

Contract User Guide for ITS75

ITS75: Software and Services

UPDATED: January 24, 2022

Contract #: ITS75 (multiple vendors)
Initial Contract Term: June 1, 2021 – June 30, 2026
Maximum End Date: June 30, 2026
Current Contract Term: June 1, 2021 – June 30, 2026
Contract Manager: Stephen Fazekas, 802-828-2210, Stephan.fazekas@vermont.gov
UNSPSC Codes: 43-23-00 Software
81-11-22 Software Maintenance & Support
81-11-00 Computer Services

Notes: Additional vendors will be added as their contract paperwork is finalized. Please ensure you refer to the “VT Executed” column to ensure Vermont’s Participating Addendum with the vendors have been executed prior to obtaining products and/or services.

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I. Contract Summary

ITS75 is a Massachusetts-led multi-state agreement under which Vermont state agencies and other authorized purchasing entities in Vermont may procure the following types of software and related services:

- Commercial Off the Shelf (COTS) Software
- Cloud Software, meaning Software as a Service (“SaaS”), Platform as a Service (“PaaS”), and Infrastructure as a Service (“IaaS”)
- Available services include installation, implementation, customization, training, support, and maintenance.

The available software products and related services are offered for purchase under four categories of vendors. To purchase under ITS75, quotes must be from category vendors and orders placed with the one or more vendors meeting the business need. State agencies will obtain quotes and place orders with the assistance of ADS. Vermont has developed forms for use throughout the process, which are provided below in this guide.

The potential benefits of ITS75 include:

- Covers nearly all software available on the market.
- Software resellers, publishers, and implementation services under one Statewide Contract.
- Competitive pricing made possible by multi-state buying power.
- Prompt payment discounts from several vendors.

A. Governing Documents and Forms

- **ADS IT Request Form.** Contact ADS Procurement
- **VT Participating Addendum.** This is the primary document governing purchases under ITS75 by eligible entities in Vermont. The Participating Addendum supplements the terms and conditions of the RFR-ITS75 and obligates the vendor to follow the State’s process and forms for ordering software and related services. Each ITS75 awarded vendor must sign a Participating Addendum with Vermont before it may sell any software or related services to eligible purchasers in Vermont.
- **RFR-ITS75.** The RFR (or request for responses) is the umbrella agreement issued by the Commonwealth of Massachusetts and establishes the terms and conditions applicable to the software and services available in the four award categories. It contains all bid documents, RFR terms and conditions, specifications, and other attachments, and is available online at: <https://www.commbuys.com/bso/external/bidDetail.sdo?docId=BD-20-1080-OSD03-SRC01-48438&external=true&parentUrl=bid>.
- **Solicitation/Ordering Documents** are maintained online at [ITS75 Software & Services Contracts | Buildings and General Services \(vermont.gov\)](https://bgs.vermont.gov/content/its75-software-services-contracts). These documents and the process for their use are explained below in sections VIII and IX of this guide.

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II. Who Can Use ITS75

State Purchasers: ITS75 may be used by all departments, offices, institutions, and other agencies of the State of Vermont and counties.

Additional Purchasers: ITS75 may also be used by political subdivisions of the State of Vermont and any institution of higher education chartered in Vermont and accredited or holding a certificate of approval from the State Board of Education as authorized under 29 V.S.A. § 902.

III. Vendor Categories

ITS75 includes four categories of vendors.

Category 1 Software Resellers

Large account resellers authorized to sell products directly from multiple software publishers or authorized distributors.

Contractor must have a resale and/or distribution agreement with the software publishers prior to reselling and/or distributing the products under ITS75.

In addition, software packaged with hardware as an appliance may be provided, but only with the written approval of the State's Chief Procurement Officer on a case-by-case basis.

Contractor may, with the approval of the Purchasing Entity, work with sub-contractors to provide eligible services.

Category 2 Niche Software Resellers

Software Resellers that specialize in the sale of one specific product, a small market segment of products, or an aligned grouping of products.

Contractor must have a resale and/or distribution agreement with the software publishers prior to reselling and/or distributing the products under ITS75.

In addition, software packaged with hardware as an appliance may be provided, but only with the written approval of the State's Chief Procurement Officer on a case-by-case basis.

