SERVING PUBLIC BUYERS AND VENDORS OF THE COMMONWEALTH OF MASSACHUSETTS

Operational Services Division
The Operational Services Division (OSD) is an oversight agency of the Commonwealth of Massachusetts. OSD’s primary focus is to help our government and business customers succeed in meeting their goals by providing outstanding customer service, competent advice and guidance, objectivity in our work, and to provide high quality products and services that exceed the expectations of those that we serve.

OSD provides a broad range of services through six units: Strategic Sourcing Services; COMMBUYs Operations; Operations, Training, and Audit; Supplier Diversity Office; Human Resources and Administration; and Legal Policy and Compliance. This reference guide provides descriptions of several OSD units and the services offered.
Strategic Sourcing Services

Strategic Sourcing Services is responsible for establishing and managing Statewide Contracts (SWC) for goods and services that meet the broad needs of Commonwealth Executive Departments; Massachusetts’ cities, towns, school districts; and public higher educational institutions. There are more than 100 SWCs, covering 18 categories of goods and services that range from automobiles to zinnias.

Who Creates a Statewide Contract?

An OSD Strategic Sourcing Services Lead (SSSL), in coordination with public purchasers, identifies the statewide need for goods or services based on past usage or future needs.

A Strategic Sourcing Services Team comprised of diverse professionals, including representatives from our buying customers who have an interest and/or expertise in the commodity or service, is formed. This Team creates the Request for Response (RFR) and posts it on COMMBUYS, the Commonwealth’s Market Center. After vendors submit responses, the Team evaluates submissions and establishes the contract. The SSSL then creates catalogs in COMMBUYS and Strategic Sourcing Services manages the SWC.

How Do Buyers Benefit?

Get the best value — The Commonwealth purchases more than $1 billion in goods and services each year, resulting in significant buying power. OSD leverages this purchasing power to negotiate with vendors to achieve best value for public buyers.

Reduce administrative work — OSD handles the entire procurement process: posting the RFR, coordinating the evaluation of responses, awarding vendors, negotiating the contract, and ultimately managing the contract through its expiration date.

Experience excellent customer service — Each OSD contract has a designated SSSL to assist buyers with questions and any issues regarding the contract or with access to the SWC on COMMBUYS. The COMMBUYS Help Desk also is available for assistance.

How Do Buyers Make Purchases?

Identify the Correct Contract — Contracts are assigned specific identification numbers. For example, office supplies are available on Statewide Contract OFF36. All Statewide Contracts are listed on the OSD website and also are available on COMMBUYS.

Access Information — Information pertinent to Statewide Contracts is available online. Quickly access all current Contract User Guides by visiting mass.gov/osd and clicking “Buy From a Statewide Contract.”

Consult the Contract User Guide — Written by SSSLs, these documents are specific to each contract and explain the type of goods or services available on the contract; instructions for making purchases, such as whether quotes are required prior to purchasing; and important details regarding the terms of the contract, how to find it in COMMBUYS, and contact information to provide feedback.
What is COMMBUYS?

COMMBUYS is the Commonwealth’s state-of-the-art electronic Market Center supporting online commerce between government purchasers and business. COMMBUYS is a tool that supports government modernization, strengthening the public sector’s buying power, expanding market opportunities for vendors, consolidating purchasing of goods and services with online bid management, and linking purchasing with payment to streamline business and enabling data collection and analysis to drive meaningful business decision-making.

With COMMBUYS, the entire purchasing process occurs electronically – reducing paperwork and time. COMMBUYS is designed for posting bid opportunities, receiving responses to bids, evaluation of responses, and, ultimately, the award of a contract. COMMBUYS also provides online catalog purchasing from OSD Statewide Contracts, or “master blanket purchase orders,” as they are referred to in the COMMBUYS system. Access the COMMBUYS Market Center at www.COMMBUYS.com.

Who Uses COMMBUYS?

