



# PRF84: Electronic Payment Solutions

**UPDATED:** March 7, 2025

<b>Contract #:</b>	PRF84
<b>MMARS MA #:</b>	MA OSD PRF84designatedCTR*
<b>Initial Contract Term:</b>	May 18, 2023 – April 30, 2027
<b>Maximum End Date: Current</b>	Two (3) year extensions to April 30, 2033
<b>Contract Term:</b>	May 18, 2023 – April 30, 2027
<b>Contract Manager:</b>	Patricia Davis, 617-973-2332, <a href="mailto:Patricia.Davis@mass.gov">Patricia.Davis@mass.gov</a>
<b>Updates since last posting:</b>	Updated link to CTR/EOTSS Electronic Payments Data Security Policy

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

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## Contract Summary

This is the Statewide Contract for Payment Solutions. Commonwealth of Massachusetts eligible entities may leverage this contract to engage the selected vendor that best meets their requirements for web payment page hosting, Integrated Voice Response (IVR) hosting, and other integrated payment channels and methods such as kiosk or mobile. Credit, debit, and traditional ACH transactions such as WEB and TEL may be facilitated through the services of these payment solutions vendors. The electronic payment solutions can be configured to integrate with the Commonwealth's primary financial system (MMARS) and other business or financial systems as specified.

Commonwealth entities may choose to implement some or all available payment channels and methods according to their respective business requirements.

Please note that electronic payments processing is provided under separate Statewide contracts PRF81designatedCTR (with Worldpay) and PRF82designatedCTR (with American Express).

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, 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. The Comptroller reserves the right to review any system or process currently in use to review compliance with state finance law. Departments with questions regarding this Statewide contract or seeking review should email [Patricia.Davis@mass.gov](mailto:Patricia.Davis@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, and vendor management and oversight.

This contract supports eligible entities in cost effective and efficient cash management, secure revenue practices, timely funds settlement and reconciliation, and accurate reporting.

## Find Bid/Contract Documents Update

- For new engagements, eligible entities must post a Request for Quote (RFQ) to all four PRF84 vendors. See the *Request for Quote(RFQ)and Statement of Work (SOW)* template, found in the [Master Contract Record](#) for PRF84.
- All eligible entities must execute a Statement of Work (SOW) using the template posted on COMMBUYS with the selected vendor to initiate work under PRF84. See the *Request for Quote(RFQ)and Statement of Work (SOW)* template, found in the [Master Contract Record](#) for PRF84.
- Please note that the RFQ/SOW template is one and the same document. The RFQ content and requirements will be used as a basis for the SOW. Use of the RFQ/SOW template is mandatory for all engagements under this statewide contract.

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- 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 PRF84 to find related Master Blanket Purchase Order (MBPO's) information. All common contract documents are located in the "Master Contract Record" Master Blanket Purchase Order (MBPO) for PRF84 and can be accessed directly by visiting [Master Contract Record](#).
- 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;

### Eligible Entities

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

## Subcontractors

The awarded vendor's use of subcontractors is subject to the provisions of the Commonwealth's Terms and Conditions and Standard Contract Form, as well as other applicable terms of this Statewide Contract.

## 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.

**When selecting vendor(s) from multiple quotes, Executive Departments should follow below guidance:**

Requirements of the Small Business Purchasing Program for Small Procurements (expected annual value of \$250,000 or less) or the Supplier Diversity Program for Large Procurements (expected annual value exceeding \$250,000) apply to Executive Departments soliciting quotes or issuing statements of work.

**Small Business Award Preference:** In accordance with the Supplier Diversity Office's SBPP Policy, Departments must award contracts for Small Procurements to SBPP-participating small business bidders if both of the following conditions are met:

- The response is received from an eligible small business; AND
- The response meets the Department's best value criteria as defined in the RFR or RFQ.

**SDP Commitment:** Businesses awarded large Commonwealth contracts for goods and services (also called prime contractors or prime vendors) are required to make measurable financial commitments to do business with one or more

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diverse businesses (often called SDP Partners). This business-to-business relationship requirement applies to all Large Procurements for goods and services, which were historically defined as those expected to exceed \$150,000 in total spending. Effective July 1, 2021, Large Procurements will be defined as those expected to exceed \$250,000 in annual spending.

