a href="#">A W Gifford, Inc.</a>	Denice Outhuse	413-732-8951	<a href="mailto:denice@giffordlock.com">denice@giffordlock.com</a>	4	1	2%-10	2%	
<a href="#">Access Control Systems, Inc.</a>	Tim Kirk	603-248-9820	<a href="mailto:sales@a-c-s.biz">sales@a-c-s.biz</a>	1 and 2	All	1%-10; 0.5%-15; 0.1%-20	1%	
<a href="#">Advanced Alarm Systems, Inc.</a>	Kevin C. Fitzpatrick	508-675-1937	<a href="mailto:kevin@80044alarm.com">kevin@80044alarm.com</a>	2 and 3	2, 4, and 5	2%-10; 1.5%-15; 1%-20	5%	
<a href="#">ADT COMMERCIAL LLC</a>	Pamela Pletz	310-246-9696	<a href="mailto:pamelapletz@everonsolutions.com">pamelapletz@everonsolutions.com</a>	All	All	2%-15	6%	
<a href="#">Alarm New England (SSH3, Inc. dba Sonitrol New England)</a>	Ana Goncalves	860-616-7544	<a href="mailto:ana.goncalves@alarmnewengland.com">ana.goncalves@alarmnewengland.com</a>	2 and 3	All	3%-10; 2%-15; 0.25%-20	15%	
<a href="#">American Alarm &amp; Communications, Inc.</a>	Dean SaSuta	781-859-2223	<a href="mailto:ddasuta@americanalarm.com">ddasuta@americanalarm.com</a>	2 and 3	All	1%-30	1%	
<a href="#">Autoclear, LLC</a>	Jon Martin	973-369-5569	<a href="mailto:jonm@autoclear.com">jonm@autoclear.com</a>	1 and 2	All	1%-10	1%	
<a href="#">Ayacht Technology Solutions, LLC</a>	Beverley A. Denio	978-558-0166	<a href="mailto:bdenio@ayacht.com">bdenio@ayacht.com</a>	2	All	1%-10; 0.5%-15; 0.25%-20	3%	
<a href="#">BCM Controls Corporation</a>	Steve Feinberg	781-897-5160	<a href="mailto:feinbergs@bcmcontrols.com">feinbergs@bcmcontrols.com</a>	2 and 3	All	3%-15; 2%-20; 1%-30	5%	
<a href="#">BeSafe Technologies Inc.</a>	Michael O'Keefe	508-815-3540	<a href="mailto:mokeefe@besafe.net">mokeefe@besafe.net</a>	2	All	5%-10; 4%-15; 3%-20; 2%-30	1%	
<a href="#">Boston Electric and Telephone Corp</a>	Hiram Falfan	617-828-9608	<a href="mailto:hiram@betcorp.com">hiram@betcorp.com</a>	1 and 2	2, 3, 4, and 5	2%-15	2%	
<a href="#">BSA Security Integrators (Bay State Alarm Security, Inc. dba BSA Security Integrator) SDVOBE</a>	TJ Murphy	508-485-1174 x113	<a href="mailto:tj@bsasi.com">tj@bsasi.com</a>	All	All	2%-10; 1.5%-15; 1%-20	3%	
<a href="#">CC-Teknologies Inc.</a>	Robert Armstrong	781-767-7640	<a href="mailto:rob@cc-tek.net">rob@cc-tek.net</a>	All	All	3%-10; 2%-15; 1%-20	3%	
<a href="#">Ceia USA Ltd.</a>	Jep Poole	440-836-2889	<a href="mailto:jpoole@ceia-usa.com">jpoole@ceia-usa.com</a>	1	All	1%-15	6%	
<a href="#">Collins Electric</a>	Mike Angelica	413-598-1024	<a href="mailto:mangelica@ce1906.com">mangelica@ce1906.com</a>	2	1 and 2	1.5%-10; 1%-20	10%	

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

Updated: March 27, 2025

Template version: 7.0

Page 13 of 17

One Ashburton Place, Room 1608, Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