Contractor may, with the approval of the Purchasing Entity, work with sub-contractors to provide eligible services.

Category 3 Software Publishers and Cloud Services Providers

As distinct from resellers of software or cloud services, these vendors own the software or cloud services they are offering.

In addition, software packaged with hardware as an appliance may be provided, but

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only with the written approval of the State's Chief Procurement Officer on a case-by-case basis.

Software related services such as technical design, implementation, integration, installation, configuration, customization, training, documentation, licensing consultation including volume license agreement (VLA) administration maintenance, support, and cloud migration and monitoring may be sold through this category.

Category 4 Software Implementation Services Providers

Services include technical design, implementation, integration, installation, configuration, customization, training, documentation, maintenance, support, and cloud migration and monitoring. Software sales are not allowed under this category.

Contractor must have partnerships with a minimum of five named publishers. See RFR Attachment A: Bidder Response Questionnaire, "Partnership Level & Pricing" for the list of named publishers.

Contractor may not provide software sales.

IV. Obtaining Services under ITS75

In addition to software, software related services are available under all categories; however, some restrictions do apply. Services allowable under various categories include the following: licensing consultation, volume license agreement administration, technical design, implementation, integration, installation, configuration, customization, training, documentation, maintenance, support, and cloud migration and monitoring.

Purchasers should solicit vendors in all categories when seeking services. The following restrictions govern whether and how vendors may provide services.:

- Direct services. Vendors in all categories can provide services directly, utilizing their own staff (not subcontractors), but only if the Vendor's price list provides pricing for services either using a rate card or % up or down. Vendors are otherwise not permitted to provide services, unless subcontracted services are permissible as specified in the next bullet, below.
- Subcontracted services. Vendors under Category 1 and 2 can provide subcontracted services of the Publishers with authorization from the Publisher. Pricing for Publisher services is based on the invoice paid by the Software Reseller to the Software Publisher, with a percentage markup or markdown. Category 3 vendors cannot offer subcontracted services. Category 4 vendors may provide subcontracted services, if desired and approved by the purchasing entity.

V. Subcontractors

Purchasing entities may approve or reject the awarded vendor's use of subcontractors. When Category 1 and 2 Resellers resell Publisher services, the Publishers are considered subcontractors of the Resellers. Category 3 Vendors cannot offer subcontractors.

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VI. Pricing, Quote and Purchase Options

A. Purchase Options

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

- Licenses may be acquired by outright purchase or subscription. State Purchasers may not acquire licenses through lease purchase or term lease. Lease purchase and termlease are allowable only for Additional Purchasers whose rules and regulations permit leasing of software.
- Rates for services may be either hourly (time and materials) or fixed price (milestone- or deliverables-based)

B. Pricing Options

- **Ceiling/Not-to-Exceed:** Contract discounts and other pricing published under the contract represents “ceiling” or “not-to-exceed” pricing. Purchasing Entities may negotiate additional discounts. Pricing for Software Publishers (Category 3) and Implementation Services Providers (Category 4) is based on a percentage discount from the vendor’s Enterprise Price List and/or a Rate Card for hourly rates.
- **Percentage markup/markdown:** Software Reseller pricing (Categories 1 & 2) is based on the invoice paid by the Software Reseller to the Software Publisher, with a percentage markup or markdown. This includes software implementation services provided by a Publisher and sold by the Reseller. Because the cost to the Software Reseller may vary depending on agreements with the Software Publisher, the lowest markup shown in the pricing sheets will not necessarily result in the best price. ***For this reason, contract Users should always seek quotes from multiple Resellers.***
- **Discount off of the Vendor Enterprise Price List:** Pricing for Software Publishers (Category 3) is a specified discount off of the vendor Enterprise Price List. Links to a vendor’s ITS75-specific website can be found on the Vendor Listing and Information spreadsheet at the end of this User Guide under the “Parent Blanket Purchase Order #” column.
- **Hourly rates for services:** Vendors in all categories may provide software implementation services using their own staff based upon the rate cards published in the vendor pricing sheets.

