



OPERATIONAL SERVICES DIVISION

Contract User Guide for ITS77

ITS77: Staff Augmentation

UPDATED: May 11, 2022

Contract #:	ITS77
MMARS MA #:	ITS77*
Initial Contract Term:	July 1, 2021- June 30, 2026
Maximum End Date:	June 30, 2026; no renewals
Current Contract Term:	July 1, 2021- June 30, 2026
Contract Manager:	Marge MacEvitt, marge.macevitt@mass.gov , 617-720-3121
This Contract Contains:	Small Business Purchasing Program
UNSPSC Codes:	80-11-18 Information technology contractors

*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 obtaining information technology labor skills on a temporary basis. This contract replaces the ITS63 Staff Augmentation Contracts: General Purpose Category 1, Very Low Overhead Categories 2a and 2b. ITS63, the "Niche" category, for specialized vendors, was not replaced due to very low utilization.

ITS77 has two main Categories. The first is a "Full Service" category, Category 1, under which companies will recruit candidates and submit resumes in response to Eligible Entity postings on COMMBUYS. The second category is "Lower Overhead", Category 2, under which companies will supply Resources that have already been recruited by the Eligible Entity.

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UPDATES: A new section, [Supplier Diversity Requirements](#), has been added. [Pay rate and bill rate calculations for Category 2a](#) has been updated.

Contract Categories

This contract includes the categories of services as listed below:

- Category 1: Full Service
Category 2A: Lower Overhead; vendor is the Resource's employer
Category 2B: Lower Overhead; vendor subcontracts with the Resource's employer

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.

Other Benefits and Cost Savings include:

- Competition for every placement results in better rates.
- Four vendors are certified under the Massachusetts Small Business Purchasing Program (SBPP).
- Prompt Payment Discounts
- The ability to convert Resources to Commonwealth W-2 employees after a defined period with no fee

Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, templates for posting positions, SOW template, the Vendor Spreadsheet Listing, and other attachments, visit COMMBUYS.com and search for ITS77 to find related Master Blanket Purchase Orders (MBPOs) information. All common contract documents are located in the "Master Contract Record" for ITS77 and can be accessed directly by visiting [PO-21-1080-OSD03-SRC01-22405](#).
- Category 1 vendors do not have individual contracts, but are listed under a Solicitation Enabled MBPO. Details about these vendors including contact name, contact telephone, prompt pay discount, diversity/SBPP status, and other information are found on the Vendor Spreadsheet Listing, located on the [Master Contract Record](#). Category 2 vendors are also listed on the Vendor Spreadsheet Listing. If distributing postings via email, be sure to select only those records with a "Y" in Column E (Category 1 Vendors).
- Each Category 2 vendor has their own MBPO. Links to these MPBOs are found under [Vendor List and Information*](#). Category 2 vendors are also listed on the Vendor Spreadsheet Listing. If distributing postings via email, be sure to select only those records with a "Y" in Column E (Category 1 Vendors). Do not send job postings to Category 2 vendors or accept bids/resumes if submitted.

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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

Supplier Diversity Requirements

Categories 2a and 2b

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.

Category 1

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.

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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.

Services will be obtained on a time and materials basis only. Travel may be paid only with prior written consent by the Eligible Entity.

A “Rate Card,” updated periodically, determines the maximum rates which Vendors can charge for particular job titles. Rate Card 7 applies to Executive Department agencies. All other Commonwealth Agencies may use Rate Card 3 or Rate Card 7. The Rate Card is located on the [Master Contract Record](#).

If an Agency does not receive satisfactory resumes using the Maximum Rate Card rates and wishes to post at a higher rate, they may petition the Executive Office of Technology Services and Security for a variance from the rate card. The decision is made by the Commonwealth’s Chief Information Officer or designee. Waiver requests can be submitted to MaryBeth Martinez @ marybeth.martinez@mass.gov.

Pricing Options

Category 1 Pricing

Bill Rate

The Bill Rate is the rate the vendor charges the Eligible Entity. The Bill Rate is subject to negotiation between the Eligible Entity and the ITS77 vendor. The negotiated bill rate will be included in the Statement of Work (SOW).

Pay Rate

The Pay Rate is the direct pay the resource receives, whether paid by the vendor or the vendor’s subcontractor.

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Differential

The differential is the % difference between the Bill Rate and the resource’s Pay Rate. The differential may not exceed 40% without prior written approval from the Eligible Entity. Each resume submission should include the bill rate, pay rate and % differential.

