

ITS82: IT Accessibility Services

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Contract Term	<ul style="list-style-type: none"> • Current Contract Term: July 1, 2025 – June 30, 2030 • Maximum End Date: June 30, 2030. No new agreements except for performance and payment purposes only beyond this date. • Extend Beyond Date: June 30, 2031.
MMARS MA#	ITS820000000000000000
Quote Requirements	Quotes are required for purchasing. See the Quote Response and Requirements section for guidelines.
Vendor List	See Vendor List and Information for eligible vendors on this contract.
Updates	7/10/2025: Vendor additions

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Template Version: 9.0

Page 1 of 20

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ITS82 Contract User Guide

Table of Contents

CONTRACT SUMMARY	3	SUBCONTRACTORS	10
CONTRACT CATEGORIES.....	3	ADDITIONAL DISCOUNTS	10
BENEFITS AND COST SAVINGS.....	4	EMERGENCY SERVICES.....	10
CONTRACT EXCLUSIONS AND RELATED STATEWIDE CONTRACTS	4	VENDOR PERFORMANCE	10
WHO CAN USE THE CONTRACT	5	GENERAL PROCUREMENT GUIDELINES AND BEST PRACTICES.....	11
PRICING OPTIONS.....	5	ADDING A PRODUCT.....	11
QUOTE RESPONSE AND REQUIREMENTS	6	INSTRUCTIONS FOR MMARS USERS	12
PURCHASE OPTIONS.....	6	VENDOR LIST AND INFORMATION.....	13
EXTEND BEYOND (PERFORMANCE AND PAYMENT THAT GOES BEYOND CONTRACT END DATE)	7	UNSPSC®	17
SETTING UP A COMMBUYS ACCOUNT	7	APPENDIX A: ADDITIONAL CATEGORY DETAILS.....	17
FINDING CONTRACT DOCUMENTS (INCLUDING CUG, RFR, SPECIFICATIONS, AND OTHER ATTACHMENTS).....	8	CATEGORY A: ACCESSIBILITY AUDIT SERVICES	17
FINDING VENDOR-SPECIFIC DOCUMENTS.....	8	CATEGORY B: ACCESSIBILITY CONSULTING SERVICES	17
STATEMENT OF WORK (SOW) REQUIREMENTS	9	CATEGORY C: DOCUMENT REMEDIATION SERVICES.....	18
SUPPLIER DIVERSITY PROGRAM (SDP) REQUIREMENTS .	9	CATEGORY D: ACCESSIBILITY TRAINING SERVICES	18
		CATEGORY E: MULTIMEDIA TRANSCRIPTION, CAPTIONING, DESCRIPTIVE SERVICES, AND ASL VIDEO PRODUCTION	19
		CATEGORY F: IT HARDWARE ACCESSIBILITY AUDIT SERVICES .	20

TIP: To return to the first page throughout this document, use Ctrl+home.

ITS82 Contract User Guide

Contract Summary

ITS82: IT Accessibility Services. This is a Statewide Contract (SWC) for the acquisition of information technology ("IT") professional services specific to ensuring the accessibility of information and communication technologies ("ICT") deployed by the Commonwealth. It replaces ITS61 Designated ITD: IT Accessibility Services, and provides similar services with some important changes. ITS61 Category F: Assistive Technology Scripting Services is not a standalone category on ITS82. Eligible entities interested in these services should review ITS82 Category B: Accessibility Consulting Services. ITS82 includes a new Category F: IT Hardware Accessibility Audit Services.

ITS82 can be used to get expert assistance to ensure that ICT services do not discriminate against people with disabilities by:

- Testing websites and applications for accessibility
- Assessing and fixing accessibility problems with websites, applications, and documents
- Establishing accessibility strategies, policies, and procedures
- Training in accessibility requirements and techniques
- Meeting accessibility requirements for audio and video
- Providing accommodations for employees using legacy systems
- Testing IT hardware for accessibility

Contract Categories

This Contract includes six categories of services as listed below. Only those vendors approved for a Category may provide services under that Category. See [VENDOR LIST AND INFORMATION](#) and [Appendix A](#) for more detail about each Category and which vendors are approved for each Category.

