



## Contract User Guide for ITT72 Category 2 to 9

# ITT72 Category 2 to 9: Network Services, Communications Services & Related Equipment

**UPDATED:** July 27, 2021

<b>Contract #:</b>	ITT72 Category 2 to 9
<b>MMARS MA #:</b>	ITT72CAT2TO9*
<b>Initial Contract Term:</b>	January 1, 2021 – December 31, 2025
<b>Maximum End Date:</b>	December 31, 2025 No option to renew.
<b>Current Contract Term:</b>	January 1, 2021 – December 31, 2025
<b>Contract Manager:</b>	Ashish Patel, 617-720-3190, <a href="mailto:ashish.s.patel@mass.gov">ashish.s.patel@mass.gov</a>
<b>This Contract Contains:</b>	Environmentally Preferable Products
<b>UNSPSC Codes:</b>	<a href="#">See Appendix A</a>
<b>Notes:</b>	The Contract User Guide for ITT72 Category 1: Cellular Services is available under ITT72 Category 1.

\*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 Network Services, Communications Services, and Related Equipment. This Contract replaces Statewide Contracts ITT46 Network Services and ITT50 Converged Voice and Data Communications Systems. This contract user guide applies only to ITT72 Categories 2 to 9.

## Contract Categories

See [Appendix B](#) for additional details.

Category 2:	Voice Services
Category 3:	Conferencing
Category 4:	Data Services and Broadband
Category 5:	Small Facility Services
Category 6:	Fiber Services
Category 7:	Managed Services
Category 8:	Call Center
Category 9:	Equipment Related to ITT72 Services

## 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.

## Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, and other attachments, visit [COMMBUYS.com](http://COMMBUYS.com) and search for ITT72 to find related Master Blanket Purchase Order (MBPO's) information. All common contract documents are located in the "Master Contract Record" MBPO for ITT72 and can be accessed directly by visiting MBPO [PO-21-1080-OSD03-SRC01-20719](#).
- 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;  
Construction Materials and Services: G.L. c. 149, s. 44A; G.L. c. 30, § 39M.

### Eligible Entities

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

*State agencies purchasing off this contract are asked to coordinate purchases with their agency Secretariat and to follow all relevant purchasing guidelines established by their respective Secretariat.*

## Subcontractors

The awarded vendor's use of subcontractors is subject to the provisions of the Commonwealth's Terms and Conditions

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and Standard Contract Form, as well as other applicable terms of this Statewide Contract. Prior approval of the department is required for any subcontracted service of the Contract. Contractors are responsible for the satisfactory performance and adequate oversight of their subcontractors.

### Construction Requirements

Purchasers must ensure that **any** services involving construction are limited to \$50,000 or less.

Purchasing entities are responsible for compliance with applicable construction law requirements. Information concerning specific M.G.L. c. 149 and c. 30 construction requirements may be found in the Office of the Inspector General's Public Procurement Charts at: <https://www.mass.gov/download-oig-public-purchasing-and-public-construction-manuals>. It is the responsibility of the Eligible Entity to determine whether installation work includes construction as defined by M.G.L. c.149 or M.G.L. c.30, §39M. Chapter 30B Procurement Assistance from the Office of the Inspector General is available at <https://www.mass.gov/how-to/get-public-procurement-assistance-from-our-chapter-30b-team>. Access the 30B Hotline at 617-722-8838 or email them at: [30BHotline@massmail.state.ma.us](mailto:30BHotline@massmail.state.ma.us).

Questions about public construction bidding should be directed to Deborah Anderson, Counsel II for the Attorney General's Office, at 617-963-2371. Visit the Attorney General's [Public Construction web page](#) to learn more about Public Bidding Laws.

See [Quotes Including Construction Services Requirements](#) below for information on quoting these types of projects.

### Pricing, Quote and Purchase Options

#### Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

It is recommended that buyers solicit multiple quotes for purchases under this statewide contract.