There are three steps for obtaining IT Resources under Category 1, Full Service, explained in more detail under [How to Purchase from the Contract](#) and [Posting the Job and Choosing a Resource \(Category 1 Full Service only\)](#):

1. Post the position on COMMBUYS and select a candidate from the resumes received. COMMBUYS posting is required for all positions to be filled under this contract except for non-Executive agencies who do not use COMMBUYS. Non-COMMBUYS users may solicit resumes via email (see the Vendor Spreadsheet Listing, found on the [Master Contract Record](#)), and should request resumes from ALL Category 1 vendors.
2. Notify the Vendors that a candidate has been selected and sign an agreement with the selected Vendor.
3. “On-board” the Resource (obtain required forms before the Resource can start work).

Category 2A and 2B Pricing

The “bill rate” (what your Agency pays the ITS77 Vendor) for Category 2a is equal to the Resource’s “pay rate” plus the ITS77 Vendor’s charges. For Category 2b, the bill rate is the rate paid by the ITS77 vendor to the Resource’s employer, plus the ITS77 vendor’s charges (under Category 2b, you won’t necessarily know the Resource’s ultimate pay rate, because the ITS77 vendor is subcontracting with the Resource’s employer).

The usual practice is to negotiate a rate with the Resource and allow the Resource to choose the ITS77 Vendor they will work with, because the ITS77 Vendors’ practices differ (payment scheduling, insurance provisions, etc.). You can do this in one of two ways:

- **Negotiate a “pay rate” with the Resource**

In this case, the bill rate to your Agency may be different depending on which ITS77 Vendor your Resource selects. Therefore, you must be sure that if your Resource chooses the ITS77 vendor with the highest markup, the rate your Agency pays will be a) under the Rate Card maximum and b) within your budget. (Remember that for Category 2b, this is the pay rate to your Resource’s employer.)

OR

- **Negotiate a “bill rate” with the Resource**

This is the amount your Agency will pay regardless of which ITS77 vendor the Resource chooses. The Resource will have a higher pay rate if they choose the ITS77 vendor with the lowest markup.

Pay rate and bill rate calculations for Category 2a

Vendor Name	Max Markup
ARK Solutions, Inc.	11.27%
Appsboat, Inc	12%
Digit Outsource Inc	13%
Acro Service Corp	13.06%
McInnis Consulting Services, Inc.	13.12%
Lancesoft	14.35%
Overture Partners, LLC	14.5%
M & R Consultants Corporation	13.4%
Rose International Inc	15%

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Category 2a (ITS77 Vendor hires the Resource as their employee)

These rates are higher than for Category 2b because the “markup” includes all the Employer taxes and other charges that the ITS77 Vendor must pay, typically at least 11% and often higher.

To calculate Resource’s Pay Rate based on the Bill Rate:

$$\text{Pay Rate} = \text{Bill Rate} / (1 + \text{Markup})$$

To calculate Bill Rate to your Agency based on the Resource’s Pay Rate:

$$\text{Bill Rate} = \text{Pay Rate} * (1 + \text{Markup})$$

There is a spreadsheet on the [Master Contract Record](#) on COMMBUYS that does these calculations for you (see [Locating Documents on COMMBUYS](#)).

Pay rate and bill rate calculations for Category 2b

Category 2b (ITS77 Vendor subcontracts with the Resource’s employer)

Vendor	Hourly Markup
SoftHQ, Inc	\$0.30
Acro Service Corp	\$0.38
Appsboat Inc	\$0.45
LanceSoft Inc	\$0.45
McInnis Consulting Services, Inc.	\$0.45

To calculate Pay Rate to Resource’s employer based on the Bill Rate:

$$\text{Pay Rate} = \text{Bill Rate} - (\text{Markup} + (\text{Bill Rate} * .01))$$

To calculate Bill Rate to your Agency based on the Pay Rate to the Resource’s employer:

$$\text{Bill Rate} = \text{Pay Rate} + \text{Markup} + ((\text{Pay Rate} + \text{Markup}) * .01)$$

There is a spreadsheet on the [Master Contract Record](#) on COMMBUYS that does these calculations for you (see [Locating Documents on COMMBUYS](#)).

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 ITS77 to receive contract pricing.

How To Purchase From The Contract

Always include ITS77 in the Description field and on any contract documents such as the SOW. Bids are to be awarded based on best value.

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Category 1 – Full Service - Solicit quotes and select and purchase quoted item in COMMBUYS

COMMBUYS functionality provides a mechanism to easily request quotes from all Category 1 vendors on ITS77.

Important Note: If you "clone" (copy) a bid or requisition to create a new bid, update the Distributor List on the cloned bid (the list of vendors that will receive an email from COMMBUYS linking to your bid) to send the bid to all Vendors. Otherwise, if any new vendors have been added to ITS77 since the last time you issued a bid, they will not be included in your new bid.

