

ITS81 Project Services and GIS

UPDATED: July 31, 2024

Contract #:	ITS81
MMARS MA #:	ITS81*
Initial Contract Term:	July 1, 2024 – June 30, 2034
Maximum End Date:	No extensions available
Current Contract Term:	July 1, 2024 – June 30, 2034
Contract Manager:	Marge MacEvitt, 617-720-3121, marge.macevitt@mass.gov
This Contract Contains:	Prompt Pay Discounts
UNSPSC Codes:	81-11-00, Computer Services

*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).

VENDOR AWARD STATUS: Due to the large response to the ITS81 bid, contracts still are being evaluated and awarded. It is anticipated that most, if not all, ITS81 contracts will be executed before the end of July 2024.

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Contract Summary

This Contract User Guide is for Statewide Contract ITS81 IT Project Services and GIS. Services available on this contract include, Enterprise Data Management, Software Operations and Support Services, User Centered Design and Development, and Geospatial Information Systems. ITS81 is the primary Statewide Contract used by Executive Agencies of the Commonwealth for the goods and services covered by the Contract. ITS81 is replacing ITS74 IT Project Services and ITS74GIS IT Project Services Geographic Information Systems. The Contract will also be available for use by other Eligible Entities.

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Contract Categories

This contract has four categories that have been expanded to specifically call out sought after services, as well as speaking directly to how Software as a Service ([SaaS](#)) is handled within the parameters of this contract (See [Additional Information](#) and RFR Section 4.1). This contract includes 4 categories of service as listed below.

1. - EDM (Enterprise Data Management) Data Analytics
2. - Software Operations and Support Services
3. - User Centered Design and Development
4. - GIS (Geographic Information Systems)

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.

- Wide range of vendors and specialty services
- Prompt Payment Discounts

Find Bid/Contract Documents

- To find all records pertaining to ITS81, [COMMBUYS.com](https://www.commbuys.com) and search for Blanket ITS81 to or [link directly to this page](#). This includes the [Master Blanket Record](#) (RFR, Contract User Guide, Vendor Listing Spreadsheet, and other contract level attachments) and links to the Solicitation-Enabled records for each Category as shown below..
- To link directly to:
 - Category 1 EDM (Enterprise Data Management) Data Analytics MBPO for ITS81, visit [Master Blanket Purchase Order PO-24-1080-OSD03-SRC3-33004](#).
 - Category 2 Software Operations and Support Services MBPO for ITS81, visit [Master Blanket Purchase Order PO-24-1080-OSD03-SRC3-33005](#).
 - Category 3 User Centered Design and Development MBPO for ITS81, visit [Master Blanket Purchase Order PO-24-1080-OSD03-SRC3-33006](#).
 - Category 4 GIS (Geographic Information Systems) MBPO for ITS81, visit [Master Blanket Purchase Order PO-24-1080-OSD03-SRC3-33007](#).
- To find vendor-specific documents, see the link for vendor information on the [Vendor Information](#) page.

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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. Prior approval of the purchasing Eligible Entities is required for any subcontracted service of the Contract. Awarded vendors are fully responsible for the performance and adequate oversight of their subcontractors. Quotes for any and all goods or services being provided must be submitted by the awarded vendor.

Supplier Diversity Requirements

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

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

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

When selecting vendor(s) from multiple quotes and statement of work, Executive Departments should follow below guidance:

Requirements of the Small Business Purchasing Program for Small Procurements (expected annual value of \$250,000 or less) or the Supplier Diversity Program for Large Procurements (expected annual value exceeding \$250,000) apply to Executive Departments soliciting quotes or issuing statements of work.

Small Business Award Preference: In accordance with the Supplier Diversity Office's SBPP Policy, Departments must award contracts for Small Procurements to SBPP-participating small business bidders if both of the following conditions are met:

- The response is received from an eligible small business; AND
- The response meets the Department's best value criteria as defined in the RFR or RFQ.

SDP Commitment: Businesses awarded large Commonwealth contracts for goods and services (also called prime contractors or prime vendors) are required to make measurable financial commitments to do business with one or more diverse businesses (often called SDP Partners). This business-to-business relationship requirement applies to all Large Procurements for goods and services, which were historically defined as those expected to exceed \$150,000 in total spending. Effective July 1, 2021, Large Procurements will be defined as those expected to exceed \$250,000 in annual spending.

