Buy the Way

The Official Newsletter of the Operational Services Division

January 19, 2016

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Save the Date for MASSBUYS at Gillette!

Save the date for the **Annual MASSBUYS EXPO and join us on April 28, 2016**, at Gillette Stadium in Foxborough, Massachusetts. Now in its 18th year, this one-day event is a great opportunity for vendors on Statewide or Departmental Contracts to showcase their products and services directly to those responsible for procurement in the public sector. MASSBUYS will feature nearly 400 exhibitors, including an outside Vehicle Zone, purchasing/procurement and professional development workshops, and networking opportunities. Attendees will include representatives from state agencies, cities, towns, municipal organizations, schools, and other quasi-state agencies.

Hosted by the Operational Services Division (OSD), MASSBUYS is the largest business to government trade show in Massachusetts. Designed exclusively for Commonwealth Statewide Contractors and public purchasing and procurement officials, this event provides a one-of-a-kind opportunity to network with both public procurement officials and the supplier community. The MASSBUYS EXPO offers both buyers and vendors a unique opportunity to meet for an exciting day of interaction and discussion.

MASSBUYS EXPO
Operational Services Division

April 28, 2016
Gillette Stadium
Foxborough, MA
8:00 a.m. - 4:00 p.m.

Gillette STADIUM™

Each year, the EXPO demonstrates the importance and effectiveness of public procurement initiatives and we expect the 2016 EXPO to continue this tradition. While attendance at past MASSBUYS EXPOs has been outstanding, we anticipate a record crowd to attend the 2016 MASSBUYS EXPO and know that you will want to be part of the excitement.

Stay tuned for registration details and find additional info at www.mass.gov/osd/MASSBUYS! Additionally, chat with exhibitors and attendees by joining the MASSBUYS LinkedIn Group!

The MASSBUYS EXPO is 100% exhibitor funded.

New Training Courses for Vendors

The OSD Training team continually searches for ways to improve the curriculum of free training opportunities. To enhance customer service, the team makes a strong effort to listen to and incorporate feedback from the COMMBUYS community. Most recently, the Training team revised the course catalog to create a more comprehensive and effective program for vendors.

In the past, Trainers regularly received comments about overlap in the vendor training courses, particularly between the *Essentials of Navigation, Searching, and UNSPSC* and the *How to Locate and Respond to Bid* courses. To improve the experience for vendors, the team revised the *Essentials* course to remove redundant material and added instruction for a more holistic overview of the COMMBUYS Seller role. In addition to the course overlap, Trainers felt that within courses some content and exercises were unnecessarily repetitive. After reviewing and modifying the curriculum to resolve these issues, the team followed a standard review process of Teach Backs – test runs of the courses to subject matter experts. The result of the Training team's hard work is three new courses, which incorporate more exploratory and collaborative exercises:

"We are hoping to give vendors experiences that really stick with them," states Trainer Erin Powers.

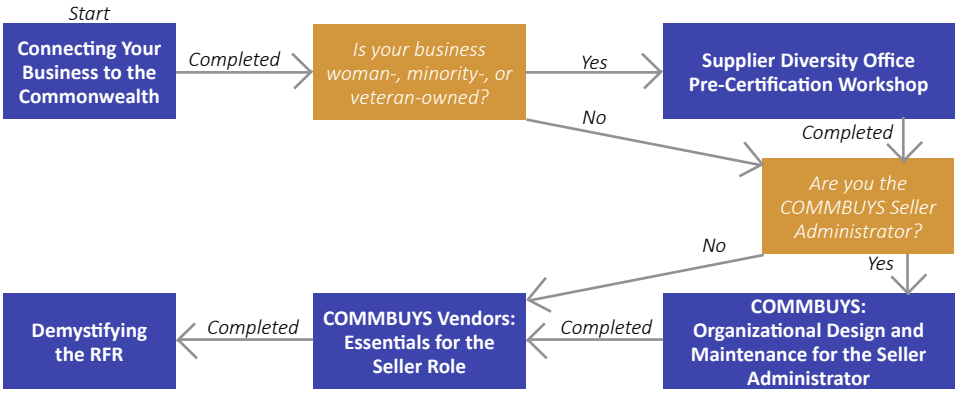
- **COMMBUYS Essentials for Sellers** includes everything that a COMMBUYS Seller needs to know: how to locate and respond to bids, the essentials of navigation, advanced searching for bids and contracts, creating and submitting quote responses, and finding UNSPSC codes.
- **COMMBUYS: Organizational Design and Maintenance for the Seller Administrator** is for vendors who need support – who, perhaps, are just finding their way in either the contracting or COMMBUYS worlds. Attendees will discover how to update a vendor account to reflect the organization, business practices, and goods and service offerings of a company.
- **Demystifying the RFR: Responding to the Commonwealth's Procurement Opportunities** gives guidance on the Request for Response (RFR) process. Attendees will learn how to respond to state goods and services procurement opportunities, including a walk-through of OSD's RFR format. Participants will practice responding to specifications and review proposals from different procurement types.

