Operational Services Division Commonwealth of Massachusetts Logo


# Contract User Guide ITE001: Multi-Function Devices and Related Software, Services, and Cloud Solutions

## Contract Overview

|  |  |
| --- | --- |
| Category Manager Contact Information | [Jessica Ofurie](mailto:Jessica.ofurie2@mass.gov)  351-201-2213 |
| Contract Term | * **Current Contract Term:** August 1, 2024 – July 31, 2026 * **Maximum End Date:** 07/31/2029 * [**Extend Beyond Date:**](#_Extend_Beyond_(Performance)07/31/2035. No new agreements except for performance and payment purposes only beyond this date. |
| Massachusetts Management Accounting and Reporting System (MMARS) Master Agreement (MA) Number | **ITE001\*** (**ITE001LEASE\*** for leases only)  **Note:** \*The asterisk is required when referencing the contract in the MMARS system. |
| Quote Requirements | Quotes are required for purchasing. Refer to the [Quote Response and Requirements](#_Quote_Response_and) section for guidelines. |
| Vendor List | Refer to [Vendor List and Information](#_Appendix_A:_Vendor) for eligible vendors on this contract. |
| Updates | 04/03/2025: Added additional vendor to Vendor List and Information section. |

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

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## Contract Summary

**ITE001–Multi-Function Devices and Related Software, Services, and Cloud Solutions:** This is a Statewide Contract for Multi-Function Devices and Related Software, Services, and Cloud Solutions. This contract has two (2) 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 Multi-Function Devices and Related Software, Services, and Cloud Solutionsby the National Association of State Procurement Officials (NASPO). **Category 2** contains supplies, including environmentally preferable options, offered by authorized dealers and supplies manufacturers.

**Note:** This contract may be used to procure the goods or services described herein **at any dollar amount**. Any limitations, including for procurements involving **construction**, are outlined in this Contract User Guide.

For the Master Contract Record, refer to the [Master Blanket Purchase Order (MBPO)](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-25-1080-OSD03-SRC3-33508&releaseNbr=0&external=true&parentUrl=close).

### Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by:

* Leveraging the Commonwealth’s buying power
* Simplifying the solicitation process
* Providing contracting expertise
* Enhancing vendor relationships through proactive management and oversight
* Offering competitive pricing
* Partnering with a pool of qualified and experienced vendors
* Offering Prompt Payment Discount
* Accessing a wide range of environmentally preferable products and services

## Contract Categories

This contract includes two (2) categories of products and services listed as follows:

* **Category 1:** NASPO–Multi-Function Devices and Related Software, Services, and Cloud Solutions
* **Category 2:** Supplies (currently available from ITC80, Category 2)

## Who May Use the Contract

The following is a complete list of the types of organizations generally allowed to use the Operational Service Division’s (OSD's) Statewide Contracts (SWCs). Some SWCs may be open to additional organizations, and some are more restricted in usage.

* 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
* [Non-profit](https://www.mass.gov/info-details/non-profit-purchasing-programs), UFR-certified organizations that are doing business with the Commonwealth
* Other states and territories and their cities, towns, districts, counties, other political subdivisions, and public institutions of higher education without prior approval from the State Purchasing Agent
* Other entities when designated in writing by the State Purchasing Agent

## Pricing Options

**Note:** The price files and vendor catalogs are accessible through public view in COMMBUYS; therefore, buyers may access the price files and vendor catalogs without signing into a COMMBUYS account.

* **Ceiling/Not-to-Exceed:** The contract's published pricing, including discounts, is a maximum price or 'not-to-exceed' limit and can be subject to further negotiation.
* **Discount from Manufacturers Suggested Retail Price (MSRP):** Contract pricing is a specified discount off 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](#_Appendix_A:_Vendor) 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.

**Note:** Product pricing may be found on the [vendor information](#_Appendix_A:_Vendor) page, where links to all the vendors’ MBPOs are provided.

## Quote Response and Requirements

Buyers should refer to the following when soliciting quotes from awarded vendors:

* For purchases of $10,000 and above, Buyers are required to solicit quotations from all eligible vendors and obtain a minimum of three (3) responses. This ensures a competitive bidding process and helps the Buyer find the best possible value for their purchase. A “no bid” response is considered an acceptable response.
* For purchases under $10,000, soliciting quotes is at the discretion of the Buyer. However, before making a purchase, Buyers should consult with their Chief Purchasing Officer or equivalent authority.
* Contract users should always reference **ITE001** 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.
3. 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 Category Manager.