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Executive departments should take into consideration contracted vendors SDP commitments when evaluating responses. Specifically, the following fields of the new SDP Plan Form correspond to the goals stated above:

Type of information collected from bidders	Possible use of the information by the SST
SDP focus statement	Assess the bidder's level of integration of supplier diversity into company operations.
SDP policy link or attachment (if any)	
Additional creative initiatives (if any)	
SDP commitment – subcontracting	Evaluate the bidder's SDP commitment.
SDP commitment – ancillary	
SDP commitment – total	
List of proposed partners	Assess the likelihood of the bidder meeting their SDP commitment.
Company prior year spending with the list of partners (if available)	
Company average gross annual revenue	If deemed necessary by the Agency or Statewide Contract Strategic Sourcing Team (SST) and included in the evaluation criteria, consider the bidder's company size during the evaluation of the ancillary SDP commitments and total prior year spending.

Key Evaluation Requirements

The following key requirements apply to the evaluation of submitted SDP Plans:

- At least 25% of the available evaluation score must be dedicated to the evaluation of the bidder's SDP Commitment.
- The majority of the SDP evaluation score should be dedicated to the bidder's SDP commitment.
- bidders offering more value in their SDP Plan submissions must receive higher scores.

Other Requirements:

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

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

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

Pricing, Quote and Purchase Options

Purchase Options

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

- This is a fee for service contract
- Purchases made through this contract will be direct, outright purchases. All elements of the project's creation through the use of Commonwealth funds are owned by the Commonwealth except where prior ownership has been established. Commonwealth departments should be made aware of such exceptions.

Pricing

There are no hourly rates associated with these contracts. At least three quotes must be requested for all new projects, by sending bids to a minimum of three vendors via COMMBUYS with the specifications for the project See "[How to Purchase From the Contract](#)" below. Entities that do not use COMMBUYS may request quotes via email rather than posting on COMMBUYS, using the email addresses found in the Vendor Listing Spreadsheet, located on the [Master Contract Record](#).

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Many vendors offer substantial Prompt Pay Discounts – see the Vendor Listing Spreadsheet located in the [Master Contract Record](#) under Header Information, Agency Attachments, for a listing of all vendors showing the Vendor Name, email address, specialties, and Prompt Pay Discounts.

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.

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 ITS81 to receive contract pricing.

Quick Search in COMMBUYS

Log into COMMBUYS, and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

How To Purchase From The Contract

- **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 “ITS81 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 ITS81 when contacting vendors to ensure they are receiving contract pricing. Quotes, not including construction services, should be awarded based on best value.

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.

Prepare a Specifications Document

You may use the template [Statement of Work \(SOW\)](#) as a guide for creating your specifications document and bidder response requirements. This document will be an attachment to your RFQ on COMMBUYS.

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Determine RFQ Distribution

Projects with IT Bond Funding and/or over \$50,000

If IT Bond funds will be used, projects worth more than \$50,000 must be posted on COMMBUYS and sent to all ITS81 Project Services vendors. See [How to Purchase From the Contract](#) for instructions. The posting must indicate that only ITS81 Project Services vendors (and other qualified Statewide Contractors, if the Agency wishes) may submit quotes.

All Other Projects

Otherwise, you may use the Vendor Listing Spreadsheet to select three or more companies from which you wish to solicit quotes. The Vendor Listing Spreadsheet shows which vendors were selected for the seven RFR subcategories that were evaluated by the SST (Strategic Sourcing Team). For these subcategories, vendors were required to describe specific projects, with client reference letters, and to provide additional qualifications.

If there are many companies that may be qualified to provide the types of services you are seeking, you may consider Prompt Pay, Warranties, M/WBE status, or other factors in making your choices. This information is available in the Vendor Listing Spreadsheet.

It is NOT necessary to restrict your choice to vendors who were awarded based on the subcategory under which they proposed or the additional specialties they listed. Many vendors offer a broad array of services and were limited in the number they could list. Vendors are not limited to providing services in the subcategories/specialties included in their RFR responses.

