

# Contract User Guide for ITS61DesignatedITD

## ITS61DesignatedITD: IT Accessibility Services

**UPDATED:** September 9, 2023

<b>Contract #:</b>	ITS61DesignatedITD
<b>MMARS MA #:</b>	ITS61DesignatedITD*
<b>Initial Contract Term:</b>	July 20, 2016 to June 30, 2025
<b>Maximum End Date:</b>	All extension have been used. Maximum end date 6/30/2025
<b>Current Contract Term:</b>	July 20, 2016 to June 30, 2025
<b>Contract Manager:</b>	Annemarie Kates, (617) 626-4437, <a href="mailto:Annemarie.Kates@mass.gov">Annemarie.Kates@mass.gov</a>
<b>This Contract Contains:</b>	Prompt Pay Discounts
<b>UNSPSC Codes:</b>	80-11-00-00, Computer Services, and 86-13-00-00 Specialized Education Services

\*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 IT Accessibility Services: information technology (IT) professional services specific to ensuring the accessibility of Information and Communication Technologies (ICT) deployed by the Commonwealth. It replaces ITS52 Designated ITD and provides the same services in the same Categories. ITS61 can be used to get expert assistance to ensure that ICT services do not discriminate against people with disabilities by:

- Testing websites and applications for accessibility
- Assessing and fixing accessibility problems with websites, applications, and documents
- Establishing accessibility strategies, policies, and procedures
- Training in accessibility requirements and techniques
- Meeting accessibility requirements for audio and video
- Providing accommodations for employees using legacy systems

### UPDATES:

January 2022: Updated Contract Manager to Annemarie Kates and vendor changes (SSB BART now Level Access, Verb8tm no longer on contract and updated vendor contact information.)

October 2022: vendor changes (Carroll Center now Category D only and User Works no longer in business.)

January 2023: vendor change (new contact information for Level Access)

July 2023: Contracts extended to June 30, 2025. Vendor changes (CaptionMax (now part of 3Play Media) and Freedom Scientific no longer on contract.)

## Contract Categories

This Contract includes six categories of services as listed below. Only those vendors approved for a Category may provide services under that Category. See [VENDOR LIST AND INFORMATION](#) and [Appendix A](#) for more detail about each Category and which vendors are approved for each Category.

Category A	Accessibility Audit Services
Category B	Accessibility Consulting Services
Category C	Document Remediation Services
Category D	Accessibility Training Services
Category E	Multimedia Transcription, Captioning, and Description Services
Category F	Assistive Technology Scripting Services

## 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. This Contract includes:

- Frequently requested IT accessibility services
- Assurance of vendor qualifications and expertise
- Prompt Payment Discounts
- Volume discounts

## Find Bid/Contract Documents

There is a separate MBPO (Master Blanket Purchase Order) for each of the six Categories. To locate these records, visit [COMMBUYS.com](https://www.commbuys.com) and search for "ITS61" within "Blankets" or use direct links for each Category under [Vendor List and Information](#) below. Each MBPO includes the following documents:

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- Agency Attachments Section (the same attachments are posted for all Categories):
  - RFQ Template for ITS61 – for requesting quotes
  - SOW Template for ITS61 – for creating Statements of Work
  - Purchase Order – for ordering when an SOW is not needed (see [Predefined Courses](#) and [small Category E projects](#))
  - Request for Response for ITS61 - solicitation that resulted in this Contract
  - This User Guide – If you are using a printed version, please check against the User Guide on COMMBUYS
- Vendor Attachments Section:
  - For each Vendor in that Category, there are files with service descriptions, rates, or other information for that Category.

## 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.

## Supplier Diversity Requirements

When selecting contractors and placing orders, Executive departments shall utilize diverse and small businesses to the extent possible based on contract terms, SDO and departmental policies, laws, and regulations. Additionally, departments shall make a preference for contractors with higher SDP commitments and/or performance whenever such information is available (or is requested from contractors by the department) and the preference is feasible. OSD provides up-to-date information on the availability of diverse and small businesses on statewide contracts through the [Statewide Contract Index](#) (Excel) 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. As of the publication date of this Contract User Guide, no vendors were certified diverse vendors or small businesses, but please check the [Statewide Contract Index](#) in case this has changed.