### Category 1 (Equipment): Other Lease Related Forms

Vendors may use Operational Services Division (OSD) approved lease agreement forms, which are attached in their respective Master Blanket Purchase Order (MBPO) in COMMBUYS. Refer to the [Vendor List and Information](#_Appendix_A:_Vendor) for links to the vendor’s MBPO.

## Purchase Options

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

* Direct, outright purchases
* Leasing
* Short-term rental (six months or less)
* Cost per copy

Product pricing may be found on the [vendor information](#_Appendix_A:_Vendor) page, where links to all the vendors’ Master Blanket Purchase Orders (MBPOs) are provided.

This contract provides for the following methods of purchase:

* **Category 1 (Equipment):** Leases must be operational term (Fair Market Value) leases where title and ownership remain with the vendor or assignee. Refer to the vendors’ COMMBUYS MBPO for leasing documents approved by Operational Services Division (OSD).
* Quote Solicitation: Buyers may solicit quotes from multiple vendors (refer to the [Vendor MBPO Listing](#_Appendix_A:_Vendor), award vendors, and place orders through COMMBUYS. A solicitation-enabled contract allows the buyer to solicit quotes from vendors who have Master Blanket Purchase Orders (MBPOs) or Statewide Contracts in COMMBUYS. The buyers can create a solicitation-enabled bid using a release requisition, converting the requisition to a bid, and then requesting quotes from eligible vendors.

Refer to the [How to Request Quotes from Vendors on Statewide Contracts](https://www.mass.gov/doc/how-to-request-quotes-from-vendors-on-statewide-contracts/download) job aid for more details.

* **G2B Punchout:** Buyers may purchase directly from the vendor’s eCommerce site using the Government to Business (G2B) functionality in COMMBUYS. Refer to the [Vendor MBPO Listing](#_Appendix_A:_Vendor) for G2B Punchout-enabled vendors. A COMMBUYS punchout provides the ability to purchase directly from the website of certain sellers (vendors). Buyers can “punch out” to a seller’s online shopping website to search for and choose the desired items. Once the items are selected and checked out, the system transfers these items to COMMBUYS to complete a release requisition.

Refer to the [How to Purchase from a COMMBUYS G2B Punchout](https://www.mass.gov/doc/how-to-purchase-from-a-commbuys-g2b-punchout/download) job aid for more details.

* **Direct Purchase of Fixed Price Items on COMMBUYS:** Used for products and services with fixed pricing, viewable in vendor catalogs or price files. Refer to the [Vendor MBPO Listing](#_Appendix_A:_Vendor) for a list of eligible vendors. The buyer can submit a request for goods and services from a Statewide Contract (SWC) or a Departmental Contract. This option is for users with Basic Purchaser or Department Access privileges in COMMBUYS. Once the requisition is approved, a Purchase Order (PO) is generated and can be sent to the vendor. Requisitions are documents used to request goods and services. A requisition is the first document used to generate a PO.

Refer to the [How to Make a Statewide Contract Purchase in COMMBUYS](https://www.mass.gov/doc/how-to-make-a-statewide-contact-purchase-in-commbuys/download) job aid for more details.

* **Direct Purchase of Non-Fixed Price Item ($0 Line Item) on Vendor’s MBPO:** Applicable to products and services may require customized quoting. Refer to the [Vendor MBPO Listing](#_Appendix_A:_Vendor) for a list of eligible vendors. The Buyer can create a Release Requisition in COMMBUYS, submit the requisition for approval in COMMBUYS, and then send the vendor a Release Purchase Order.

Refer to the [How to Make a Statewide Contract Purchase in COMMBUYS](https://www.mass.gov/doc/how-to-make-a-statewide-contact-purchase-in-commbuys/download) job aid for more details.

* **Document Items in COMMBUYS That Have Already Been Purchased:** This contract enables buyers to retroactively record a previously made contract purchase within the COMMBUYS system. This is done through a Request for Payment Authorization (RPA) Release Requisition, which also allows MMARS users to easily keep track of spending.