All Commonwealth Executive Agencies are mandated to utilize COMMBUYS for their procurement and purchasing needs. To compete for contracts and to conduct business with the State, vendors must be registered in COMMBUYS. Additionally, Commonwealth municipalities are able to adopt the system for bidding, contracting, and shopping from contracts, including SWCs. Currently, the communities of Gardner, Lawrence, Nantucket, and Needham, among others, are in the process of implementing COMMBUYS for their procurement needs.

OSD Help Desk

Have a COMMBUYS question? The OSD COMMBUYS Help Desk is staffed M-F from 8:00 a.m. to 5:00 p.m. The Help Desk may be reached via email at COMMBUYS@state.ma.us or 888-627-8283.
Enablement and Outreach

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COMMBUYS Enablement Team

The COMMBUYS Enablement Team is comprised of a group of experienced implementation specialists who have been reaching out to municipalities and other eligible entities across the Commonwealth to deliver the COMMBUYS message. By assessing a municipality’s purchasing and procurement needs, the team has helped many organizations learn how COMMBUYS can help save time and money.

Through the COMMBUYS Enablement Team’s efforts, a considerable number of entities have registered in COMMBUYS, including cities, towns, schools, Housing Authorities, and Fire and Police Departments, with each entity selecting COMMBUYS functionality that supports and enhances the organization’s business practices. The COMMBUYS Enablement Team is actively working with numerous other entities, tailoring COMMBUYS’ attributes to their business needs and involving OSD Training staff to help organizations through the learning process.

A Resource for Local Government Communities

In their ongoing effort to learn more about local government needs, the COMMBUYS Enablement Team has established a presence at municipal gatherings throughout the Commonwealth. Team activities include:

- Membership in the Massachusetts Association of Public Purchasing Officials (MAPPO), enabling the team to work collaboratively with local government purchasing and procurement professionals, deepen their understanding of local purchasing practices, and share information about COMMBUYS.
- Presenting at Massachusetts Association of School Business Officials’ (MASBO) events, reaching a key audience of purchasers from Statewide Contracts.
- Meeting local purchasing officials at OSD’s Regional Events hosted in Barnstable, Holyoke, Marlborough, and Rowley, where more than 70 municipal buyers learned about Statewide Contracts, COMMBUYS, and the Enablement Team’s initiative.

Learn more about OSD’s Local Government Initiative on our website at mass.gov/osd > Learn About COMMBUYS > Local Governments. Schedule a visit with a COMMBUYS Enablement Team member by emailing COMMBUYSEnablement@state.ma.us or calling 617-720-3329.

OSD Outreach Team

The OSD Outreach Team is responsible for expanding the user base for Statewide Contracts beyond Executive Agencies, thereby extending the efficiency and value of the Commonwealth’s procurement system to other government entities.

The Outreach Team also attends conferences, trade fairs, and networking events across the state to facilitate the exchange of information between buyers, vendors, and OSD.
The Office of Audit and Quality Assurance (AQA) supports Purchase of Service contract vendors and Executive departments in achieving and maintaining compliance with state regulations. The unit’s responsibilities include Compliance, Reporting, and Auditing for Human and Social Services, Quality Assurance Reviews, and administration of the 1% Statewide Contract Administration Fee.

Under 808 CMR 1.00, AQA conducts audits of Human and Social Service contract vendors and oversees their financial reporting through the administration of the Uniform Financial Statements and Independent Auditors Reports (UFR). The UFR is a set of financial statements and schedules that are filed electronically on the UFR eFile website. UFRs are required to be filed annually and are reviewed by AQA for completeness and compliance with reporting and regulatory requirements. In addition to reviewing the UFR, AQA deploys Field Teams that conduct on-site audits of Human and Social Service contract vendors. AQA audits are conducted in compliance with generally accepted government auditing standards.

The AQA Quality Assurance Team conducts reviews of Executive Department procurement and purchasing practices to ensure that departments are in compliance with 808 CMR 1.00 requirements (governing the procurement of goods/services, including Human and Social Services). The Quality Assurance Review allows AQA to assist departments in applying procurement policies, rules, and regulations.