When soliciting quotes, the following requirements apply:

Expected annual value of the RFQ	RFQ process requirements
Less than or equal to \$250,000/year	<ul style="list-style-type: none"> <li>• <b>Notify at least two small businesses</b> capable of providing the product or service of the opportunity, if available.</li> <li>• Include SBPP contract language and place it prominently within the RFQ.</li> <li>• Evaluate bids received from, and award a contract to, an SBPP-participating small business that meets the department's best value criteria.</li> <li>• Award to a large business only if there is no SBPP participating business meeting departments' best value criteria.</li> </ul>

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	<ul style="list-style-type: none"><li>• Conduct a clarification/BAFO/negotiation before disqualifying an SBPP-participating business based on price or desirable criteria.</li><li>• See the <a href="#">Best Value Evaluation of Responses to Small Procurements: A Guide for Strategic Sourcing Teams</a> (PDF) for additional guidance.</li></ul>
More than \$250,000/year	<ul style="list-style-type: none"><li>• <b>Notify at least two diverse and/or small businesses</b> capable of providing the product or service of the opportunity, if available.</li><li>• Make a preference for contractors with higher SDP commitments and/or performance whenever such information is available (or is requested from contractors by the department) and the preference is feasible.</li><li>• <b>Note:</b> Departments may ask the prime Contractor for an additional SDP commitment specifically related to the Department's purchase or engagement. SDP spending for such a purchase or engagement must be reported by the Contractor using the SDP Reporting Form directly to the Department and may not be included in any other SDP reporting filed by the Contractor.</li></ul>

OSD provides up-to-date information on the availability of diverse and small businesses on statewide contracts through the [Statewide Contract Index](#) (Excel) 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:

- This is a fee for service contract

### Pricing Options

The intent of all Categories of this contract is to obtain companies to perform projects on a fixed price basis. Time and materials pricing will be allowed (1) in unusual cases where the scope of the ITS61 Contractor's work cannot be easily ascertained and where the Purchasing Entity specifies time and materials work for all or part of an RFQ; and (2) for additional work related to but not expressly referenced in the request for quotes published by the Purchasing Entity that the Purchasing Entity and company agree to perform under an amendment to the SOW.

**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

Product pricing documents are posted on each Category's MBPO (Master Blanket Purchase Order) for each of the six Categories. To locate these records, visit [COMMBUYS.com](http://COMMBUYS.com) and search for "ITS61" or use direct links for each Category under [Vendor List and Information](#) below.

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## 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 OSD Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or [OSDhelpdesk@mass.gov](mailto:OSDhelpdesk@mass.gov).

Per 801 CMR 21.00, Executive Branch Departments must use established statewide contracts for the purchase of commodities and services. Specifically, Executive Departments are required to use OSD's statewide contracts, including designated statewide contracts, if available, for their specific commodity and service needs. Exceptions will only be permitted with prior written approval from the Assistant Secretary for Operational Services, or designee.

When contacting a vendor on statewide contract, always reference ITS61DesignatedITD to receive contract pricing.

## How To Purchase From The Contract

- **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 "ITS61DesignatedITD RFQ" when entering information in the Description field.

Eligible Entities must solicit quotes via a COMMBUYS RFQ from at least three (3) contractors under the Category they wish to use, or all contractors in the Category if there are fewer than three contractors, except as noted under [Obtaining Quotes](#) below. Use the "RFQ Template for ITS61" attached under "Agency Files" on COMMBUYS to define your requirements. Entities that do not use COMMBUYS may request quotes via email using the information in the Vendor List and Information table.

Eligible Entities are reminded to adhere to the [Supplier Diversity Requirements](#).

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.

## Obtaining Quotes

Contract users should always reference ITS61DesignatedITD when contacting vendors to ensure they are receiving contract pricing. Quotes should be awarded based on best value.

Cost information provided by Category D vendors in Course Offering spreadsheets for Predefined Courses, and by Category E vendors in Transcription and Captioning Offering spreadsheets may be considered a "quote" for procurement purposes. For purchases under \$500, Entities may select a vendor based on this information in lieu of issuing an RFQ. In this case, you may use a Purchase Order rather than an Statement of Work (SOW). Contract users should confirm vendor availability prior to issuing a Purchase Order.

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

- The *COMMBUYS Requisitions* section, and choose [How to Make a Statewide Contract Purchase in COMMBUYS](#) job aid.