For a description on how to complete this purchase in COMMBUYS, refer to the [How To Record a Contract Purchase Previously Made (RPA Release)](https://www.mass.gov/doc/qrg-how-to-record-a-contract-purchase-previously-made-rpa-release/download)job aid*.*

**Note:** MMARS and COMMBUYS do not interface. Payment request and invoice must be reported in both MMARS and COMMBUYS.

## Extend Beyond (Performance and Payment That Goes Beyond Contract End Date)

The extend beyond period is primarily used to aid the transition between an expiring contract and its replacement by allowing time for new agreements to be established with newly awarded vendors.

For extend beyond, the following stipulations are in place:

* Buyers **may not** enter into a written agreement that will go more than sixty (60) months beyond the maximum end date of the contract. Existing services may be completed and payments made during this period.
* No new agreements, including leases, rentals, or service contracts, may be made after the contract's expiration.

## Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth of Massachusetts' e-procurement platform, serving as a central marketplace for state agencies and other Eligible Entities to procure goods and services, connecting government buyers and businesses. It aims to streamline the purchasing process, ensuring transparency and efficiency in the procurement process.

For Executive Agencies, COMMBUYS is required. Per 801 CMR 21.00, Executive Agencies must use established Statewide Contracts (SWCs) for the purchase of products and services. To set up a COMMBUYS buyer account or to update an existing agency account, the buyers must email the [OSD Help Desk](mailto:OSDhelpdesk@mass.gov) or call 1-888-627-8283.

While COMMBUYS use is not mandated for Non-Executive Agencies and other Eligible Entities, it is highly recommended to streamline the procurement process and assist buyers in making informed purchasing choices. Eligible entities should follow their internal guidelines for COMMBUYS use.

## Finding Contract Documents

Buyers may view contract documents (including Contract User Guides, amendments, specifications, and other attachments) on COMMBUYS without requiring a COMMBUYS account or logging in.

To find contract documents in COMMBUYS, follow these steps:

1. On the [COMMBUYS](http://www.commbuys.com/) home page, enter **ITE001** in the search tool and select **Blankets** from the drop-down list.
2. Select the Search icon. The related Master Blanket Purchase Orders (MBPOs) information opens in a table format.
3. To view the associated contract documents, under the **Blanket #** column, select on the applicable Purchase Order (PO) link. The MBPO opens for the selected PO, and the attachments may be found in the **Agency Attachments** or **Vendor Attachments** section.

OSD is participating in the National Association of State Procurement Officials (NASPO) cooperative procurement, [Colorado Solicitation # RFP-NP-23-001](https://s3.us-east-1.amazonaws.com/nvp/Portfolios/Multi-Function%20Devices%20and%20Related%20Software%2C%20Services%2C%20and%20Cloud%20Solutions/91608355_Multi-Function%20Device%20RFP_Amendments_and_%20Attachments.pdf).

All standard contract documents are within the Master Contract Record. Access them directly by selecting [ITE001 Master Blanket Purchase Order](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-25-1080-OSD03-SRC3-33508&releaseNbr=0&external=true&parentUrl=close).

## Finding Vendor-Specific Documents

To find vendor-specific documents, including the Contract User guide, RFR, specifications, and price sheets, refer to the links to the individual vendor MBPOs on the [Vendor Information](#_Appendix_A:_Vendor) page, and follow these steps:

1. On the [Vendor Information](#_Appendix_A:_Vendor) page, under the **Master Blanket Purchase Order #** Column, select the applicable Purchase Order (PO) link. The Master Blanket Purchase Order (MBPO) opens for the selected PO.
2. On the MBPO, scroll down to the **Vendor Attachments** section to find the vendor-specific documents.
3. To view, select the desired document link.

