



Contract User Guide for ITT72 Category 2 to 9

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

UPDATED: January 6, 2021

Contract #:	ITT72 Category 2 to 9
MMARS MA #:	ITT72CAT2TO9*
Initial Contract Term:	January 1, 2021 – December 31, 2025
Maximum End Date:	December 31, 2025 No option to renew.
Current Contract Term:	January 1, 2021 – December 31, 2025
Contract Manager:	Ashish Patel, 617-720-3190, ashish.s.patel@mass.gov
This Contract Contains:	Environmentally Preferable Products
UNSPSC Codes:	See Appendix A

Notes: The Contract User Guide for ITT72 Category 1: Cellular Services is available under ITT72 Category 1. **The list of awarded bidders is subject to change as the team is actively finalizing negotiations. Additional awarded vendors will be posted in MMARS, COMMBUYS and the Contract User Guide as soon as their paperwork is completed.**

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

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Contract Summary

This contract provides a wide variety of 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

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.

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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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 www.COMMBUYS.com and search for ITT72 to find related Master Blanket Purchase Order's (MBPO) 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 [Who Can 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 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 mass.gov/ig/procurement-assistance. Access the 30B Hotline at 617-722-8838 or email them at: 30BHotline@massmail.state.ma.us.

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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 [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.

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 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 COMMBUYS@mass.gov.

When contacting a vendor on statewide contract, always reference “ITT72 Category 1” to receive contract pricing.

How To Purchase From The Contract

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

- **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 Request Quotes from Vendors on Statewide Contracts* job aid or one of the quick reference guides.

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

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

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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 *How to Make a Statewide Contract Purchase in COMMBUYS (Contract Purchase)* job aid.

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

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

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

- The *COMMBUYS Requisitions* section, and choose the *How to Record a Contract Purchase Previously Made* 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 the *How to 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.

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. 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.

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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 for additional support. When searching in MMARS please use ITT72CAT2TO9.

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.

Environmentally Preferable Products (EPP)

[EPP Products and Services Guide](#)

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 Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

Additional Information

NOTE RELATIVE TO E-RATE

Public schools and libraries within the Commonwealth may utilize the services offered under this contract. It is incumbent upon each Eligible Entity to file their respective Form 471's and other necessary forms to participate in this program independent of the provisions offered under this contract. The E-rate application number for FCC form 470 is 200018855. A copy of the original Form 470 Application is published on COMMBUYS under the Attachments tab. We suggest Eligible Entities verify the Form 470 with the Schools and Libraries Division before use.

Other Discounts

Volume Discounts may be negotiated by buyer for larger volume purchases.

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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 by contacting the OSD contract manager.

Geographical Service Area

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

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 on the [first page](#) of this contract user guide. No new 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 Sheafer, 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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OPERATIONAL SERVICES DIVISION

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)	PO-21-1080-OSD03-SRC01-20719	Ashish Patel	617-720-3190	ashish.s.patel@mass.gov	N/A	N/A
Solicitation Enabled (Use this MBPO for RFQ)	PO-21-1080-OSD03-SRC01-20722	Ashish Patel	617-720-3190	ashish.s.patel@mass.gov	N/A	N/A
AT&T Corp	PO-20-1080-OSD03-SRC01-20761	Frank Zappulla	617-953-6199	fz1795@us.att.com	2,3,4,5,7,8,9	None
Crocker Communications, Inc.	PO-20-1080-OSD03-SRC01-20740	Thomas Poulin	413-746-3018	tpoulin@corp.crocker.com	2,4,6,7,8,9	10: 2%; 15: 2%; 20: 1%
FirstLight Fiber, Inc.	PO-20-1080-OSD03-SRC01-20742	Linda Morel	781-820-3906	lmorel@firstlight.net	2,3,4,6,7,8,9	None
Granite Telecommunications, LLC	PO-20-1080-OSD03-SRC01-20728	Matt Forrest	617- 837-5634	mforrest@granitenet.com	2,3,4,5,6,7,8,9	None
LCN-Division of E.G. Sawyer Co, Inc.	PO-20-1080-OSD03-SRC01-20758	Matthew C Lieb	781-927-1107	matt.lieb@lcn-inc.com	7,9	10: 4%; 15: 3%; 20: 2%
LightSpeed Technologies, Inc	PO-20-1080-OSD03-SRC01-20724	Todd Hemm	866-582-3688	tlhemm@lightspeedt.com	9	10: 1%
New Era Technology NE	PO-20-1080-OSD03-SRC01-20766	Sean Costello	617-502-1610	Sean.Costello@NewEraTech.com	2,3,7,8,9	10: 3%; 15: 3%; 20: 1%
NWN Corporation	PO-20-1080-OSD03-SRC01-20726	Jennifer Golden	860-839-7021	jgolden@nwnit.com	2,3,4,7,8,9	10: 1%; 15: 0.75%; 20: 0.50%
Total Communications, Inc.	PO-20-1080-OSD03-SRC01-20770	Shawn Silver	860-622-4150	shawnsilver@totalcomm.com	9	10: 2%; 15: 1%; 20: 1%
VoDaVi Technologies	PO-20-1080-OSD03-SRC01-20733	Amy Friel	508-356-4801	Amy.Friel@VoDaViTech.com	9	10: 1%; 15: 1%
Whalley Computer Associates, Inc.	PO-20-1080-OSD03-SRC01-20775	Jake Brown	508-634-1152	jbb@wca.com	5,6,9	10: 1%

*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.

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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

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