- Category A: Accessibility Audit Services
- Category B: Accessibility Consulting Services
- Category C: Document Remediation Services
- Category D: Accessibility Training Services
- Category E: Multimedia Transcription, Captioning, Description Services, and ASL Video Production
- Category F: IT Hardware Accessibility Audit Services

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Updated: July 10, 2025

Template Version: 9.0

Page 3 of 20

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ITS82 Contract User Guide

Note: This contract can be used to procure the goods or services described herein **at any dollar amount**. Any limitations, including for procurements involving **construction**, are outlined in this Contract User Guide.

Link to Master Blanket Purchase Order (MBPO) with Request for Response (RFR): [Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36554](#)

Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by:

- Leveraging the Commonwealth's buying power
- Simplifying the solicitation process
- Providing contracting expertise
- Enhancing vendor relationships through proactive management and oversight
- Offering competitive pricing
- Partnering with a pool of qualified and experienced vendors
- Offering Prompt Pay Discount
- Accessing frequently requested IT accessibility services

Contract Exclusions and Related Statewide Contracts

Please see the following list of products and services not available for purchase:

- Purchase of any equipment. **This is a services-only contract.**
- Consulting services **not** related to IT Accessibility
- Training services **not** related to IT Accessibility
- Foreign language in-person interpretation, translation, telephonic interpretation and video remote interpretation services.
- Sign language interpretation that is not pre-recorded
- Real-time captioning

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Updated: July 10, 2025

Template Version: 9.0

Page 4 of 20

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

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Who Can Use the Contract

The following is a complete list of the types of organizations generally allowed to use Operational Service Division's (OSD's) Statewide Contracts (SWCs). Some SWCs may be open to additional organizations, and some are more restricted in usage.

- Cities, towns, districts, counties, and other political subdivisions
- Executive, Legislative, and Judicial Branches, including all departments and elected offices therein
- Independent public authorities, commissions, and quasi-public agencies
- Local public libraries, public school districts, and charter schools
- Public hospitals owned by the Commonwealth of Massachusetts
- Public institutions of higher education
- Public purchasing cooperatives
- [Non-profit](#), UFR-certified organizations that are doing business with the Commonwealth
- Other states and territories and their cities, towns, districts, counties, other political subdivisions, and public institutions of higher education without prior approval from the State Purchasing Agent
- Other entities when designated in writing by the State Purchasing Agent

Pricing Options

Note: The price files and vendor catalogs are accessible through public view in COMMBUYS; therefore, buyers can access the price files and vendor catalogs without needing to sign into a COMMBUYS account.

- **Vendor Price File:** Cost information provided by Category D vendors in Course Offering spreadsheets for Predefined Courses, and by Category E vendors in Transcription and Captioning Offering spreadsheets may be considered a "quote" for procurement purposes. For purchases under \$500, Entities may select a vendor based on this information in lieu of issuing an RFQ. In this case, you may use a Purchase Order rather than a Statement of Work (SOW). Contract users should confirm vendor availability prior to issuing a Purchase Order.

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Updated: July 10, 2025

Template Version: 9.0

Page 5 of 20

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ITS82 Contract User Guide

- If a vendor does not have a manufacturer listed in their awarded price file, the vendor must contact the Category Manager (joshua.flanagan-lanier@mass.gov) to get the manufacturer added before they can sell their products on ITS82. If a vendor is not honoring their discount pricing from the price file, then the customer should contact the Category Managers.
- **Ceiling/Not-to-Exceed:** The contract's published pricing, including discounts, is a maximum price or 'not-to-exceed' limit and can be subject to further negotiation.
- **Note:** Product pricing may be found on the [vendor information](#) page, where links to all the vendors' MBPOs are provided.

Quote Response and Requirements

Buyers should refer to the following when soliciting quotes from awarded vendors:

- Eligible Entities must solicit quotes via a COMMBUYS RFQ from at least three (3) contractors under the Category they wish to use, or all contractors in the Category if there are fewer than three contractors, except as noted under Obtaining Quotes below. Use the "RFQ Template for ITS82" attached under "Agency Files" on COMMBUYS to define your requirements. The template is annotated to indicate what information is needed for the different categories. Entities that do not use COMMBUYS may request quotes via email using the information in the Vendor List and Information table.