- Visit the *COMMBUYS Bids* section and choose the [How to Request Quotes From Vendors on Statewide Contracts](#) job aid.
- Note that although in Step 9 of the process you will be asked to select one vendor only, it does not matter which one you select. After you select a vendor, you will be able to add all the ITS77 Category 1 vendors ("distributors") to your quote request, and all Category 1 vendors will receive it.
- Be sure include ITS77 when entering information in the Description field.

Category 2 – Lower Overhead – Request a quote from the selected vendor

See Category [2A and 2B Pricing](#) regarding how the vendor will be chosen and the Bill Rate will be established.

Posting the Job and Choosing a Resource (Category 1 Full Service only)

All of the documents referenced below can be found on the [Master Contract Record](#).

1. Select a job title from the applicable Rate Card attached to the contract on COMMBUYS. Executive Department agencies must use Rate Card 7, others may use either Rate Card 3 or Rate Card 7. If you cannot find a job title that is an exact match with your requirements, choose the closest match and add additional qualifications (i.e., years of experience with specific tools) to the Job Specification Template.
2. Review and complete the Job Specification Template. There are several decisions you will need to make when completing it – for example, whether face-to-face interviews are needed, and whether you wish to be able to select a candidate before the deadline for resume submission. The Template also provides a place to include three specific questions for the Vendors to answer regarding each Candidate, which you must customize for each posting. The purpose of the questions is both to facilitate resume review and to establish that the candidate's resume was actually reviewed by someone to determine how well the Candidate matched your job specifications.

Although use of this Template is not mandatory, it was designed by representatives of the Commonwealth Departments who use the contract most frequently, and it is strongly recommended for use in conjunction with the Candidate Bid Sheet Submission Form described below.

3. Review and complete the Candidate Bid Sheet Submission Form.
This form is optional. It includes information such as the actual Resource pay rate, the Resource's past experience with the Commonwealth, and the answers to the questions described in item 2, above (these questions must match the questions that you have customized in the Job Specification Template).
4. Tips to keep in mind:
 - Choose a candidate as quickly as possible. Candidates with skills that are in high demand historically remain available for a short time.
 - Check for duplicate resumes submitted by different vendors. General guidance is that if, at the time candidates have been selected for interviews, resumes for the same candidate have been submitted by multiple vendors:
 - The ITS77 vendor who submitted the lowest bill rate will be contacted to arrange the interview.
 - If bill rates are the same for all ITS77 vendors who submitted the same candidate, the ITS77 vendor who submitted the highest Candidate Pay Rate will be contacted to arrange the interview.
 - If the bill rate and Candidate Pay Rate are the same for all ITS77 vendors who submitted the same candidate, the ITS77 vendor whose submission was received earliest by the Contracting Department will be contacted to arrange the interview.
 - If the Contracting Department selects the candidate for the position, the ITS77 vendor who was contacted by the Contracting Department to arrange the interview will be awarded the contract.

Whether or not your Department chooses to follow the above process, it is a good practice to determine in advance how duplicate resumes for the same candidate will be handled. This cannot be prevented and there should be a process in place so that it does not slow down the candidate selection process.

- “Tell your story” in describing the job requirements. Recruiters may attract better candidates if a project sounds interesting or uses cutting edge technology.
- When posting a position that is “hard to fill,” or has unusual requirements, it is helpful to offer a question/answer period in a format where answers can easily be shared with all Vendors, such as a short teleconference for the purpose of answering bidder questions more interactively.
- Indicate how long the job is expected to last. If you post a job for three months (for example, based on funding or the end of the fiscal year), but expect it to continue for the duration of a project, mention the possibility of a more extended engagement, which is potentially attractive both to potential candidates and vendor recruiting staff.
- The Candidate Bid Sheet Submission Form requires that vendors indicate, for each candidate, whether the Resource is presently working for a Commonwealth Agency or has done so during the past year. You may contact the Commonwealth Agency for a reference.

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Notify Vendors and Sign an Agreement

1. Notify the vendor whose candidate you have selected
2. Notify all other vendors that their candidate was not selected
3. Sign an agreement with the selected Vendor. A Statement of Work (SOW) template is posted on COMMBUYS ("Agency Attachments" section). You may use your own Agency's agreement but be sure to cover all elements of the SOW template.
4. Encumber funds in MMARS, or the financial system your Agency uses, prior to the start date.

"On Board" the Resource.

