



Contract User Guide for ITS75

ITS75: Software and Services

UPDATED: June 21, 2022

Contract #:	ITS75
MMARS MA #:	ITS75*
Initial Contract Term:	February 2, 2021 – June 30, 2026
Maximum End Date:	June 30, 2026
Current Contract Term:	February 2, 2021 – June 30, 2026
Contract Manager:	Brendan McCue, 617-720-3146, brendan.mccue@mass.gov
This Contract Contains:	MBE/MWBE/WBE, Service-Disabled Veteran-Owned Business
UNSPSC Codes:	43-23-00 Software 81-11-22 Software Maintenance & Support 81-11-00 Computer Services
Notes:	Additional vendors will be added as their contract paperwork is finalized *The asterisk is required when referencing the contract in the Massachusetts

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Contract Summary

This is a multi-state Statewide Contract for software and related services, including installation, implementation, customization, training, support, and maintenance. This contract includes vendors that are Software Resellers, Software Publishers, and Software Implementation Services Providers. Types of software available include Commercial Off the Shelf (COTS) Software, Software as a Service (“SaaS”), Platform as a Service (“PaaS”), and Infrastructure as a Service (“IaaS”).

Major differences between ITS75 and the predecessor contract ITS58 include:

- Seven large Software Resellers representing multiple software publishers rather than five vendors
- Direct contracts with select Software Publishers
- Niche Software Resellers specializing in a specific product or defined market segment
- Provisions for PaaS and IaaS (SaaS was already present under ITS58)
- Vendors in all Categories may provide installation, implementation, customization, training, support, and maintenance services using their own staff.

Software Reseller pricing (Categories 1 & 2) is based on the invoice paid by the Software Reseller to the Software Publisher, with a percentage markup or markdown. Pricing for Software Publishers (Category 3) and Implementation Services Providers (Category 4) is based on a percentage discount from the vendor’s Enterprise Price List and/or a Rate Card for hourly rates.

Buyers may negotiate additional discounts.

Contract Categories

This contract includes four categories as listed below.

- Category 1: Software Resellers
- Category 2: Niche Software Resellers
- Category 3: Software Publishers
- Category 4: Software implementation Services Providers

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.

- Covers nearly all software available on the market
- Software resellers, publishers, and implementation services under one Statewide Contract
- Competitive pricing made possible by multi-state buying power
- Prompt payment discounts from several vendors

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 ITS75 to find related Master Blanket Purchase Order (MBPO) information.

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

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- To link directly to the MBPO for ITS75 visit [Master Blanket Purchase Order \(MBPO\) PO-21-1080-OSD03-SRC01-21250](#)
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the [Vendor Information](#) page.

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. In addition, the states of Connecticut, Maine, Rhode Island, and Vermont participated in this procurement and are eligible users.

Supplier Diversity Requirements

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"> • 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. • 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. • 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. • 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.

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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:

- Licenses will be acquired by outright purchase, subscription, lease purchase or term lease. Lease purchase and term lease are allowable only for Eligible Entities whose rules and regulations permit leasing of software. Term leases (where the Eligible Entity must return the software at the end of the lease) are permitted only in conjunction with term leases of hardware, where the leased software runs on the leased hardware. For leases, the Eligible Entity will be responsible for obtaining financing via a third-party leasing company in accordance with the procurement laws and regulations governing the Eligible Entity. The third-party leasing company will pay the ITS75 vendor.
- This is a fee for service contract

Executive Departments and other Commonwealth network users must request approval from EOTSS to use ITS75 for specific purchases:

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: See “[ITS75 Purchasing Guidelines](#)”
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 the specifications, functionality, number of users, and anticipated costs to EOTSS via eotss-its75requests@mass.gov.

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.
- **Percentage markup or markdown of the price paid by the Software Reseller:** Contract pricing for vendors in Category 1: Software Resellers and Category 2: Niche Software Resellers is a specified discount off or markup of the price the Reseller pays the software publisher or provider. This includes software implementation services provided by a Publisher and sold by the Reseller. Because the cost to the Software Reseller may vary depending on agreements with the Software Publisher, the lowest markup shown in the pricing sheets will not necessarily result in the best price. For this reason, contract Users should always seek quotes from multiple Resellers.
- **Discount off of the Vendor Enterprise Price List:** Contract pricing for vendors in Category 3: Software Publishers is a specified discount off of the vendor Enterprise Price List.
- **Hourly rates for services:** Vendors in all categories may provide software implementation services using their own staff based upon the rate cards published in the vendor pricing sheets.