## Supplier Diversity Office (SDO) Requirements

Please refer to the following guidelines:

* Executive Departments must use diverse and small businesses to the extent possible based on contract terms, [Supplier Diversity Office (SDO)](https://www.mass.gov/orgs/supplier-diversity-office-sdo), and departmental policies, laws, and regulations.
* The [Small Business Purchasing Program (SBPP)](https://www.mass.gov/info-details/small-business-purchasing-program-sbpp?_gl=1*flb0s8*_ga*NDExMTU1ODA0LjE3MzYzNDk5NDE.*_ga_MCLPEGW7WM*czE3NTY5MTE2ODkkbzM2OSRnMSR0MTc1NjkxMzg1NCRqMjgkbDAkaDA.) applies to small procurements ($250,000 or below annually), while the [Supplier Diversity Program (SDP)](https://www.mass.gov/supplier-diversity-program-sdp?_gl=1*1dd4k06*_ga*NDExMTU1ODA0LjE3MzYzNDk5NDE.*_ga_MCLPEGW7WM*czE3NTY5MTE2ODkkbzM2OSRnMSR0MTc1NjkxMzk5MCRqNTckbDAkaDA.) applies to large procurements (over $250,000 annually). Executive Departments must consider these requirements when soliciting quotes or issuing Statements of Work (SOWs).
* Operational Services Division (OSD) provides a list of SDO businesses through the [Statewide Contract Index](https://www.mass.gov/doc/statewide-contract-index). Refer to the **SDO Programs (SDP and SBPP)** tab on the index (scroll to view the tab).

### Supplier Diversity Program (SDP) Requirements

Please view the following guidelines:

* In cases where all other factors are equal, and particularly when adhering to a best value approach, the department will favor the vendor with stronger SDP commitment.
* For more information, refer to [Best Value Evaluation of SDP Plan Forms: A Guide for Strategic Sourcing Teams](https://www.mass.gov/doc/best-value-evaluation-of-sdp-plan-forms-a-guide-for-strategic-sourcing-teams/download).
* Vendor SDP commitment percentages may be found on the [vendor list](#_Appendix_A:_Vendor) table.

### Small Business Purchasing Program (SBPP) Requirements

Please view the following guidelines:

* If available, departments must notify at least two certified small businesses capable of providing the product or service. Bids received from SBPP-participating small businesses must be evaluated, and if one meets the department’s best value criteria, the contract must be awarded to that vendor.
* For more information, refer to [Best Value Evaluation of Responses to Small Procurements: A Guide for Strategic Sourcing Teams](https://www.mass.gov/doc/best-value-evaluation-of-responses-to-small-procurements-a-guide-for-strategic-sourcing-teams/download).
* Vendor SBPP Certification status can be found on the [vendor list](#_Appendix_A:_Vendor) table in the **SDO Certification Type** column.

## Subcontractors

The awarded vendor’s use of subcontractors is subject to the provisions of the [Commonwealth’s Terms and Conditions](https://www.mass.gov/doc/exhibit-f-1-commonwealth-terms-and-conditions-0/download?_ga=2.11892660.1852975385.1737644168-411155804.1736349941&_gl=1*1ehavvx*_ga*NDExMTU1ODA0LjE3MzYzNDk5NDE.*_ga_MCLPEGW7WM*MTczNzY1MjIyMi4xNS4xLjE3Mzc2NTIzODYuMC4wLjA.) and [Standard Contract Form](https://www.macomptroller.org/wp-content/uploads/instructions_standard-contract-form.pdf), as well as other applicable terms of this Statewide Contract (SWC). Orders, invoices, and payments for all transactions must reference Statewide Contract **ITE001** and must be between the customer and the ITE001 vendor, not the authorized dealer. For **Category 1 (Equipment)**, authorized dealers, if any, are listed on each vendor’s individual Master Blanket Purchase Order (MBPO) in COMMBUYS.

## Leasing

For the leasing of products, please refer to the following requirements:

* 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 ten (10) business days of the scheduled return at no cost to the buyer.
* This lease is not automatically renewed, and it cannot be extended beyond its current term under the original terms.
* Lease renewals are not permitted after expiration of the original lease. However, the Eligible Entity can negotiate a new lease for one year, based on the current value of the equipment, with or without maintenance as the Eligible Entity prefers.
* Early termination of leases for convenience may incur penalty charges.