H1-B Visa Resources: The Department of Labor requires (20 CFR 655.734) the filing of a labor condition application (LCA) and a posting of a notice of the LCA filing for Resources with H1-B visas. The requirement can be met by Commonwealth Agencies by posting a copy of the notice, which the ITS77 Vendor will supply, at the Resource's work site, in two conspicuous locations, for a period of ten days.

Representations by Resources Form: This form, found on the [Master Contract Record](#), must be signed by all Resources on or before their first day of work.

ITS77 Employee Certification Form: The Resource must bring this form (found on the [Master Contract Record](#)) to work on his/her first day (if not submitted previously). The form must be kept in the procurement file. A copy of the form is located in the Agency Attachments section of the contract on COMMBUYS.

The "Resource Employer" will be the same as the ITS77 Vendor for Category 2a but will be a different company for Category 2b. Review the form to ensure that the Resource is eligible to provide services under ITS77. The form indicates how questions must be answered for a Resource to be eligible.



Additional Caveats and Benefits

- If you have used the "Extend Beyond" provision of ITS63 to extend your ITS63 contract beyond 6/30/2021, it is recommended that you leave that agreement in place until its termination date or until you no longer need the services of the Resource. If your vendor is also on ITS77, you *could* transfer the ITS63 Resource to the same vendor on ITS77, provided that the ITS63 vendor agrees. However, there are differences between the contracts that would have to be considered including PPD, which in general is lower for ITS77 than ITS63, which required a 5% discount for all Full Service vendors. Also, for Category 2A under ITS63, the Commonwealth compensated the vendor for their expenses in complying with the MA Sick Leave Law, which is not the case under ITS77.
- After a Resource has been working for your Agency for six months or more, you may offer the Resource a position with your Agency as a regular employee or a "Contract Employee," provided that the Resource is not working under an H1B Visa. However, you may not encourage the Resource to leave their ITS77 employer and go to work for another company, such as "Low Overhead" vendor or other third party.
- Category 1 Vendors (but not Category 2) must absorb the cost of background checks (if requested by your Agency), even if your Agency has special requirements (i.e., a child care agency may have specific requirements pertaining to child abuse or neglect). Background checks may include but are not limited to Massachusetts Criminal Offender Record Information (CORI) checks.
- Under Category 2, If your agency requires a specific background check that has a cost associated with it, be sure to notify the vendor in advance if the Resource will be required to pay.
- If the Vendor is not the Resource's direct employer, you have the right to request and receive a copy of the subcontract.
- Do not provide advance notice of postings before they are posted on COMMBUYS. All Vendors should have an equal opportunity to respond to a posting.

Instructions for MMARS Users

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

Additional Information/FAQs

General response quality issues

If you do a posting and are not satisfied with the quality of responses in general, it would be a good practice to email all the vendors and indicate how, generally, the responses fell short. This may improve quality when you re-post the position. You may also invite vendors for face-to-face meetings if you choose, or set up a teleconference to help the vendors understand your Department's particular requirements, or answer questions vendors may have about a live posting.

Contract Infraction Report

A "Contract Infraction Report Form" has been posted in the Agency Attachments section of the Contract. Please use this form to report any of the following issues or other problem behavior. The report will only take a few minutes to complete. Reportable issues include:

- failure to comply with resume submission requirements (omitting "Right to Represent" letters if required by the

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posting, submitting more than the maximum number of resumes specified in the posting, submitting resumes that appear to have been provided without attention to the position requirements and qualifications, failing to provide answers to specific questions asked in the posting, or otherwise not complying with posting requirements);

- contacting Eligible Entities directly regarding why candidates were not selected;
- contacting hiring managers or other Eligible Entity employees when previously directed not to do so by the Eligible Entity;
- failure to verify proposed candidate(s) identity;
- failure to interview proposed candidate;
- violating the maximum number of direct subcontractors;
- if posting required statement of the Resource Pay Rate, onboarding the Resource at a lower Resource Pay Rate, or lowering the Resource Pay Rate without prior written approval from the Eligible Entity during the term of the SOW;
- failure to train vendor's staff adequately regarding contract requirements, including replacement staff;
- failure to return Commonwealth Property;
- failure to submit invoices on a monthly basis or within timeframe specified by Eligible Entity;
- failure to respond to Bids posted on COMMBUYS;
- failure to submit invoices correctly and in the format required by the Eligible Entity and with attachments if requested;
- failure to adhere to the W2 requirements.

The SST will review these reports frequently. One infraction report will not result in a vendor being suspended from new business (except in exceptional circumstances), and the SST will first counsel and/or issue warnings to vendors regarding infraction reports. However, vendors whose performance consistently generates infraction reports and fail to improve their behavior may be suspended from new business for a period of time or until the end of the contract.