- Orders placed under this contract should include the following statement: "This order is placed under Statewide Contract ITT72." This contract includes the following language, "The Commonwealth and the Vendor agree that any language contained or referenced in the Vendor's bid response which conflicts with, or has the effect of deleting, replacing, or modifying any term of the ITT72 RFR (COMMBUYS Bid# BD-20-1080-OSD03-SRC01-47537) shall be interpreted as superseded by the language of the ITT72 RFR unless specifically agreed to by OSD in writing. Language contained in Vendor response documents or documents which require customer acceptance, such as click-through agreements, which imposes any obligation on customers beyond those contained in the ITT72 RFR is rejected unless specifically agreed to by OSD in writing." Users with questions regarding terms and conditions contained in vendor documents or web pages may contact the OSD Contract Manager.
- This is a fee for service contract
- This contract allows outright purchase of equipment related to services offered under the ITT72 Categories 2 to 8

#### 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.

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## How to place an order

### P.O. FOR ONE-TIME SERVICES

Once a service and price are determined, the ordering process is as follows:

- Initiate a new requisition
- Search for an item (Use ITT72) in the description
- Select the vendor you will be placing an order with
- Select the appropriate catalog line
- Enter "1" in the Quantity field and the total price in the Unit Cost field
- Attach the vendor quote and/or a detailed order summary
- Submit for approval

### P.O. FOR ONGOING SERVICES

If the price is estimated for ongoing services, then you may enter a PO for the full amount of the estimate, as per the instructions above, and place 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 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."

Further direction is available in the "[How to Complete a Partial Receipt](#)" Job Aid

## Product/Service Pricing and Finding Vendor Price Files

Product pricing may be found by under individual MBPO please refer to the [vendor information](#) page, where links to all the vendors MBPO's is provided.

## 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](mailto:OSDhelpdesk@mass.gov).

When contacting a vendor on statewide contract, always reference "ITT72 Category 1" 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

For larger quantities we recommended buyers solicit quotes by following below step.

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

This contract allows buyers to find and quickly purchase specific products/services with pricing within COMMBUYS.

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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.

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.

- **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 “ITT72 RFQ” when entering information in the Description field. To request quotes please use MBPO # PO-21-1080-OSD03-SRC01-20722 which is solicitation enabled. When requesting quote from multiple vendors, the buyer should only request RFQ from the vendors who are awarded the category see [Vendor List and Information](#) section for list of awarded categories.

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.

- **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

Contract users should always reference ITT72 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.

## Quotes Including Construction Services

Please note specific requirements that apply for quoting construction services, depending upon the scope of your bid:

- Where the construction services are less than \$10,000: Select a vendor based on sound business practices, consistent with your entity’s procurement policies and procedures.
- For construction services valued from \$10,000-\$50,000: Must solicit a minimum of three quotes and receive two written responses; award to lowest responsible bidder.

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## Prevailing Wage Requirements

The buyer has a legal obligation to request a prevailing wage schedule from the Department of Labor Standards (DLS) at [www.mass.gov/dols](http://www.mass.gov/dols). Questions regarding the Prevailing Wage Law may be answered by accessing the DLS website or by calling the DLS Prevailing Wage Program at (617) 626-6953.

If prevailing wage is required, make sure to include this information in your quotes or bids so vendors know to include prevailing wage.

## Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor. Contact the Comptroller Help and Support Desk at 617-973-2468 or via email at [comptroller.info@mass.gov](mailto:comptroller.info@mass.gov) for additional support. When searching in MMARS please use ITT72CAT2TO9.

## Environmentally Preferable Products (EPP)

[EPP Products and Services Guide](#)

## Contract Exclusions

Taxes, surcharges, fees, Universal Service Fund contribution, subscriber line charge, end user common line charge, carrier access recovery charge, carrier line charge or assessment, administrative expense fee, shipping or freight charges, late payment fees not in compliance with the Bill Paying Policy of the Comptroller of the Commonwealth and other "regulatory cost items" are prohibited and may not be invoiced unless they are specified (description and pricing) in the price file accepted by the SST and published on COMMBUYS. Fees for activation of new services, upgrades, downgrades, or cancellation of services are not allowed under this contract, unless specified in the price files.