C. Product/Service Pricing and Finding Vendor Price and Rate Card

Each vendor has a price and rate card setting forth applicable pricing terms, which is linked atop the vendor’s Participating Addendum with Vermont. Actual product pricing is not shown in the vendor price and rate card. Particularly with respect to Category 1 Software Resellers, there are thousands of products, all subject to price changes from the Software Publishers. ITS75 Resellers are NOT limited to reselling the products shown in their price files or on their websites - if the product of interest to you does not appear on the website, ask the Software Reseller for a quote. Because of the large number of available products, some Software Resellers limit those listed on their websites to the most popular products. Also, even if a Reseller is not currently able to resell the product you wish to obtain, generally they can establish a relationship with the Software Publisher and add it to those they can resell.

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When contacting a vendor on statewide contract, always reference ITS75 to receive contract pricing.

VII. How to Purchase Under ITS75 (Standard Process)

The three-step process outlined below is the standard process for purchasing software and software related services under ITS75. When renewing, or purchasing more of, a known software product (as defined below) purchasers may follow the simplified process set out under section VIII. For all other purchases under ITS75, follow the three-step process set forth directly below.

It is the expectation that all purchases made against ITS75 will be awarded from a Scope of Work (SOW) Request for Proposal (RFP) that is noticed to all program vendors consistent with the process for standard or simplified purchasing, as applicable. Failure to follow the process set out in this guidance shall require a waiver, consistent with Bulletin 3.5, and may be treated as a sole source.

State Purchasers requiring assistance may contact ADS SOV - IT Contracting and Procurement at: SOV.ITContractingandProcurement@vermont.gov .

Step One: State Purchasers submit draft RFQ document to ADS

The State's Agency of Digital Services (ADS) is the only entity authorized to request quotes and place orders on behalf of State Purchasers. (Additional Purchasers are not subject to this requirement). State Purchasers can initiate a quote process by utilizing current forms to identify and fill in all applicable details in the RFQ document. The RFQ document includes a draft order form which is designed to streamline the execution of any order resulting from the RFQ. Once complete, submit draft RFQ document along with an applicable IT Request Form to ADS SOV - IT Contracting and Procurement at: SOV.ITContractingandProcurement@vermont.gov .

Step Two: Obtain Quotes Using Current Forms

Once ADS and the State Purchaser finalize the RFQ document, the document will be sent to PAT for review and approval prior to ADS initiating the quote process. Generally, purchases under ITS75 are made only after requesting quotes from all vendors in the applicable category. Quote requests should reference ITS75 to ensure vendors provide contract pricing.

Step Three: Place an Order Against the Contract Using Current Forms

Once ADS and the State Purchaser review and evaluate proposals received, and vendor is selected, a draft Order document will be generated and sent to PAT for review and approval.

State Purchasers can initiate the order process by submitting an IVANTI ticket along with a completed IT Service Request Form for the software purchase/service request.

ADS shall use the order document included in the RFQ to place an order with the awarded vendor(s). Order documents should include the vendor's quote document, which will list the products/services and pricing and duration of license or services. Order documents must also include the Product/Service Documents. Product/Service Documents are the vendor's or publisher's documentation specific to the ordered items that describe the license metrics and any service level commitments. Prior to placing an order, purchasers must review and confirm that the language in the Product/Service Document match their business need.

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VIII. How to Purchase Known Software Products (Simplified Process)

ITS75 may be used to obtain competitive pricing when procuring additional quantities of a known software product or when renewing licenses for a known software product. In other words, this simplified process may be used to obtain more of (or renew) what the State is already using. Known software products are software products that have been identified and may be in use by the State through a competitive sourcing process which is independent from this simplified process. This simplified process is not suitable for discovering available software products, or for purchasing software related services.

Step One: State Purchasers Obtains Quote by Email to All Vendors

When sourcing or renewing a known software, State Purchasers can request quotes by email to all eligible vendors. The body of email must instruct bidders as to the specific information they are to include in their quote. For Example:

The State of Vermont is hereby requesting quotes pursuant to your agreement with the State under ITS75 to provide software specified below. Bidders shall provide the best price, and quotes must include:

- Product
- Price
- License term
- Product terms and conditions
- Identify Contract # with the State
- Date of renewal/maintenance (if applicable)

If quote(s) are not satisfactory, seek appropriate clarity from the Bidder. When a satisfactory quote is received, go to Step Two.