AQA also administers the 1% Statewide Contract Fee, which is based on the total amount paid to the contract vendor by eligible entities. Contract vendors submit fee reports and pay the fee on a quarterly basis, using an automated web-based Commonwealth payment system. AQA is responsible for reviewing contract vendor reporting and payment compliance.

For more detailed information about OSD AQA, visit their website at mass.gov/osd > “See All” under OSD Services > Office of Audit & Quality Assurance.
The Training department serves OSD’s broad customer base of public buyers and vendors by providing highly specialized training across the Commonwealth at no cost to public purchasers, procurement professionals, and the vendor community.

The OSD Training department offers a full curriculum of courses designed to help participants learn about the COMMBUYS Market Center and all OSD programs and services, through a variety of methods:

**In-person classes** — OSD instructors lead live training in Boston and across Massachusetts.

**Webinars** — Learn from the comfort of your own desk as OSD instructors conduct live training sessions online.

**Drop-in Sessions** — Topic-based, these sessions allow for Q&A time with knowledgeable OSD staff members and hands-on assistance to help navigate the COMMBUYS system.

**Webcasts** — Learn at your own pace and on your own schedule with a library of webcasts available on OSD’s YouTube channel by clicking the YouTube icon on the OSD website at mass.gov/osd.

**Job Aids** — Download step-by-step instructions on how to use COMMBUYS. Job Aids are available at mass.gov/osd > Learn About Commbuys > COMMBUYS Resource Center > Job Aids.

**Customized On-site Training** — OSD trainers are available for personalized, on-site sessions upon request. To request a session, email osdtraining@state.ma.us.

All OSD training classes are specifically geared toward buyers or vendors. The Training department updates classes and training materials to ensure that they remain current and comprehensive. Popular vendor classes include “Connecting Your Business to the Commonwealth” and COMMBUYS-oriented sessions such as “How to Locate and Respond to Bids.” Frequently offered and well-attended buyer sessions focus on COMMBUYS and cover topics such as purchasing, posting procurements, and how to make use of Statewide Contracts. Class descriptions and the full training schedule may be found on the OSD website at mass.gov/osd > OSD Training, Events and Outreach > OSD Training and Event Calendar.
The Office of Vehicle Management (OVM) is responsible for the acquisition, administration, leasing, maintenance, and repair of the Executive Branch fleet of light duty and passenger vehicles. Encompassing vehicles up to 10,000 GVW (gross volume weight), these vehicles are used by state employees to conduct state business. OVM also offers complete fleet support for the vehicles, including vehicle maintenance/repairs and fuel cards.

OVM sets the policies and procedures followed by Executive Branch Departments to ensure that state vehicles are allocated, operated, marked, repaired, efficiently and economically maintained, and in compliance with all applicable legal requirements. The policies apply to state vehicles that are owned, leased, rented, or received as gifts by the Commonwealth of Massachusetts. Vehicle fleets maintained by the Commonwealth’s Constitutional, Legislative, and Judicial Offices; the public institutions of higher learning; the Department of Transportation; independent authorities; the State Police; and the Environmental Police are not governed by the policies and procedures of the OVM.

All vehicle maintenance, policy, and procedural documents are available on OVM’s website at mass.gov/osd > Office of Vehicle Management. The site also contains guidance regarding general maintenance procedures, roadside assistance, glass repairs, tire repairs, and fuel card use.

**Reducing Environmental Impact: The Green Communities Act of 2008**

OSD’s OVM collaborates with the Massachusetts Department of Energy Resources and the Massachusetts Department of Environmental Protection to set fuel efficiency standards for the state fleet as required by Chapter 169 of The Green Communities Act of 2008. The Act requires that 50% of Commonwealth-owned and operated vehicles be electric, alternative fuel, or hybrid by 2018. The Commonwealth’s fuel efficiency standard must meet environmental and regulatory commitments, while offering cost-effective solutions and allowing flexibility in compliance to account for the operational needs of agencies.

