



Buy the Way

In This Issue

[Use Statewide Contracts to Prepare for Emergencies](#)

[Training for Buyers](#)

[COMMBUYS Loyalty Program Update](#)

[Outreach Events](#)

[Opportunities for Professional Development](#)

[Statewide Contract Updates](#)

[Municipal Shoutout: Town of Acton](#)

[OSD Interns Impress Staff with Summer Projects](#)

[Upcoming Prospective Vendor Fairs](#)

[Training for Business](#)

[Vehicle Auctions](#)



**Official Newsletter of the
Operational Services Division**
September 2017

Use Statewide Contracts to Prepare for Emergencies

In conjunction with the Federal Emergency Management Association's (FEMA) [National Preparedness Month](#), Governor Charlie Baker declared September as [Emergency Preparedness Month](#) for the Commonwealth. This month is the designated time to plan for safety during droughts, floods, blizzards, tornadoes, wildfires, and other disasters. Fortunately, by ordering from [Statewide Contracts](#), your agency or organization may be better prepared to weather the storm.



During these weather-related emergencies, there are a number of essential items to have available, including food ([GRO30](#)), bottled water ([GRO34](#)), batteries ([FAC94](#)), and flashlights ([FAC94](#)). Be sure to have first aid kits ([HSP40](#)) and any medications ([MED47](#)) on hand as well. Services such as tree removal ([FAC77](#)), communications network disaster recovery services ([ITT46](#)), hazmat collection and disposal ([FAC82](#)), and disaster debris monitoring and management (HLS02 and HLS03) also may be imperative during an emergency.

To protect from the icy temperatures of winter, it is vital to have proper HVAC system supplies ([FAC94](#)), heating oil ([ENE45](#)), and portable generators ([FAC94](#)). Keep your vehicles stocked with necessities like blankets ([CLT08](#)), snow shovels ([FAC94](#)), and ice scrapers ([FAC94](#)). To recover from snowstorms, be sure to order snow removal supplies/equipment, such as road salt ([VEH95](#)), de-icing chemicals ([FAC94](#)), and snowblowers ([FAC88](#)), or use snow removal services ([FAC77](#)). For the complete updated listing of emergency goods and services available on Statewide Contract, along with the appropriate vendor contact information, click here to download the [Emergency Response Guide](#).

To stay informed throughout National Preparedness Month, follow [@Readygov](#) and [@PrepareAthon](#) on Twitter, and use the hashtags [#NatlPrep](#) and [#PlanAhead](#) to join the conversation. Check out the Massachusetts Emergency Management Agency's (MEMA) [website](#), [Facebook](#), [Twitter](#), and [YouTube](#) pages to learn how to plan better with the Ready Massachusetts emergency preparedness initiative. Finally, download the MEMA-developed app called [Massachusetts Alerts](#), which will send emergency alerts, as well as information about public safety incidents and disasters, to your smartphone.



Training for Buyers

COMMBUYS PunchOut & Line Item Catalog Ordering
September 19 (Webinar)

COMMBUYS Purchasing
September 21 (Boston)

Introduction to Statewide Contracts and COMMBUYS
September 25 (Boston)

COMMBUYS Organization Administrator
October 3 (Boston)

COMMBUYS RPA Release and RPA Release Enabled Contracts
October 5 (Webinar)

COMMBUYS Purchasing
October 10 (Boston)

How to Use Master Blanket Purchase Orders
October 10 (Webinar)

How to Create a Departmental Master Blanket Purchase Order
October 11 (Boston)

COMMBUYS Procurement
October 12 (Boston)

UNSPSC for Buyers
October 12 (Webinar)

Essentials of State Procurement
October 16 (Boston)

Introduction to Statewide Contracts and COMMBUYS
October 19 (Boston)

COMMBUYS Purchasing for Eligible Nonprofits
October 25 (Webinar)

COMMBUYS Purchasing
November 8 (Boston)

[Click here to see the full calendar.](#)

COMMBUYS Loyalty Program Update

Have you taken a moment to review your organization's current COMMBUYS Loyalty Program standings? We've summarized July 2016 through June 2017 activity by organization across the nine badge categories.

[View your current standings here!](#)

[Link to the COMMBUYS Loyalty Program Rules.](#)

Updated Results Coming Soon!

Next quarter's standings are due for tabulation on September 30th, so there's still time to grow your results.

We look forward to highlighting some of our high flyers and organizations making significant progress in the October issue of *Buy the Way*. Training category results for the preceding five quarters also will be revealed. Stay tuned!