Travel, commuting, meals and all other travel related expenses are not allowed and will not be reimbursed by the Commonwealth.

Additional excluded actions include by not limited to: Third Party Marketing Sales, Referral to Collection Agencies, and/or Suspension or Termination of Service without the written approval of the contracting Eligible Entity.

## 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.

## Additional Information/FAQs

### Geographical Service Area

Majority of the vendors are provided services to the entire Commonwealth of Massachusetts, unless specified in the Vendor Information table.

### Other Discounts

**Volume Discounts:** discount is negotiated to buyer if a certain volume of product or service is purchased.

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### **If the Needed Product Can Not be Found**

If a product or service cannot be found in the vendor's catalog, price sheet or PunchOut, it is recommended to contact the vendor directly to inquire if it is available for purchase on this contract. If the product or service meets the scope of the product category, the vendor may be able to add it to their product offerings during specified time period in the ITT72 Cat 2 – 9 RFR.

If the product is not listed in the scope of the product category, a buyer may contact the Strategic Sourcing Manager to inquire whether the product may be purchased.

### **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 1 year 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

- Ashish Patel, Operational Services Division
- Brad Steele, Executive Office of Technology Services and Security
- Brendan McCue, Operational Services Division
- Chris Byrne, Executive Office of Technology Services and Security
- Coleen Kelter, Operational Services Division
- David Harvey, Department of Public Health
- David Sheaffer, Executive Office of Education
- Edward Kelly, Executive Office of Public Safety and Security
- Jessica Powers, Executive Office of Technology Services and Security
- James Girardi, Executive Office of Technology Services and Security
- Ray Fortier, Executive Office of Technology Services and Security
- Richard Smith, Executive Office of Technology Services and Security
- Robert Guerriero, Executive Office of Technology Services and Security
- Sean Hughes, Executive Office of Technology Services and Security
- Tim Kennedy, Operational Services Division

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# Contract User Guide for ITT72 Category 2 to 9