Purchase Options

Fee-for-service is the only acceptable option that may be used on this contract.

- **Quote Solicitation:** Buyers can solicit quotes from multiple vendors (see the Vendor MBPO Listing [Vendor List and Information](#)) award vendors, and place orders through COMMBUYS. A solicitation-enabled contract allows the buyer to solicit quotes from vendors who have Master Blanket Purchase Orders (MBPOs) or Statewide Contracts in COMMBUYS. The buyers can create a solicitation-enabled bid using a release requisition, converting the requisition to a bid, and then requesting quotes from eligible vendors.

See the [How to Request Quotes from Vendors on Statewide Contracts](#) job aid for more details.

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Updated: July 10, 2025

Template Version: 9.0

Page 6 of 20

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Note: MMARS and COMMBUYS do not interface. Payment request and invoice must be reported in both MMARS and COMMBUYS.

Extend Beyond (Performance and Payment That Goes Beyond Contract End Date)

The extend beyond period is primarily used to aid the transition between an expiring contract and its replacement by allowing time for new agreements to be established with newly awarded vendors.

For extend beyond, the following stipulations are in place:

- Buyers **cannot** enter into any written agreement that will go more than 12 months beyond the maximum end date of the contract. Existing services may be completed and payments made during this period.
- No new agreements, including leases, rentals, or service contracts, may be made after the contract's expiration.

Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth of Massachusetts' official e-procurement platform, serving as a central marketplace for state agencies to procure goods and services, connecting government buyers and businesses. It aims to streamline the purchasing process, ensuring transparency, efficiency, and accessibility in the procurement process.

While COMMBUYS use is not mandated for Non-Executive Agencies, it is highly recommended to streamline the procurement process and make informed purchasing choices. Eligible entities should follow their internal guidelines for COMMBUYS use.

For Executive Agencies, COMMBUYS is required. Per 801 CMR 21.00, Executive Agencies must use established statewide contracts (SWCs) for the purchase of products and services. To set up a COMMBUYS buyer account or to update an existing agency account, the buyers must contact the COMMBUYS Help Desk at: (888)-627-8283 or OSDhelpdesk@mass.gov.

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Updated: July 10, 2025

Template Version: 9.0

Page 7 of 20

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Finding Contract Documents (Including CUG, RFR, Specifications, and Other Attachments)

Buyers can view contract documents on COMMBUYS without requiring a COMMBUYS account or logging in.

To find contract documents in COMMBUYS, follow these steps:

1. On the [COMMBUYS](#) home page, enter **ITS82** in the search tool and select **Blankets** from the drop-down list.
2. Click the Search icon. The related Master Blanket Purchase Orders (MBPOs) information opens in a table format.
3. To view the associated contract documents, under the **Blanket #** column, click on the applicable Purchase Order (PO) link. MBPO opens for the selected PO and the attachments can be found in the **Agency Attachments** or **Vendor Attachments** section.
4. All standard contract documents are within the Master Contract Record. Access them directly by clicking this link: [Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36554](#)

Finding Vendor-Specific Documents

To find vendor-specific documents, including SOW templates and catalogs, see the links to the individual vendor MBPOs on the [Vendor Information](#) page, and follow these steps:

1. On the [Vendor Information](#) page, under the **Master Blanket Purchase Order #** Column, click on the applicable Purchase Order (PO) link. The Master Blanket Purchase Order (MBPO) opens for the selected PO.
2. On the MBPO, scroll down to the **Vendor Attachments** section to find the vendor-specific documents.
3. To view, click on the desired document link.

Statement of Work (SOW) Requirements

The Buyers must complete a detailed SOW when soliciting quotes. The Statement of Work (SOW) Template attached to each MBPO (Master Blanket Purchase Order) must be used for all engagements except as specified under “Obtaining Quotes”. It may be tailored to omit sections/terms which are not relevant or to add new sections/terms. The SOW Template posted on COMMBUYS includes a place for entering the name of the RFR, which must be completed as ITS82.