To purchase a new vehicle, consult OSD Statewide Contract OVM10. To rent a vehicle, consult OSD Statewide Contract OVM09.
The OSD Surplus Property Program (SPP) requires Commonwealth Departments to periodically assess their inventories of equipment and supplies to determine if they continue to meet departmental needs. Items that no longer meet departmental needs are reported to the SPP, which determines whether the items will be considered surplus. Once an item is declared surplus, it is available for acquisition by other entities.

Commonwealth Departments receive first priority and continue to hold priority for 30 days. Commonwealth Departments do not pay a fee to acquire surplus property. If an item is not acquired by a Commonwealth Department within 30 days, it becomes available to other entities based on the following priority levels:

<table>
<thead>
<tr>
<th>Priority Level</th>
<th>Entity Type</th>
<th>Cost to Entity</th>
<th>When Entities are Eligible to Participate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>State Departments with a Need on file</td>
<td>No Cost</td>
<td>At Any Time</td>
</tr>
<tr>
<td>2</td>
<td>State Departments</td>
<td>No Cost</td>
<td>At Any Time</td>
</tr>
<tr>
<td>3</td>
<td>Cities &amp; Towns</td>
<td>Administration Fee (Usually $10-$20 per unit)</td>
<td>After 30 Days</td>
</tr>
<tr>
<td>4</td>
<td>Licensed Non-Profits</td>
<td>Administration Fee (Usually $10-$20 per unit)</td>
<td>After 50 Days</td>
</tr>
<tr>
<td>5</td>
<td>General Public</td>
<td>Auction/Bid</td>
<td>After 60 Days</td>
</tr>
</tbody>
</table>

Additional information regarding the Surplus Property Program, including a list of surplus property available to public entities, is available on the OSD website at mass.gov/osd under “Surplus Property Program.”
Commonwealth Print Services (CPS) offers on-demand digital printing and copying and offset print services using the latest in printing and document management technology. Print services include letterhead, business cards, booklets, reports, flyers, posters, banners, binding, folding, layout and design, and delivery.

CPS is a vendor on the Statewide Contract OFF33 (Print, Copy and Mail Services and Printed Promotional Products) and has provided quality printing for state agencies and municipalities for more than 40 years. All eligible entities, including Executive Agencies and municipalities, may purchase printing and copying services directly from an in-house printing department, such as CPS.

Commonwealth Print Services is an environmentally responsible shop and only uses recycled papers and environmentally friendly inks. CPS offers free estimates, competitive pricing, and exceptional customer service.

More information about CPS may be obtained on OSD’s website, mass.gov/osd > Commonwealth Print Services. Commonwealth Print Services also may be reached via email at cps@state.ma.us or by phone at 617-720-3340.
Through M.G.L. Chapter 7, Section 22N, and 808 CMR 1.00, OSD is responsible for setting tuition prices for approved special education programs in private schools. This price setting is necessary to accommodate students with needs that are unable to be met by their current school district. The set tuition price then is paid by municipalities and/or state departments, such as the Department of Elementary and Secondary Education.

OSD sets the tuition prices for more than 200 programs within approximately 100 schools. Annual pricing of private school tuition for the fiscal year beginning July 1 is completed by the first Wednesday in the immediately preceding February. Tuition prices are increased annually by a percentage inflation factor, which is calculated in October. Additionally, OSD sets prices for services not included in tuition, such as one-to-one aides. Private schools receiving public funding for their special education programs may purchase from Statewide Contracts to achieve cost savings.

OSD also adjusts tuition prices throughout the year for reasons such as extraordinary relief (for health and safety concerns), program reconstruction, and salary upgrades. Adjustments require approval from the Department of Elementary and Secondary of Education.

Under the Administrative Review oversight function, OSD may review a tuition price at any time (generally after an adjustment). Private schools also may appeal OSD’s price setting decisions to the Division of Administrative Law Appeals.

