

Contract User Guide for ITS80

ITS80: How to Use Information Technology Independent Research Services Statewide Contract

UPDATED: January 23, 2025

Contract #:	ITS80
MMARS MA #:	ITS80*
Initial Contract Term:	December 14, 2022 – January 18, 2024
Maximum End Date:	January 18, 2026
Current Contract Term:	December 14, 2024 – January 18, 2026
Contract Manager:	Marge MacEvitt, (617) 720-3121, marge.macevitt@mass.gov
UNSPSC Codes:	80-14-15 Information Technology Independent Research
Update:	Renewed Gartner, Inc. to 1/18/2026 & updated Gartner, Inc.'s Contract Managers Phone #.

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

Table of Contents:

(NOTE: To access hyperlinks below, scroll over desired section and CTL + Click)

- [Contract Summary](#)
- [Benefits and Cost Savings](#)
- [Find Bid/Contract Documents](#)
- [Who Can Use This Contract](#)
- [Supplier Diversity Requirements](#)
- [Pricing, Quotes and Purchase Options](#)
- [Instructions for MMARS Users](#)
- [Contract Exclusions and Related Statewide Contracts](#)
- [Additional Information/FAQ's](#)
- [Performance and Payment Time Frames Which Exceed Contract Duration](#)
- [Strategic Sourcing Team Members](#)
- [VENDOR LIST AND INFORMATION](#)

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

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

Updated: January 23, 2025

Template version: 8.0

Page 1 of 9

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527

Contract Summary

This is a Statewide Contract for Information Technology Independent Research Services. It replaces ITS59, the previous contract for IT Independent Research Services.

The contract primarily offers online access via subscription to independent and objective IT research articles and IT market analyses, including tables showing market leaders in comparison to one another in areas such as computer hardware and software, security products and services, and many more. Technology trends and forecasts are also available. Some ITS80 vendors offer subscriptions that include analyst consultation to assist contract users to locate the information most applicable to their specific questions and to interpret the available data. Some subscriptions include tickets for participation at summit conferences and peer-to-peer networking events.

ITS80 leverages the NASPOValuePoint [IT Research & Advisory Services](#) contract, with some services excluded as specified below. Massachusetts joined this multi-state cooperative contract rather than conduct an RFR to obtain these services.

Updates:

Forrester and Gartner have been renewed through 1/18/2025. ISG is pending renewal.

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.

Find Bid/Contract Documents

- To link directly to the MBPO (Contract) for each vendor, see [Vendor List and Information](#). Ordering documents and the Vendor's Massachusetts Participating Addendum are located on each Vendor's MBPO.
- For additional vendor-specific information, including product descriptions and pricing, see the *Contractors* tab at this link to the [NASPOValuePoint Contract](#), or link directly to the vendor's record on NASPOValuePoint via the URL provided in [Vendor List and Information](#). Under Documents/Details on each vendor's contract on NASPOValuePoint, you will find the Vendor's "Master Agreement Documents." The Vendor's Master Agreement includes the terms of the vendor's NASPOValuePoint agreement, which are expanded and modified by the vendor's Massachusetts Participating Addendum (see above). Pricing is located in Exhibit C of each vendor's Master Agreement. Pricing and products are subject to changes approved by NASPOValuePoint.

Important: The NASPOValuePoint contract on which ITS80 is based is broader in scope than ITS80. Some vendors offer consulting and project-based services that are not in scope under ITS80. Only subscriptions and fixed price education courses are allowed under ITS80. If uncertain as to whether a particular product is covered, please contact OSD's Contract Manager (see page 1).

- To find contract-specific documents, including the Contract User Guide and other attachments, visit the "Master Contract Record" (see [Vendor List and Information](#)).

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;

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

Updated: January 23, 2025

Template version: 8.0

Page 2 of 9

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527



Eligible Entities

Please see the standard list of Eligible Entities on our [Eligible Entities Which May Use Statewide Contracts](#) webpage.

Supplier Diversity Requirements

No Supplier Diversity Office certified diverse vendors or small business have been awarded under this Contract. Click [here](#) to skip to next section.

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.

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)	

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

Updated: January 23, 2025

Template version: 8.0

Page 3 of 9

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527



OPERATIONAL SERVICES DIVISION

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

Updated: January 23, 2025

Template version: 8.0

Page 4 of 9

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527



- See the [Best Value Evaluation of SDP Plan Forms: A Guide for Strategic Sourcing Teams](#) for additional guidance.

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.

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:

Purchases made through this contract will be direct, outright purchases.

Pricing Options

Fixed Pricing: Contract pricing has been negotiated, and no further negotiations may be made.