The following are examples of required information on the SOW (your agency may require more details):

- Scope of services
- Deliverables dates
- Location of service
- Detailed budget
- Estimated total costs
- Number of staff
- Rate(s) per hour

Supplier Diversity Program (SDP) Requirements

Please see the following guidelines:

- Vendor SDP commitment percentages can be found on the [vendor list](#) table.
- Executive Departments should use diverse and small businesses to the extent possible based on contract terms, [Supplier Diversity Office \(SDO\)](#), and departmental policies, laws, and regulations.
- In cases where all other factors are equal, and particularly when adhering to a best value approach, the department will favor the vendor with a stronger SDP commitment
- The SBPP applies to small procurements (under \$250,000 annually), while the SDP applies to large procurements (over \$250,000 annually). Executive Departments must consider these requirements when soliciting quotes or issuing statements of work (SOWs).
- Operational Services Division (OSD) provides a list of SDP businesses through the [Statewide Contract Index](#). See the **Programs (SDO and SBPP)** tab on the index (scroll to view the tab).
- For more information, see [Best Value Evaluation of SDP Plan Forms: A Guide for Strategic Sourcing Teams](#).

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Updated: July 10, 2025

Template Version: 9.0

Page 9 of 20

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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 (SWC).

Additional Discounts

Vendors in this statewide contract offer the following discounts, which can vary for each vendor (vendor discounts are detailed in the [vendor list](#) table and the price files within each vendor's Master Blanket Purchase Order [MBPO] or Master Contract Record MBPO):

- **Prompt Pay Discount:** A percentage discount given to the buyer if the invoice is paid within a specified time, in accordance with the [Commonwealth's Bill Paying Policy](#).

Emergency Services

Vendors on this contract may be 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.

Vendor Performance

For vendor performance, please make note of the following:

- Provide actionable feedback on vendors for this contract to optimize performance. Click [Procurated](#) for input. On the Procurated website page, select an OSD contract, click **Select**, and then click **Provide a Review** for the applicable vendor listed.
- Buyers are encouraged to reach out to the Category Manager (joshua.flanagan-lanier@mass.gov) if vendors are not meeting their contractual obligations and buyers may be surveyed for vendor performance feedback.
- Contractors will be evaluated on their current performance and may be asked to work with the Commonwealth towards improvement.

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Updated: July 10, 2025

Template Version: 9.0

Page 10 of 20

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- If Contractor performance is unacceptable but can be corrected, the Contractor will be given the opportunity to develop and implement a corrective action plan, working collaboratively with OSD and the relevant purchasing entities.
- If the Contractor's performance is inadequate or breaches the RFR terms, including attachments and agreements, the OSD Category Manager may issue a warning, add vendors, implement a corrective action plan, or suspend/terminate the contract.
- Contractors must meet all contractual requirements throughout the life of the contract, including requirements for timely and accurate report submission, to remain in good standing under the contract.

General Procurement Guidelines and Best Practices

For general procurement guidelines and best practices, follow these recommendations:

- Buyers should inform vendors to reference Contract **ITS82** on all their quotes and invoices.
- No prepayment should be made for products not yet delivered or services not yet rendered.
- No sales tax should be applied to invoices.
- No fees or surcharges (including traveling, fuel, delivery) should be applied to invoices.
- Special order fees must be agreed upon by both parties upfront.
- Payments for products or services provided must be paid within 45 days per Massachusetts Bill Payment Policy, or sooner if applying Prompt Payment Discount.
- Buyers are not required to sign additional agreements with vendors that conflict with the Request for Response (RFR) Terms and Conditions. Contact the Category Manager (joshua.flanagan-lanier@mass.gov) for guidance on this.
- Vendors must notify buyers of product substitutions.

Adding a Product

To add a product to the list of eligible products sold under this contract, buyers must contact their Category Manager (joshua.flanagan-lanier@mass.gov) for approval. The new products requested must comply with the established specifications and scope of the contract.

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Updated: July 10, 2025

Template Version: 9.0

Page 11 of 20

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Instructions for MMARS Users

When placing orders with a contractor, Massachusetts Management Accounting and Reporting System (MMARS) users **must** reference the contract ID number **ITS82*** in the applicable field in MMARS. For MMARS technical support and job aids, contact the Comptroller Help and Support Desk at 617-973-2468 or at Comptroller.Info@mass.gov.