Executive departments should take into consideration contracted vendors SDP commitments when evaluating responses. Specifically, the following fields of the new SDP Plan Form correspond to the goals stated above:

Type of information collected from bidders	Possible use of the information by the SST
SDP focus statement	Assess the bidder's level of integration of supplier diversity into company operations.
SDP policy link or attachment (if any)	
Additional creative initiatives (if any)	
SDP commitment – subcontracting	Evaluate the bidder's SDP commitment.
SDP commitment – ancillary	
SDP commitment – total	
Type of information collected from bidders	Possible use of the information by the SST
List of proposed partners	Assess the likelihood of the bidder meeting their SDP commitment.
Company prior year spending with the list of partners (if available)	
Company average gross annual revenue	If deemed necessary by the Agency or Statewide Contract Strategic Sourcing Team (SST) and included in the evaluation criteria, consider the bidder's company size during the evaluation of the ancillary SDP commitments and total prior year spending.

#### Key Evaluation Requirements:

The following key requirements apply to the evaluation of submitted SDP Plans:

- At least 25% of the available evaluation score must be dedicated to the evaluation of the bidder's SDP Commitment.
- The majority of the SDP evaluation score should be dedicated to the bidder's SDP commitment.
- bidders offering more value in their SDP Plan submissions must receive higher scores.

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Other Requirements:

Expected annual value of the RFQ	RFQ process requirements
Less than or equal to \$250,000/year	<ul style="list-style-type: none"> <li>• <b>Notify at least two small businesses</b> capable of providing the product or service of the opportunity, if available.</li> <li>• Include SBPP contract language and place it prominently within the RFQ. <a href="#">See SDO Template Language.</a></li> <li>• Evaluate bids received from, and award a contract to, an SBPP-participating small business that meets the department's best value criteria.</li> <li>• Award to a large business only if there is no SBPP participating business meeting departments' best value criteria.</li> <li>• Conduct a clarification/BAFO/negotiation before disqualifying an SBPP-participating business based on price or desirable criteria.</li> <li>• See the <a href="#">Best Value Evaluation of Responses to Small Procurements: A Guide for Strategic Sourcing Teams</a> for additional guidance.</li> </ul>
More than \$250,000/year	<ul style="list-style-type: none"> <li>• <b>Notify at least two diverse and/or small businesses</b> capable of providing the product or service of the opportunity, if available.</li> <li>• 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.</li> <li>• See the <a href="#">Best Value Evaluation of SDP Plan Forms: A Guide for Strategic Sourcing Teams</a> for additional guidance.</li> </ul>
	<p><b>Note:</b> Departments may ask the prime Contractor for an additional SDP commitment specifically related to the Department's purchase or engagement. SDP spending for such a purchase or engagement must be reported by the Contractor using the SDP Reporting Form directly to the Department and may not be included in any other SDP reporting filed by the Contractor.</p>

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## 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.

### Pricing Options

This is a fee for service contract with three fee models: direct bill, convenience fee, and payment facilitator. For complete pricing information, see COMMBUYS. When contacting a vendor on the statewide contract, always reference PRF84 to receive contract pricing. Each eligible entity accepting electronic payment solutions services shall be solely legally responsible for funding the entity's obligations under the Contract.

**Direct Bill** – In this funding model, payment solutions vendors will bill eligible entities for services rendered. (If offering credit and debit cards as a payment method in a direct merchant model, Vantiv/Worldpay and American Express, if applicable, will also bill the eligible entity). Vendors only receive payment after they invoice the eligible entity for fees negotiated as part of this contract for transaction fees, hardware, development fees, or other fees identified in the vendor response. The vendor(s) may not seek payment of such obligations from the Office of the 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 for payment solution services is based on the options each entity chooses to implement. Commonwealth eligible entities may not negotiate separate terms from those posted on COMMBUYS without prior written approval from CTR.

Once a new engagement is scoped, entities should work with the primary contact and electronic payment solutions vendor(s) to determine an estimated amount of fees and other costs for each fiscal year based upon historical or anticipated electronic payments usage. Encumbrances (CTs) and payments must reference Master Agreement (MA) MAOSDPRF84designatedCTR from SOW execution going forward.

In addition, two alternate funding models exist for payment solutions for web and IVR:

**Convenience Fee** – Entities may choose to fund their web and IVR 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 to the eligible entity. The fee can be a percentage of the transaction amount or a flat fee. Convenience fees are collected and retained by the payment solutions provider, 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 payment solutions provider under this model.