Product/Service Pricing and Finding Vendor Price Files

For product descriptions and pricing, see the *Contractors* tab at this link to the [NASPOValuePoint Contract](#), or link directly to the vendor’s record on NASPOValuePoint via the URL provided in [Vendor List and Information](#). Under Documents/Details on each vendor’s contract on NASPOValuePoint, you will find the Vendor’s “Master Agreement Documents.” The Vendor’s Master Agreement includes the terms of the vendor’s NASPOValuePoint agreement, which are expanded and modified by the vendor’s Massachusetts Participating Addendum. Pricing is located in Exhibit C of each vendor’s Master Agreement. Pricing and products are subject to changes approved by NASPOValuePoint.

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 ITS80 to receive contract pricing.

How To Purchase From The Contract

- **Directly purchase fixed price items through COMMBUYS**

This contract allows buyers to find and quickly purchase specific products/services with pricing within COMMBUYS. In other words, it allows you to create a Release Requisition in COMMBUYS, submit the requisition for approval, and send the vendor a Release Purchase Order.

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

Updated: January 23, 2025

Template version: 8.0

Page 5 of 9

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527

For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage and select:

- The *COMMBUYS Requisitions* section and choose the *Make a Statewide Contract Purchase in COMMBUYS* job aid.

- **Document items in COMMBUYS that have already been purchased**

This type of contract allows buyers to document a contract purchase in COMMBUYS that already has taken place through a Request for Payment Authorization (RPA) Release Requisition. It also allows MMARS users to easily keep track of spend. NOTE: MMARS and COMMBUYS do not interface –payment request and invoice should be reported in both MMARS and COMMBUYS separately.

For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage, and select:

- The COMMBUYS Requisitions section, and choose the *How to Create an RPA Requisition* job aid.

Obtaining Quotes

Multiple Quotes are not required. Contract Users should review the pricing and services available on each vendor's contract and select the vendor whose offerings best meet their requirements. Additional information to assist Contract Users in selecting the appropriate subscription will be posted on COMMBUYS when available. It is recommended that you contact the vendor's account representative (see [Vendor List and Information](#)) to ensure that the subscription or product you plan to order is the best fit with your requirements.

Some vendors may provide a sample of their research offerings or products if requested to do so.

Contract Users must always reference ITS80 when contacting vendors to ensure they are receiving contract pricing.

For a full description of how to complete a quote in COMMBUYS visit the [Job Aids for Buyers](#) webpage, and select:

- The *COMMBUYS Purchase Orders* section, and choose the *How to Create a Solicitation Enabled Bid Using a Release Requisition* job aid.

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

Hourly rate and fixed price consulting services are excluded from this contract. **The only services allowed are subscription services and fixed price education offerings.**

Buyers seeking IT consulting services or project-based services should use the Statewide Contract for IT Project Services, currently [ITS74](#).

Buyers seeking non-IT research, advisory, and consulting services should use the Statewide Contract for Management Consultants, Program Coordinators and Planners Services, currently [PRF76](#).

Additional Information/FAQs

Performance and Payment Time Frames Which Exceed Contract Duration

All terms 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 one year beyond the final termination date of this Statewide Contract. No new agreements for services may be executed after the Contract has expired.



Contract User Guide for ITS80

Strategic Sourcing Team Members

- Carolyn Keane, EOE
- Dana Niu, EOTSS
- Marge MacEvitt, OSD

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

Updated: January 23, 2025

Template version: 8.0

Page 8 of 9

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527



OPERATIONAL SERVICES DIVISION

Contract User Guide for ITS80

Vendor List and Information*

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Diversity/Small Business Certs (SDO, SBPP)	SDP Commitment Percentage	Link to Vendor's Contract on NASPOValuePoint Contract, including products, services and pricing (see "Master Agreement Documents")
**Master Contract Record (All common contract files)	PO-23-1080-OSD03-SRC01-27810	Marge MacEvitt (OSD Contract Manager)	617-720-3121	Marge.macevitt@mass.gov	N/A	N/A	N/A
Forrester	PO-24-1080-OSD03-SRC01-31098	Drew Jaehnig	703-584-2850	djaehnig@forrester.com	None	1%	https://www.naspovaluepoint.org/g/portfolio/it-research-advisory-services/forrester-research-inc/
Gartner Inc.	PO-23-1080-OSD03-SRC01-27814	Natalie Palmer	201-208-5722	Natalie.Palmer@gartner.com	None	1%	https://www.naspovaluepoint.org/g/portfolio/it-research-advisory-services/gartner-inc/

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

**The Master Contract Record includes the Contract User Guide.

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

Updated: January 23, 2025

Template version: 8.0

Page 9 of 9

One Ashburton Place, Room 1608 Boston, MA, 02108-1552

Tel: (617) 720 - 3300 | www.mass.gov/osd | TDD: (617) 727 - 2716 | Twitter: @Mass_OSD | Fax: (617) 727 - 4527