ITS74ProjServ: IT Project Services

UPDATED: July 17, 2020	
Contract #:	ITS74ProjServ
MMARS MA #:	ITS74ProjServ*, ITS74ProjServ2*
Initial Contract Term:	July 1, 2019 to June 30, 2024
Maximum End Date:	No extensions available
Current Contract Term:	July 1, 2019 to June 30, 2024
Contract Manager:	Marge MacEvitt, 617-720-3121, marge.macevitt@mass.gov
This Contract Contains:	Prompt Pay Discounts
UNSPSC Codes:	80-11-00, Computer Services

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

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TIP: To return to the first page throughout this document, use the CTL + Home command.

Contract Summary

This is a Statewide Contract for IT Project Services. It replaces ITS53 Solution Providers and Technical Specialists. This contract is for information technology (IT) professional services to perform fixed price, deliverables-based IT projects. Types of services include cyber security services, data-related services, independent verification and validation, project management, software, website, and systems development, systems integration and networking, systems planning, and other IT services. Hardware and commercial software (for example, Microsoft Office) are not covered under this contract. See Contract Exclusions for a description of excluded services.

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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 contract documents, including the Contract User Guide, RFR, Statement of Work (SOW) template, Vendor Listing Spreadsheet, and others, visit COMMBUYS.com and search for ITS74ProjServ. Or, link directly via PO-20-1080-OSD03-SRC01-16621. The "Vendor Name" is "Master Contract Record." The contract documents are found in the **Attachments** section. The vendors are listed in the **Master Blanket/Contract Vendor Distributor List** section, and the **Vendor Listing Spreadsheet** provides contact information for each vendor, as well as their specialty areas, prompt pay discounts, warranties offered, company size (over or under $5 million in gross annual income), and MMARS contract number.

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 Can 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. You have the right to approve any subcontracts, and the right to a copy of the subcontract. Vendors may not subcontract more than 80% of the work as measured by dollar amount.

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Pricing, Quote and Purchase Options

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 Post on COMMBUYS" 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.

Many vendors offer substantial Prompt Pay Discounts – see the Vendor Listing Spreadsheet for a listing of all vendors showing the Vendor Name, email address, specialties, and Prompt Pay Discounts.

Acquisition Method

The only acquisition method is fee-for-service.

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 an account already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or COMMBUYS@state.ma.us.

How to Post on COMMBUYS

COMMBUYS functionality provides a mechanism to obtain quotes from multiple vendors as required for all new projects under this contract.

First, determine the vendors who should receive your RFQ – see Determine RFQ Distribution, below.

For a description of how to request quotes in COMMBUYS, visit the *Job Aids for Buyers Using COMMBUYS* webpage, and select:

➢ QRG_Executive Agencies_How to Request Quotes from Vendors on Statewide Contract **OR**
➢ To locate from COMMBUYS, visit www.commbuys.com, *Buyer Training Resources* → *Job Aids for Buyers* → *Quick Reference Guides (QRG)* → How to Request Quotes from Vendors on Statewide Contracts.
➢ **Important - Please follow the instructions below, which augment the above Job Aid for use with this Contract:**
   o On Step 5 of this Job Aid, enter "ITS74ProjServ" in the "Description" field.
   o After Step 7, click on the Vendors tab underneath the Items tab. On the Vendors

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tab, click Select Vendor. Click the button next to any vendor listed, then click "Select" (it does not matter which vendor you select, the RFQ will only go to the Distributors you will select later). Next, click on the Address tab underneath the Items tab. Click the magnifying glass next to "Ship-to Address". Enter the 3-digit code for your Department as Department Name, and click "Find It." Choose any address, nothing will be "shipped" to it. Click Select. Next, click Apply to All Items in the "Ship-to Address" row. Error messages should disappear. Click "Save and Continue" and proceed to Step 8.

o   On Step 8, unless you wish to distribute the RFQ to all vendors, click the "Select All" box twice to clear all selections. If you wish to send the RFQ to all vendors, skip Step 8.

How to Obtain Services

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. See Find Bid/Contract Documents to locate the SOW template. This document will be an attachment to your RFQ on COMMBUYS.

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 ITS74 IT Project Services vendors. See "How to post on COMMBUYS" for instructions. The posting *must* indicate that only ITS74 IT 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.

In addition to their evaluated subcategories, Vendors had the opportunity to list up to five additional specialties. These were not evaluated but provide an indication of what the vendor considered to be particular strengths they wished to highlight.

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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.

Note the "Instructions" tab on the Vendor Listing Spreadsheet, which explains how to sort and filter the spreadsheet so that you can easily identify large vs small vendors and the areas in which vendors were awarded or otherwise specialize. Once you have selected the vendors, you can sort the spreadsheet by COMMBUYS number, which is the order in which they will be listed on the distributor checkoff list on COMMBUYS.

Once you have selected the vendors to receive bid notification, see "How to post on COMMBUYS" 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.

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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. Contact the Comptroller Help and Support Desk at 617-973-2468 or via email at Comptroller.Info@state.ma.us for additional support.

This contract has more than 100 vendors, the maximum allowed by MMARS, and has been divided into two contracts. See the Vendor Listing Spreadsheet to determine which vendors are on each MMARS contract.

