



Contract User Guide for ITS60

ITS60: Cloud Solutions

UPDATED: March 30, 2021

Contract #:	ITS60
MMARS MA #:	ITS60*
Initial Contract Term:	April 19, 2019 – September 15, 2026
Maximum End Date:	September 15, 2026
Current Contract Term:	April 19, 2019 – September 15, 2026
Contract Manager:	Marge MacEvitt, 617-720-3121, marge.macevitt@mass.gov
This Contract Contains:	Prompt Pay Discount (PPD) and Supplier Diversity Program (SDP)
UNSPSC Codes:	8116000 – Information Technology Services, 81112200 – Software Maintenance and Support

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Contract Summary

ITS60 Category 1 (ITS60) is a Statewide Contract for Cloud Solutions and related services, including installation, implementation, customization, training, support and maintenance. Cloud Solutions comprise Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS). This is the first Statewide Contract to offer IaaS and PaaS. SaaS is also available under ITS58, the Software Reseller Contract. Additional vendors will be added over time. ITS60 leverages the NASPO ValuePoint Cloud Solutions contract, which currently has over 60 vendors that may be added to ITS60 as the Commonwealth negotiates Massachusetts terms with each vendor.

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.

Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, and other attachments, visit [COMMBUYS.com](https://www.commbuys.com) and search for ITS60 to find related Master Blanket Purchase Order (MBPO) information. All common contract documents are located in the "Master Contract Record" Master Blanket Purchase Order (MBPO) for ITS60 and can be accessed directly by visiting <https://www.commbuys.com/bs0/external/purchaseorder/poSummary.sdo?docId=PO-19-1080-OSD03-SRC01-17282&releaseNbr=0&parentUrl=contract>.
- To find vendor-specific documents on COMMBUYS, see links to individual vendor MBPOs on the Vendor Information page. For additional vendor specific terms, and for pricing, see the vendor logos at <https://www.naspovaluepoint.org/portfolio/71/>.
- OSD is participating in the **NASPO ValuePoint Cloud Solutions** contract. Information on this contract may be found at <https://www.naspovaluepoint.org/portfolio/71/>.

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 [Who may use Statewide Contracts](#) webpage.

Subcontractors

The awarded vendors' 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.



Pricing, Quote and Purchase Options

Requirements for Obtaining Single or Multiple Quotes

I. For acquisitions that require an Open Bid (over \$250,000 for operational funds / \$50,000 for capital funds, unless an exception applies*) – UPDATED

Open Market / Open Bid RFQs are no longer required.

II. For acquisitions that require multiple Quotes (\$5,001 - \$250,000 for operational funds /\$5,001 - \$50,000 for capital funds)

Multiple quotes are not required for maintenance/subscription renewals only.

1. Agencies may contact ITS58/ITS60 Vendor if they have questions about products, versions, quantities, functionalities, security features, or other specifications.
2. Executive Departments and other Commonwealth network users must request approval from EOTSS to use ITS60. Submit a description of the intended purchase to EOTSS including the specifications, functionality, number of users, and anticipated costs via ITS60Requests@mass.gov.
3. Once approved by EOTSS via email, COMMBUYS users must post an RFQ on COMMBUYS. Others may request quotes via email.

For SaaS products, quotes must be requested from three (3) vendors. Vendors may be under ITS58 and/or ITS60. All three Vendors may be under ITS60, once available.

For IaaS and PaaS products, quotes must be requested from three (3) Vendors on ITS60. If there are fewer than three (3) Vendors available under ITS60, Agencies may limit their request to the total number of available ITS60 Vendors.

It is recommended that the RFQ include the Commonwealth Cloud terms, modified as needed for the specific purchase. If professional services are needed, it is recommended the RFQ include the Commonwealth template SOW.

4. The RFQ must require that Vendors provide quotes, license/subscription terms, and any other documents the Agency will be required to sign.
5. Select winning quote from ITS58/ITS60 Vendor using "Best Value" principles.

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6. Review the Cloud Solution Provider documents. Modify or delete terms that conflict with Commonwealth terms or are otherwise unacceptable and return documents to ITS58/ITS60 Vendor.
7. ITS58/ITS60 Vendor addresses conflicts with Cloud Solution Provider, or with Cloud Solution Provider and Agency if necessary, and submits revised documents to the Agency.
8. The Agency and the ITS58/ITS60 Vendor sign final documents. Submit the signed documents via email to EOTSS (ITS60Requests@mass.gov) and OSD (marge.macevitt@mass.gov).
9. Issue Purchase Order to ITS58/ITS60 Vendor, including the following statement: All of the terms and conditions of Statewide Contract ITS60 [or ITS58, if applicable] are incorporated herein and made a part hereof. Conflicting terms, conditions or agreements included in or attached to this form, or accepted via a click-through agreement, shall be superseded and void.”

