

Contract User Guide for ITC80

ITC80: Imaging Devices, Supplies and Services

UPDATED: September 26, 2023

Contract #:	ITC80
MMARS MA #:	ITC80*
Initial Contract Term:	January 1, 2023 – December 31, 2029
Maximum End Date:	No contract renewals
Current Contract Term:	January 1, 2023 – December 31, 2029
Contract Manager:	Camille Clarke, Phone 617-251-1858, camille.l.clarke@mass.gov
This Contract Contains:	Environmentally Preferable Products, MBE/MWBE/WBE
UNSPSC Codes:	See Appendix A: UNSPSC Codes
Notes:	Additional Category 1 (Equipment) vendors will be added as contract paperwork is finalized.

*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 two 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). Category 2 contains supplies offered by Authorized Dealers and Supplies Manufacturers. This contract is replacing ITC66: Copier, Printers, Scanners and Related Devices and Services.

Updates:

- All Category 1 vendors have been added to ITC80.
- Guidance for Executive Agencies regarding the moratorium on equipment acquisitions and the (MPS) Program initiative is found in [Appendix B: Moratorium on Executive Department Equipment Acquisitions](#). Executive Agencies should also review EOTSS letter found under "Agency Attachments" at [PO-23-1080-OSD03-SRC3-27748](#).

Contract Categories

This contract includes two categories of products and services as listed below:

- Category 1: NASPO: Imaging Devices, Supplies and Services
Category 2: 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.

Category 1 (Equipment) - 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.

Category 1 (Equipment) - 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.

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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 and search for ITC80 to find related Master Blanket Purchase Order (MBPO) information. Or, link directly to the [Master Contract Record](#).
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the Vendor Information page.
- OSD is participating in the National Association of State Procurement Officials (NASPO) cooperative procurement, [Colorado Solicitation # RFP-NP-18-001](#)

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. Orders. Invoicing and payments for all transactions must reference Statewide Contract ITC80 and must be between the Customer and the ITC80 Vendor, not the Authorized Dealer. For Category 1 (Equipment), Authorized Dealers, if any, are listed on each vendor's individual MBPO.

Supplier Diversity Requirements

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

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 selecting vendor(s) from multiple quotes and statement of work, Executive Departments should follow 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.

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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	
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:

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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 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. • 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 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.</p>

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

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.
- Category 1 (Equipment) - 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

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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

- **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.
- **Discount off of Manufacturers Suggested Retail Price (MSRP):** Contract pricing is a specified discount off of the MSRP catalog price. 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 (Category 1) have price files for their products. See the [Vendor List & Information](#) section for links to the individual vendor MBPOs which contain the cost sheets.

Equipment costs do not include supply costs. Equipment is delivered with a minimal quantity of supplies, therefore Buyers should plan the initial supplies delivery, from the equipment vendor or from one of the Category 2 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.

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 ITC80 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 COMMBUYS release Requisition, and are ready to submit for approval. Once approved, it is released to the vendor for processing and fulfillment.

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

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either:

- The *Quick Reference Guide (QRG)* section and choose the *QRG – Creating a Punch Out Order* job aid
- The *COMMBUYS Purchase Orders* section and choose the *How to Purchase from a COMMBUYS PunchOut* job aid.

- **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 “ITC80 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. 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 Requisition* job aid.

Obtaining Quotes

Contract users should always reference ITC80 when contacting vendors to ensure they are receiving contract pricing. Quotes, not including construction services, should be awarded based on best value.

Category 1 (Equipment) - 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 "[Master Contract Record](#)" on COMMBUYS. The form requires both the buyer and vendor to sign at two different points during the procurement process:

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

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and void. In the event a vendor insists on additional paperwork to be signed, contact the OSD Strategic Sourcing Services Lead.

Category 1 (Equipment) - 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.

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.

Category 1 (Equipment) - 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.

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 ITC8000000000000000 in the proper field in MMARS when placing orders with any contractor.

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 2 vendors cost sheets with a remanufactured product ID.