Contract Exclusions and Related Statewide Contracts

The contract does **not** include the following types of services:

- Automated network monitoring or similar services,
- Equipment maintenance or managed services,
- Data collection that can be performed by non-IT professionals,
- Standardized training courses,
- Web hosting except for testing and development,
- Staff Augmentation (temporary staff paid on an hourly rate basis),
- Ongoing agreements for support and maintenance except in the case of software support,
- Call center operations,
- Help desk services,
- Managed network, storage or telecommunications services,
- Any services provided principally through an automated process, including automated network or telecommunications monitoring,
- Data entry,
- Managed services such as Software as a Service, Infrastructure as a Service, Cloud Services, and other types of services provided in a similar manner,
- Document scanning,
- Any hardware or packaged/pre-existing software, and/or
- **Any services that are not primarily intellectual work performed by IT professionals**

Additional Information/FAQs

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.

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Warranties

All bidders awarded in the "Software and Systems Development" and "Systems Integration" subcategories warrant that any systems they create or modify will operate in substantial conformance with the specifications for three months after acceptance. Some vendors offer warranties of up to 12 months. The warranty period is shown in the Vendor Listing Spreadsheet.

Other Software Support

Contractors who specialize in supporting a particular type of software may be engaged to provide ongoing "as needed" support for software products that have been obtained through other Statewide Contracts. You must solicit three quotes for hourly (or other time unit) support rates.

Prompt Pay Discount

This is a discount given to the buyer for invoices paid within a certain time period. These discounts may be found on the Vendor Listing Spreadsheet. 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.

For non-MMARS entities, the Prompt Pay Discount may be deducted from the amount the Vendor invoiced, based on when your agency received the invoice and when the vendor will receive the payment. Please be conservative in estimating how long it will take for a check issued by your agency to be received by the vendor, to avoid having to remit the amount of any Prompt Pay Discount that was not warranted.

Performance and Payment Time Frames Which Exceed Contract Duration

OSD's approval will be needed for any projects that are expected to terminate after the end date of this Statewide contract, 6/30/2024. A process will be provided in this Guide at a later date, meanwhile email OSD's Contract Manager for the contract.

Memorandum of Understanding/Statement of Work

The SOW Template posted on COMMBUYS includes a place for entering the name of the RFR, which must be completed as ITS74ProjServ.

Fixed Price Projects

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The intent of this RFR is to obtain companies to perform projects on a fixed price basis. Time and materials work is only permitted as specified below under Time and Materials / Hourly Rate Work.

If a fixed price cannot be provided for one phase of a project until an earlier phase is completed, the project must be presented in the RFQ as a series of phases (a "multi-phase project"), with only those earlier phases eligible for bidding. Once the requirements of the subsequent/contingent phase(s) become(s) clear, the Contracting Department must solicit quotes from at least three (3) ITS74 Contractors.

Time and Materials / Hourly Rate Work

Time and materials / Hourly Rate Work is allowed under three circumstances:

1. **Bid Preparation Consulting Services:** The Contracting Department requires assistance from an ITS74 Contractor to prepare bid specifications that would enable ITS74 bidders to provide reasonable fixed price quotes. The Contracting Department would request hourly rate quotes from the ITS74 Contractors for assistance in bid preparation.

2. **Software Support:** The Contracting Department requires software support for a software solution developed or configured by an ITS74 Contractor, but cannot scope this activity in terms of a fixed price contract because the type of support required is not known in advance. Requirements may include but are not limited to:
   - Additional or modified configuration requests, due to changed circumstances or based on experience with using the solution
   - Software enhancements
   - Post-warranty support for resolving newly surfaced bugs
   - Adding or configuring new modules
   - Answering questions or providing additional training (from time to time, as distinct for providing Help Desk services, which are not covered under this contract)

3. **Not-to-Exceed:** A not-to-exceed amount is established in the SOW, which includes well-defined tasks whose resource requirements for completion are uncertain. Examples of where this could be applied include data cleaning projects, where the amount of time needed would be dependent on the state of the data to be cleaned, or performing a code review to identify and remediate vulnerabilities, where the time required would depend on the state of the code.

Hourly rate services may not be used for providing system enhancements or additional configuration whose estimated hourly costs would meet or exceed the base cost of the solution. In that case, fixed price quotes must be solicited from the ITS74 Contractors.

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Strategic Sourcing Team Members

- Brian Boyd, Executive Office of Labor and Workforce Development
- Alison Cahill, Executive Office of Labor and Workforce Development
- Sam Hamer, Executive Office of Technology Services and Security
- Dave Harvey, Department of Public Health
- Rachelle Hersey, Department of Revenue
- Shawn Johnson, Executive Office of Technology Services and Security
- Neil MacGaffey, Executive Office of Technology Services and Security
- Margaret Sullivan, Department of Police
- Sureshbabu Thyvalappil, Department of Children and Families
- Nelson Wong, Executive Office of Technology Services and Security

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Contract User Guide for ITS74ProjServ

Vendor List and Information*

Vendor	Master Blanket Purchase Order # (Master MBPO)	Contact Person	Phone #	Email	Supplier Diversity Office certified or verified status
**Master Contract Record	PO-20-1080-OSD03-SRC01-16621	See Vendor Listing Spreadsheet**	See Vendor Listing Spreadsheet**	See Vendor Listing Spreadsheet**	See Vendor Listing Spreadsheet**

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

** The Master MBPO is the central repository for all common contract files. The **Vendor Listing Spreadsheet** is found in the Attachments section of the Master Blanket Purchase Order.

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