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Product/Service Pricing and Finding Vendor Price Files

Actual product pricing is not shown in the vendor price files. Particularly with respect to Category 1: Software Resellers, there are thousands of products, all subject to price changes from the Software Publishers. ITS75 Resellers are NOT limited to reselling the products shown in their price files or on their websites - if the product of interest to you does not appear on the website, ask the Software Reseller for a quote. Because of the large number of available products, some Software Resellers limit those listed on their websites to the most popular products. Also, even if a Reseller is not currently able to resell the product you wish to obtain, generally they can establish a relationship with the Software Publisher and add it to those they can resell.

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 ITS75 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 "ITS75 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.

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

This may be done if you do not need to solicit a quote, for example, if the Reseller has automatically sent you a quote for maintenance renewal or if you obtained product pricing from the vendor's ITS75-specific website.

See "Obtaining Quotes" regarding situations where quotes are required.

For a full description of how to complete a requisition in COMMBUYS visit the Job Aids for Buyers webpage, and select:

- The COMMBUYS Purchase Orders section and choose the How to Create a Requisition and Purchase Order (Contract Purchase) job aid.

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- **Establishing a Purchase Order for Partial Payments**

In these cases, enter the PO for the full amount (known or estimated), as per the instructions above, and process partial receipts as you receive billing from the vendor. In such purchase orders insert the following language in the special instructions box of the PO: “ This Purchase Order represents the total estimated expenditure for this ITS75 engagement (insert brief description), against which (identify department) will execute partial receipts in COMMBUYS upon receipt and approval of invoices, in order to record the work accomplished according to the agreed upon engagement terms. All estimated expenditures are subject to reconciliation based on invoices rendered for agreed-upon delivery of goods and/or services.”

Attach your Purchase Order to the “Attachments” tab of your requisition.

Obtaining Quotes

Contract users should always reference ITS75 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.

Include the following statement on your Purchase Order: “All of the terms and conditions of Statewide Contract ITS75 are incorporated herein and made a part hereof. Conflicting terms, conditions or agreements included in or attached to this form, or accepted via a click-through agreement, shall be considered to be superseded and void.” If the Software Publisher has provided any documents that the Eligible Entity must sign or otherwise accept, or if the Eligible Entity and the Software Publisher have negotiated any other written agreement, the Software Publisher must provide these to the Reseller and the Reseller must include them in their Quote.

For orders for a particular brand of software over \$5,000, Eligible Entities must seek quotes from at least three of the seven Software Resellers. Quotes obtained from the websites are acceptable; for items not in the on-line catalog, Eligible Entities must request quotes from the Software Resellers. Eligible Entities are not required to accept the lowest quote, but if they do not the reason must be documented in the procurement file.

It is not necessary to wait for quotes to be received from all resellers from whom quotes have been requested. Quote requests posted in COMMBUYS must allow at least four hours to respond but do not have to allow more than four hours.

It is not necessary to request multiple quotes for maintenance renewals or for Microsoft software or for products from software publishers in Category 3.

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

There are three Statewide Contracts for software with the Software Publishers directly rather than through ITS75: ITS64, Oracle, ITS55DesignatedITD, IBM, and ITS65DesignatedITD, ESRI (Geographic Information Software). ITS60, the Cloud Solutions contract, also offers Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS), and may be included in applicable quote requests.

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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

Shipping Charges: None, unless expedited shipping is ordered by the Eligible Entity

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.

If the Needed Product Can Not be Found

If a product or service cannot be provided by any of the Resellers or Publishers and is not available through any other Statewide Contract, then the product is considered to be unavailable under Statewide Contract. In that case, you may procure it via whatever method is required based on the scope of the purchase. To determine the procurement method, State Agencies may consult Appendix D of the Best Value Procurement Handbook; other entities must consult their own procurement regulations. Your procurement file must document that you requested quotes from however many Software Resellers and include their responses, if any, OR may include instead a letter or email from the Software Publisher explicitly stating that the Software Publisher does not allow any of the Software Resellers on ITS75 or ITS60 to resell their products.

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 24 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.



