

Contract User Guide for ITS69

ITS69: Managed Print Services

UPDATED: September 12, 2023

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|--------------------------------|---|
| Contract #: | ITS69 |
| MMARS MA #: | ITS69* |
| Initial Contract Term: | November 30, 2017 – July 31, 2020 |
| Maximum End Date: | July 31, 2024 |
| Current Contract Term: | November 30, 2017 – June 30, 2024 |
| Contract Manager: | Amanda Ferdinand, 617-720-3166, amanda.ferdinand@mass.gov |
| This Contract Contains: | Environmentally Preferable Products |
| UNSPSC Codes: | 81-11-18 System and system component administration services 44-10-00 Office machines and their supplies and accessories |
| Notes: | Executive departments see Appendix A before using this contract. |

*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 Managed Print Services. Under Managed Print Services, a service provider takes primary responsibility for meeting the Customer's office printing needs, including the equipment, supplies, services, and the overall management of the equipment fleet. Eligible imaging equipment includes copiers, multi-function devices, printers, and scanners. Vendors have committed to supporting Buyers' installed base of imaging equipment of different brands, with certain limitations.

Updates: *Change in Contract Manager, revised guidance for Executive Agencies regarding the moratorium on equipment acquisitions and changes to the (MPS) Program initiative. Executive Agencies please review EOTSS letter found under "Agency Attachments" at [PO-18-1080-OSD03-SRC01-12299](#).*

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.

Contract Users can expect to realize savings of 10% - 30% of their current printing/copying expenses, on average. In addition, this contract includes Prompt Payment Discounts, volume discounts, and the ability to negotiate additional discounts.

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.

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 ITS69 to find related Master Blanket Purchase Order (MBPO) information.
- To link directly to the MBPO for ITS69 visit Master Blanket Purchase Order [PO-15-1080-OSD03-SRC01-12299](#).

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. For those vendors utilizing subcontractors, the list of Authorized Sales & Service Dealers is included in the vendor documents .zip file for each vendor.

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Orders, invoicing and payments for all transactions must reference Statewide Contract ITS69 and must be between the Customer and the ITS69 Vendor and not the Authorized Dealer.

Supplier Diversity Requirements

When selecting contractors and placing orders, Executive departments shall utilize diverse and small businesses to the extent possible based on contract terms, SDO and departmental policies, laws, and regulations. Additionally, departments shall make a preference for contractors with higher SDP commitments and/or performance whenever such information is available (or is requested from contractors by the department) and the preference is feasible.

OSD provides up-to-date information on the availability of diverse and small businesses on statewide contracts through the [Statewide Contract Index](#) available on the COMMBUYS home page. See the “Programs (SDO and SBPP)” tab for current certification and small business status of contractors on this contract.

Pricing, Quote and Purchase Options

Purchase Options

This contract is primarily a fee for service contract. Comprehensive managed print services offered by some vendors includes the use of the equipment, software licenses (if any), supplies, and maintenance in a single monthly fee which may be calculated on a per copy or per image basis.

Vendors requiring equipment to be leased may offer lease terms and pricing under their ITC66 statewide contracts. ITS69 Vendors not on ITC66 may offer leases under this ITS69 statewide contract. Approved leasing forms, if any, are published under the vendor-specific MBPO for ITC66 vendors and are included in the vendor-specific documents published under this ITS69 contract for those vendors that are not on ITC66.

Approved software license agreements, Statement of Work forms, and other vendor-specific documents are included in the vendor-specific documents (.zip files) in the attachments section of ITS69.

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

Not-to-Exceed product pricing may be found by viewing the Cost Tables included in the vendor-specific documents (“[VendorName]_documents.zip” files) under the Attachments tab.

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 ITS69 to receive contract pricing.

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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

- **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 “ITS69 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.

Obtaining Quotes

Contract users should always reference ITS69 when contacting vendors to ensure they are receiving contract pricing. Quotes, not including construction services, should be awarded based on best value.

Contractors must provide, at a minimum, an initial no cost assessment. An Initial Assessment does not guarantee an Awarded Contractor a customer contract. An Initial Assessment shall include a review of the current print environment, provision of recommendations for a rationalized print environment, and an estimate of potential future savings. Buyers are encouraged to compare assessments from multiple vendors when evaluating quotes. Alternately, Buyers may require an assessment as part of a pilot program.