In addition to the new courses, the Training team also improved the registration process. Course registration now is hosted by PACE, the Commonwealth's Performance and Career Enhancement learning management system. When registering in PACE, vendors are able to provide short descriptions of their businesses. This information is vital, as it allows the Trainers to customize class examples based on vendor industry and experience. Beyond this, Trainers now have the ability to pull reports to assess course popularity, attendance by individuals, departments, vendors, etc. This function is valuable for vendors as well, serving as a historical record of accomplishment. For vendors, PACE registration is required during the first login only. To find registration instructions, check out the PACE job aid here.

"Gaining more information about vendors before the courses allows the Trainers to tailor our course examples, allowing us to create a much more valuable experience for class participants," says Scott Jones, Director of Training.

To explore the new and improved vendor curriculum, click here for the full Training calendar. The Training team is available for onsite instructor-led vendor training and webinars. Contact OSDTraining@state.ma.us to make a request.

Wondering which Instructor-led vendor Training courses to take? Follow our decision tree to figure out which of the training classes are best suited for you!



Upcoming Training

Dates are subject to change as courses are added or removed. Click here to see the full calendar.

BUYER TRAINING

How to Use Master Blanket Purchase Orders (MBPOs)
January 19 (Webinar)

COMMBUYS Organizational Administrator: Set-Up and Maintenance
January 25

Essentials of State Procurement
February 4

Conducting Procurements in COMMBUYS
February 8

Discovering Statewide Contracts: Information, Demonstration & Application
February 9

Purchasing in COMMBUYS – Creating Release Requisitions & Purchase Orders
February 10

VENDOR TRAINING

Small Business Purchasing Program Overview
January 19 (Webinar)

Sales and SDP Spend Reports Overview for Vendors Webinar
January 20 (Webinar)

COMMBUYS: Organizational Design and Maintenance for the Seller Administrator
January 21

Connecting Your Business to the Commonwealth
January 22 (Boston)
February 10 (Worcester)

Basic Supplier Diversity Plan Overview
January 25 (Webinar)

Vendor Registration Training
January 26

COMMBUYS How to Locate and Respond to Bids Webinar
January 28 (Webinar)

COMMBUYS Essentials for Sellers
January 28

Demystifying the RFR: Responding to the Commonwealth's Procurement Opportunities
February 11

Supplier Diversity Office Pre-Certification Workshop
February 24 (Worcester)

Statewide Contracts & Strategic Sourcing News

January 2016

We hear your feedback!

In an effort to consolidate OSD communications, all Statewide Contract News may be found in this insert of *Buy the Way* each month. OSD no longer sends weekly Strategic Sourcing and Statewide Contract News emails.

Procurement Schedule Through 5/31/16

Statewide Contract User Guides

COMMBUYS

REMINDER: *Buy the Way* is an interactive document. We recommend using your cursor to hover to identify the hyperlinks. *Buy the Way* also is available in a printed format, so please let us know if you'd like to receive a paper copy, by sending an email to osdoutreach@state.ma.us.

Apple, Inc. Added to Statewide Contract ITC47

Information Technology Hardware, Project Management, Integration, and Maintenance

SWC ITC47, Information Technology Hardware, Project Management, Integration, and Maintenance, has been amended to add Apple, Inc. products and services (previously available under SWC ITC44) under Category 9. With this amendment to ITC47, eligible government entities will be offered the same discounts afforded educational entities.

Available Apple products and services include:

- Desktops, laptops, and tablets;
- Servers;
- Computer supplies and accessories;
- Operating and application software that operates on Apple hardware;
- Applications for Macs and iPads in connection with the Volume Purchase Program (VPP);
- Third-party productivity software (e.g. JAMF) and other software as approved by the Commonwealth Contract Manager.