## Vendor List and Information\*

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Prompt Payment Discount (PPD) (Days: %)
**Master Contract Record (All contract documents)	<a href="#">PO-21-1080-OSD03-SRC01-20719</a>	Ashish Patel	617-720-3190	ashish.s.patel@mass.gov	N/A	N/A
Solicitation Enabled (Use this MBPO for RFQ)	<a href="#">PO-21-1080-OSD03-SRC01-20722</a>	Ashish Patel	617-720-3190	ashish.s.patel@mass.gov	N/A	N/A
AT&T Corp	<a href="#">PO-20-1080-OSD03-SRC01-20761</a>	Frank Zappulla	617-953-6199	fz1795@us.att.com	2,3,4,5,7,8,9	None
Ayacht Technology Solutions, LLC	<a href="#">PO-20-1080-OSD03-SRC01-20759</a>	Beverley Denio	978-558-0166	bdenio@ayacht.com	9	10: 2%; 15: 0.05%; 20: 0.25%;
Beacon Telecom Incorporated	<a href="#">PO-20-1080-OSD03-SRC01-20738</a>	James Filbin	781-297-2222	jfilbin@beacontelecom.com	9	10: 2%; 15: 1%
BOSTON ELECTRIC AND TELEPHONE CORP.	<a href="#">PO-20-1080-OSD03-SRC01-20767</a>	Maria Picanzi	617-828-9609	maria@betcorp.com	9	10: 2%; 15: 2%; 20: 2%; 30: 2%
Carousel Industries	<a href="#">PO-20-1080-OSD03-SRC01-20762</a>	Charles McCann	401-667-5065	cmccann@carouselindustries.com	3,7,8, & 9	10: 2%
CDW Government LLC	<a href="#">PO-20-1080-OSD03-SRC01-20774</a>	Kathleen Wedig Mike Shelburn Bryan Nasznic	513-677-4132 / Ext: 14132 571.758.8337 203.851.7102	kathleen.wedig@cdwg.com mikeshe@cdw.com bryanas@cdw.com	9	10: 1%; 15: 0.05%
CBTS LLC (formerly OnX)	<a href="#">PO-21-1080-OSD03-SRC01-21395</a>	Marilyn Koch	781-858-6246	marilyn.koch@cbts.com	2,7 & 9	10: 1%; 15: 1%
CenturyLink Communications, LLC dba. Lumen Technologies Group	<a href="#">PO-20-1080-OSD03-SRC01-20765</a>	Gerry Varcarolis	857-233-0505	Gerry.varcarolis@lumen.com	2,3,4,7,8 & 9	None
CELT dba Integrity by CELT	<a href="#">PO-20-1080-OSD03-SRC01-20771</a>	Lisa Gionet	508-624-4474	lgionet@celtcorp.com	5 & 6	10: 2%; 15: 2%; 20: 2%; 30: 2%
CherryRoad Technologies Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20731</a>	Kate Roussin	978-275-1613	kroussin@cherryroad.com	6 & 9	10: 2%; 15: 1.50%; 20: 1.00%
Comcast Cable Communications Management, LLC	<a href="#">PO-20-1080-OSD03-SRC01-20772</a>	Scott Richardson	978-884-3708	Scott_Richardson@cable.comcast.com	4,5 & 6	None
Continental Resources, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20768</a>	Jeff Lane	781-533-0292	jlane@conres.com	9	10: 0.19%; 15: 0.14%; 20: 0.10%
ConvergeOne	<a href="#">PO-20-1080-OSD03-SRC01-20743</a>	Deborah Damiano	508-314-2727	DDamiano@ConvergeOne.com	9	None
Crown Castle Fiber LLC	<a href="#">PO-20-1080-OSD03-SRC01-20746</a>	Peter O'Brien	O: 646-680-6270 M: 845-499-7472	peter.obrien@crowncastle.com	4,5 & 6	10: 2%
Crocker Communications, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20740</a>	Thomas Poulin	413-746-3018	tpoulin@corp.crocker.com	2,4,6,7,8,9	10: 2%; 15: 2%; 20: 1%