Vendor Performance

ITS77 is a competitive contract. Vendors who do not meet performance targets may be dropped from the contract and other vendors added. The SST will review results quarterly and determine whether vendors are meeting minimum performance targets.

If the Needed Product Can Not be Found

If a specific skill set is not listed in the rate card, a buyer may contact OSD's Contract Manager to inquire whether the skill set may be added.



Contract User Guide for ITS77

Strategic Sourcing Team Members

- MaryBeth Martinez Executive Office of Technology Services & Security
- Elizabeth Johnson Executive Office of Technology Services & Security
- Alison Cahill Executive Office of Labor & Workforce Development
- John Primerano Massachusetts Department of Transportation
- David Bedard Massachusetts Department of Transportation
- John Cadorette Massachusetts Department of Transportation
- Rich Deibel Executive Office of Health and Human Services
- Dee Doan Executive Office of Education
- Suzan Kinaci Executive Office of Education
- Steven Mills Executive Office of Health and Human Services
- Marge MacEvitt Operational Services Division

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Vendor List and Information*

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Prompt Pay Discount	MBE MWBE WBE Veteran	Small Business Purchase Program	SDP % Commitment
**Master Contract Record (All common contract files)	PO-21-1080-OSD03-SRC01-22405	Marge MacEvitt (OSD Contract Manager)	617-720-3121	Marge.macevitt@mass.gov	N/A	N/A	N/A	N/A	NA
***Solicitation Enabled MBPO (for requesting quotes from Category 1 vendors. Vendors on Category 1 are not listed below)	PO-21-1080-OSD03-SRC01-22418	See Vendor Spreadsheet Listing on Master Contract Record	See Vendor Spreadsheet Listing on Master Contract Record	See Vendor Spreadsheet Listing on Master Contract Record	Category 1	See Vendor Spreadsheet Listing on Master Contract Record	See Vendor Spreadsheet Listing on Master Contract Record	See Vendor Spreadsheet Listing on Master Contract Record	
Acro Service Corporation	PO-21-1080-OSD03-SRC01-22417	Leah Pellatier	505-797-2446	lpelletier@acrocorp.com	2A and 2B	10 day 0.25% 15-30 days 0%			30%
Appsboat, Inc	PO-21-1080-OSD03-SRC01-22429	Anna Nguyen	980-888-5393	anna.nguyen@appsboat.com	2A and 2B	10 day 4% 15 day 3% 20 day 2% 30 day 1%			15%
Ark Solutions Inc	PO-21-1080-OSD03-SRC01-22416	Anuj Khurana	703-673-3277	Anuj@ARKSolutionsinc.com	2A	10 day 5% 15 day 3% 20 day 3% 30 day 2%			3%
Digit Outsource Inc	PO-21-1080-OSD03-SRC01-22428	David Maradona	302-261-2920	david@digitoutsource.com	2A	10 day 2% 15 day 1% 20 day 0.75% 30 day 0.5%			46%
Lancesoft, Inc	PO-21-1080-OSD03-SRC01-22412	Khanh To	770-361-8025	soma@lancesoft.com	1, 2A and 2B	10-30 days 0.25%			10%
McInnis Consulting Services Inc	PO-21-1080-OSD03-SRC01-22431	Robert B. McInnis	781-659-4922	rm@mcinnisconsulting.com	2A and 2B	10-30 days 0.25%			12%

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Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Prompt Pay Discount	MBE MWBE WBE Veteran	Small Business Purchase Program	SDP % Commitment
M & R Consultants Corporation	PO-22-1080-OSD03-SRC01-25321	Sean Sullivan	617-872-0620	ssullivan@mrcsolutions.com	2A	10 day 5% 15 day 4% 20 day 2% 30 day 1%	MBE		10%
Overture Partners, LLC	PO-22-1080-OSD03-SRC01-23276	Paul Chamberlain	617-546-2801	pchamberlain@overturepartners.com	2A	10-30 days 1%	WBE		20%
Rose International	PO-22-1080-OSD03-SRC01-23075	Terry Elder	636-812-4000 x 7016	telder@roseIT.com	1 and 2A	10 day 0.5% 15 day 0.25% 20 day 0.25% 30 day 0%			7%
SoftHQ, Inc	PO-21-1080-OSD03-SRC01-22422	Kranti Ponnam	858-658-9200	rfp@softhqinc.com	1 and 2B	10 day 2% 15 day 1% 20 day 0.5% 30 day 0%			18%

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

**The Master Contract Record MBPO is the central repository for all common contract files.

*** The Solicitation Enabled MBPO is the record to use for requesting Category 1 quotes

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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