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## Instructions for MMARS Users

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

## Contract Exclusions and Related Statewide Contracts

- Consulting services **not** related to IT accessibility.
- Training services **not** related to IT accessibility.
- Foreign language in-person interpretation, translation, telephonic interpretation and video remote interpretation services.
- Sign language interpretation.

## Additional Information/FAQs

### Other Discounts

- **Prompt Pay Discounts:** A discount given to the buyer if paid within a certain time period. These discounts may be found in the [Vendor List and Information](#) section below. All discounts offered will be taken in cases where the payment issue date is within the specified number of days listed by vendor and in accordance with the Commonwealth's Bill Paying Policy. Payment days will be measured from the date goods are received and accepted / performance was completed OR the date an invoice is received by the Commonwealth, whichever is later to the date the payment is issued as an EFT (preferred method) or mailed by the State Treasurer. The date of payment "issue" is the date a payment is considered "paid" not the date a payment is "received" by a Contractor.
- **Volume Discounts:** In Category E – Multimedia Transcription, Captioning and Descriptive Services, some vendors have reduced prices based on volume being purchased.

### If the Needed Product Can Not be Found

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.

### Performance and Payment Time Frames Which Exceed Contract Duration

All 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 24 months beyond the current contract term of this Statewide Contract as stated on the [first page](#) of this contract user guide. No agreements for services may be executed after the Contract has expired.

### Memorandum of Understanding/Statement of Work

The Statement of Work (SOW) Template attached to each MBPO (Master Blanket Purchase Order) must be used for all engagements except as specified under "Obtaining Quotes". It may be tailored to omit sections/terms which are not relevant or to add new sections/terms.

The SOW Template posted on COMMBUYS includes a place for entering the name of the RFR, which must be completed as ITS61DesignatedITD.

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## Strategic Sourcing Team Members

- Sarah Bourne, Strategic Sourcing Lead, Executive Office of Technology Services and Security
- Evan Bjorkland, Massachusetts Office on Disabilities
- Annemarie Kates, Executive Office of Technology Services and Security
- Helen O'Malley, Human Resources Division
- Carl Richardson, Bureau of the State House

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## Vendor List and Information\*

Vendor	A	B	C	D	E	F	Master Blanket Purchase Order # (MBPO)	Contact Person	Phone #	Email	Prompt Payment Discount	SDP Commitment Percent	SDO and/or SBPP Cert Status**
3Play Media					x		See below	Josh Miller	617-764-5189 Ext. 113	<a href="mailto:finances@3playmedia.com">finances@3playmedia.com</a>	0%	1%	None
CaptionMax, Inc. (NO LONGER ON CONTRACT AS OF 7/1/2023 – NOW PART OF 3PLAY MEDIA)													
CastingWords, LLC					x		See below	Nathan McFarland	505-629-0818	<a href="mailto:support@castingwords.com">support@castingwords.com</a>	10 days – 5% 30 days – 2%	0.1%	None
Freedom Scientific, Inc. (NO LONGER ON CONTRACT AS OF 7/1/2023)													
Hardeman Realtime, Inc (HRI)					x		See below	Michael Agostinelli	877-372-2278	<a href="mailto:operations@hricart.com">operations@hricart.com</a>	0%	5%	None
Institute for Human Centered Design	x	x					See below	Gabriella Sims	617-695-1225	<a href="mailto:gsims@IHCDesign.org">gsims@IHCDesign.org</a>	10 days – 2%	2%	None
Level Access (formerly SSB BART)	x	x	x	x		x	See below	David Galvin	800-889-9659	<a href="mailto:david.galvin@levelaccess.com">david.galvin@levelaccess.com</a>	10 days – 1%	1%	None
Perkins School for the Blind – Perkins Solutions	x	x		x			See below	Jennifer Sagalyn	617-972-7868	<a href="mailto:jennifer.sagalyn@perkins.org">jennifer.sagalyn@perkins.org</a> <a href="mailto:access@perkins.org">access@perkins.org</a>	10 days – 5% 15 days – 4% 20 days – 3% 30 days – 2%	20%	None
The Carroll Center (CATEGORY D ONLY AS OF 8/29/2022)				x			See below	Dina Rosenbaum	517-969-6200	<a href="mailto:dina.rosenbaum@carroll.org">dina.rosenbaum@carroll.org</a>	0%	1.5%	None
The Paciello Group	x						See below	Victor Tarry	603-882-4122	<a href="mailto:vtarry@tpgi.com">vtarry@tpgi.com</a>	0%	3%	None
User Works Inc. (NO LONGER IN BUSINESS AS OF 9/12/2022)													