**OPERATIONAL SERVICES DIVISION**

<b>Vendor Name (SDO**)</b>	<b>Contact Person</b>	<b>Phone #</b>	<b>Email</b>	<b>Categories</b>	<b>Regions</b>	<b>PPD (%-days)</b>	<b>SDP Commitment Percentage</b>	<b>SDO Certification Type</b>
<a href="#">Comm-Tract Corp</a>	Rod Jenks	781-890-5070 x6927	<a href="mailto:rjenks@comm-tract.com">rjenks@comm-tract.com</a>	2	All	4%-10; 3%-15; 2%-20; 1%-30	5%	
<a href="#">Convergent Technologies (DG investment Intermediate Holdings 2)</a>	Simon Davis	781-389-2751	<a href="mailto:Simon.davis@convergent.com">Simon.davis@convergent.com</a>	1, 2, and 3	All	2%-30	1%	
<a href="#">Craftmaster Hardware</a>	Kevin Driscoll	508-661-9632	<a href="mailto:kdriscoll@craftmasterhardware.com">kdriscoll@craftmasterhardware.com</a>	1	All	2%-10; 1%-15	6%	
<a href="#">CSDNET (Networked Educational Technologies Ltd. dba CSDNET)</a>	Fred Zapollo	631-924-7474	<a href="mailto:fred.zappolo@csdnet.net">fred.zappolo@csdnet.net</a>	1 and 2	All	3%-10; 2%-15; 1%-20	10%	
<a href="#">CSY Technologies</a>	Richard Netinho	774-202-7258	<a href="mailto:rnetinho@csytech.com">rnetinho@csytech.com</a>	1 and 2	All	3%-10; 2%-15; 1%-20	5%	
<a href="#">Custom Computer Specialists, Inc.</a>	Suzanne McLaughlin	401-775-1286	<a href="mailto:smclaughlin@customonline.com">smclaughlin@customonline.com</a>	2	All	1%-30	1%	
<a href="#">D.H. Pace Company, Inc. dba. Pasek Corporation</a>	David Alessandrini	617-269-7110 x112	<a href="mailto:dalessandrini@pasek.com">dalessandrini@pasek.com</a>	All	All	2%-15	1%	
<a href="#">Dugmore &amp; Duncan, Inc.</a>	Skip Reid	781-927-2118	<a href="mailto:skip@dugmore.com">skip@dugmore.com</a>	1 and 4	All	2%-10	1%	
<a href="#">Electronic Security and Control Systems Inc.</a>	Ben Jacobellis	781-271-0830	<a href="mailto:benny3@escsinc.com">benny3@escsinc.com</a>	2, 3, and 4	All	2%-10; 1%-15; 0.5%-30	1%	WBE
<a href="#">ENE Systems, Inc.</a>	John Doherty	781-828-6770	<a href="mailto:jdoherty@enesystems.com">jdoherty@enesystems.com</a>	All	All	1%-30	2%	
<a href="#">ePlus Technology</a>	Steve Low	781-615-1314	<a href="mailto:slow@eplus.com">slow@eplus.com</a>	1	All	2%-10; 1%-30	2%	
<a href="#">FRANK H PERRY III dba. White Hawk Alarm &amp; Security</a>	Frank Perry	978-597-8800	<a href="mailto:whitehawkalarm@gmail.com">whitehawkalarm@gmail.com</a>	All	1, 2, 3, and 4	3%-10; 2%-30	1%	
<a href="#">Galaxy Integrated Technologies, Inc.</a>	John Gulezian	617-202-6388	<a href="mailto:johng@galaxyintegrated.com">johng@galaxyintegrated.com</a>	1, 2, and 4	All	3%-10; 2%-15; 1%-20	10%	
<a href="#">Graybar Electric Company Inc.</a>	John Ryan	781-205-8719	<a href="mailto:john.ryan1@graybar.com">john.ryan1@graybar.com</a>	1	All	1%-10	1%	
<a href="#">Hayden Safe &amp; Lock Co., Inc.</a>	John Whitmarsh	978-265-5837	<a href="mailto:john@haydenlock.com">john@haydenlock.com</a>	1 and 4	3 and 4	5%-10; 4%-15; 3%-20; 2%-30	5%	
<a href="#">Integrated Computer Solutions of Vestal LLC</a>	John Moniz	774-209-2548	<a href="mailto:jmoniz@techmd.com">jmoniz@techmd.com</a>	1 and 2	All	4%-10; 3%-15; 2%-20; 1%-30	5%	