The screenshot shows a dashboard for the COMMBUYS Loyalty Program. It features a header with 'COMMBUYS Organization Name' and 'Loyalty Program Class'. Below this, there are several sections, each with an 'Achievement Level' indicator. The sections include: PURCHASING (with sub-sections for Contract Management, Contract Administration, and Contract Compliance), PROCUREMENT (with sub-sections for Contract Management, Contract Administration, and Contract Compliance), ORGANIZATIONAL GROWTH (with sub-sections for Contract Management, Contract Administration, and Contract Compliance), and TRAINING (with sub-sections for Contract Management, Contract Administration, and Contract Compliance). Each section has a progress bar and a numerical value representing the achievement level.

Outreach Events

September 20 & 21
New England Public Works EXPO
Boxborough
[Register to Attend](#)

September 26 & 27
Massachusetts Digital Government Summit
Boston
[Register to Attend](#)

October 17
Massachusetts Facilities Administrators Association Fall Conference & EXPO
Hyannis
[Register to Attend](#)

Information provided as a courtesy and should not be construed as an endorsement by OSD.

Opportunities for Professional Development

Now that the dust has settled from the start of the new fiscal year, it's time to think about the goals you have this year. All public purchasers are encouraged to attend the [Strategic Sourcing Certificate Program \(SSCP\)](#) hosted by the Operational Services Division. This five-class series is an in-depth look at Commonwealth procurement requirements and best value approaches and their practical application, from creating a solicitation to establishing and applying evaluation criteria and making a bid award. This comprehensive course allows professionals to work together in small groups and share their experiences.

OSD is pleased to announce that the SSCP dates for Fiscal Year 2018 have been set. Click on the location to access the appropriate SSCP Application, which must be completed and submitted to OSD Training in advance of the first class. Each course is limited to 25 students, so act quickly to reserve your spot:

- [Boston](#) (Ashburton) starting October 19, 2017
- [Boston](#) (Transportation Building) starting February 1, 2018
- [Lawrence](#) starting March 22, 2018

Please note: the Essentials of State Procurement class is a prerequisite to attend SSCP. This class is offered on a regular basis; please check the [current training schedule](#) for the next available session.

Not sure if SSCP is for you? [Click here to read an interview with Brittany Anderson, an SSCP graduate who put her certification to use in a new position.](#) We look forward to seeing you!

STATEWIDE CONTRACT UPDATES | SEPTEMBER 2017

Procurement
Schedule

COMMBUYS

Statewide Contract
User Guides

Statewide Contract
Reference Guide

COMMBUYS

Help Desk Assistance
Questions about COMMBUYS?
Contact us for help.

1-888-627-8283
COMMBUYS@state.ma.us

Staff are available
8 a.m. to 5 p.m. ET,
Monday through Friday.



Statewide Contract PRF69 for Facilities Engineering Services, the very first Statewide Contract of its kind, is under development! Stay tuned for more news in future issues of *Buy the Way!*

**Let Economies of Scale
Work in Your Favor:**

Price Your Electricity and
Natural Gas with the
Statewide Contract Load



If you've considered joining the Statewide Contracts for Electricity and/or Natural Gas but haven't yet taken action, this may be a good time to make that move. In 2018, new buyers may join the [ENE43](#) (Electricity) and [ENE44](#) (Natural Gas) contracts and take advantage of pricing afforded by the Statewide load.

To inquire or express interest, contact [Lisa Westgate](#) at 617-720-3112.

Based on buyer feedback ... Introducing New Statewide Contract User Guide Format



With web analytics as our barometer, we know that [Statewide Contract User Guides](#) contain some of the most sought-after information on the OSD web pages. These User Guides, available for each Statewide Contract (SWC), detail, among other things, the categories of products and services offered, how to make purchases, and information to reach the Contract Manager. First introduced in 2012, Contract User Guides continue to be an important source of SWC information for buyers.*

Several months ago, OSD engaged an internal committee to review our collection of Contract User Guides to evaluate their ease of use and suggest areas for improvement. As a natural part of this process, we reached out to the buyer community for *their* thoughts.

After considerable evaluation, deliberation, modification, and review, we're pleased to introduce our newly revamped Statewide Contract User Guide that affords greater standardization, yet allows for individual contract nuances. Some notable changes include:

- Table of Contents with links to frequently requested topics: Contract Categories, Benefits and Cost Savings, Pricing and Purchase Options, and Vendor Information, to name a few.
- COMMBUYS Purchasing section to easily ascertain available purchasing functionality for that contract (Solicitation Enabled, Direct Release, Standard Release, RPA, PunchOut) and links to the applicable job aid(s).
- Summary view of Vendor details: Contact Information, MBPO number, MMARS Vendor Code, and other key data.

