

# Contract User Guide for PRF59

## PRF59 Designated OSC: Credit and Debit Card Processing

UPDATED: November 2, 2021

<b>Contract #:</b>	PRF59
<b>MMARS MA #:</b>	PRF59DesignatedOSC*
<b>Initial Contract Term:</b>	September 9, 2015 – June 30, 2020
<b>Maximum End Date:</b>	Two one-year extension(s) to June 30, 2022
<b>Current Contract Term:</b>	September 9, 2015 – June 30, 2022
<b>Contract Manager:</b>	Patricia Davis, 617-973-2332, <a href="mailto:Patricia.Davis@mass.gov">Patricia.Davis@mass.gov</a>
<b>UNSPSC Codes:</b>	93-15-00-00 Electronic Payment Card Processing and Merchant Services 84-12-15-00 Electronic Payment Card Processing and Merchant Services

\*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](#)
- [Emergency Services](#)
- [Shipping/Delivery>Returns](#)
- [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.**



## Contract Summary

This is the Statewide Contract for Credit and Debit Card Processing.

Demand for electronic payment methods continues to increase. Many individual and corporate customers want the convenience and timeliness of paying the Commonwealth electronically, rather than mailing a check or going to a department location. This strong consumer demand and the efficiencies of electronic payments compel government organizations to increase online services and electronic payment methods. The goal of this program is to expand electronic payments acceptance to facilitate efficiencies and to align the Commonwealth's customer expectations for modern and efficient government payment processes with their customer experience.

In this procurement, the Commonwealth of Massachusetts Strategic Sources Servicing Team (SSST) collaborated with MBTA to replace and expand the merchant services portion of the prior Statewide Electronic Payments contract (MA# PRF44designatedOSC) previously supported by Bank of America. This joint procurement resulted in two contracts with the same vendor: one for the MBTA, and another for state departments and the Massachusetts Turnpike (i.e., this Card Processing Services Contract). This Card Processing Contract was procured under 801 CMR 21.

A separate procurement and contract supports web payment page hosting, integrated voice response (IVR), kiosk, or mobile services (MAOSDPRF59ADesignatedOSC). These two contracts are frequently leveraged together depending on services required. If utilizing services awarded under the Payment Solutions Contract, a separate Statement of Work is required. Please see the PRF59A – Payment Solutions Contract User Guide for more information.

The Comptroller has broad authority to prescribe accounting rules and instructions for all state Departments and the appropriate use of the state accounting system. Pursuant to [G.L. c. 7A, § 7](#), [G.L. c. 7A, § 8](#), [G.L. c. 7A, § 9](#) and [G.L. c. 29, § 31](#) the Comptroller is required to implement a state accounting system (including a centralized payroll system) and issue instructions for the accounting practices to be used by all Departments for supplies, materials, assets, liabilities, equity, debt, encumbrances, expenditures, revenues, expenses and obligations of all Commonwealth funds and accounts, including payroll, unless specifically exempted by general or special law. The Comptroller has full authority to prescribe, regulate and make changes in the method of keeping and rendering accounts and is authorized to direct state Departments to implement changes in their systems to meet these statewide standards.

The Comptroller has full authority to review the authority for a State Department to collect and record revenue, and to prescribe the appropriate process for recording that revenue once collected. In addition, the Comptroller has full authority to review the mediums, applications or processes that are used or may be used to collect, handle, process, transfer, or remit revenue.

Departments are instructed that any application, medium, process, software, hardware, application, or other medium that collects, handles, processes, transmits, or remits Commonwealth revenues that are recorded in the state accounting system (MMARS) must be approved by the Comptroller to ensure compliance with state finance law, including security and internal control considerations to prevent fraud, waste, and abuse. Any Department that is planning on procuring or instituting any process, application, software, hardware or other medium that will collect, handle, process, transmit, remit or in any way touch revenue in any form must be approved in advance of implementation, procurement, vendor selection, or use. The