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Vendor	A	B	C	D	E	F	Master Blanket Purchase Order # (MBPO)	Contact Person	Phone #	Email	Prompt Payment Discount	SDP Commitment Percent	SDO and/or SBPP Cert Status**
Verb8tm, Inc. (NO LONGER ACTIVE AS OF 1/1/2022)													
WGBH Educational Foundation	x	x			x		See below	Peter Villa	617-300-3626	<a href="mailto:peter_villa@wgbh.org">peter_villa@wgbh.org</a>	0%	0.05%	None

Master Blanket Purchase Order (MBPO) numbers for each Category:

Category A: Accessibility Audit Services: [PO-16-1060-ITD00-ITD00-00000008048](#)

Category B - Accessibility Consulting Services: [PO-16-1060-ITD00-ITD00-00000008049](#)

Category C - Document Remediation Services: [PO-16-1060-ITD00-ITD00-00000008050](#)

Category D - Accessibility Training Services: [PO-16-1060-ITD00-ITD00-00000008051](#)

Category E - Multimedia Transcription, Captioning, and Description Services: [PO-16-1060-ITD00-ITD00-00000008052](#)

Category F - Assistive Technology Scripting Services: [PO-16-1060-ITD00-ITD00-00000008053](#)

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

\*\* Massachusetts Supplier Diversity Office / Small Business Purchasing Program Certification. Please visit the [Statewide Contract Index](#) for the most up-to-date information. At the bottom of the landing page, click the *Programs (SDO and SBPP)* tab for certifications listed by Statewide Contract and Vendor Name.

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## Appendix A: Service descriptions by Category

### Category A - Accessibility Audit Services

Third-party testing of Information and Communications Technology (ICT), including applications, websites, and web and mobile applications, to identify potential barriers for users with sensory, physical, learning and other disabilities. See “Vendor Attachments” on COMMBUYS for rates.

Contractors evaluate ICT as required by the [IT Acquisition Accessibility Compliance Program](#), or to meet other business or legal requirements. Only Category A vendors may provide third-party testing to meet the requirements of the [IT Acquisition Accessibility Compliance Program](#).

Purchasing Entities will define what is to be tested for compliance, such as by providing URLs or an inventory of screens, and will provide Contractors with required credentials and permissions.

Contractors will identify potential barriers for users with sensory, physical, learning and other disabilities, based on the requirements of the Executive Office of Technology and Security Services' Standards, using automated testing tools, code inspection, and assistive technology, and provide a written report of their findings.

### Category B - Accessibility Consulting Services

Professional services specific to IT accessibility such as strategy and planning, development and QA testing, application and website design, remediation, help desk services, etc. See “Vendor Attachments” on COMMBUYS for descriptions of specific services offered and rates.

- **Planning and strategy:** Services in support of accessibility planning efforts, such as conducting assessments of accessibility policies and procedures, developing enterprise or agency accessibility improvement strategies, advising on integrating accessibility requirements and best practices in development projects, etc.
- **Development/QA testing:** Testing services during development of ICT, such as suggesting testing tools, producing test scripts, performing tests, conducting AT user testing, tracking accessibility defects, producing test results reports, etc.  
Testing services provided under Category B do not meet the requirements of the [IT Acquisition Accessibility Compliance Program](#). Commonwealth agencies must use Category A vendors for audit testing required by the IT Acquisition Accessibility Compliance Program.
- **Web/application design, development, and remediation:** Technical services to ensure accessible ICT, such as advising on the strengths and limitations of solutions sets, analyzing external accessibility reports, identifying accessibility problem solutions, producing or editing mark-up or code, etc.

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### Category C – Document Remediation Services

This Category is used for accessibility testing and remediation of binary file content. See “Vendor Attachments” on COMMBUYS for each vendor’s service descriptions and rates.

- Microsoft Word: .doc, .docm, .docx, .dot, .dotm, .dotx
- Microsoft Excel: .xls, .xlsx, .xslm, .xlt, .xltx, .xltn
- PowerPoint: .ppt, .pptx, .pptm, .pot, .potx, .potm
- Portable Document Format: .pdf

### Category D – Accessibility Training Services

Services to train technical, management, and general staff in accessibility requirements and techniques. Training options include in-person and remote sessions (webinars, distance learning, etc.) and services to create and provide custom courses for specific needs. See “Vendor Attachments” on COMMBUYS for Course Offering spreadsheets, Course Catalogs, and custom training service descriptions and rates.