OPERATIONAL SERVICES DIVISION

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Strategic Sourcing Team Members

- Cheryl Asquino, State of Rhode Island
- Bonnie Borch-Rote, Operational Services Division
- Alison Cahil, Executive Office of Labor and Workforce Development
- Ellen Christy, Executive Office of Housing and Economic Development
- Aimee Cunningham, State of Connecticut
- Deborah Damore, State of Vermont
- Christine Horan, Executive Office of Housing and Economic Development
- Thomas Howker, State of Maine
- Shawn Johnson, Executive Office of Technology Services and Security
- Coleen Kelter, Operational Services Division
- Tim Kennedy, Operational Services Division
- Ellen Lee, State of Maine (inactive)
- Thomas Lessard, Executive Office of Technology Services and Security (inactive)
- Michael Lombardi, State of Rhode Island
- Ramesh Madhavan, State of Rhode Island
- Rebecca Markson, Executive Office of Energy and Environmental Affairs
- Brendan McCue, Operational Services Division
- Steven Mills, Executive Office of Health and Human Services
- Gregory Mooney, State of Connecticut
- Jesse Moorman, State of Vermont
- Jonathan Nadeau, State of Rhode Island
- Jesse Newberry, Department of Transportation
- Julia O’Leary, Executive Office of Energy and Environmental Affairs
- James Puccio, Division of Professional Licensure
- Elizabeth Rooney, Executive Office of Technology Services and Security
- Anna Shpigel, Operational Services Division
- Margaret Sullivan, Executive Office of Public Safety and Security
- Gail Walsh, State of Rhode Island
- Jennifer Warren, Executive Office of Administration and Finance

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Vendor List and Information*

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Discounts (PPD, Dock Delivery, Other)	SDO Certification Type	SDP Commitment Percentage
**Master MBPO (All contract documents)	PO-21-1080-OSD03-SRC01-21250	Brendan McCue	617-720-3146	brendan.mccue@mass.gov	1, 2, 3, 4	N/A	N/A	
***Solicitation Enabled	PO-21-1080-OSD03-SRC3-21389	Brendan McCue	617-720-3146	brendan.mccue@mass.gov	1, 2, 3, 4	N/A	N/A	
Accelare	PO-20-1080-OSD03-SRC01-21139	Brendan McLaughlin	617-899-0963	Brendan.McLaughlin@accelare.com	4	3% - 10 days 2% - 15 days 1% - 20 days		10%
Applications Software Technology Corporation	PO-21-1080-OSD03-SRC3-22342	Daryl Cockerham	540-435-6238	dcockerham@astcorporation.com	4	3% - 10 days 2% - 15 days 1% - 20 days		3%
Applied Geographics	PO-20-1080-OSD03-SRC01-21157	Tom Harrington	617-447-2488	tharrington@appgeo.com	2	N/A		2%
CABEM Technologies	PO-20-1080-OSD03-SRC01-21154	Jay Fredkin	617-244-6609	sales@cabem.com	3	5% - 10 days 4% - 15 days 3% - 20 days 2% - 30 days		4.5%
CBTS LLC (formerly OnX)	PO-20-1080-OSD03-SRC01-21151	Marilyn Koch	781-858-6246	marilyn.koch@cbts.com	2	N/A		5%
CDW Government	PO-22-1080-OSD03-SRC3-22639	Ann Reeves	813-804-5352 x. 65352	ann.reeves@cdwg.com	1	N/A		15%
Conduent State & Local Solutions, Inc.	PO-20-1080-OSD03-SRC01-21135	Michelle Colbert	978-902-7152	michelle.colbert@conduent.com	4	1% - 30 days		10%
Judge Consulting Group D/B/A Copley Consulting Group	PO-20-1080-OSD03-SRC01-21146	Jim Reilly	855-884-5305	jreilly@copleycg.com	2	4% - 10 days 3.5% - 15 days 3% - 20 days 2% - 30 days		12%