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Updated: November 2, 2021

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Page 2 of 12

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Comptroller reserves the right to review any system or process currently in use to review compliance with state finance law, including security and internal control considerations to prevent fraud, waste, and abuse, and the Comptroller may make any recommendations for remediation or corrective action plans. Departments with any questions or seeking review should email: [eRev@mass.gov](mailto:eRev@mass.gov)

## 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.

The credit and debit card processing service vendors provide the following services, benefits, and cost savings:

- Establish merchant accounts to enable acceptance of Visa, MasterCard, debit card, Discover, and/or American Express payment methods.
- Assist eligible entities with credit and debit card acceptance, merchant services, and certification on the web, IVR, point of sale, kiosk, and mobile channels.
- Facilitate sales and support of point-of-sale hardware including terminals, PIN pads, NFC, and other peripherals.
- Improve customer experience and convenience.
- Improve business process efficiency, cash flow, and back-office reconciliation.
- Expedite funds settlement.
- Reduce handling costs, lost or bounced checks, mail delays, and fraud risk associated with cash and paper checks.
- Provide competitive per item rates and convenience fee program rates.
- Handle increasing transaction volumes and peaks in payments.
- Support complete end-to-end reporting.
- Provide technical support of the payment system.

This Card Processing contract leverages the significant volume of Commonwealth eligible entities and the MBTA to procure the best credit and debit card processing services, hardware, and pricing mix for all stakeholders, both now and in future years. Please note that this Contract provides merchant services and credit and debit card processing services only.

## Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, price sheets and other attachments, visit [COMMBUYS.com](http://COMMBUYS.com) and search for PRF59DesignatedOSC to find related Master Blanket Purchase Order (MBPO) information.
- To link directly to the MBPO for PRF59 visit [Master Blanket Purchase Order PO-16-1079-1079C-1079C-0000006151](#)
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the [Vendor Information](#) page.

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Updated: November 2, 2021

Template version: 7.0

Page 3 of 12

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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.

## Supplier Diversity Requirements

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.

## Pricing, Quote and Purchase Options

### Purchase Options

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

This is a fee for service contract. Please refer to the Bank Card Merchant Agreement (BCMA) for complete pricing information found here: [Master Blanket Purchase Order PO-16-1079-1079C-1079C-00000006151](#).

All costs must be part of this authorized price listing. Under no circumstances can the vendor change costs to exceed those posted in the Merchant Price Schedule, attachments, or amendments.

### 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 PRF59 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.

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Updated: November 2, 2021

Template version: 7.0

Page 4 of 12

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## How to Pay the Vendors

All associated fees payable to Worldpay (formerly Vantiv) and/or American Express should be encumbered by referring to PRF59designatedOSC. Entities must encumber sufficient funds for anticipated costs for the fiscal year and monitor expenses to ensure sufficient funds are available to make payments for all transaction fees. State departments should coordinate all transition and encumbrances with CTR to ensure a smooth transition and no disruption of service.

## Netting Fees Not Permitted Under this Contract

Each eligible entity of the Commonwealth is solely legally and financially responsible for its own credit card activity and charges. The vendor shall have no separate right of recovery from the Office of the Comptroller, the Operational Services Division, or the Commonwealth for any credit card charges incurred by an entity.

Pursuant to the Massachusetts Constitution and M.G.L. c. 30, s. 27 and M.G.L. c. 10, s. 17B, all revenue collected on behalf of the Commonwealth must be deposited with the Treasury and unless otherwise specified, is subject to appropriation. Therefore, as stated in the RFR, the total of all revenues collected must first be deposited and accounted for in the state accounting system prior to payment of fees being made to the vendor. In addition, for most eligible entities, the authorization for the collection of revenue does not authorize a portion of the revenue to be used for processing fees and fees will be paid from a separate state appropriation. Therefore, the vendor may not net fees from gross revenues collected in a Depository Account. For the purposes of this contract, chargebacks will not be considered fees and may be netted from gross revenues collected in a Deposit Account. Amounts collected and deposited will be considered revenue after settlement and any adjustments for chargebacks made by the vendor. ***Fees, charges, late payments, or interest may not be netted from revenues, even if authorized by an individual entity.***

If debiting of accounts is occurring, it is without approval of the Office of the Comptroller and may not continue. No single entity or state agency is authorized to override this language without prior written approval of the Office of the Comptroller. Invoices may not be submitted with debits or netting of fees. All amounts collected must be deposited in gross and the contractor will be paid based on invoicing. All accounts will be reviewed and a compliance plan established to comply with this section.