## Shipping, Delivery, and Returns (Applicable to Category 1–Equipment)

For shipping, delivery, and returns for **Category 1–Equipment**, please follow these guidelines:

* All quotations shall indicate Free on Board (FOB) destination. FOB destination means delivered and unloaded to all the Commonwealth departments, cities, towns, and political subdivisions within the Commonwealth of Massachusetts, with all charges for transportation and unloading prepaid by the contractor(s).
* The vendor must coordinate the delivery of both equipment and startup supplies to arrive simultaneously or within a mutually agreed time frame.
* Vendor and buyer must discuss and confirm in writing any need for site preparation (for example, 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.
* Delivery arrangements for custom-made items may be made by mutual agreement between the purchasing department and vendor.
  + Shipping charges may be negotiated and allowed under reasonable circumstances, including but not limited to rush shipping requests by the Commonwealth Agency, as well as oversized or heavy items being repaired.
  + Vendors are not allowed to request an exception for shipping charges.

### 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. Failure to renegotiate and reduce the price of a renewed term lease, even if at an Eligible Entity's request, is a material breach by the Vendor. The Vendor must then refund the Commonwealth all payments that surpass the price of a properly renegotiated lease.

Upon renewal of a term lease, please refer to the [Extend Beyond (Performance and Payment That Goes Beyond Contract End Date](#_Extend_Beyond_(Performance).

### Rentals

All rentals are limited to a maximum term of six (6) 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 assured vendors that leases under this contract will not be subject to termination without cause. 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 Discounts

Vendors in this statewide contract offer Prompt Payment Discount (PPD), which may vary for each vendor. PPD is a percentage discount given to the buyer if the invoice is paid within a specified time, in accordance with the [Commonwealth’s Bill Paying Policy](https://www.macomptroller.org/policies/).

**Note:** Vendor discounts are detailed in the [vendor list](#_Appendix_A:_Vendor) table and the price files within each vendor's Master Blanket Purchase Order (MBPO) or Master Contract Record MBPO.

## Emergency Services

Vendors on this contract may be required to provide products or services in cases of statewide emergencies. The [801 CMR 21.05(3)](https://www.mass.gov/doc/801-cmr-21-procurement-of-commodities-or-services-including-human-and-social-services/download?_ga=2.5187184.276064254.1754065769-411155804.1736349941&_gl=1*sw9tsp*_ga*NDExMTU1ODA0LjE3MzYzNDk5NDE.*_ga_MCLPEGW7WM*czE3NTQwNzY0MjMkbzMyMyRnMSR0MTc1NDA3NjQ1NSRqMjgkbDAkaDA.) defines emergency for procurement purposes. Visit the [Emergency Response Supplies, Services and Equipment Contact Information for Statewide Contracts](https://www.mass.gov/doc/emergency-response-supplies-services-and-equipment-contact-information) list for emergency services related to this contract.

## Vendor Performance

Key points concerning vendor performance are outlined below:

* Provide actionable feedback on vendors for this contract to optimize performance through the [Procurated Platform](https://go.procurated.com/ma-statewide/). On the Procurated website, select an OSD contract, choose **Select**, and then choose **Provide a Review** for the applicable vendor listed.
* Buyers are encouraged to reach out to the [Category Manager](mailto:Jessica.ofurie2@mass.gov) if vendors are not meeting their contractual obligations and buyers may be surveyed for vendor performance feedback.
* Vendors will be evaluated on their current performance and may be asked to work with the Commonwealth toward improvement.
  + If vendor performance is unacceptable but may be corrected, the vendor will be given the opportunity to develop and implement a Corrective Action Plan (CAP), working collaboratively with OSD and the relevant purchasing entities.
  + If vendor performance is inadequate or breaches the RFR terms, including attachments and agreements, the OSD Category Manager(s) may issue a warning, implement a CAP, or suspend/terminate the contract.
* Vendors must meet all contractual requirements throughout the life of the contract, including requirements for timely and accurate report submission, to remain in good standing under the contract.

## General Procurement Guidelines and Best Practices

For general procurement guidelines and best practices, follow these recommendations:

* Buyers should inform vendors to reference Statewide Contract **ITE001** on all quotes and invoices.
* No prepayment should be made for products not yet delivered or services not yet rendered.
* No sales tax should be applied to invoices.
* No fees or surcharges (including travel, fuel, delivery) should be applied to invoices.
* Special order fees must be agreed upon by both parties upfront.
* Payments for products or services provided must be paid within 45 days per Massachusetts Bill Payment Policy, or sooner if applying Prompt Payment Discount.
* Buyers are not required to sign additional agreements with vendors that conflict with the Request for Response (RFR) Terms and Conditions. Contact the Category Manager ([Jessica Ofurie](mailto:Jessica.ofurie2@mass.gov)) for guidance.
* Vendors must notify buyers of product substitutions.