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

Updated: March 27, 2025

Template version: 7.0

Page 14 of 17

One Ashburton Place, Room 1608, Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



## OPERATIONAL SERVICES DIVISION

Vendor Name (SDO**)	Contact Person	Phone #	Email	Categories	Regions	PPD (%-days)	SDP Commitment Percentage	SDO Certification Type
<a href="#">Industrial Video &amp; Control Co. LLC</a>	Dipak Sagar	617-467-3059 x122	<a href="mailto:dsagar@ivcco.com">dsagar@ivcco.com</a>	1	All	2%-10; 1%-15	5%	
<a href="#">Ironman Inc.</a>	James Hatch	508-594-8038	<a href="mailto:commbuys@ironmans.net">commbuys@ironmans.net</a>	1	All	2%-10; 1.5%-15; 1%-20; 0.5%-30	5%	
<a href="#">Tyco Fire &amp; Security Management Inc dba Johnson Controls Security Solutions</a>	Alison Jaclyn	781-953-1883	<a href="mailto:alison.jaclyn.scali@jci.com">alison.jaclyn.scali@jci.com</a>	1, 2, and 3	All	2%-10; 1%-15	10%	
<a href="#">K &amp; M Communications Corp.</a>	Melanie Correia	508-857-2011 x106	<a href="mailto:accounting@kandmcommunications.com">accounting@kandmcommunications.com</a>	2, 3, and 4	All	2%-15; 1%-30	10%	VBE
<a href="#">Kamco Supply Corp.</a>	Brian Messina	781-897-7221	<a href="mailto:bmessina@kamcoboston.com">bmessina@kamcoboston.com</a>	4	2, 3, 4, and 5	2%-10; 1%-20	2%	
<a href="#">LAN-TEL Communications, Inc.</a>	Jamie York	781-352-2783	<a href="mailto:jyork@lan-tel.com">jyork@lan-tel.com</a>	2 and 3	All	3%-10; 2.5%-15; 2%-20; 1%-30	5%	
<a href="#">Minuteman Security Technologies</a>	John Mendonca	978-783-0018	<a href="mailto:johnm@minutemanst.com">johnm@minutemanst.com</a>	2, 3, and 4	All	2%-10; 1%-15	5%	
<a href="#">New Era Technology NE (Future Technologies Group LLC)</a>	Kate Waldron	617-502-1248	<a href="mailto:Kate.Waldron@NewEraTech.com">Kate.Waldron@NewEraTech.com</a>	2 and 3	All	3%-15; 1%-20	7%	
<a href="#">NOREL Service Co., Inc.</a>	George Aguiar	781-768-5500 x111	<a href="mailto:gaguiar@norelservice.com">gaguiar@norelservice.com</a>	1, 2, and 3	2, 3, 4, and 5	2.5%-10; 1.5%-15; 1%-20	10%	VBE
<a href="#">Ockers Company</a>	Jason Houser	508-586-4642	<a href="mailto:jasonh@ockers.com">jasonh@ockers.com</a>	1 and 2	All	3%-10; 2%-20; 1%-30	3%	
<a href="#">Presidio Networked Solutions, LLC.</a>	Drew Koellmer	781-638-2379	<a href="mailto:dkoellmer@presidio.com">dkoellmer@presidio.com</a>	1 and 2	All	1%-10	2%	
<a href="#">Surveillance Specialties, Ltd. dba Allied Universal Technology Services</a>	Michael Devita, III	978-253-5023	<a href="mailto:michael.devita3@aus.com">michael.devita3@aus.com</a>	1, 2, and 3	2, 3, 4, and 5	1.75%-10; 1.5%-15; 1.25%-20	5%	
<a href="#">Security101 (Advanced Security Integration dba Security101)</a>	Main Office	1-800-991-4170	<a href="mailto:support@security101ne.com">support@security101ne.com</a>	All	All	1%-10	15%	
<a href="#">Siemens Industry Inc.</a>	Jonathan Hipsh	857-205-7598	<a href="mailto:jonathan.hipsh@siemens.com">jonathan.hipsh@siemens.com</a>	2 and 3	All	1%-30	5%	
<a href="#">Setronics Corp.</a>	Brian LaCroix	978-671-5450	<a href="mailto:blacroix@setronics.com">blacroix@setronics.com</a>	2, 3, and 4	All	1%-10	10%	
<a href="#">SIGNET Electronic Systems, LLC.</a>	Gregory S. Hussey	781-871-5888	<a href="mailto:greg.hussey@signetgroup.net">greg.hussey@signetgroup.net</a>	2	All	2.5%-10; 1.5%-15; 1%-20	3%	
<a href="#">Sonet Electrical Systems, LLC</a>	Tom Cavanaugh	617-242-6569 x222	<a href="mailto:tcavanaugh@sonetelectrical.com">tcavanaugh@sonetelectrical.com</a>	2	3, 4, and 5	2%-10; 1.5%-15; 1%-20	1%	