This contract includes the following environmentally preferable options:

- **EPEAT:** All copiers, multifunctional devices, printers must meet the [Electronic Procurement Environmental Assessment Tool \(EPEAT\)](#) Bronze registration or higher. EPEAT is an ecolabel that provides independent verification of manufacturers' environmental claims.
- **Energy Savings:** There are multiple options for equipment with multifunctional and networked capabilities, energy savings features, and duplexing

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- **Remanufactured Copiers:** Are available for purchase and undergo extensive refurbishing after a period of use before they are offered for resale or rental. With remanufactured equipment, the features, functions, and model number remain the same. Under the terms of the contract, remanufactured equipment is held to the same performance standards as new equipment.
- **Remanufactured Toner Cartridges and Returns:** There is a wide selection of high-performing third-party certified remanufactured toner available on this contract. In addition, the [joint enterprise printer cartridge acquisition policy](#), issued by the Operational Services Division and the MassIT (now the Executive Office of Technology Services and Security (EOTSS)) on October 31, 2012, requires all Executive Department agencies, and Non-executive Department agencies using commonwealth information technology capital funds **to purchase remanufactured laser print toner cartridges when available**. In addition, each vendor provides an ability to return used cartridges.

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.

Shipping/Delivery/Returns (Applicable to Category 1, Equipment)

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.

Upon renewal of a term lease, please refer to the Performance and Payment Time Frames Which Exceed Contract Duration section.

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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.

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.

Returns

It is the responsibility of the Customer to schedule the return of the 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 Customer. If the equipment is not picked-up within 10 business days of the scheduled return, a charge of \$50 per business day per unit may be assessed upon the Vendor for each day the equipment remains on the Customer's premises, which the Customer may deduct from any outstanding charges or collect if no outstanding charges exist.

Additional Information/FAQs

Performance and Payment Time Frames Which Exceed Contract Duration

All term leases, rentals, maintenance or other agreements for services entered into during the duration of this Contract and whose performance and payment time frames extend beyond the duration of this Contract shall remain in effect for performance and payment purposes (limited to the time frame and services established per each written agreement). No written agreement shall extend more than 60 months beyond the current contract term of this Statewide Contract as stated on the [first page](#) of this contract user guide. No new leases, rentals, maintenance or other agreements for services may be executed after the Contract has expired.

Category 1 (Equipment) – “Master Agreement” and “Participating Addendum”

Category 1 was not procured through an OSD-conducted RFR. OSD joined a contract procured via NASPO ValuePoint, a multistate consortium. ITC80 references the same NASPO ValuePoint contract that was used for ITC66.

Each vendor's MBPO on COMMBUYS includes their “Participating Addendum” executed by OSD and the Vendor. The vendor has a “Master Agreement” with NASPO incorporating legal and other terms. The Participating Addendum amends that Master Agreement and includes terms specific to Massachusetts, as well as modifying or deleting terms which conflict with Commonwealth laws and requirements.



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Contract User Guide for ITC80

Strategic Sourcing Team Members

- Brendan McCue, OSD (Inactive)
- Joshua Arnold, EOLWD
- Karim Abdul-Matin, DPH
- Marge MacEvitt, OSD
- Rich Batakis, EOTSS
- Rich Moskowitz, EOTSS
- Solimar Cruzado, Boston Public Schools

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Vendor List and Information*

Vendor	Master Blanket Purchase Order #	COMMBUYS Catalog Punch Out Available	Contact Person	Phone #	Email	Categories	Discounts (PPD, Dock Delivery, Other)	SDO Certification Type	SDP Commitment Percentage
**[Master Contract Record] [Master MBPO] (All contract documents)	PO-23-1080-OSD03-SRC3-27748	N/A	Amanda Ferdinand	617-720-3166	amanda.ferdinand@mass.gov	N/A	N/A	N/A	N/A
***[Solicitation Enabled MBPO] Category 1: Imaging Devices, Supplies and Services (for requesting quotes)	PO-23-1080-OSD03-SRC3-27749	N/A	Amanda Ferdinand	617-720-3166	amanda.ferdinand@mass.gov	N/A	N/A	N/A	N/A
***[Solicitation Enabled MBPO] Category 2: Supplies (for requesting quotes)	PO-23-1080-OSD03-OSD03-28699	N/A	Amanda Ferdinand	617-720-3166	amanda.ferdinand@mass.gov	N/A	N/A	N/A	N/A
CAM Office Services Inc	PO-23-1080-OSD03-OSD03-27722	Yes	Gail Mandrafino	781-932-9868	supplies@camoffice.com	2	PPD: 1% for 10, 15,20 Days	M/WBE	2%
Canon U.S.A. Inc	PO-23-1080-OSD03-SRC01-28653	N/A	Dave Rothouser	631-330-5443	Drothouser@cusa.canon.com	1	N/A		1%
G A Blanco and Sons	PO-23-1080-OSD03-OSD03-27724	Yes	Bill Domack	413-528-9500 x2	gablanco@gablanco.com	2	PPD: 1% 10, 15, 20 Days, .5% 30 Days	MBE	5%
HP Inc	PO-23-1080-OSD03-OSD03-28233	N/A	Jasmine Tullis	603-440-3520	jasmine.pelloni.tullis@hp.com	1	N/A		1%
Konica Minolta Business Solutions USA Inc	PO-23-1080-OSD03-SRC01-28654	N/A	Valarie Rock	703-637-1516	statebids@kmb.konicaminolta.us	1	PPD: 1% for 10 days		1%
KYOCERA DOCUMENT SOLUTIONS AMERICA INC	PO-24-1080-OSD03-SRC01-30494	N/A	Joseph Dolce III	973-882-6085	Joseph.dolce@da.kyocera.com	1	PPD: 2% for 10 days		1%
Photikon Corporation	PO-23-1080-OSD03-OSD03-27719	N/A	Doreen Mussler	585-412-0540	dmussler@photikon.com	2	N/A		20%