For acquisitions that do not require an Open Bid or multiple Quotes (under \$5,000 per year)

1. Agencies may contact ITS58/ITS60 Vendor if they have questions about products, versions, quantities, functionalities, security features, or other specifications.
2. Executive Departments and other Commonwealth network users must request approval from EOTSS to use ITS60. Submit a description of the intended purchase including the specifications, functionality, number of users, and anticipated costs to EOTSS via ITS60Requests@mass.gov.
3. Once approved by EOTSS via email, submit a quote request to the ITS60 Vendor of choice. It is recommended that the quote request include the Commonwealth Cloud terms, modified as needed for the specific purchase. If professional services are needed, it is recommended the quote request include the Commonwealth template SOW.
4. The quote request must require that the Vendors provide quotes, license/subscription terms, and any other documents the Agency will be required to sign.
5. Review the Cloud Solution Provider documents. Modify or delete terms that conflict with Commonwealth terms or are otherwise unacceptable and return documents to the ITS60 Vendor.
6. ITS60 Vendor must address conflicts with Cloud Solution Provider, or with Cloud Solution Provider and the Agency, if necessary, and submit revised documents to your Agency.
7. The Agency and ITS60 Vendor sign final documents. Submit the signed documents via email to EOTSS (ITS60Requests@mass.gov) and OSD (marge.macevitt@mass.gov).

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8. Issue Purchase Order to ITS60 vendor, including the following statement: All of the terms and conditions of Statewide Contract ITS60 are incorporated herein and made a part hereof. Conflicting terms, conditions or agreements included in or attached to this form, or accepted via a click-through agreement, shall be superseded and void."

Purchase Options

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

- Cloud Solutions may be obtained through software and technology subscription only.
- Other services may be obtained on a fee-for-service basis, either hourly rate or fixed price.

Pricing Options

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

Product/Service Pricing and Finding Vendor Price Files

Vendor price files are found under the vendor's logo at <https://www.naspovaluepoint.org/portfolio/71/>.

When contacting a vendor on statewide contract, always reference ITS60 to receive contract pricing.

How To Purchase From The Contract

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

Create a Release Requisition, and then convert it to a Bid. If you are obtaining quotes from both ITS58 and ITS60, two bids must be created. After approval by the buyer approving officer, the bid is sent to selected vendors to request quotes. Buyers must include "ITS60 RFQ" or "ITS58 RFQ" when entering information in the Description field. The instructions below pertain to ITS60 only, please see the ITS58 User Guide for information on that Contract.

For a description of how request quotes in COMMBUYS, visit the [Job Aids for Buyers Using COMMBUYS](#) webpage, and select:

- [How to Request Quotes from Vendors on Statewide Contracts](#) **OR**
- To locate from COMMBUYS, visit www.commbuys.com, *Buyer Training Resources* → *Job Aids for Buyers* → *COMMBUYS Purchase Orders* → [How to Request Quotes from Vendors on Statewide Contracts](#).

Important: When creating the Requisition, on the Items tab, Select the "Advanced Search" (small circled plus sign next to the words "Advanced Search"). Enter ITS60 as the "Item Description", and "Solicitation Enabled" as the "Vendor Name".

- **Directly purchase a non-fixed price item (\$0 line item) through COMMBUYS**

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

- [How to Make a Statewide Purchase in COMMBUYS](#) **OR**
- To locate from COMMBUYS, visit www.commbuys.com, *Buyer Training Resources* → *Job Aids for Buyers* → *COMMBUYS Purchase Orders* → [How to Make a Statewide Purchase in COMMBUYS](#).
- When directly purchasing, use the record with the vendor's name in the "Vendor Name" column (See [VENDOR LIST AND INFORMATION](#))

- **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 Using COMMBUYS](#) webpage, and select:

- The COMMBUYS Requisitions section, and choose the [How to Create an RPA Release Requisition](#) job aid.

Instructions for MMARS Users

MMARS users must reference the MA number and object code U03 Software and Technology Licenses in the proper fields in MMARS when placing orders with any contractor.

Contract Exclusions and Related Statewide Contracts

ITS58, the Software Reseller contract, provides both premised-based and SaaS software. Either contract may be used for SaaS, and quotes for SaaS may be requested from both contracts.

Additional Information/FAQs

Understanding the Vendor's Contract Terms

As noted above, this contract is based on a procurement conducted by NASPO ValuePoint. The vendors' "Master Contracts" are found under their logos at <https://www.naspovaluepoint.org/portfolio/71/>. Attachment A to the NASPO ValuePoint RFR is the "NASPO ValuePoint Master Agreement Terms and Conditions," and Exhibits 1-3 to Attachment A are the SaaS, PaaS, and IaaS terms respectively. Vendors had the ability to negotiate these terms; each vendor's specific Master Agreement is found under their logo at the link above. Also included are any later amendments to the vendor's Master Contract, including addition of new products and services and, if applicable, amendments to Attachment A and Exhibits 1-3.

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The vendors' ITS60 contracts are created using a Participating Addendum (PA), which amends the vendors' contracts by adding Massachusetts-specific terms to their NASPO ValuePoint contracts. These PAs are attachments to the vendor-specific contracts on COMMBUYS.