## Adding a Product

To add a product to the list of eligible products sold under this contract, buyers must contact the Category Manager ([Jessica Ofurie](mailto:Jessica.ofurie2@mass.gov)) for approval. The new products requested must comply with the established specifications and scope of the contract.

## Environmentally Preferable Products and Services (EPPS)

This contract offers third-party certified products, high yield, and remanufactured toner cartridges. State agencies must comply with [Massachusetts Executive Order 515](https://www.mass.gov/executive-orders/no-515-establishing-an-environmental-purchasing-policy), which mandates the procurement of Environmentally Preferable Products (EPPs) when they meet performance standards and offer best value.

The contract offers several sustainable features. Note that remanufactured supplies are found on **Category 2** vendors’ cost sheets with a remanufactured product ID.

* **EPEAT® Registered:** All copiers, multifunctional devices, and printers must meet the [Electronic Procurement Environmental Assessment Tool® (EPEAT)](https://epeat.net/) Bronze registration, or higher. EPEAT is an ecolabel that provides independent verification of the manufacturers’ environmental claims.
* **Other Energy Efficiency:** There are multiple options for equipment with multifunctional and networked capabilities, energy savings features, and duplexing.
* **Remanufactured Copiers:** These kinds of devices undergo thorough refurbishment and retain their original features, functionality, and model numbers. Per contract terms, remanufactured units must meet the same performance standards as new equipment.
* **High Yield and Remanufactured Toner Cartridges and Returns:** In accordance with the [Enterprise Printer Cartridge Acquisition Policy](https://search.mass.gov/?q=the+joint+enterprise+printer+cartridge+acquisition+policy) (effective October 31, 2012), all Executive Department agencies—and Non-Executive agencies using Commonwealth IT capital funds—must purchase remanufactured laser toner cartridges when available. All vendors under this contract accept returns of used cartridges. The Commonwealth's target is for remanufactured toner cartridges to account for at least 80% of purchases within Executive Departments.
* **Firmware:** Vendors are prohibited from issuing any firmware updates that intentionally disable remanufactured cartridges that, at the time of the firmware update, use aftermarket electronic circuitry to operate with the registered product’s then-current manufacturer firmware.
* **Post-Consumer Recycled Content:** Recycled content percentages are available for copiers, printers, and related supplies, promoting further environmental goals.

**Learn More:** Visit the [EPP Information Technology](https://www.mass.gov/guides/epp-program-environmentally-preferable-products-and-services-on-statewide-contracts#-information-technology-(it)-) website for more information about environmentally preferable IT choices. In addition, explore the [Environmentally Preferable Products (EPP) Procurement Program](https://www.mass.gov/environmentally-preferable-products-epp-procurement-program) and discover detailed guidance in the [EPP Products and Services Guide](https://www.mass.gov/handbook/environmentally-preferable-products-and-services-guide).

## Instructions for Massachusetts Management Accounting and Reporting System (MMARS) Users

When placing orders with a contractor, MMARS users **must** include a reference to the Statewide Contract ID number **ITE001** in the Agreement ID field in MMARS for encumbrances related to purchases from Statewide Contracts. Please address all inquiries regarding MMARS technical support and job aids by emailing the [Comptroller Help Desk](mailto:Comptroller.Info@mass.gov) or by calling 617-973-2468.

## Category 1 (Equipment): Master Agreement and Participating Addendum

**Category 1** was not procured through an Operational Services Division-conducted (OSD-conducted) Request for Response (RFR). OSD joined a contract procured via NASPO ValuePoint, a multistate consortium.

Each vendor’s Master Blanket Purchase Order (MBPO) on COMMBUYS includes their Participating Addendum executed by OSD and the vendor. The vendor has a Master Agreement with the National Association of State Procurement Officials (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.