Thank you to those buyers who shared their valuable feedback! All Contract User Guides will adopt the new format over the next few weeks. As always, if you have questions not addressed in a specific Contract User Guide, please contact the Contract Manager listed on the front page of the Guide.

Note: As mass.gov transitions to a new web portal and migrates information to the new platform, the location of OSD's Contract User Guides may change. Be assured that we will keep our customers informed as information becomes available. In the meantime, refer questions to our COMMBUYS Help Desk at 888-MA-STATE or COMMBUYS@state.ma.us.

**Prior to 2012, similar contract information documents were published under a different name (OSD Updates).*

STATEWIDE CONTRACT UPDATES | SEPTEMBER 2017

Private Investigative Services on FAC93: Now Serving the Commonwealth with 3X More Vendors!

Utilized for workers' compensation cases and other situations requiring surveillance, Private Investigative Services on FAC93 currently is supported by **21 vendors**.

All FAC93 Private Investigators are fully vetted and licensed by the Commonwealth and able to provide court testimony and surveillance documentation, as required. Find a complete list of vendors, along with contact information, in the [FAC93 Contract User Guide](#).

Note: FAC93 also provides **Security Guard Services** and **Fence Rental**. Consult the Contract User Guide for more information or contact [Jodi Paris Anastos](#) at 617-720-3169.



Telematics
Passenger Vehicles
Heavy Duty Vehicles
Vehicle Maintenance
Vehicle Parts, Lubricants
Vehicle Lifts
Tires, Tubes, & Services
Fuel Card Management
Gasoline
Diesel and Biodiesel
Alternative Fuel Vehicles
Alternative Technology Equipment
Fleet Information Management System
Road Salt
Hazardous/Universal, Medical, and Electronic Waste Disposal
Lawn & Grounds Equipment, Parts, Service
Equipment Rental
Homeland Security, Public Safety, & Traffic Supplies

Attention Municipal Buyers: SAVE THE DATE!

Join us for the Second Annual State Fleet Event

November 7, 2017
Sturbridge Host Hotel
Sturbridge, Massachusetts

Speakers on topics of interest
Fleet-related Statewide Contractors
Come learn with us!

Agenda details to follow.

We Keep Your Fleet on the Road

[Sign Up to Attend!](#)

Send questions to:
Lisa.Westgate@state.ma.us



Products, Services, and Resources to support Sustainable Building Operations

mass.gov/epp

Facility managers have a wealth of Statewide Contract (SWC) resources at their disposal to support building operations that additionally have a reduced effect on the environment and are cost effective.



Energy Management and Analysis

- Energy Consulting Services - SWC [PRF62](#)
- Environmental Engineering, Diagnostics, and Testing - SWC [PRF67](#)
- Solar PV Inspection Services - SWC [FAC91](#)

Green Heating - Ventilation - Air Conditioning - Refrigeration

- Maintenance, Repair, and Operations - SWCs [FAC94](#), [FAC100](#), [FAC105](#)

Electrical Generation and Consumption

- Demand Response Services - SWC [FAC89](#)
- Renewable/Alternative Energy Credit - SWC [FAC83](#)
- Maintenance, Repair, and Operations - SWCs [FAC94](#), [FAC100](#), [FAC105](#)



Green Plumbing

- Alternative Water Treatment Technologies - SWC [FAC80](#)
- Maintenance, Repair, and Operations - SWCs [FAC94](#), [FAC100](#), [FAC105](#)



Other

- Tradesperson Installation, Repair and Maintenance - SWC [TRD01](#)
- Alternative Snow and Ice Products - SWCs [FAC100](#), [FAC85](#)
- Biodiesel - SWC [ENE40](#)
- Cleaning Products Environmentally Preferable - SWC [FAC85](#)
- Integrated Pest Management (IPM) - SWC [FAC92](#)
- Landscape:
 - ◊ Equipment - SWC [FAC88](#)
 - ◊ Services, including landscape IPM - SWC [FAC77](#)
 - ◊ Equipment Rental - [FAC97](#)

Click on the flyer to view some sustainability tips and third-party certifications that support environmentally preferable building operations products and services.