Note: Under Massachusetts law, convenience fees are prohibited at the point of sale, but may be implemented over the web or Interactive Voice Response (IVR).

**Payment Facilitator (PayFac) Model** – Entities may choose to set up their web and IVR programs with a Payment

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Facilitator, or PayFac business model. Under PayFac, the Payment Solutions vendor is the merchant of record, and the eligible entity is the submerchant, which impacts the underwriting process. Instead of the processor settling funds directly to the eligible entity, the Payment Solutions vendor settles funds to the eligible entity. Associated fees may be passed on to the customer in the form of a convenience fee, or paid by the submerchant. In addition, PCI compliance may be reported to the merchant (PayFac/Payment Solutions vendor) instead of directly to the card processor (Vantiv/Worldpay) in this model.

### **Product/Service Pricing and Finding Vendor Price Files**

Product pricing may be found by following the Vendor-specific MBPO links on the [vendor information](#) page.

### **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).

Per **801 CMR 21.00**, Executive Branch Departments must use established statewide contracts for the purchase of commodities and services. Specifically, Executive Departments are required to use statewide contracts, including designated statewide contracts, if available, for their specific commodity and service needs. Exceptions will only be permitted with prior written approval from the Assistant Secretary for Operational Services, or designee.

When contacting a vendor on statewide contract, always reference PRF84 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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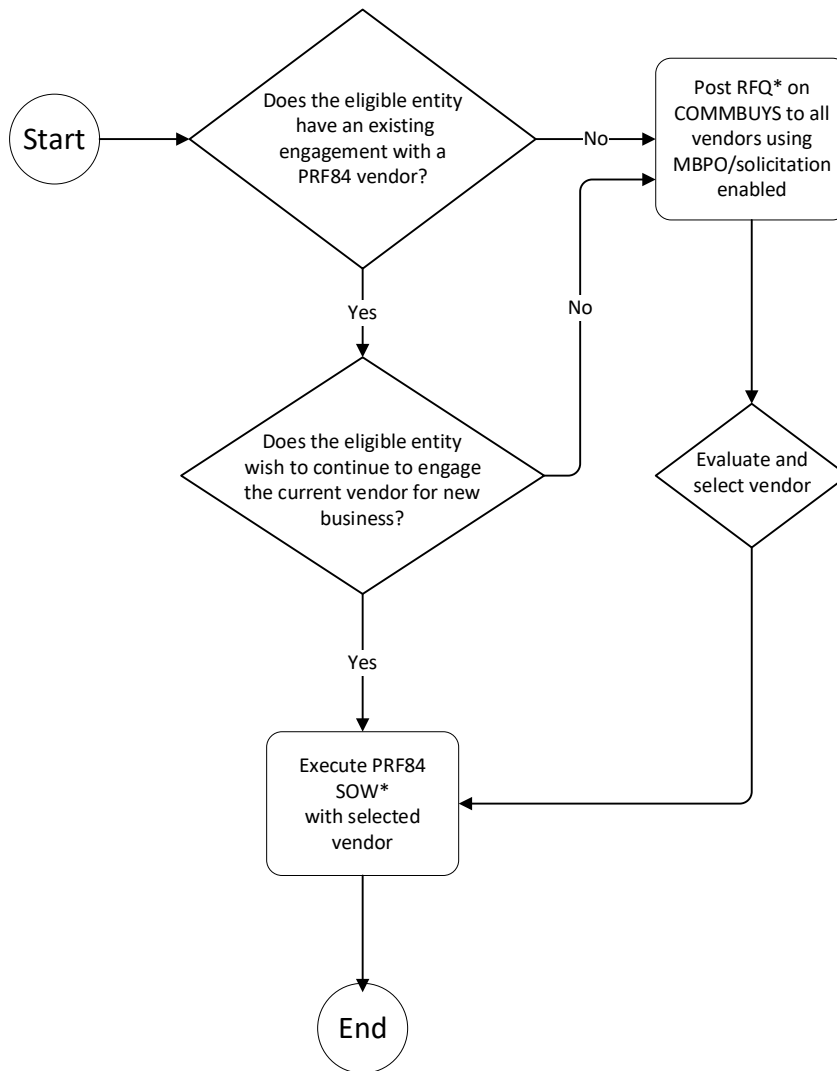
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## How to Use the Contract (Quick Overview)



- \* Use Request for Quote/Statement of Work (RFQ/SOW) template found on COMMBUYS. The templates are one and the same – the RFQ is the basis for the SOW.