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Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Discounts (PPD, Dock Delivery, Other)	SDO Certification Type	SDP Commitment Percentage
Deloitte Consulting	PO-20-1080-OSD03-SRC01-21158	Prasad Thottempudi	617-270-3227	pthottempudi@deloitte.com	3 & 4	2% - 10 days 1.5% - 10 days 1% - 20 days 1% - 30 days		11%
Dell Marketing L.P.	PO-21-1080-OSD03-SRC3-22466	Ryan Schumaker	512-720-7215	Ryan.Schumaker@Dell.com	1	N/A		8%
FEi	PO-20-1080-OSD03-SRC01-21148	Lisa Lin-Freeman	443-270-5100	FEiBDProcurements@feisystems.com	3	2% - 10 days 1.75% - 15 days 1.5% - 20 days 1% - 30 days		10%
Green River	PO-20-1080-OSD03-SRC01-21143	Ian Kozak	802-257-0641	ian@greenriver.com	3	2% - 10 days 2% - 15 days 2% - 20 days		10%
GreenPages, Inc.	PO-20-1080-OSD03-SRC01-21150	David Knox	781-987-2013	dknox@greenpages.com	3	2% - 10 days 1% - 15 days 1% - 20 days 1% - 30 days		3%
Insight Public Sector, Inc.	PO-20-1080-OSD03-SRC01-21138	Jishnu Banerjee	514-373-8334	TeamMass@Insight.com	1	N/A		1%
IntraSystems, Inc.	PO-20-1080-OSD03-SRC01-21156	Madeline Doherty	781-986-1700 x224	mdoherty@intrasystems.com	2, 4	1% - 10 days 1% - 15 days 1% - 20 days		2%
JD Software, Inc.	PO-22-1080-OSD03-SRC3-25282	Lhassan Oubala	978-219-4521	loubala@jdsoft.com	3	1% - 30 days		1%
Markley Boston, LLC	PO-20-1080-OSD03-SRC01-21141	Paul Andrews	617-451-6464	pandrews@markleygroup.com	3	2% - 10 days 1% - 15 days		20%

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Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Discounts (PPD, Dock Delivery, Other)	SDO Certification Type	SDP Commitment Percentage
NeuroSoph Development Inc.	PO-20-1080-OSD03-SRC01-21152	Kyle Johnson	780-935-3199	kyle@neurosoph.com	3	1% - 10 days 1% - 15 days 1% - 20 days 1% - 30 days		2%
Quadient, Inc.	PO-20-1080-OSD03-SRC01-21145	Kevin Warner	717-364-5092	k.warner@quadient.com	3	N/A		8%
SecurityStudio Inc	PO-20-1080-OSD03-SRC01-21153	Kevin Orth	952-467-6381	korth@securitystudio.com	3	5% - 10 days 5% - 15 days 2% - 20 days		1%
SHI International	PO-21-1080-OSD03-SRC3-22343	Michael Dempsey	508-254-5739	Michael_Dempsey@Shi.com	1	N/A	MBE/WBE	10%
Spruce Technology, Inc.	PO-20-1080-OSD03-SRC01-21134	Jeffrey Dickert	862-414-4983	jdickert@sprucetech.com	4	1.5% - 10 days 1% - 15 days .5% - 20 days 0% - 30 days	MBE	5%
Stellar Services, Inc.	PO-20-1080-OSD03-SRC01-21147	Liang Chen	212-432-2848	contact@stellarservices.com	4	1% - 30 days	MBE	30%
Stonewall Solutions Inc.	PO-20-1080-OSD03-SRC01-21155	Allie Motta	508-415-9995	allie@stonewallsolutions.com	3	5% - 10 days 4% - 15 days 3% - 20 days 3% - 30 days		1%
Strategic Solutions Group, LLC	PO-20-1080-OSD03-SRC01-21160	Ted Hill	732-299-7117	thill@ssg-llc.com	3	1% - 10 days 1% - 15 days 1% - 20 days 1% - 30 days		2%
System Automation	PO-20-1080-OSD03-SRC01-21137	Evan Willner	301-837-8000 x235	ewillner@systemautomation.com	3	5% - 10 days 4% - 15 days 2% - 20 days 1% - 30 days		10%
World Wide Technology LLC	PO-20-1080-OSD03-SRC01-21163	Carol Harting	314-995-6103	carol.harting@wwt.com	1 & 4	.33% - 10 days	MBE	10%

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Zones, LLC	PO-20-1080-OSD03-SRC01-21136	Robert Spencer	508-740-9877	MassITS75@zones.com	1	N/A	MBE	4%

*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. Price files may be found in the individual vendor's MBPO.

*** The Solicitation Enabled MBPO is the MBPO to solicit multiple quotes and receive pricing from vendors.

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Appendix A: Category Descriptions

Category 1, SOFTWARE RESELLERS

Large account resellers authorized to sell products directly from multiple key software publishers or authorized distributors.

Category 2, NICHE SOFTWARE RESELLERS

Software Resellers that specialize in the sale of one specific product, a small market segment of products, or an aligned grouping of products.

Category 3, SOFTWARE PUBLISHERS

Software publishers and Cloud Services providers. As distinct from resellers of software or cloud services, these vendors must own the software or cloud services they are offering.

Category 4, SOFTWARE IMPLEMENTATION SERVICES PROVIDERS

Services include technical design, implementation, integration, installation, configuration, customization, training, documentation, maintenance, support, and cloud migration and monitoring. Software sales are not allowed under this category.