Municipal Shoutout: Town of Acton

Thanks to the Town of Acton for their commitment to expanding use of Statewide Contracts for their municipal buying needs! In August, OSD Local Government Enablement Team Account Manager Patricia Burke, along with Trainer Leslie Doughty, traveled to Acton to deliver a day of onsite COMMBUYS training to more than 30 new buyers at the town's state-of-the-art Emergency Operations Center. This training will help new users implement greater levels of efficiency and automation, and expand their use of vendors, services, and solutions. Thank you for vision and leadership, and for welcoming us to your beautiful community, Acton!



OSD Interns Impress Staff with Summer Projects

OSD was fortunate to have five stellar interns join our staff during the summer of 2017. Working on various projects across many OSD business units, these interns tackled some tough issues plaguing our traditional systems and processes. Read more about each of our fantastic interns, listed in order from left to right in the picture accompanying this story.

Austin Keith, Penn State, worked with Paul Short, Deputy Director of COMMBUYS Operations, to develop an analysis of vendor and buyer data from COMMBUYS. Austin created a heat map, a visual representation of vendor and buyer locations, using city, county, zip code, and Statewide Contract data.

Mattie Thompson, Penn State, worked with Maureen Barends, Director of Strategic Sourcing Services, to calculate the cost and time needed to complete the procurement cycle for a Statewide Contract. Mattie gathered information on all steps in the process, researched salary information, and analyzed data to evaluate and compare contracts.

Shinhui Cai, Boston College, worked with Peter Etzel and Dana Cerrito of the Strategic Sourcing Services unit, to create a method of measuring Statewide Contract performance, in order to identify performance improvement opportunities through data analysis. Shinhui developed a Key Performance Indicator (KPI) model that encompasses important growth and reporting compliance metrics for evaluation of contract and vendor performance.

Matt Gonnella, Suffolk University Law School, worked with Maribeth Ladd, General Counsel, on various legal projects, including a Congo conflict minerals report, records retention reviews, legal research for contractual disputes, Terms of Services reviews, and a revision of the Internal Control Guide.

Thomas Fee, University of Massachusetts Boston, worked with Leah Hancock, Integrated Marketing and Communications Coordinator, and Eric Murphy, Local Government Enablement Team Manager, to determine how Customer Relationship Management (CRM) software could benefit OSD. Thomas' research concluded with an implementation plan to use CRM software to strengthen all aspects of OSD's buyer and vendor relationships.

We are delighted to have had the opportunity to host this wonderful group of interns this summer. Their work on these projects was invaluable, and will help to inform many of OSD's strategic decisions in the future. We wish them the best of luck in their career pursuits!

Want to hear more about our interns' experience in the public sector? Check out our [OSD Intern Experience video](#) to hear this group speak about what they learned from their summer projects and working in State government.



Upcoming Prospective Vendor Fairs

Do you know a business owner who would be interested in learning more about doing business with the Commonwealth? Forward them the [flyer for the upcoming vendor fairs throughout the state!](#) In Fiscal Year 2016, the Commonwealth of Massachusetts spent more than \$1.4 billion on goods and services available on Statewide Contract. OSD and local government purchasing and procurement officials are recruiting vendors to learn about becoming a Statewide Contractor and getting a slice of the \$1.4 billion pie.

At the upcoming vendor fair events, prospective vendors are invited to meet individually with representatives from OSD's Supplier Diversity Office, COMMBUYS Help Desk, Strategic Sourcing Team, and local government officials, who will provide information pertaining to their areas of expertise, including:

- COMMBUYS registration, navigation, and profile management;
- Becoming certified as a diverse or small business and ways to use those certifications;
- The government procurement process at the state and local level; and
- Available contracting opportunities

Thus far, events have been hosted in the Town of Stoughton, the City of Quincy, and the Town of Saugus. Four more events are schedule for the fall:



LAWRENCE - October 5, 2017

3:00 p.m. to 6:00 p.m.

Lawrence City Hall

VendorFairLawrence.eventbrite.com



FITCHBURG - October 11, 2017

3:00 p.m. to 6:00 p.m.

North Central MA Chamber of Commerce

VendorFairFitchburg.eventbrite.com



NEEDHAM - October 19, 2017

3:00 p.m. to 6:00 p.m.

Needham Town Hall

VendorFairNeedham.eventbrite.com



YARMOUTH - October 26, 2017

2:00 p.m. to 5:00 p.m.