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

Updated: March 27, 2025

Template version: 7.0

Page 15 of 17

One Ashburton Place, Room 1608, Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527





**OPERATIONAL SERVICES DIVISION**

Vendor Name (SDO**)	Contact Person	Phone #	Email	Categories	Regions	PPD (%-days)	SDP Commitment Percentage	SDO Certification Type
<a href="#">Spectrum Integrated Technologies (J&amp;M Brown Company, Inc. dba Spectrum Integrated Technologies)</a>	Steven Feldman	617-522-8800	<a href="mailto:sfeldman@spectrumit.com">sfeldman@spectrumit.com</a>	2	All	1%-10; 0.5%-15; 0.25%-20	5%	
<a href="#">Stone &amp; Berg Company, Inc.</a>	Jeremy Conroy	978-973-4711	<a href="mailto:j_conroy@mac.com">j_conroy@mac.com</a>	1	All	2%-20	2%	WBE
<a href="#">Sullivan and McLaughlin</a>	Maeve Comer Marshall Jones	617-474-0500 Ext. 275 617-593-0985	<a href="mailto:mcomer@sullymac.com">mcomer@sullymac.com</a> <a href="mailto:mjones@sullymac.com">mjones@sullymac.com</a>	2	All	5%-10; 4%-15; 3%-20; 2%-30	10%	
<a href="#">Utility Communications, Inc.</a>	Barbara Gengarely	203-287-1306	<a href="mailto:barbarag@utilitycommunications.com">barbarag@utilitycommunications.com</a>	1	All	2%-10; 1%-15; 0.5%-20; 0.25%-30	3%	
<a href="#">Valley Communications Systems, Inc.</a>	Jim Page	413-386-6221	<a href="mailto:jimp@valleycommunications.com">jimp@valleycommunications.com</a>	2	All	1.5%-10; 1%-15	5%	
<a href="#">Wayne Alarm Systems, Inc.</a>	Paul Verruto	781-595-0000 x426	<a href="mailto:pverruto@waynealarm.com">pverruto@waynealarm.com</a>	2 and 3	2, 3, 4, and 5	2%-15; 1%-30	7%	
<a href="#">Whalley Computer Associates, Inc.</a>	Paul Whalley	413-569-4200	<a href="mailto:wcabiz@wca.com">wcabiz@wca.com</a>	2	All	1%-10	10%	

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

\*\* SDO – Supplier Diversity Office. Vendors with SDO certifications have their certification listed with their vendor’s name.

\*\*\* The Master Contract Record page holds additional information such as the ITC71 RFR and ITC71 Master Price File.

\*\*\*\* Category pages in COMMBUYS are solicitation enabled to allow for convenient quoting in COMMBUYS.