The vendor has no authority to establish a reserve account for Commonwealth Entities without prior CTR approval and shall have no security interest in amounts credited as revenue to the Commonwealth after final settlement and adjustments for chargebacks. If the vendor has reasonable grounds to be insecure about an entity's ability to make required fee payments, the vendor may submit in writing to the Office of the Comptroller, a request that the entity maintain a Reserve Account at a financial institution acceptable to the vendor unless the Office of the Comptroller can propose an acceptable alternative which ensures payment. If the applicable entity does not maintain a Reserve Account at a financial institution acceptable to the vendor and the Office of the Comptroller does not propose an acceptable alternative which ensures payment, then vendor may immediately suspend and/or terminate Card acceptance for such Entity. Any Reserve Account will be separate from an Entity's Deposit Account.

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Updated: November 2, 2021

Template version: 7.0

Page 5 of 12

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In lieu of standard security interests, an entity may be required to provide the vendor with proof that funds have been encumbered and set aside in the name of the vendor on the Commonwealth accounting system sufficient to support the anticipated amount of fees and costs that may be incurred for that fiscal year. Whenever possible, an entity will provide the vendor with notice at least 30 days in advance of a fiscal year or at any time during the fiscal year that sufficient funds may not be appropriated or otherwise made available by the Legislature. In the event that sufficient funds are not appropriated or otherwise made available by the Legislature for an entity(s), either the Commonwealth or vendor may suspend or terminate the electronic payments program for the applicable entity upon written notice to the other.

All fees, fines, and other charges must be invoiced monthly to the appropriate entity. Disputed claims will be considered a fee or charge to be invoiced.

## How to Get Started for New Engagements

1. Eligible entities should review this document (Contract User Guide) to ensure compliance with use of the Statewide Contract. Both eligible entities and the vendors have responsibilities for compliance with state finance laws, regulations, and rules, and are required to notify CTR when beginning a new engagement.
2. Contact Office of the Comptroller (CTR) eCommerce Coordinator at [eRev@mass.gov](mailto:eRev@mass.gov) to discuss requirements. Contract documents including the Bank Card Merchant Agreement, Price Schedule, and Vendor Response are available on COMMBUYS.
3. The CTR eCommerce Coordinator will facilitate enrollment and coordinate a kickoff conference call to discuss detailed functional requirements, timeline, and scope, if required.
4. All payments for this contract made by State entities in the state accounting system MMARS must reference Master Agreement (MA) MAOSDPRF59designatedOSC00. If a transaction override is needed to encumber funds for engagements entered into prior to the end date of the contract, but extending beyond the end date, the entity should work with the CTR Contracts team to facilitate the encumbrance, and contact [eRev@mass.gov](mailto:eRev@mass.gov) to validate the use of the Statewide contract for an engagement.

## Terms of the Contract

Hierarchy of Contract Documents (Order of Precedence)	
1	Commonwealth Terms and Conditions
2	Standard Contract Form

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Updated: November 2, 2021

Template version: 7.0

Page 6 of 12

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Hierarchy of Contract Documents (Order of Precedence)	
3	Bank Card Merchant Agreement and Pricing Schedule
4	Contractor Response to the RFR

An Individual Service Level Agreement (SLA) may be necessary for certain implementations by an eligible entity. If this contract is utilized with the Payment Solutions Contract, a Statement of Work will also be required. Please see the Contract User Guide for Payment Solutions Services and/or, contact the CTR eCommerce Coordinator for more information.