Reference the ITC47 Contract User Guide for contract details. Locate Apple pricing information on the Apple education website. Reach out to Tim Kennedy, Strategic Sourcing Manager, with additional ITC47 questions.

New Statewide Contract ITT57

Two-Way Radio Equipment and Supplies

Introducing the new Two-way Radio Equipment and Supplies Statewide Contract (SWC) ITT57, replacing expired SWC ITT40. Contract highlights:

- Buyers may work directly with the manufacturers or local authorized resellers.
- Provides additional local resellers and service centers, many of which are small businesses, offering competitive pricing and fast response times.

Locate product and pricing discount sheets on each awarded vendor's MBPO in COMMBUYS. Consult the ITT57 Contract User Guide for contract details including awarded vendors by Category and Region. Additional questions about ITT57 may be directed to Jeanne Pestana, Strategic Sourcing Lead.

ITT57 Kickoff Event

Informational Session – Meet the Vendors
Thursday, January 28, 2016
10:30 a.m. to 12:30 p.m.
One Ashburton Place, Boston
Ashburton Café Meeting Room (Plaza Level)
Click to view the agenda and register.

New Statewide Contract PRF61

Management Consultants, Program Coordinators and Planners Services

In response to buyer demand for expanded management consultant services, OSD has launched the new Management Consultants, Program Coordinators and Planners Services SWC PRF61, providing services in the following categories:

- ✓ Education Services
- ✓ Program Development, Organizational and Strategic Planning Services
- ✓ Health and Human Services
- ✓ Professional Development Services*
- ✓ General Data Analytics Services and Evaluation Services
- ✓ Environmental Consulting Services
- ✓ Revitalization Consulting Services

Contract Highlights:

- Sixty-six awarded vendors (with nine additional contract awards pending), providing expertise and range of choice across all categories;
- Sample Statement of Work (SoW) documents available in COMMBUYS;
- Pre-qualified vendor business profiles available for buyer review.

Refer to the PRF61 Contract User Guide for contract details including in-depth descriptions by service category, quote requirements, and COMMBUYS guidance. View vendors by awarded category in COMMBUYS. Reach out to Sorraia Tavares, Strategic Sourcing Lead, with additional contract questions.

**The Professional Development Services category includes services previously offered under SWC PRF51 (Categories 2, 3, and 4), now expired. Training catalogs for these new PRF61 services are available in COMMBUYS.*

New Statewide Contract OFF40

Audio, Video, Multimedia Presentation Equipment and Services

The OFF40 SWC replacing OFF30 and OFF30A, offers more vendors and wider product selection. Products and services cover five categories:

- Category 1: Audio Equipment
- Category 2: Video Equipment
- Category 3: Presentation Equipment
- Category 4: Photographic Equipment
- Category 5: Peripherals, Supplies, Accessories

Consult the OFF40 Contract User Guide for additional Category details and information on how to use this contract. Price sheets are available in COMMBUYS on each vendor's MBPO. Reach out to Jeanne Pestana, Strategic Sourcing Lead, for additional information.

OFF40 Kickoff Event

Informational Session – Meet the Vendors
Friday, February 5, 2016
10:30 a.m. to 12:30 p.m.
One Ashburton Place, Boston – 21st Floor
Click to view the agenda and register.

Records Management, Storage and Archiving Statewide Contract Expected This Month

Currently, OSD is evaluating vendor responses to the FAC96 RFR and plans to launch the new SWC for Records Management, Storage, and Archiving Services by the end of January. Expected contract categories are as follows:

- Monthly Storage Services;
- Archiving Services;
- Retrieval Services;
- Transportation Delivery/Pick-up Services;
- Emergency Delivery/Pick-up Services;
- Scanning Services;
- Destruction Services;
- Other Services that fall within the scope of the FAC96 RFR.

Stay tuned for additional FAC96 details in the coming days.

Have You Considered Digital Records Storage?

As you review the scope of services available on the upcoming FAC96 SWC and contemplate your agency's next move for stored records, this may be a logical time to consider digitizing your State Archive Center records instead of simply transferring them to another facility.

With digitization, your agency has the opportunity to lessen rental costs for document storage while potentially increasing access to documents and improving document management capabilities. Review available vendors and services for the FAC96 Scanning Services category, details to be published shortly.

Direct any interim questions about FAC96 to Betty Fernandez, Strategic Sourcing Lead.