## How To Get Started for New Engagements (i.e., the eligible entity has no existing business with any of the PRF84 vendors)

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.
2. Eligible entities should see COMMBUYS for contract content including the Vendor Responses, Pricing, and the Request for Quotes (RFQ)/Statement of Work (SOW) template. The templates are one and the same – the RFQ is the basis for the SOW.
3. CTR requires that eligible entities solicit quotes from all four payment solutions vendors under PRF84 using the “MBPO/solicitation enabled route” and the RFQ/SOW template available on COMMBUYS. Eligible entities are encouraged to request a demo or webcast, dialogue directly with the vendors if desired, and select the vendor that best meets their requirements.
4. Vendors are required to notify [Patricia.Davis@mass.gov](mailto:Patricia.Davis@mass.gov) when beginning a new engagement. Vendors must establish an on-boarding process that facilitates contract-wide reporting, and CTR requires a periodic status report of all engagements at any time from eligible entities and vendors.
5. Go to “Once a Vendor is Selected” section below.

## How To Add Additional Project Engagements to Your Current Vendor Relationship

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.
2. Eligible entities should see COMMBUYS for contract content including the Vendor Response, Pricing, and the Request for Quotes (RFQ)/Statement of Work (SOW) template.
3. Go to “Once a Vendor is Selected” section below.

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## How To Explore Transitioning to a New Vendor or Adding a New Project and Reviewing All Vendor Interest

1. The eligible entity may choose to transition to a different vendor. CTR considers this an eligible entity's business decision. If the eligible entity chooses to transition to a different vendor, CTR requires that eligible entities solicit quotes from all PRF84 vendors using the "MBPO/solicitation enabled route" and the RFQ/SOW template posted on COMMBUYS. Eligible entities are encouraged to request a demo or webcast, dialogue directly with the vendors if desired, and select the vendor that best meets their requirements.
2. Go to "Once a Vendor is Selected" section below.

### Once a Vendor is Selected

1. Once a vendor is selected, all eligible entities must complete the Statement of Work (SOW) template posted on COMMBUYS containing details of the engagement as outlined in this section.
  - a. Statements of Work will remain active for the duration of contract PRF84 unless the vendor is terminated for breach or default; reduction of funding or change in law; or without cause.
  - b. The SOW is not a separate contract, but an engagement under Statewide Contract PRF84, incorporated by reference therein. The details of the engagement (services to be performed, schedule of performance completion dates, and funding model) should be finalized by updating the SOW that is executed by authorized signatories of the vendor and eligible entity.
  - c. Eligible entities must maintain the Statement of Work engagement file of record.
  - d. Pricing and fees for any SOW engagement may be equal to or less than, but not greater than, prices posted under the Contract.
  - e. Additional conflicting contract terms and conditions may not be included, referenced, or attached to the SOW.
  - f. Engagements under a Statement of Work (SOW) may be entered into at any time prior to the end date of the Contract for an authorized vendor. If the initiation of the SOW is during the last year of the Statewide contract, its duration should not exceed one year.
2. The eligible entity and the vendor collaborate on developing and finalizing the draft Statement of Work.
3. The final draft Statement of Work must be sent to [Patricia.Davis@mass.gov](mailto:Patricia.Davis@mass.gov), Office of the Comptroller (CTR) eCommerce Coordinator for review and changes, if required. Once CTR final review of the SOW is complete and approved, the SOW may be executed. Eligible entities may request a copy of the Contractor Authorized Signatory Listing (CASL) from CTR that is used to validate authorized signatories for a Contractor.

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4. The eligible entity distributes the executed Statement of Work to all parties including CTR. The Contractor will coordinate a kickoff meeting to discuss detailed functional requirements, timeline, and next steps. All payments for this contract made by State Entities in the state accounting system MMARS must reference Master Agreement (MA) MA OSD PRF84AdesignatedCTR. 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 [contracts.comptroller@mass.gov](mailto:contracts.comptroller@mass.gov) to validate the use of the Statewide Contract for an engagement.

### Closeout of Dormant Implementations

if your entity is set up with electronic payment solutions and the implementation has not transacted any business for more than two years via any/all payment methods or channels, contact [Patricia.Davis@mass.gov](mailto:Patricia.Davis@mass.gov) to discuss disabling the implementation and closing out these accounts.