When requesting quotes from Category 1 and 2 resellers, allow the vendor community at least four hours to respond with quotes. Purchasers are not required to obtain responses from all resellers before placing an order. However, purchasers are encouraged to allow as much time as possible for resellers to provide a reasonable quote, as doing so will likely result in better pricing.

Step Two: Submit IVANTI Ticket and Quote to ADS

The State's Agency of Digital Services (ADS) is the only entity authorized to issue a Purchase Order and place orders on behalf of State Purchasers. (Additional Purchasers are not subject to this requirement). State Purchasers can initiate the Purchase Order (PO) process by submitting an IVANTI ticket for the software purchase request. The ticket must include the applicable completed IT Request Form. State Purchasers requiring assistance may contact ADS Purchasing at: ADS.ITPurchasing@vermont.gov. ADS will then place a PO for the software product using the form purchase order established for such purchases.

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IX. Purchasing Software Products Less Than \$5,000

When purchasing software products with an order value less than \$5,000, quotes may be obtained directly from the vendors' websites if doing so is expedient for the purchaser. Each ITS75 vendor is required to maintain a website specific to ITS75. Links to a vendor's ITS75-specific website can be found on the Vendor Listing and Information spreadsheet at the end of this User Guide under the "Parent Blanket Purchase Order #" column or at <https://bgs.vermont.gov/content/its75-software-services-contracts>.

X. Contract Exclusions

There are a few Statewide Contracts for software with the Software Publishers directly rather than through ITS75, for example: Oracle, ESRI (Geographic Information Software), and Hyland.

XI. Related Statewide Contracts

If purchasing Software as a Service (SaaS), Platform as a Service (PaaS), or Infrastructure as a Service (IaaS), request quotes from both ITS75 category vendors and the Cloud Solutions vendors available under Cloud Service Contracts at <https://bgs.vermont.gov/content/cloud-service-contracts>.

XII. Additional Information

A. Prompt Pay Discounts

Some but not all vendors offer a discount to the buyer if invoices are paid within a certain time period. These discounts may be found in the [Vendor List and Information spreadsheet at the end of this User Guide](#). When placing an Order under ITS75, purchasers should confirm the existence and availability of prompt-pay discounts offered by the vendor. State Purchasers are encouraged obtain prompt-pay discounts to the extent feasible.

B. Requirement to Maintain Complete Procurement File

Consistent with Bulletin 3.5, agencies are reminded to maintain a complete procurement file. The procurement file must document that you requested quotes from however many Software Resellers and include their responses, if any, OR may include instead a letter or email from the Software Publisher explicitly stating that the Software Publisher does not allow any of the Software Resellers on ITS75 to resell their products.

C. Performance and Payment Time Frames Which Exceed Contract Duration

All agreements for software and/or 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 new agreements for software and/or services may be executed after the Contract has expired.