The initial assessment must contain the minimum requirements listed below and must identify all software and all associated costs proposed:

- Document Workflow Assessment;
- Customer’s future needs versus current practices;
- Identify cost of services, supplies and parts for fleet (excluding paper and staples);
- Identify current equipment output and Total Cost of Ownership including phone line charges for fax functionality, toner purchases, time and material calls, service agreements;
- Identifying user-to-device ratio with right device, right location and right functions;
- Preliminary estimated cost savings and efficiencies;
- Employee productivity improvements;
- Environment impact analysis;
- Documented security assessment.

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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 in the Attachments section on COMMBUYS. The form requires both the buyer and vendor to sign at two different points during the procurement process:

1. The 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. The second signature block should be executed only once the product has been installed and is 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, if applicable.

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 OSD Strategic Sourcing Services Contract Manager identified on the first page of this document.

Other Lease Related Forms

Vendors may use only OSD approved lease agreement forms which are published on COMMBUYS. Refer to the [Vendor List and Information](#) for a link to the ITS69 MBPO.

Startup Supplies

All startup supplies must be labeled as such and must 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.

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 the *How to Create a Solicitation Enabled Bid Using a Release Requisition* job aid.

For a full description of how to complete a quote in COMMBUYS visit the [Job Aids for Buyers](#) webpage, and select:
➤ The *COMMBUYS Purchase Orders* section, and choose *Request Quotes From Vendors on Statewide Contracts* job aid.

Instructions for MMARS Users

MMARS users must reference MA ITS6900000000000000 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.

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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

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

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 12 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.

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Strategic Sourcing Team Members

- James Ganoe, EHS/IT
- Deb Giacchino, HRD/Operations
- Michael Guerin, ANF/IT
- Chris Benanti, EOTSS/Facilities
- Ron Thompson, EOTSS/Operations
- Dennis McEvoy, ANF/IT
- Tim Kennedy, OSD/Strategic Sourcing Services

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Vendor List and Information*

| Vendor | Master Blanket Purchase Order # | COMMBUYS Catalog Punch Out Available | Contact Person | Phone # | Email | Discounts (PPD, Dock Delivery, Other) | SDO Certification Type | SDP Commitment Percentage |
|---------------------------------------|--|--------------------------------------|-----------------------|--------------|--|---------------------------------------|------------------------|---------------------------|
| ** Conversion Vendor | PO-18-1080-OSD03-SRC01-12299 | N | Amanda Ferdinand | 617-720-3166 | amanda.ferdinand@mass.gov | N/A | N/A | |
| Konica Minolta Business Solutions USA | | N | Ann Marie Burns | 813-207-8276 | statebids@kmbs.konicaminolta.com | PPD: 1% - 10 days | | 1.5% |
| Northern Business Machines, Inc. | | N | Robert Nickerson | 781-272-2034 | rnickerson@nbminc.com | PPD: 1% - 30 days | | 10% |
| NWN Corporation | | N | Constantine Leotsakos | 781-472-3439 | cleotsakos@nwnit.com | PPD: 1% - 10 days | | 10% |
| Ricoh USA | | N | Michael Pallotta | 978-621-1276 | mike.pallotta@ricoh-usa.com | PPD: 1% - 20 days | | 2% |
| Toshiba America Business Solutions | | N | Christina Fisher | 949-462-6000 | gem@tabs.toshiba.com | PPD: 3% - 10 days | | 3% |
| Xerox Corporation | | N | Yvonne C. Hickey | 857-241-6317 | yvonne.hickey@xerox.com | - | - | 5% |

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

**The Conversion Vendor MBPO is the central repository for all contract files

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Appendix A: Managed Print Services for Executive Departments

Please see letter from EOTSS re transition from Managed Print Services to Enterprise Print Services found under Agency Attachments at [PO-18-1080-OSD03-SRC01-12299](#) 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 devices to support business needs. Please see the attached print lease/purchase [moratorium guidelines](#) for more information on exemptions and waiver procedures. Note that these guidelines have been updated to account for the upcoming MPS transition period.

Please direct any questions about this initiative or the revised moratorium guidelines to Richard.Moskowitz@mass.gov, the Project Manager for the MPS Program Office.

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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 MPS Program Office 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 EPS Program Office 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 to Richard Moskowitz, EPS Project Manager, at richard.moskowitz@mass.gov