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Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Prompt Payment Discount (PPD) (Days: %)
**Master Contract Record (All contract documents)	<a href="#">PO-21-1080-OSD03-SRC01-20719</a>	Ashish Patel	617-720-3190	ashish.s.patel@mass.gov	N/A	N/A
Custom Computer Specialists, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20752</a>	Suzanne McLaughlin	401-775-1286	smclaughlin@customonline.com	9	30: 1%
D&S Communications	<a href="#">PO-20-1080-OSD03-SRC01-20760</a>	Manuel Taveira	847-628-4173	manueltaveira@dscmm.com	2 & 9	None
ePlus Technology Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20753</a>	Steve Low	781-615-1314	slow@eplus.com	7, 8 & 9	10:1%; 15: 1%; 20: 0.50%; 30: 0.50%
FirstLight Fiber, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20742</a>	Lisa Adams	617-821-4463	ladams@firstlight.net	2,3,4,6,7,8,9	None
Fulton Communications, LLC. Db. Vertical Communications	<a href="#">PO-20-1080-OSD03-SRC01-20735</a>	Scott Medeiros	401-400-3033	smedeiros@vertical.com	8	10: 5%; 15: 3%; 20: 1%
Granite Telecommunications, LLC	<a href="#">PO-20-1080-OSD03-SRC01-20728</a>	Tucker Campbell	617-837-5074	tcampbell@granitenet.com	2,3,4,5,6,7,8,9	None
GreenPages, Inc. dba. GreenPages Technology Solutions	<a href="#">PO-20-1080-OSD03-SRC01-20745</a>	David Knox	781-987-2013	dknox@greenpages.com	9	10:2%; 15: 1%; 20: 1%; 30: 1%
Guardian Information Technologies, Inc	<a href="#">PO-20-1080-OSD03-SRC01-20757</a>	Bradley Warren	978-840-1212	bwarren@guardianinfo.com	9	10: 3%; 15: 2%; 20: 1%; 30: 1%
Harbor Networks	<a href="#">PO-20-1080-OSD03-SRC01-20769</a>	Jenna Ross	508-652-3067	Jennar@harbornetworks.com	2, 8 & 9	10: 1.50%; 15: 1.25%; 20: 1%
HUB Technical Services	<a href="#">PO-20-1080-OSD03-SRC01-20776</a>	Paul Shiff	508-238-9887	pshiff@hubtech.com	9	10: 2.50%; 15: 2%; 20: 1%; 30: 0.05%
Hughes Network Systems, LLC.	<a href="#">PO-20-1080-OSD03-SRC01-20730</a>	Amir Dehdashty	301-548-1942	amir.dehdashty@hughes.com	5	10: 1%; 15: 1%; 20: 1%; 30: 1%
Integration Partners Corporation	<a href="#">PO-20-1080-OSD03-SRC01-20754</a>	Bart Graf	781-357-8198	bgraf@integrationpartners.com	7 & 9	10: 5%; 15: 3%
International Business Machines (IBM)	<a href="#">PO-20-1080-OSD03-SRC01-20725</a>	Mitch Hoch	201-241-0402	mitchell.hoch@ibm.com	3 & 8	None
Intlx Solutions, LLC	<a href="#">PO-20-1080-OSD03-SRC01-20736</a>	Kenny Pearl	781-352-3636	kenny.pearl@intlxsolutions.com	8 & 9	10: 5%; 15: 4%; 20: 3%; 30: 2%
IntraSystems, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20764</a>	Madeline Doherty	781-986-1700 x224	mdoherty@intrasystems.com	9	10: 1%; 15: 1%; 20: 1%;
IP Access International, Inc	<a href="#">PO-20-1080-OSD03-SRC01-20729</a>	Michael Gregg	949-655-1040	mike.gregg@ipinternational.net	4 & 5	10: 2%; 15: 2%; 20: 2%; 30: 2%
LCN-Division of E.G. Sawyer Co, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20758</a>	Matthew C Lieb	781-927-1107	matt.lieb@lcn-inc.com	7 & 9	10: 4%; 15: 3%; 20: 2%

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**OPERATIONAL SERVICES DIVISION**