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

Updated: March 27, 2025

Template version: 7.0

Page 16 of 17

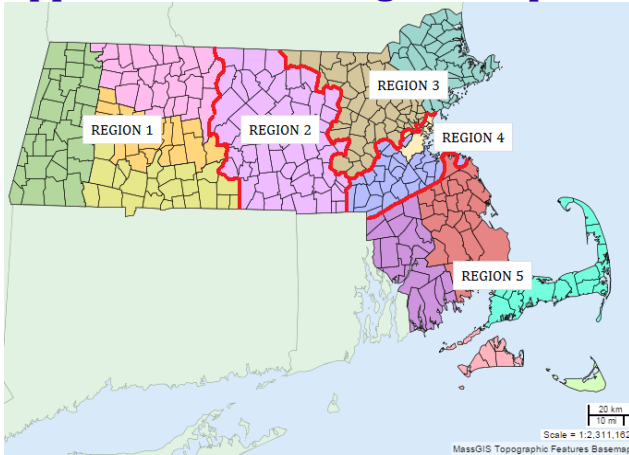
**One Ashburton Place, Room 1608, Boston, MA, 02108-1552**

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527



# Contract User Guide for ITC71

## Appendix A: ITC71 Regions Map



<b>Region 1:</b> <ul style="list-style-type: none"><li>• Berkshire County</li><li>• Franklin County</li><li>• Hampden County</li><li>• Hampshire County</li></ul>	<b>Region 4:</b> <ul style="list-style-type: none"><li>• Norfolk County</li><li>• Suffolk County</li></ul>
<b>Region 2:</b> <ul style="list-style-type: none"><li>• Worcester County</li></ul>	<b>Region 5:</b> <ul style="list-style-type: none"><li>• Barnstable County</li><li>• Bristol County</li><li>• Dukes County</li><li>• Nantucket County</li><li>• Plymouth County</li></ul>
<b>Region 3:</b> <ul style="list-style-type: none"><li>• Essex County</li><li>• Middlesex County</li></ul>	

## Appendix B: Contract Categories

### Category 1: Catalog Sales

This category is only for catalog sales for security equipment and supplies that are within the scope of this contract.

### Category 2: Security Systems Integration (Equipment and Related Services)

This category is to provide security integration services; specifically, the Contractor must be able to provide equipment, systems, supplies, installation, design services, training, service and maintenance, and technical support for all equipment and related services. This includes, but is not limited to: configuration and integration of security, camera, access control, or ID systems and supplies; lobby turnstiles; vehicle access barriers; command centers; detection systems (including x-ray machines, metal detectors, full-body scanners, explosives, narcotics, vehicle-borne, environmental, buried cable, fence, or infrared detection systems); racks, housings, security consoles, mounts, stand-alone computers, secured data storage (local and/or cloud), encrypted data transmission (wired, wireless, and/or cloud-based) and the ability to track encrypted data transmissions; and furniture/fixtures when designed or purchased for use in a security application.

### Category 3: Security Systems Monitoring Services

This category is to provide security systems monitoring services in following types of locations: facilities (buildings, garages, tunnels, etc.), campuses (groups of buildings, that may include fencing and gates, etc.), and residential group homes. Category 3 is for system monitoring services ONLY. Contractors wishing to provide both monitoring and installation services must submit proposals under both Category 2 and Category 3.

### Category 4: Locks, Locksmiths, Door Closures, and Related Hardware

This category is to provide full-service installation, maintenance, and catalog sales of locks, accessories, and related equipment. This includes, but is not limited to padlocks, locks, keys, mortis locks, lock cylinders, auxiliary, deadbolt, door closures, key making machines, supplies and repair parts, handicap door openers, panic bars, hasps and hasp locks, institutional locks, and door systems (paracentric locks, high security mogul locks, sliding door operators-institutional) and accessories, safes, and locksmith tools or security supplies.

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

Updated: March 27, 2025

Template version: 7.0

Page 17 of 17

One Ashburton Place, Room 1608, Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727 - 2716 | Twitter: @Mass\_OSD | Fax: (617) 727 - 4527