ITS82 Contract User Guide

Vendor List and Information

Vendor*	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Prompt Payment Discount	SDO Certification Type	SDP Commitment Percentage
Master Contract Record (All contract documents)**	Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36554	Joshua Flanagan-Lanier	351-667-2246	joshua.flanagan-lanier@mass.gov	N/A	N/A	N/A	N/A
Category A Solicitation-Enabled MBPO (For requesting quotes)***	Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36571	Joshua Flanagan-Lanier	351-667-2246	joshua.flanagan-lanier@mass.gov	N/A	N/A	N/A	N/A
Category B Solicitation-Enabled MBPO (For requesting quotes)***	Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36572	Joshua Flanagan-Lanier	351-667-2246	joshua.flanagan-lanier@mass.gov	N/A	N/A	N/A	N/A
Category C Solicitation-Enabled MBPO (For requesting quotes)***	Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36573	Joshua Flanagan-Lanier	351-667-2246	joshua.flanagan-lanier@mass.gov	N/A	N/A	N/A	N/A
Category D Solicitation-Enabled MBPO (For requesting quotes)***	Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36574	Joshua Flanagan-Lanier	351-667-2246	joshua.flanagan-lanier@mass.gov	N/A	N/A	N/A	N/A
Category E Solicitation-Enabled MBPO (For requesting quotes)***	Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36577	Joshua Flanagan-Lanier	351-667-2246	joshua.flanagan-lanier@mass.gov	N/A	N/A	N/A	N/A

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Updated: July 10, 2025

Template Version: 9.0

Page 13 of 20

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Vendor*	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Prompt Payment Discount	SDO Certification Type	SDP Commitment Percentage
Master Contract Record (All contract documents)**	Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36554	Joshua Flanagan-Lanier	351-667-2246	joshua.flanagan-lanier@mass.gov	N/A	N/A	N/A	N/A
Category A Solicitation-Enabled MBPO (For requesting quotes)***	Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36571	Joshua Flanagan-Lanier	351-667-2246	joshua.flanagan-lanier@mass.gov	N/A	N/A	N/A	N/A
Category B Solicitation-Enabled MBPO (For requesting quotes)***	Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36572	Joshua Flanagan-Lanier	351-667-2246	joshua.flanagan-lanier@mass.gov	N/A	N/A	N/A	N/A
Category C Solicitation-Enabled MBPO (For requesting quotes)***	Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36573	Joshua Flanagan-Lanier	351-667-2246	joshua.flanagan-lanier@mass.gov	N/A	N/A	N/A	N/A
Category D Solicitation-Enabled MBPO (For requesting quotes)***	Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36574	Joshua Flanagan-Lanier	351-667-2246	joshua.flanagan-lanier@mass.gov	N/A	N/A	N/A	N/A
Category E Solicitation-Enabled MBPO (For requesting quotes)***	Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36577	Joshua Flanagan-Lanier	351-667-2246	joshua.flanagan-lanier@mass.gov	N/A	N/A	N/A	N/A
Category F Solicitation-Enabled MBPO (For requesting quotes)***	Master Blanket Purchase Order PO-26-1080-OSD03-OSD03-36579	Joshua Flanagan-Lanier	351-667-2246	joshua.flanagan-lanier@mass.gov	N/A	N/A	N/A	N/A