XIII. Vendor List and Information

Company Name	VT Executed	Category	Parent Blanket Purchase Order #	Contact person	Phone #	Email	Discounts (PPD, Dock Delivery, Other)
CDW Government LLC		1	PO-22-1080-OSD03-SRC3-22639	Anup Sreedharan	312-705-1873	anusree@cdsg.com	
Dell Marketing L.P.		1	PO-21-1080-OSD03-SRC3-22466	Stephanie Beyer	512-513-3039	Stephanie_Beyer@dell.com	
Insight Public Sector, Inc.	X	1	PO-20-1080-OSD03-SRC01-21138	Jishnu Banerjee	514-373-8334	TeamMass@Insight.com	
SHI International	X	1	PO-21-1080-OSD03-SRC3-22343	Ryan Heda	732-850-2735	Ryan_Heda@shi.com or NewEnglandGov@shi.com	
WORLD WIDE TECHNOLOGY LLC		1 and 4	PO-20-1080-OSD03-SRC01-21163	Carol Harting	314-995-6103	carol.harting@wwt.com	.33% - 10 days
Zones, Inc		1	PO-20-1080-OSD03-SRC01-21136	Robert Spencer	508-740-9877	MassITS75@zones.com	
Applied Geographics, Inc.	X	2	PO-20-1080-OSD03-SRC01-21157	Tom Harrington	617-447-2488	tharrington@appgeo.com	
CBTS LLC (formerly OnX)	X	2	PO-20-1080-OSD03-SRC01-21151	Marilyn Koch	781-858-6246	marilyn.koch@cbts.com	
IntraSystems, Inc.	X	2 and 4	PO-20-1080-OSD03-SRC01-21156	Madeline Doherty	781-986-1700 x224	mdoherty@intrasystems.com	1% - 10 days 1% - 15 days 1% - 20 days
Copley Consulting Group	X	2	PO-20-1080-OSD03-SRC01-21146	Jim Reilly	856-437-0546	jreilly@copleycg.com	4% - 10 days 3.5% - 15 days 3% - 20 days 2% - 30 days
Smartronix		2					
CABEM Technologies	X	3	PO-20-1080-OSD03-SRC01-21154	Jay Fredkin	617-244-6609	sales@cabem.com	5% - 10 days 4% - 15 days 3% - 20 days 2% - 30 days
GreenPages, Inc.	X	3	PO-20-1080-OSD03-SRC01-21150	David Knox	781-987-2013	dknox@greenpages.com	2% - 10 days 1% - 15 days 1% - 20 days 1% - 30 days
Markley Boston, LLC	X	3	PO-20-1080-OSD03-SRC01-21141	Paul Andrews	781-367-4570	pandrews@markleygroup.com	2% - 10 days 1% - 15 days

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Company Name	VT Executed	Category	Parent Blanket Purchase Order #	Contact person	Phone #	Email	Discounts (PPD, Dock Delivery, Other)
NeuroSoph Development Inc.	X	3	PO-20-1080-OSD03-SRC01-21152	Kyle Johnson	780-935-3199	kyle@neurosoph.com	1% - 10 days 1% - 15 days 1% - 20 days 1% - 30 days
Quadient, Inc.		3	PO-20-1080-OSD03-SRC01-21145	Kevin Warner	717-364-5092	k.warner@quadient.com	
SecurityStudio Inc	X	3	PO-20-1080-OSD03-SRC01-21153	Kevin Orth	952-467-6381	korth@securitystudio.com	5% - 10 days 5% - 15 days 2% - 20 days
Stonewall Solutions Inc.	X	3	PO-20-1080-OSD03-SRC01-21155	Allie Motta	508-415-9995	allie@stonewallsolutions.com	5% - 10 days 4% - 15 days 3% - 20 days 3% - 30 days
Strategic Solutions Group, LLC	X	3	PO-20-1080-OSD03-SRC01-21160	Ted Hill	732-299-7117	thill@ssg-llc.com	1% - 10 days 1% - 15 days 1% - 20 days 1% - 30 days
System Automation	X	3	PO-20-1080-OSD03-SRC01-21137	Charles Rubin	410-794-4380	crubin@systemautomation.com	5% - 10 days 4% - 15 days 2% - 20 days 1% - 30 days
Accelare	X	4	PO-20-1080-OSD03-SRC01-21139	Brendan McLaughlin	617-899-0963	Brendan.McLaughlin@accelare.com	3% - 10 days 2% - 15 days 1% - 20 days
Applications Software Technology Corporation	X	4	PO-21-1080-OSD03-SRC3-22342	Daryl Cockerham	540-435-6238	dcockerham@astcorporation.com	3% - 10 days 2% - 15 days 1% - 20 days
Conduent State & Local Solutions, Inc.		4	PO-20-1080-OSD03-SRC01-21135	Michelle Colbert	978-902-7152	michelle.colbert@conduent.com	1% - 30 days
Conduent State Healthcare, LLC		4					
Spruce Technology, Inc.	X	4	PO-20-1080-OSD03-SRC01-21134	Srini Penumella	781-413-5537	its63@sprucetech.com	1.5% - 10 days 1% - 15 days 3% - 20 days 2% - 30 days
Stellar Services, Inc.	X	4	PO-20-1080-OSD03-SRC01-21147	Liang Chen	212-432-2848	contact@stellarservices.com	1% - 30 days