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Prompt Payment Discount (PPD) (Days: %)
**Master Contract Record (All contract documents)	<a href="#">PO-21-1080-OSD03-SRC01-20719</a>	Ashish Patel	617-720-3190	ashish.s.patel@mass.gov	N/A	N/A
LightSpeed Technologies, Inc	<a href="#">PO-20-1080-OSD03-SRC01-20724</a>	Todd Hemm	866-582-3688	tlhemm@lightspeedt.com	9	10: 1%
Manhattan Telecommunications Corporation dba MetTel	<a href="#">PO-20-1080-OSD03-SRC01-20744</a>	Leslie Duckett	212-607-2144	lduckett@mettel.net	2, 4 & 9	10: 2%; 15: 1%
MCI Communications Services Inc. dba. Verizon Business Services	<a href="#">PO-20-1080-OSD03-SRC01-20779</a>	Karen Perella	774-409-3525	karen.m.perella@verizon.com	2,3,4,5,6,7,8,9	None
Metropolitan Telephone Co., Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20756</a>	Tony Barossi	508-734-1212	tbarossi@mettel.com	9	10: 2%; 15: 1%
Net Tel One Communications LLC	<a href="#">PO-20-1080-OSD03-SRC01-20727</a>	Tammie T. Frye	781-228-8207	tfrye@nettelone.com	3, 7 & 9	10: 3%; 15: 2%; 20: 1%
New Era Technology NE	<a href="#">PO-20-1080-OSD03-SRC01-20766</a>	Sean Costello	617-502-1610	Sean.Costello@NewEraTech.com	2,3,7,8,9	10: 3%; 15: 3%; 20: 1%
New Horizon Communications Corp	<a href="#">PO-20-1080-OSD03-SRC01-20749</a>	Glen Nelson	781-290-4611	gnelson@nhcgrp.com	2,3,4,5,7 & 8	10: 2%; 15: 1%
Norstan Communications, Inc. dba Black Box Network Services	<a href="#">PO-20-1080-OSD03-SRC01-20778</a>	Raymond Kitchen	212-856-7609	raymond.kitchen@blackbox.com	9	20: 2%
North Atlantic Networks, LLC	<a href="#">PO-20-1080-OSD03-SRC01-20739</a>	Andre Pimentel	508-339-0482 Option 1	apimentel@nan.com	4,6 & 9	10: 1%; 15: 0.05%; 20: 0.25%;
NWN Corporation	<a href="#">PO-20-1080-OSD03-SRC01-20726</a>	Jennifer Golden	860-839-7021	jgolden@nwnit.com	2,3,4,7,8,9	10: 1%; 15: 0.75%; 20: 0.50%
Ockers Company	<a href="#">PO-20-1080-OSD03-SRC01-20763</a>	David Mitchell	508-586-4642	Dmitchell@ockers.com	9	10: 3%; 15: 2%; 20: 2%; 30: 1%
Partners Technology LLC	<a href="#">PO-20-1080-OSD03-SRC01-20755</a>	Jim Rabbitt	781-930-5000	jrabbitt@partnerstechnology.com	9	10: 4%; 15: 3%; 20: 2%; 30: 1%
Presidio Networked Solutions, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20773</a>	Ryan Visconti	781-638-2242	rvisconti@presidio.com	3, 7 & 9	10: 1%
Red River Technology LLC.	<a href="#">PO-20-1080-OSD03-SRC01-20734</a>	Helen Hewes	603-442-5580	helen.hewes@redriver.com	9	10: 0.75%; 15: 0.50%; 20: 0.50%
Statewide Communications Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20747</a>	David Hull	833-266-6289 x 1107	david.hull@statewide.com	9	10: 3%; 15: 2.50%; 20: 2%;

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**OPERATIONAL SERVICES DIVISION**

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email	Categories	Prompt Payment Discount (PPD) (Days: %)
**Master Contract Record (All contract documents)	<a href="#">PO-21-1080-OSD03-SRC01-20719</a>	Ashish Patel	617-720-3190	ashish.s.patel@mass.gov	N/A	N/A
Talkdesk	<a href="#">PO-20-1080-OSD03-SRC01-20750</a>	Brendan Joseph	603-777-0657	brendan.joseph@talkdesk.com	8	10: 0.50%; 15: 1%; 20: 1.50%; 30: 2%
The Iserv Company	<a href="#">PO-20-1080-OSD03-SRC01-20741</a>	Jim Palmisano	866-344-7910	james.palmisano@iservgroup.com	5	10: 2%
Total Communications, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20770</a>	Rhonda Tassie	860-622-4010	rhondatassie@totalcomm.com	9	10: 2%; 15: 1%; 20: 1%
Unified Networking Solutions	<a href="#">PO-20-1080-OSD03-SRC01-20732</a>	Brian McDonald	508-203-7162	bmcDonald@UnifiedITSupport.com	9	10: 2%; 15: 1%; 20: 1%; 30: 1%
U.S. TelePaific Corp. dba. TPx Communications	<a href="#">PO-20-1080-OSD03-SRC01-20748</a>	Nathan Pavelka	858-200-2754	npavelka@tpx.com	8 & 9	10: 4%; 15: 4%; 20: 4%; 30: 4%
Valley Communications Systems, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20751</a>	Charles Tremble	413-592-4136 x125	charliet@valleycommunications.com	9	10: 1.5%; 15: 0.50%
VoDaVi Technologies	<a href="#">PO-20-1080-OSD03-SRC01-20733</a>	Amy Friel	508-356-4801	Amy.Friel@VoDaViTech.com	9	10: 1%; 15: 1%
Whalley Computer Associates, Inc.	<a href="#">PO-20-1080-OSD03-SRC01-20775</a>	Jake Brown	508-634-1152	jbb@wca.com	5,6,9	10: 1%
Windstream Holdings II, LLC dba. PaeTec Communications LLC	<a href="#">PO-20-1080-OSD03-SRC01-20737</a>	John Cloonan	585-208-2628	John.Cloonan@windstream.com	2,3,4,5,7 & 8	10: 3%; 15: 3%; 20: 3%; 30: 3%
World Wide Technology LLC	<a href="#">PO-20-1080-OSD03-SRC01-20777</a>	David Witherell	617-320-2699	david.witherell@wwt.com	9	10: 0.33%