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Updated: July 10, 2025

Template Version: 9.0

Page 14 of 20

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ITS82 Contract User Guide

Vendor*	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Prompt Payment Discount	SDO Certification Type	SDP Commitment Percentage
CHAX Training & Consulting, LLC	Master Blanket Purchase Order PO-25-1080-OSD03-OSD03-36603	Katie Sansom	215-033-0356	ksansom@chaxtc.com	A, B, C, D, E	10 days – 3% 15 days – 2.5% 20 days – 2% 30 days – 1%	None	2%
IAccessible Inc	Master Blanket Purchase Order PO-25-1080-OSD03-OSD03-36602	Manish Agrawal	617-872-3090	manish@iaccessible.net	A, B, C, D	10 days – 3% 15 days – 2.5% 20 days – 2% 30 days – 1.5%	None	15%
Iterators LLC	Master Blanket Purchase Order PO-25-1080-OSD03-OSD03-36600	Jill Willcox	617-909-0564	jwillcox@IteratorsTesting.com	A, B, C, D	10 days – 2% 15 days – 2% 20 days – 2% 30 days – 2%	SBPP	5%
Scribely	Master Blanket Purchase Order PO-25-1080-OSD03-OSD03-36601	Caroline Desrosiers	628-488-3250	caroline@scribely.com	E	10 days – 5% 15 days – 4% 20 days – 3% 30 days – 2%	None	10%
T-Base Communications USA, Inc	Master Blanket Purchase Order PO-25-1080-OSD03-OSD03-36650	Ashley Hendrikson	1-800-563-0668 x5149	document_csm@allyant.com	B, C, D, E	10 days – 1% 15 days – 1% 20 days – 1% 30 days – 1%	None	1%
Sapient Corporation	Master Blanket Purchase Order PO-25-1080-OSD03-OSD03-36649	Aseem Gupta	978-760-2678	aseem.gupta@publicissapient.com	C	10 days – 2.5% 15 days – 2% 20 days – 1.5% 30 days – 1%	None	5%
UISAT LLC	Master Blanket Purchase Order PO-25-1080-OSD03-OSD03-36651	Usman Sheikh	540-940-1189	usman@uisat.com	B, C	10 days – 5% 15 days – 4% 20 days – 3% 30 days – 2%	None	30%

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Updated: July 10, 2025

Template Version: 9.0

Page 15 of 20

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

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ITS82 Contract User Guide

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E.B. Green Consulting, Inc	Master Blanket Purchase Order PO-25-1080-OSD03-OSD03-36706	Eugene Green	(800) 483-2338	egreen@ebgreenconsulting.com	A, B, C, F	10 days – 5% 15 days – 4% 20 days – 2% 30 days – 1%	MBE, SBPP	15%

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

***The Solicitation-Enabled MBPO is for multiple quote requests and price comparison.

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Updated: July 10, 2025

Template Version: 9.0

Page 16 of 20

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UNSPSC®

The United Nations Standard Products and Services Code® (UNSPSC®) for ITS82 are listed as follows:

- 81-11-00-00 Computer Services
- 86-13-00-00 Specialized Education Services

Appendix A: Additional Category Details

Category A: Accessibility Audit Services

Third-party testing of Information and Communications Technology (ICT), including applications, websites, and web and mobile applications, to identify potential barriers for users with sensory, physical, learning and other disabilities. This is the category to use if you need a formal audit for contractual purposes. See Category B for other testing services.

Purchasing Entities will define what is to be tested for compliance and will provide Contractors with required credentials and permissions. The RFQ should include information such as identifying key workflows, an inventory of pages, existing quality assurance scripts, or other resources that will help bidders determine the scope of work.

Contractors will identify potential barriers for users with sensory, physical, learning and other disabilities, based on the requirements of the Accessibility Standards, using automated testing tools, code inspection, and assistive technology, and provide a written report of their findings.

Category B: Accessibility Consulting Services

Professional services specific to IT accessibility such as strategy and planning, development and QA testing, application and website design, remediation, help desk services, assistive technology scripting services, etc.

- **Planning and strategy:** Services in support of accessibility planning efforts, such as conducting assessments of accessibility policies and procedures, developing enterprise or agency accessibility improvement strategies, advising on integrating accessibility requirements and best practices in development projects, etc.
- **Development/QA testing:** Testing services during development of ICT, such as suggesting testing tools, producing test scripts, performing tests, conducting AT user testing, tracking accessibility defects, producing test results reports, etc. Testing services provided under Category B do not meet the standards required for audits as defined in the RFR for Category A or Category F. Please use those categories for auditing needs.

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Page 17 of 20

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Appendix A: Additional Category Details

- **Web/application design, development, and remediation:** Technical services to ensure accessible ICT, such as advising on the strengths and limitations of solutions sets, analyzing external accessibility reports, identifying accessibility problem solutions, producing or editing mark-up or code, etc.
- **Assistive technology scripting services:** Custom scripting for assistive technology (AT) software to optimize the usability of software programs, websites, or web applications for AT users. Assistive Technology Scripting Services include analysis, script development, and installation support involved in the creation of scripts or plug-ins to customize the use of AT software, to address accessibility deficiencies of websites or installed software or to accommodate other specific needs. This includes, but is not limited to, screen readers, magnification, and speech recognition. Category C: Document Remediation Services

Category C: Document Remediation Services

This Category is used for accessibility testing and remediation of binary file content.