Additional non-conflicting terms related to service performance details that comply with the required terms of the Contract may be added to a SLA or SOW provided the intent or effect of the language does not supersede or replace the language of the Contract.

## Funding and Fees

This is a fee for service contract. Each eligible entity accepting electronic payment processing services shall be solely legally responsible for funding the entity’s obligations under the contract. Please note that eligible entities will be billed by Worldpay (formerly Vantiv) and will also be billed by American Express if accepting American Express Credit Cards.

The vendor(s) may not seek payment of such obligations from the Office of the State Comptroller or any other Commonwealth entity, nor shall any Commonwealth entity have any legal obligation to make payments for electronic payment solution services other than the entity requesting and accepting such services. Pricing is based on the options each entity chooses to implement. Commonwealth eligible entities may not negotiate separate terms from those included in this Contract without prior written approval from CTR.

Entities should work with the CTR eCommerce Coordinator and electronic payment processing vendor(s) to determine an estimated amount of fees and other costs for each fiscal year based upon historical or anticipated electronic payments usage. As a condition of the contract, entities must encumber at the beginning of the fiscal year referencing PRF59designatedOSC, an estimated amount for transaction fees based upon the anticipated volume of transactions. State departments must coordinate encumbrances with CTR to prevent disruption of service.

The options for funding electronic payment solutions programs are:

- **Operating Budget** -- When an entity agrees to accept electronic payments, the entity certifies that prior to the beginning of each fiscal year, and during the fiscal year, the entity shall be responsible for taking the necessary

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Updated: November 2, 2021

Template version: 7.0

Page 7 of 12

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steps to ensure that there are sufficient funds for payment associated fees. Entities will be required to suspend acceptance of electronic payments whenever the entity anticipates not having sufficient funds. Seeking funding after the fact through the deficiency process or prior year deficiency process shall not be considered an appropriate funding mechanism and may subject the entity to cancellation of merchant approval to accept credit or debit payments.

- **Retained Revenue** – Retained revenue accounts are subject to annual budget approval and require a cap in the amount of funds that may be retained and expended. Given that revenues for new types of e-payments cannot be accurately predicted, agencies may face situations when the cap is lower than needed to pay processing fees. Entities are responsible for ensuring that if fees are authorized to be spent from the retained revenue account that the cap is sufficient to enable full payment of fees.
- **Statutory Language/Agency Trust Account** – Some agency trust accounts authorize expenditures to be paid from revenues posted to the trust account. Entities must ensure that sufficient amounts are set aside from revenues to ensure payment of transaction fees and that these amounts are not inadvertently obligated for other expenditures.
- **Convenience fees** – **(NOTE: Under Massachusetts law, convenience fees are prohibited at the point of sale, but may be implemented over the web or IVR.)** Eligible entities may choose to pay electronic payments program fees, or may choose to fund their programs by passing the associated fees on to the customer. A nominal convenience fee is charged to the customer at the time of purchase and collected per transaction directly by the vendor as a separate charge from the payment being made to the eligible entity. The fee can be a percentage of the transaction amount or a flat fee, but percentage based convenience fee programs take longer to implement due to card association program rules. Convenience fees are collected and retained by the vendor, never enter the Commonwealth's accounts, and appear as a separate charge on the customer's statement. Since the fee is charged solely to offset the entire cost of the credit card transaction as a convenience to customers, an eligible entity will not receive an invoice from the vendor under this model.

## Instructions for MMARS Users

MMARS users must reference the MA number (PRF59designatedOSC) in the proper field in MMARS when encumbering funds for this contract.

## Contract Exclusions and Related Statewide Contracts

Please note that this Contract provides merchant services and card processing services only. A separate procurement and contract was done for web payment page hosting, integrated voice response (IVR), kiosk, or mobile services (MAOSDPRF59ADesignatedOSC). These two contracts will often be utilized together depending on services required. If utilizing services awarded under the Payment Solutions Contract, a separate Statement of Work will be required. Please see the Contract User Guide for Payment Solutions Services for more information.