Statewide Contracts & Strategic Sourcing News

January 2016

Attention Schools & Libraries:
Complete Your E-Rate Competitive Bidding Process Now for 2016 Funding Year
Participate Using Statewide Contracts

The Federal Communications Commission's (FCC) E-Rate Program offers discounts between 20-90% of the purchase of eligible telecommunications services and products. For funding year 2016, qualified items include:

- E-Rate Category 1: Data Transmission Services and Internet Access; Voice Services.
- E-Rate Category 2: Internal Connections; Managed Internal Broadband Services; Basic Maintenance of Internal Connections.

Statewide Contracts Streamline the E-Rate Program Process
Although the E-Rate filing window is not expected to open until at least January 20, 2016, Universal Service Administrative Company (USAC), the entity designated by the FCC to oversee E-Rate services, recently released guidance suggesting schools and libraries take preliminary steps to initiate the E-Rate filing process. Suggested actions include posting FCC Form 470 and completing your competitive bidding process. To facilitate this process, OSD has filed the necessary FCC Form 470 for each eligible SWC on behalf of interested buyers and provides a selection of awarded contract vendors for buyer consideration.

Visit the OSD website to find SWC resources for the E-Rate Program, including FCC Form 470 and Form 471 guidance and State Coordinator contact information.

Statewide Contract FAC82 Renewed
Hazardous/Universal, Medical, Electronic Waste Disposal and Emergency Response

This recently renewed SWC offers comprehensive hazardous, medical, and electronic collection and disposal services, including one-day collection events in most categories, as well as emergency response services. Based on feedback from municipal contract users, the contract offers both low volume and milk-run (multi-site) discounts especially suited for small Household Hazardous Waste (HHW) events and for neighboring towns wishing to coordinate their pickups on the same date. FAC82 includes 12 vendors in nine categories:

Category	Awarded Vendors
1 – Hazardous Materials Collection & Disposal	New England Disposal Technologies, Stericycle Environmental (formerly PSC), Triumvirate
2 – Hazardous Waste Collection Events (HHW)	Clean Harbors, Stericycle Environmental (formerly PSC)
3 – Universal Waste (Mercury & Lamps, Fluorescents, Batteries)	Complete Recycling Solutions, Environmental Integrity, Veolia
4a – Sharps Collection & Disposal (including Sharps Kiosks)	Curtis Bay Medical Waste Services
4b – Sharps Mail-In	Curtis Bay Medical Waste Services, Triumvirate, Veolia
5 – Onsite Medical Waste Treatment Systems	No vendors currently awarded
6 – Medical Waste Collection & Disposal	Clean Harbors, Curtis Bay Medical Waste Services
7 – Electronic Waste	Complete Recycling Solutions, Electronix Redux, Environmental Integrity, PC Survivors, RMG Enterprise
8 – Tanks, Above Ground & Underground Storage (AST/UST)	ENPRO Services (formerly TMC), Triumvirate
9 – Emergency Response (Oil spills, accidents, etc.)	Clean Harbors, ENPRO Services (formerly TMC), New England Disposal Technologies, Triumvirate

Link to the FAC82 Contract User Guide. A Price List for Categories 1-7 is available on each FAC82 MBPO in COMMBUYS. Category 8 and 9 services will require the buyer to obtain price quotes from the qualified vendor list. Refer additional questions about this contract to Dana Cerrito, Strategic Sourcing Manager.

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Statewide Contract VEH98 Partially Reopened
Light-duty Vehicles

OSD is conducting a partial reopening of the Light-duty Vehicles SWC VEH98 to broaden current make/model availability. Interested bidders are encouraged to view the amended VEH98 RFR and VEH98 Reopening Information documents available in COMMBUYS. The bid is scheduled to close on 1/31/2016 at 4:48 p.m.*

VEH98 Kickoff Event
Informational Session – Meet the Vendors
Friday, February 19, 2016
10:30 a.m. to 12:30 p.m.
One Ashburton Place, Boston – 21st Floor
Click to view the agenda and register.

Statewide Contract ITS19 Extended
Oracle Software & Services

The Oracle contract for software and services, ITS19, has been extended through 11/30/2016. Link to the extended contract document and Contract User Guide in COMMBUYS. Contact Strategic Sourcing Lead, Marge MacEvitt, with any contract questions.