Identifying Vendors who offer specific products and services

As there are only a few vendors on the contract at this time, the best way to do this is to review the vendor information via their logos at <https://www.naspovaluepoint.org/portfolio/71/>. It is not necessary to request quotes from vendors who do not offer the products/services you are seeking. However, you may instead use the solicitation-enabled contract on COMMBUYS to request quotes from all of the vendors.

As the number of vendors on ITS60 grows, additional information may be provided as an attachment to the Master Contract record on COMMBUYS to assist in targeting quote requests.

If the Needed Product Can Not be Found

If a product or service cannot be provided by any ITS60 or (for SaaS products only) any ITS58 vendors, and is not available through any of the [Software Publisher-specific Statewide Contracts](#), then the product is considered to be unavailable under Statewide Contract. In that case, you may procure it via whatever method is required based on the scope of the purchase. To determine the procurement method, State Agencies may consult Appendix D of the [Best Value Procurement Handbook](#); other entities must consult their own procurement regulations. Your procurement file must document that you requested quotes from all ITS58 (SaaS products only) and ITS60 (SaaS, IaaS, or PaaS) vendors and include their responses, if any, OR may include instead a letter or email from the Cloud Services Provider explicitly stating that the Cloud Services Provider does not allow any of the vendors on ITS58 or ITS60 to resell their products. It is not necessary to obtain OSD's approval to conduct your own procurement or otherwise purchase software that is not available under any Statewide Contract.

Statement of Work

A Statement of Work template is posted on COMMBUYS and should be used whenever professional services are included in the acquisition.

Strategic Sourcing Team Members

- Marge MacEvitt, OSD
- Tim Kennedy, OSD
- Elizabeth Rooney, EOTSS



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Vendor List and Information*

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Prompt Pay Discounts	MBE MWBE WBE Veteran	Link to Vendor's Contract on NASPO ValuePoint Contract including products, services, terms and pricing
Master Contract Record**	https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-19-1080-OSD03-SRC01-17282&releaseNbr=0&parentUrl=contract	Marge MacEvitt	617-720-3121	marge.macevitt@mass.gov	NA	NA	NA
Solicitation Enabled**	https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-19-1080-OSD03-SRC01-17283&releaseNbr=0&parentUrl=contract	Marge MacEvitt	617-720-3121	marge.macevitt@mass.gov	NA	NA	NA
Armedia	https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-20-1080-OSD03-SRC01-18770&releaseNbr=0&parentUrl=contract	James Bailey	703-272-3270	James.bailey@armedia.com	2% 10 days	No	https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/armedia
ASKREPLY dba B2GNow	https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-20-1080-OSD03-SRC02-18408&releaseNbr=0&parentUrl=contract	Frank Begalke	602-325-9277	feb@b2gnow.com	5% 10 days 4% 15 days 3% 20 days 2% 30 days	No	https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/askreply-inc-dba-b2gnow
Carahsoft	https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-19-1080-OSD03-SRC01-16115&releaseNbr=0&parentUrl=contract	Colby Bender	703-889-9878	Colby.bender@carahsoft.com	0%	No	https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/carahsoft-technology-corporation/
CenturyLink Communications LLC dba CenturyLink	https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC01-19938&releaseNbr=0&parentUrl=contract	Jamie Singer	602-716-3719	Jamie.singer@centurylink.com	0%	No	https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/centurylink
Cherryroad Technologies	https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-20-1080-OSD03-SRC01-18431&releaseNbr=0&parentUrl=contract	Jeremy Gulban	973-541-4278	jgulban@cherryroad.com	2% 10 days 1.5% 15 days 1% 20 days 0% 30 days	No	https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/cherryroad-technologies-inc
Deloitte Consulting LLP	https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-20-1080-OSD03-SRC01-19246&releaseNbr=0&parentUrl=contract	R. Virginia Fraser	412-402-5962	rvfraser@deloitte.com	1% 30 days	No	https://www.naspovaluepoint.org/portfolio/cloud-solutions-2016-2026/deloitte-consulting

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

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**The Master Contract Record is the central repository for all common contract files. The Solicitation Enabled record is for requesting quotes from multiple Vendors. Vendor specific files are attached to the individual vendor contracts.

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Prompt Pay Discounts	MBE MWBE WBE Veteran	Link to Vendor's Contract on NASPO ValuePoint Contract including products, services, terms and pricing
Microsoft	https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-19-1080-OSD03-SRC01-16735&releaseNbr=0&parentUrl=contract				0%	No	Not applicable, this vendor is not part of the NASPO ValuePoint contract and offers professional services only. Do not include on RFQs for Cloud Services. See attachment to vendor record to use this contract.
Smartronix, LLC	https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC01-21646&releaseNbr=0&external=true&parentUrl=close	Gwendolyn Scott	703-435-3322	gscott@smartronix.com	1.5% 10 days 1% 15 days 0.5% 20 days 0% 30 days	No	
Strategic Communications	https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-20-1080-OSD03-SRC01-19379&releaseNbr=0&parentUrl=contract	Kathy Mills	502-493-7234	naspo@yourstrategic.com	0%	No	https://www.naspo.valuepoint.org/portfolio/cloud-solutions-2016-2026/strategic-communications-llc/

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