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Updated: November 2, 2021

Template version: 7.0

Page 8 of 12

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## Emergency Services

Many statewide contracts are required to provide products or services in cases of statewide emergencies. [ML - 801 CMR 21](#) defines emergency for procurement purposes. Visit the [Emergency Response Supplies, Services and Equipment Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

## Additional Information/FAQs

### Performance and Payment Time Frames Which Exceed Contract Duration

This Statewide Contract expires on 6/30/2022. The initial duration of the Contract is 9/9/2015 – 6/30/2020 plus two (2) one-year options to renew which have been exercised under the same terms and conditions unless the Vendor is terminated for cause, without cause, or through legislative action. In addition, the contract may be extended under the same terms and conditions as needed for any period necessary to transition to a new procurement.

All 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 no more than 12 months beyond the current contract term of this Statewide Contract as stated on the [first page](#) of this contract user guide. No agreements for services may be established after the Contract has expired.

### PCI Compliance

It is of the utmost importance to have citizens feel secure about transacting electronic business with the Commonwealth. The PCI compliance initiative will enable us to ensure that we are doing all we can to protect our citizen's sensitive credit card information.

PCI Data Security Standard (DSS) is a mandatory compliance program of the major credit card associations to create common industry security requirements for cardholder data. The PCI DSS is a multifaceted security standard that includes requirements for security management, policies, procedures, network architecture, software design and other critical protective measures. PCI Compliance is required for all Commonwealth entities conducting electronic commerce, regardless of merchant level, channel, or method. This section provides information about our approach in meeting this challenge.

When accepting credit cards, each Commonwealth entity operates as a “merchant”. If your entity accepts electronic payments via any means (e.g., mail, mobile, cashier window, swipe terminal, kiosk, telephone, or the web), then adherence to these standards is mandatory under payment card brand rules and current Comptroller policy. All State Departments are required to comply with and set aside sufficient funding to support the requirements outlined in the [Payment Collection Data Security Policy](#).

The primary focus of the PCI standards is to help merchants (in our case, Commonwealth Entities) improve the safekeeping of electronic payments information by tightening overall security. This overall review reduces the chances of experiencing security breaches, identity theft, stolen credit and debit card numbers, fraud, and potential catastrophic

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Updated: November 2, 2021

Template version: 7.0

Page 9 of 12

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financial losses, penalties, and loss of trust in Commonwealth public facing applications. Merchants found to be non-compliant with the respective security requirements may be subject to substantial fines and penalties in the event of a data breach. More information about PCI Compliance can be found at <https://www.pcisecuritystandards.org/>.

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Updated: November 2, 2021

Template version: 7.0

Page 10 of 12

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## Strategic Sourcing Team Members

For the Commonwealth of Massachusetts and Massachusetts Turnpike:

- Howard Merkowitz, CTR
- Patricia Davis, CTR
- Robert Brun, DHE
- Beth Pellegrini, DOT RMV
- John Hoagland, DOT Turnpike

For the MBTA:

- Wesley Wallace, MBTA
- Al DiGregorio, MBTA
- Maryellen Moran, MBTA
- Laura Guadagno, MBTA
- Cheryl Guiod, MBTA
- Paula Beatty, MBTA



# Contract User Guide for PRF59

## Vendor List and Information\*

*Please note that Electronic Payment Solutions were bid separately under PRF59AdesignatedOSC*

Vendor	Master Blanket Purchase Order #	Contact Person	Phone #	Email
**Master Blanket Purchase Order	<a href="#">PO-16-1079-1079C-1079C-00000006151</a>	Patricia Davis	617-973-2332,	Patricia.Davis@mass.gov
Worldpay Holding LLC (formerly Vantiv Holdings, LLC)	<a href="#">PO-16-1079-1079C-1079C-00000006151</a> Line 1	Jon Wogenstahl	888-750-6290	jon.wogenstahl@worldpay.com
American Express Travel Related Services Co. Inc.	<a href="#">PO-16-1079-1079C-1079C-00000006151</a> Line 2	Tom Dames	914-693-8860	thomas.j.dames@aexp.com

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