- Microsoft Word: .doc, .docm, .docx, .dot, .dotm, .dotx
- Microsoft Excel: .xls, .xlsx, .xlsm, .xlt, .xltx, .xltm
- PowerPoint: .ppt, .pptx, .pptm, .pot, .potx, .potm
- Portable Document Format: .pdf
- Many other formats not listed here

Category D: Accessibility Training Services

Services to train technical, management, and general staff in accessibility requirements and techniques. Training options include in-person and remote sessions (webinars, distance learning, etc.) and services to create and provide custom courses for specific needs. See “Vendor Attachments” on COMMBUYS for Course Offering spreadsheets, Course Catalogs, and custom training service descriptions and rates.

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Template Version: 9.0

Page 18 of 20

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Predefined Courses

Vendors have listed Predefined Courses that can be purchased by seat or class on the Course Offering spreadsheet. The spreadsheet includes the course title, course duration, delivery method, maximum class size, target population, course objectives, cost per course, and course cancellation policy. Cost information can be considered a "quote" for procurement purposes and a Purchase Order form may be used in lieu of the SOW Template. Contract users should confirm vendor availability prior to issuing a Purchase Order. Vendors have also provided a course catalog that includes a course description for each course listed in the spreadsheet.

Custom Training Services

Custom Training Services cover activities including but not limited to curriculum development, customization of predefined courses, development of course materials, development of electronic on-demand courses, and classroom delivery of custom courses. Procurement of custom training services requires a Request for Quotes and Statement of Work.

Category E: Multimedia Transcription, Captioning, Descriptive Services, and ASL Video Production

Production of transcripts, closed or open captions, video description, ASL video production, and related services for audio and/or video content in a variety of commonly used formats. This Category is further divided into three subcategories as shown below.

Transcription and Captioning Services

Vendors have listed their Transcription and Captioning Services offerings on the Transcription and Captioning Offering spreadsheet. The spreadsheet includes turn-around time, price per playing-time minute of supplied media, accuracy percentage guarantee, formats supported for media and deliverables, number of formats included in the deliverables, the cost to supply additional format(s), and the languages they can transcribe.

- Pricing is based on a single media file.
- "Playing-time minutes" is the length of time it takes to play the media in its native format, rounded up to the next whole minute. For instance, a video that plays in 3 minutes and 10 seconds is considered to have a playing-time of 4 minutes.
- "Turn-around time" is based on normal business hours—non-holiday weekdays from 8:45 a.m. ET to 5:00 p.m. ET—unless vendors indicate otherwise

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Updated: July 10, 2025

Template Version: 9.0

Page 19 of 20

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ITS82 Contract User Guide

Cost information in the spreadsheet can be considered a "quote" for procurement purposes. A Purchase Order form may be used in lieu of the SOW Template if the work is not complex, is under \$500.00, and is for a short duration. Contract users should confirm vendor availability prior to issuing a Purchase Order.

Video Description Services

Services for providing descriptions of key visual information presented in provided video content, including but not limited to production of text descriptions, with or without timing, and audio tracks to replace or supplement existing audio. Procurement of video description services requires a Request for Quotes and Statement of Work.

ASL Video Production

Services for providing prerecorded ASL videos. Content may or may not include audio tracks and picture-in-picture ("PIP") formatting. Live ASL interpreting is not included here or elsewhere on ITS82. Entities eligible to use MCD06 or its successors may find ASL interpreter services there.

Category F: IT Hardware Accessibility Audit Services

Third-party testing of Information and Communications Technology (ICT) hardware, including but not limited to self-service kiosks, copiers and other office equipment, take home medical devices (of an IT nature) electronic displays, monitors, and access control systems, to identify potential barriers for users with sensory, physical, learning and other disabilities.

Purchasing Entities will define what is to be tested for compliance, such as by providing examples or locations of auditable IT hardware, and provide Contractors with required credentials and permissions.

Contractors will identify potential barriers for users with sensory, physical, learning and other disabilities, based on the requirements of the Accessibility Standards, and provide a written report of their findings to the Purchasing Entity.

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Template Version: 9.0

Page 20 of 20

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