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Vendor	Master Blanket Purchase Order #	COMMBUYS Catalog Punch Out Available	Contact Person	Phone #	Email	Categories	Discounts (PPD, Dock Delivery, Other)	SDO Certification Type	SDP Commitment Percentage
Printer Pro Solutions dba Encore Images	PO-23-1080-OSD03-OSD03-27720	N/A	Chris Gardella / Brian Misiaszek	800-879-4374	chris@theprinterpro.com brian@theprinterpro.com	2	PPD: 3% 10 days, 1% 15 & 20 Days		2%
Ricoh USA, Inc.	PO-24-1080-OSD03-SRC01-30510	N/A	Michael Pallotta	978-621-1276	mike.pallotta@ricoh-usa.com	1	PPD: 1% 10 days, 15 days and 20 days		1%
Sharp Electronics Corp	PO-23-1080-OSD03-OSD03-28234	N/A	Matthew Huggins	201-669-9669	HugginsM@sharpsec.com	1	N/A		1%
ShireWire Global Sales & Distribution LLC	PO-23-1080-OSD03-OSD03-27721	N/A	Anthony Manca	413-885-8225	tmanca@shirewire.com sales@shirewire.com	2	PPD: 3% 10 Days, 2% 15 Days, 1% 20 Days	VBE, SDVOBE	6%
Toshiba America Business Solutions, Inc.	PO-23-1080-OSD03-OSD03-28696 PO-23-1080-OSD03-OSD03-28697	N/A	Jeff Ballard	949-462-6327	Jeff.ballard@tabs.toshiba.com	1 & 2	PPD: 3% 10 Days, 2% 15 Days, 1% 20 Days		11%
W.B. Mason	PO-23-1080-OSD03-OSD03-27723	N/A	Adam Oteri	339-933-9327	adam.oteri@wbmsaon.com	2	PPD: 2%		2%
Xerox Corporation	PO-23-1080-OSD03-SRC01-29645	N/A	C. Yvonne Hickey	508-208-5556	Yvonne.hickey@xerox.com	1	N/A		5%

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

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

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Contract User Guide for ITC80

Appendix A: 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		

Appendix B: Moratorium on Executive Department Equipment Acquisitions

Please see letter from EOTSS re transition from Managed Print Services to Enterprise Print Services found under Agency Attachments at [PO-23-1080-OSD03-SRC03-27724](https://www.mass.gov/doc/PO-23-1080-OSD03-SRC03-27724) regarding updates to this Program. Also note revised Lease/Purchase [Moratorium Guidelines](#) below.

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

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devices to support business needs. Please see the print lease/purchase [moratorium guidelines](#) below for more information on exemptions and waiver procedures. Note that these guidelines have been updated to account for the MPS transition period.

Please direct any questions about this initiative or the revised moratorium guidelines to the TSS-SG-Enterprise Print Management Team at TSS-SG-EnterprisePrintManagementTeam@mass.gov.

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 PrinterLogic) and should be procured with a card reader.
- Outright purchases of new MFDs are not permitted.

Moratorium Waiver Requests

Agencies may submit a waiver request to the TSS-SG-Enterprise Print Management Team at TSS-SG-EnterprisePrintManagementTeam@mass.gov 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 TSS-SG-Enterprise Print Management Team 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 the TSS-SG-Enterprise Print Management Team at TSS-SG-EnterprisePrintManagementTeam@mass.gov.

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