Once you have selected the vendors to receive bid notification, see [How to Purchase From the Contract](#) for instructions.

Select a Vendor and Negotiate an Agreement

It is not necessary to select the lowest cost bid. The choice may be made based on “best value” to the Commonwealth.

Statement of Work (SOW) Template

The [Statement of Work](#) Template must be used for all engagements. It may be tailored to omit sections/terms which are not relevant or to add new sections/terms, however, for Executive Departments, Section 11.3, “Title and Intellectual Property Rights” may not be altered without the written consent of the General Counsel for the Executive Office of Technology Services and Security (or the General Counsel’s designee).

Representations by Resources

This document is to be signed by all resources (consultants) who will be providing services on site or will use Commonwealth IT resources

Instructions for MMARS Users

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

Environmentally Preferable Products (EPP)

When working on a contract that is a result of the ITS81 Statewide Contract, Buyers and vendors will work to ensure that any recommendations for hardware or physical product purchases necessary for the completion of the project will include

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options for hardware and products that meet or exceed the State's EPP standards. For detailed information please refer to the Commonwealth's [Environmentally Preferable Products and Services Guide](#).

Contract Exclusions

The types of services listed below are not in scope for ITS81:

- Hourly rate or annual (or other time period) contract for hardware maintenance or network (including wireless network) support or monitoring services
- Microcomputer, server, or switch deployment, relocation, or configuration
- Transferring information from one microcomputer or server to another
- Rebuilding microcomputers or servers
- Printer support, installation, or repair
- Deployment or certification of cable installations
- Patch application
- Removing viruses from individual computers (addressing a widespread infestation is allowable under this category).

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.

Additional Information/FAQs

SaaS, PaaS, and IaaS (Cloud Services) and Limited use Specifications

The ITS81 contract is not intended to offer SaaS as a standalone category. SaaS may ONLY be utilized through the ITS81 contract on a temporary basis, as is needed for the creation or completion of a project that has been procured through the ITS81 contract. Any SaaS purchase/renewal that needs to be performed after project completion needs to be procured using the ITS60 and/or ITS75 statewide contract or their successors.

Vendors offering SaaS, PaaS, or IaaS ("Cloud Services") shall ensure that the additional terms and conditions in Exhibits 1,2,3 in the RFR for the applicable services are met. When offering Cloud Services as part of their quote, Vendors must advise the software publisher or service provider that, if their quote is selected for award, the Eligible Entity may require that a negotiated version of the Cloud Services terms, as agreed to by the Eligible Entity and the software publisher or service provider, will form a part of the agreement.

Users Approval

Executive Departments and other Commonwealth network users must request approval from the Executive Office of Technology Services and Security ("EOTSS") to use ITS81 for specific purchases:



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1. on-premises software: no approval required
2. software as a service (SaaS) and related services: no approval required, provided that all purchases comply with the following guidance:
 - i. Purchasing Entities must review to determine whether product is available from existing enterprise agreement. EOTSS maintains a number of enterprise agreements (e.g. Microsoft, Adobe, etc.) and offers products to Commonwealth purchasers at a discounted rate.
 - ii. SaaS meets or exceeds the standards set forth in the Enterprise Information Security Policies and Standards and Accessibility Standards Enterprise information security policies and standards, and accessibility contract language for it solutions
 - iii. SaaS provider has agreed to the terms in the EOTSS Cloud Terms document and/or provided responses to each item in detail and purchaser has confirmed that such responses meet its needs
3. infrastructure-as-a-service (IaaS), platform as a service (PaaS), and related services: EOTSS' approval is required. Prior to issuing an RFQ, submit a description of the intended purchase including
REQUEST FOR RESPONSE ITS81 Project Services
RFR ITS81 COMMBUYS BID NUMBER - BD-24-1080-OSD03-OSD03-94676 Page 9
Document Sensitivity Level: High during development; Low once published.
the specifications, functionality, number of users, and anticipated costs to EOTSS, please reference the contract user guide.

Check Vendor Status

Prior to requesting quotes or issuing orders, contract users should check COMMBUYS to see whether the vendor is currently in "Active" status. Vendors may be suspended for several reasons, including failure to comply with their contract obligations. New orders may not be issued to vendors whose status is "Inactive", who have been suspended from new business or dropped from the contract.