#### Predefined Courses

Vendors have listed Predefined Courses that can be purchased by seat or class on the Course Offering spreadsheet. The spreadsheet includes the course title, course duration, delivery method, maximum class size, target population, course objectives, cost per course, and course cancellation policy. Cost information can be considered a “quote” for procurement purposes and a Purchase Order form may be used in lieu of the SOW Template. Contract users should confirm vendor availability prior to issuing a Purchase Order. Vendors have also provided a course catalog that includes a course description for each course listed in the spreadsheet.

#### Custom Training Services

Custom Training Services cover activities including but not limited to curriculum development, customization of predefined courses, development of course materials, development of electronic on-demand courses, and classroom delivery of custom courses. Procurement of custom training services requires a Request for Quotes and Statement of Work.

### Category E – Multimedia Transcription, Captioning and Descriptive Services

Production of transcripts, closed or open captions, video description, and related services for audio and/or video content in a variety of commonly used formats. This Category is further divided into three subcategories as shown below. The vendors who can offer each subcategory appear in a table below the descriptions. See “Vendor Attachments” on COMMBUYS for each vendor’s Transcription and Captioning Offering spreadsheets and service descriptions, and rates for Real-time Captioning and Video Description.

#### Transcription and Captioning Services

Vendors have listed their Transcription and Captioning Services offerings on the Transcription and Captioning Offering spreadsheet. The spreadsheet includes turn-around time, price per playing-time minute of supplied

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media, accuracy percentage guarantee, formats supported for media and deliverables, number of formats included in the deliverables, the cost to supply additional format(s), and the languages they can transcribe.

- Pricing is based on a single media file.
- "Playing-time minutes" is the length of time it takes to play the media in its native format, rounded up to the next whole minute. For instance, a video that plays in 3 minutes and 10 seconds is considered to have a playing-time of 4 minutes.
- "Turn-around time" is based on normal business hours—non-holiday weekdays from 8:45 a.m. ET to 5:00 p.m. ET—unless vendors indicate otherwise.

Cost information in the spreadsheet can be considered a "quote" for procurement purposes. A Purchase Order form may be used in lieu of the SOW Template if the work is not complex, is under \$500.00, and is for a short duration. Contract users should confirm vendor availability prior to issuing a Purchase Order.

#### Real-time Captioning Services

Services for providing captioning for live videoconferencing, video on the web, or television broadcast. Procurement of real-time captioning services requires a Request for Quotes and Statement of Work.

#### Video Description Services

Services for providing descriptions of key visual information presented in provided video content, including but not limited to production of text descriptions, with or without timing, and audio tracks to replace or supplement existing audio. Procurement of video description services requires a Request for Quotes and Statement of Work.

Vendor / Category E offerings	Transcription and captioning	Live captioning	Video description
3Play Media, Inc.	yes Also Spanish		
CaptionMax, Inc. (PART OF 3PLAYMEDIA AS OF 7/1/2023)			
CastingWords, LLC	yes Also Spanish		
Hardeman Realtime, Inc.	yes Also Spanish, French, German	yes Also Spanish	
Verb8tm, Inc. (NO LONGER ACTIVE AS OF 1/1/2022)			
WGBH Educational Foundation	yes	yes	yes

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

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## Category F - Assistive Technology Scripting Services vendors

Custom scripting for assistive technology (AT) software to optimize the usability of software programs, websites, or web applications for AT users. Assistive Technology Scripting Services include analysis, script development, and installation support involved in the creation of scripts or plug-ins to customize the use of AT software, to address accessibility deficiencies of websites or installed software or to accommodate other specific needs.

The following software products are covered in this Category:

### Screen readers

Jaws (Freedom Scientific), NVDA (NV Access/open source), TalkBack (Android), VoiceOver (Apple), Window-Eyes (GW Micro).

Level Access can provide scripting for all of the above; Freedom Scientific can provide scripting for all but TalkBack.

### Magnification

MAGic (Freedom Scientific), ZoomText (Ai Squared)

Level Access can provide scripting for both of the above, Freedom Scientific for MAGic only.

### Speech Recognition

Dragon Naturally Speaking (Nuance)

Scripting can be provided by both Level Access and Freedom Scientific.