\*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.

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# Contract User Guide for ITT72 Category 2 to 9

## Appendix A:

### UNSPSC Codes:

- 83-11-00 - Telecommunications media services
- 81-16-17 - Telecommunication services
- 81-11-21 - Internet services
- 83-11-00 - Telecommunications media services
- 83-11-23 - Fiber telecommunications services
- 83-11-22 - Enhanced telecommunications services
- 43-22-15 - Call management systems or accessories
- 43-20-00 - Components for information technology or broadcasting or telecommunications

## Appendix B:

### Category 2: Voice Services

Voice services include: local exchange service, long distance service, international service, incoming and outgoing toll-free service, centrex, calling card, pay telephone service, SIP trunking, and Local Exchange Carrier (LEC), Inter-Exchange Carrier (IXC) for intra-LATA toll calling, POTS, Business Line, Direct Inward Dialing (DID), Primary Rate Interface (PRI), and related equipment and software.

### Category 3: Conferencing

Conferencing includes: Cloud, On-Premises and Hybrid services for Audio Conferencing, Web Conferencing, Video Conferencing and related equipment and software.

### Category 4: Data Services and Broadband

Data Services and Broadband includes a wide range of connectivity and bandwidth options delivering voice/data communications and/or internet access, such as: MPLS, Point-to-Point/Private Line, Primary Rate Interface (PRI), Digital Subscriber Line (DSL), Ethernet, Internet Access, Layer 2 Ethernet Services, Cable based Broadband, Commercial Internet Services, Business Commodity Internet, and Fixed Wireless Services such as Satellite and Microwave.

### Category 5: Small Facility Services

Small Facility Services include: Internet services, Television services (includes satellite, cable, fiber, web based) and Voice services. Voice Services in this category should only be those associated with Small Facility Data Services, any “standalone” voice should be ordered via Category 2.

### Category 6: Fiber Services

Dark Fiber Services and Lit Fiber Services are included in this category.

### Category 7: Managed Services

This category provides management of eligible entities’ site and/or enterprise voice and data network services inclusive of LAN and WAN managed services and Converged voice (VoIP) and data network services.

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## OPERATIONAL SERVICES DIVISION

Managed services include, but are not limited to: Internet Access, Co-location, Virtual Private Networking (VPN), email, ftp, hosting services (web sites and network service applications), Host name registration, portal services, firewall, network intrusion detection, data back-up Voice Over Internet Protocol (VoIP), PBX and Emergency Notification (reverse 911).

### **Category 8: Call Center**

Interactive Voice Response (IVR), Automatic Call Distribution System (ACD), advanced call routing and other features.

### **Category 9: Equipment Related to ITT72 Services**

Only customer premise equipment directly related to the network and/or communication services.

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