For more information regarding Special Education Pricing, visit mass.gov/osd > Special Education Pricing.
The Massachusetts Supplier Diversity Office (SDO) (fka SOMWBA) manages several business programs that help make firms more marketable in the public bidding arena. Detailed information about each program is available at mass.gov/sdo.

Certifications

Certification is the process by which SDO reviews and investigates applicants who seek to participate in affirmative business opportunities within state and federal government to determine that they meet the requirements of the applicable statutes and regulations.

SDO provides the following certification services required by state statutes, regulation, and executive orders and by federal regulations:

- MBE – Minority Business Enterprise
- WBE – Women Business Enterprise
- SDVOBE – Service-Disabled Veteran-Owned Business Enterprise
- DBE – Disadvantaged Business Enterprise
- NPO – Non-profit Organization

Construction Reform Program (CRP)

The CRP monitors the participation of SDO-certified MBEs and WBEs on public construction projects across the 351 cities and towns in Massachusetts. While the SDO is not an awarding authority, it assists general contractors with outreach regarding public construction projects. The CRP works closely with the Massachusetts Division of Capital Asset Management and Maintenance (DCAMM), the Executive agency responsible for oversight of all vertical public construction projects, which have benchmark spending goals, each requiring a reasonable representation of both MBEs and WBEs.

Small Business Purchasing Program (SBPP)

Facilitated through vendor registration in COMMBUYs, the SBPP’s goal is to increase the Commonwealth’s spend on non-construction goods and services with Massachusetts-based small businesses. For more information, including eligibility requirements, visit mass.gov/sbpp.

Supplier Diversity Program (SDP)

OSD’s SDP seeks to increase business opportunities for SDO-certified Minority, Women, and Service-Disabled Businesses. Every Commonwealth Executive Agency has benchmark spending goals for each SDO program, which are met through direct, ancillary, and incidental spending by the Commonwealth and its vendors.

1 To participate, firms must be certified as an SDVOSB by the United States Department of Veteran Affairs. Visit www.vetbiz.gov for information about the certification process. Once certified, firms are added to the SDO directory of SDVOBE program participants.

2 Please note that the DBE Interstate Certification is a federal transportation dollar-funded program. Contracts and opportunities with DBE goals attached will be funded through the U.S. Department of Transportation. Sample agencies with DBE goals include, but are not limited to, the MBTA and Massachusetts Department of Transportation. DBE funding is not counted in SDP spending goals.
Established in 2005, the Environmentally Preferable Products (EPP) Procurement Program is administered by OSD with the support of the Executive Office of Environmental Affairs (EOEA) and the Department of Environmental Protection (DEP). The program’s mission is to promote the purchase of EPPs to state and local agencies and departments throughout the Commonwealth for the purpose of fostering the practice of responsible purchasing choices that are cost effective and reduce the impact of such purchases on public health and the environment.

Through the EPP Procurement Program, OSD leverages the Commonwealth’s purchasing power to reduce the environmental and public health impact at all levels of state government. Dozens of Statewide Contracts feature EPPs, which consist of goods or services that:

- Contain recycled materials
- Minimize waste
- Conserve energy and/or water
- Consist of fewer toxic substances
- Reduce the amount of toxic substances disposed or consumed
- Protect open space
- Lessen the impact to public health

All green cleaning chemicals in the products available on Statewide Contracts are required to be third-party certified, which means that they meet rigorous performance, health, and environmental criteria established by the certifying organization. Case studies, policies, and a comprehensive guide to going green with Statewide Contracts are available on the EPP website, mass.gov/epp.
About The Operational Services Division (OSD)
The Operational Services Division (OSD) administers the procurement process for the Commonwealth of Massachusetts’ Executive Agencies by establishing Statewide Contracts for commonly purchased goods and services. OSD’s mission is to help our government and business customers succeed in meeting their goals by providing outstanding customer service, competent advice and guidance, objectivity in our work, and to make available to our customers high quality products and services that exceed the expectations of those whom we serve.