## Vendor List and Information

**Note:** N/A = Not Applicable

| **Vendor[[1]](#footnote-2)** | **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 Blanket Purchase Order (MBPO) **(All contract documents)[[2]](#footnote-3)** | [PO-25-1080-OSD03-SRC3-33508](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-25-1080-OSD03-SRC3-33508&releaseNbr=0&external=true&parentUrl=close) | N/A | Jessica Ofurie | 351-201-2213 | [Jessica.Ofurie2@mass.gov](mailto:Jessica.Ofurie2@mass.gov) | N/A | N/A | N/A | N/A |
| Solicitation-Enabled MBPO  **Category 1: Multi-Function Devices and Related Software, Services, and Cloud Solutions**  **(For requesting quotes)[[3]](#footnote-4)** | [PO-25-1080-OSD03-SRC3-33420](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-25-1080-OSD03-SRC3-33420&releaseNbr=0&external=true&parentUrl=close) | N/A | Jessica Ofurie | 351-201-2213 | [Jessica.Ofurie2@mass.gov](mailto:Jessica.Ofurie2@mass.gov) | N/A | N/A | N/A | N/A |
| Konica Minolta Business Solutions USA, Inc. | [PO-25-1080-OSD03-SRC01-34956](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-25-1080-OSD03-SRC01-34956&releaseNbr=0&external=true&parentUrl=close) | N/A | Scott Walbert | 508-254-9514 | [swalbert@kmbs.konicaminolta.us](mailto:swalbert@kmbs.konicaminolta.us) | 1 | 1% 1 days | N/A | 1% |
| Ricoh USA, Inc. | [PO-25-1080-OSD03-SRC01-34311](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-25-1080-OSD03-SRC01-34311&releaseNbr=0&external=true&parentUrl=close) | N/A | Mike Pallotta | 978-621-1276 | [mike.pallotta@ricoh-usa.com](mailto:mike.pallotta@ricoh-usa.com) | 1 | 1% 10 days | N/A | 1% |
| Sharp Electronics Corp | [PO-25-1080-OSD03-SRC3-33390](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-25-1080-OSD03-SRC3-33390&releaseNbr=0&external=true&parentUrl=close) | N/A | Matt Huggins | 201-669-9669 | [HugginsM@sharpsec.com](mailto:HugginsM@sharpsec.com) | 1 | 0% | N/A | 1/% |
| Toshiba America Business Solutions, Inc. | [PO-25-1080-OSD03-SRC01-34452](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-25-1080-OSD03-SRC01-34452&releaseNbr=0&external=true&parentUrl=close) | N/A | Steve Nickerson  Scott LaCreta  Robert Ellis | (617) 936-7811 | [Steve.Nickerson@tbs.toshiba.com](mailto:Steve.Nickerson@tbs.toshiba.com)  [Scott.Lacreta@tbs.toshiba.com](mailto:Scott.Lacreta@tbs.toshiba.com)  [Robert.Ellis@tbs.toshiba.com](mailto:Robert.Ellis@tbs.toshiba.com) | 1 | 3% 10 days  2% 15 days  1% 20 days | N/A | 4% |
| Xerox Corp. | [PO-25-1080-OSD03-SRC01-35355](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-25-1080-OSD03-SRC01-35355&releaseNbr=0&external=true&parentUrl=close) | N/A | C. Yvonne Hickey | 857-241-6317 | [yvonne.hickey@xerox.com](mailto:yvonne.hickey@xerox.com) | 1 | 0% | N/A | 5% |

## United Nations Standard Products and Services Code® (UNSPSC®)

UNSPSC for **ITE001:**

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

## Appendix A: Moratorium on Executive Department Equipment Acquisitions

**For Executive Departments ONLY:**

Please refer to [Enterprise Print Services](https://www.mass.gov/enterprise-print-services) for up-to-date information on the moratorium concerning the acquisition of print devices for lease or purchase, including details on requesting waivers for the policy.

1. Note that COMMBUYS is the official system of record for vendor contact information. [↑](#footnote-ref-2)
2. The Master Contract Record Master Blanket Purchase Order (MBPO) is the central repository for all common contract files. The price files may be found in the individual vendor’s MBPO. [↑](#footnote-ref-3)
3. The Solicitation-Enabled MBPO is for multiple quote requests and price comparison. [↑](#footnote-ref-4)