Geographical Service Area

Vendors agree to provide services for the entire Commonwealth, located here:

https://www.sec.state.ma.us/cis/cispdf/County_Map.pdf

Warranties

For all categories vendors agree that (1) Contractor and its subcontractors will be sufficiently staffed and equipped to fulfill the Contractor's obligations under any SOW or engagement resulting from this RFR; (2) Contractor's services will be performed: (a) by appropriately qualified and trained personnel; (b) with due care and diligence and to a high standard of quality as is customary in the industry; (c) in compliance with the Milestone Schedule and the terms and conditions of the RFR agreement and any SOW; and (d) in accordance with all applicable professional standards for the field of expertise; (3) the Deliverables will substantially conform with the Deliverable descriptions set forth in any SOW or engagement resulting from the RFR; (4) all media on which the Contractor provides any software under ITS81 shall be free from defects; (5) all software delivered by the Contract under ITS81 shall be free of Trojan horses, back doors, and other malicious code; (6) Contractor will obtain all rights, grants, assignments, conveyances, licenses, permissions and authorizations necessary or incidental to any materials owned by third parties supplied or specified by the Contractor for incorporation in the Deliverables to be developed under ITS81; (7) documentation to be provided by the Contractor under ITS81 shall be in sufficient detail so as to allow suitably skilled, trained, and educated Contracting Department personnel

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to understand the operation of the Deliverables. The contractor agrees to promptly, at no additional cost to the Contracting Department, make corrections to any documentation that does not conform to this warranty.

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.

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 3 years 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.

Contract User Guide for ITS81

Strategic Sourcing Team Members

- Karim Abdul-Matin, Department of Public Health
- Kevin J. Botelho, Department of Public Health
- John Cadorette, Department of Transportation
- Alison Cahill, Executive Office of Labor and Workforce Development
- Andrew Y. Cheng, Executive Office of Labor and Workforce Development
- Gerry Dawson, Operational Services Division
- Joshua Flanagan-Lanier, Operational Services Division
- Aleda Freeman, Executive Office of Labor and Workforce Development
- Rachelle Hersey, Department of Revenue
- Cyril Smith, Executive Office of Technology Services and Security
- Nelson Wong, Executive Office of Technology Services and Security



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Vendor List and Information*

Vendor	Master Blanket Purchase Order #	COMMBUYS Catalog Punch Out Available	Contact Person	Phone #	Email	Categories	Counties	Discounts (PPD, Dock Delivery, Other)	SDO Certification Type (Including SBPP)	SDP Commitment Percentage	List any other important items
ITS81 Master Contract Record (All contract documents)	Master Blanket Purchase Order PO-24-1080-OSD03-SRC3-32972		Marge MacEvitt	617-720-3121	marge.macevitt@mass.gov	N/A	N/A	N/A	N/A	N/A	N/A
Category 1 Solicitation Enabled MBPO] (for requesting quotes)	Master Blanket Purchase Order PO-24-1080-OSD03-SRC3-33004		Marge MacEvitt	617-720-3121	marge.macevitt@mass.gov	N/A	N/A	N/A	N/A	N/A	N/A
Category 2 Solicitation Enabled MBPO] (for requesting quotes)	Master Blanket Purchase Order PO-24-1080-OSD03-SRC3-33005		Marge MacEvitt	617-720-3121	marge.macevitt@mass.gov	N/A	N/A	N/A	N/A	N/A	N/A
Category 3 Solicitation Enabled MBPO] (for requesting quotes)	Master Blanket Purchase Order PO-24-1080-OSD03-SRC3-33006		Marge MacEvitt	617-720-3121	marge.macevitt@mass.gov	N/A	N/A	N/A	N/A	N/A	N/A
Category 4 Solicitation Enabled MBPO] (for requesting quotes)	Master Blanket Purchase Order PO-24-1080-OSD03-SRC3-33007		Marge MacEvitt	617-720-3121	marge.macevitt@mass.gov	N/A	N/A	N/A	N/A	N/A	N/A
Link to Vendor Listing Spreadsheet	ITS81 Vendor Listing Spreadsheet										

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

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

*** [The Solicitation Enabled MBPO] is the

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