### Instructions for MMARS Users

MMARS users must reference the MA OSD PRF84designatedCTR in the proper field in MMARS when encumbering funds or paying invoices.

### Related Statewide Contracts

. PRF81designatedCTR is the Statewide Contract for Electronic Payments Processing including credit, debit, ACH, point of sale hardware, and ancillary services to Commonwealth eligible entities enterprise-wide, in a variety of physical and virtual locations and channels. PRF82designatedCTR is the Statewide Contract with American Express to process American Express branded payments.

### Additional Information

#### PCI Compliance

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” or “submerchant”. 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. For more details on the joint Comptroller/ITD policy, see the [Electronic Payments Data Security Policy](#).

The primary focus of the PCI standards is to help merchants and submerchants (in our case, Commonwealth entities) improve the safekeeping of electronic payments information by tightening overall security. This overall review reduces

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the chances of experiencing security breaches, fraud, and potential catastrophic 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. More information about PCI Compliance can be found at <https://www.pcisecuritystandards.org/>.

PRF73designatedOSC is the statewide contract procured to provide consulting, validation, and network scanning services to Commonwealth entities. The contract consists of two qualified Cs. For details on this contract, go to [www.CommBuys.com](http://www.CommBuys.com) and search for PRF73designatedCTR or Master Blanket Purchase Order PO-20-1080-OSD03-SRC02-19401. It is of the utmost importance that citizens feel secure about transacting business with the Commonwealth. The PCI Compliance initiative enables us to ensure that we are doing all we can to protect our constituents' sensitive payment data.

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

All 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. No new agreements for services may be executed after the Contract has expired.

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# Contract User Guide for PRF84

## Strategic Sourcing Team Members

- Betsy Alvarez, CTR
- Anna Maria Bennett, OSD
- Melyssa Bennett, DOL
- Daniel Billings, MGC
- Camille Clarke, OSD
- Renee Coleman, CTR
- Lee Conroy, LOT
- Patricia Davis, CTR
- Gerard Dawson, OSD
- Brian Devine, DESE
- Julie Dietenhofer, EHS
- Della Gaskins, DCR
- Denise Hamman, LOT
- Kristine Hill-Jones, CTR
- Jon Howard, CTR
- Sarah Johnson, SCA
- Stephen Kirby, TRC
- Parris Kyriakakis, CTR
- Stephen MacDonald, DPH
- Marge MacEvitt (inactive), OSD
- Douglas O'Donnell, MGC
- Tim O'Neill, CTR
- Beth Pellegrini, DOT
- Laura Prezioso, DCP
- Thomas Smith-Vaughan, CTR

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## Contractor List and Information\*

Vendor	MMARS Vendor/ Customer (VC) Code	Master Blanket Purchase Order #	Contact Person	Phone #	Email
**Master Contract Record (All contract documents)	N/A	<a href="#">PO-23-1080-OSD03-SRC3-29402</a>	Patricia Davis	617-973-2332	<a href="mailto:Patricia.Davis@mass.gov">Patricia.Davis@mass.gov</a>
Solicitation Enabled	N/A	<a href="#">PO-23-1080-OSD03-SRC3-29405</a>	Patricia Davis	617-973-2332	<a href="mailto:Patricia.Davis@mass.gov">Patricia.Davis@mass.gov</a>
Catalis Payments, LLC	VC0001438596	<a href="#">PO-23-1080-OSD03-SRC3-29400</a>	Frank Shield	603-490-7169	<a href="mailto:fshield@catalisgov.com">fshield@catalisgov.com</a>
Grant Street Group, Inc.	VC6000229698	<a href="#">PO-24-1080-OSD03-SRC01-29848</a>	Phil Runyard	412-246-1341	<a href="mailto:phil.runyard@grantstreet.com">phil.runyard@grantstreet.com</a>
NIC Services, LLC	VC0001471537	<a href="#">PO-23-1080-OSD03-SRC3-29615</a>	Mukesh Patel	813-787-4329	<a href="mailto:mukesh.patel@tylertech.com">mukesh.patel@tylertech.com</a>
PayIT, LLC	VC0001473141	<a href="#">PO-23-1080-OSD03-SRC3-29466</a>	Dave Onesti	610-420-4875	<a href="mailto:donesti@payitgov.com">donesti@payitgov.com</a>

\*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. [Price files may be found in the individual vendor's MBPO.]

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

Updated: March 7, 2025

Template version: 8.1

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