Yarmouth Town Hall

VendorFairYarmouth.eventbrite.com

To better serve our vendors and provide assistance in navigating COMMBUYS, we are offering free training in the weeks following the vendor fairs. Register to attend one of the **COMMBUYS: How to Locate and Respond to Bids (including Tradespersons Contracts)** workshops being held on the following dates and locations:

Lawrence

Valley Works Career Center, 255 Essex Street, Lawrence, MA 01840

Tuesday, October 17

10:00 am – 12:00 pm

Leominster

Mt. Wachusett Community College, 100 Erdman Way, Leominster, MA 01453

Wednesday, October 25

10:00 am – 12:00 pm

Hyannis

Hyannis Career Center, 372 North Street, Hyannis, MA 02601

Friday, November 3

10:00 am – 12:00 pm

Training for Business

Locate and Respond to Bids in COMMBUYS

September 19 (Webinar)

Selling to the State: Marketing Your Business to Public Purchasers

September 20 (Boston)

Supplier Diversity Plan (SDP) Overview for Bidders and Prime Contractors

September 21 (Webinar)

Supplier Diversity Plan (SDP) Overview for Certified Businesses

September 21 (Webinar)

Essentials of the Seller Role

September 22 (Amesbury)

Tradesperson Contract: How to Locate and Respond to Bids in COMMBUYS

September 25 (Webinar)

SDO Pre-Certification Workshop

September 26 (Whitinsville)

SDP and Sales Reports Overview

September 27 (Webinar)

Connecting Your Business to the Commonwealth

September 27 (Whitinsville)

COMMBUYS for Awarded Statewide Contract Vendors

September 28 (Boston)

Supplier Diversity Plan (SDP) Overview for Bidders and Prime Contractors

October 17 (Webinar)

Supplier Diversity Plan (SDP) Overview for Certified Businesses

October 17 (Webinar)

Selling to the State: Marketing Your Business to Public Purchasers

October 18 (Boston)

[Click here to see the full calendar.](#)



[Sign-up for other email communications!](#)

About 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.

Commonwealth of Massachusetts
Executive Office for
Administration & Finance
Operational Services Division
One Ashburton Place, Room 1017
Boston, MA 02108-1552
(617) 720-3300
www.mass.gov/osd

© 2017 Operational Services Division

Printed on 30% post-consumer recycled content paper.

Vehicle Auctions

From time to time, OSD offers the public the opportunity to bid on vehicles and other equipment that no longer are of use by the State. Three such opportunities will take place this month:

Department of Corrections Vehicles

27 Clark Street, Norfolk, MA 02056

Viewing: Tuesday, September 19 – 10:00 a.m. to 2:00 p.m.

Auction: Thursday, September 21 – 10:00 a.m. (registration opens at 8:30 a.m.)

State Police Vehicles

31-69 Bishop Road, Ayer, MA 01432

Viewing: Thursday, September 21 – 10:00 a.m. to 1:00 p.m.

Auction: Friday, September 22 – 10:00 a.m. (registration opens at 8:30 a.m.)

General Fleet Vehicles - Westborough OVM Lot

289 Lyman Street, Westborough, MA 01581

Viewing: Wednesday, September 20 – 10:00 a.m. to 3:00 p.m.

Auction: Saturday, September 23 – 10:00 a.m. (lot opens at 8:00 a.m.)

You may review the list of planned sale items and associated photographs on the [Auctions International website](#) under the Live Auctions tab.* Please note there may be variances between what is advertised on the Auctions International website and the vehicles/equipment offered on the day of the auction: surplus items are made available to all Massachusetts municipalities in advance of the public auction. Public employees are not eligible to bid on items from their employing entity.

Payment for General Public

If your bid is accepted, payment in full is due immediately after the sale. Auctions International, Inc. will accept the following forms of payment on behalf of OSD: cash; bank check; money order; or credit card with two forms of identification, one being a valid driver's license. Positive identification is required regardless of your method of payment. Visit the [Auctions International website](#) to access OSD's Auction Terms and Conditions.

Payment for Municipal Officials

If your bid is accepted, you may take possession of the vehicle and the State Surplus Property Office will invoice your city/town/municipality. Payment should be sent to the Surplus Property Office within 30 days.

OSD oversees the State's Surplus Property Program ensuring the Commonwealth realizes the maximum benefit from State-owned surplus personal property. Learn more about the Surplus Property Program at mass.gov/osd > [Surplus Property](#).

**Auctions International is a professional auctioneer licensed by the Commonwealth's Division of Standards.*

| Upcoming | | |
|----------------------------------|---------------------|------------------------|
| Department of Corrections | State Police | Westborough Lot |
| September 21 | September 22 | September 23 |
| Norfolk, MA | Ayer, MA | Westborough, MA |