Statewide Contract FAC92 Procurement
Integrated Pest Management Services

OSD is seeking qualified vendors to provide Integrated Pest Management Services, School Integrated Pest Management Services, and Single Use Services under SWC FAC92, replacing expiring SWC FAC74. Interested vendors are encouraged to review the RFR document, amended as of 1/11/2016, in COMMBUYS. The bid is scheduled to close at 4:00 p.m. on 1/26/2016.*

**Interested bidders should monitor COMMBUYS for current bid information. It is each vendor's responsibility to check COMMBUYS for any amendments, addenda, or modifications.*

Upcoming Outreach Events

January 22
Massachusetts Municipal Association
Annual Meeting & Trade Show
Boston

January 29
Marlborough Chamber of Commerce
How to Secure Government Contracts
Marlborough

February 9-10
Fire Chiefs Association of Massachusetts
Professional Development Conference
Worcester

Visit with OSD Staff at the MMA Trade Show!

As you plan your day at this year's Massachusetts Municipal Association (MMA) Trade Show, be sure to set aside some time to speak with OSD staff. Find us in Booth 101 on the left-hand side of the Convention Center by the Auditorium entrance.

Meet the COMMBUYS Enablement Team!
On Friday, January 22, meet with representatives from the COMMBUYS Enablement Team to discuss the benefits of using COMMBUYS for your municipal organization. Stop by or book an appointment by emailing COMMBUYSEnablement@state.ma.us.

Resources Available at Our Booth:

- Learn about the addition of Apple, Inc. products and services on Statewide Contract;
- Locate information on FCC discounts available through the E-Rate Program;
- Find out how to purchase Naloxone (Narcan®) on Statewide Contract;
- Sign up to receive Grant notifications posted in COMMBUYS (Bring your Employer Identification Number with you);
- Get assistance to post a Construction Bid in COMMBUYS in compliance with M.G.L. c 149;
- Discover the range of products readily available through PunchOut purchasing;
- Learn about free training programs for your local vendor community; and
- Access our list of Emergency Suppliers on Statewide Contract.

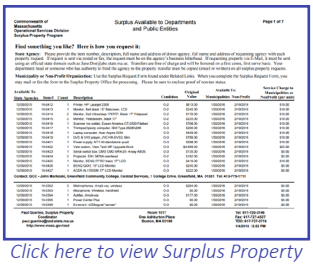
If you have questions for OSD staff in advance of the Trade Show, reach out to us at OSDOutreach@state.ma.us. We hope to see you there!

Surplus Property Program

If you have extra equipment, materials, or supplies lying around your office, now is the perfect time to review your space for surplus property and organize for the New Year! Whether you need to offload a few desk chairs or you are looking for the perfect filing cabinet, the Surplus Property Program is here to help.

Regulations require State departments to declare surplus property periodically, to ensure that the Commonwealth realizes the maximum benefit from State-owned property. To do this, departments with surplus property must consult with State Surplus Property Coordinators Paul Guerino and Ted Bunnell, who ensure compliance with the surplus property policy, and oversee distribution and transfer of all State-owned personal surplus property.

You only need to complete one form – Form OSD 25 (Declaration of Surplus Property) – to declare surplus property. If there is no need on record for a particular piece of property, the item is listed in the Surplus Memorandum and offered to all public entities, free of charge. After 30 days, any surplus property not transferred to State departments is offered to cities and towns, who may acquire the item for a small administrative fee. After 50 days, nonprofits are eligible to receive the property, for the same fee as municipalities. Following 60 days of publication, Paul and Ted determine if the item should be offered to the general public.



Click here to view Surplus Property available to Public Entities!

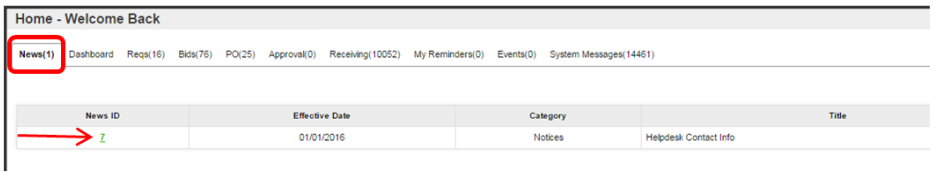
Conversely, if you have a need to acquire property, the process is just as simple. First, peruse the Surplus Memorandum. Then, if you see anything you need, simply follow the directions on the memorandum and email Paul or Ted. Municipalities or nonprofits simply complete a short Surplus Request Form. If the item you need is not listed, State Departments may submit Form OSD 25-N (Declaration of Need), and the request will be posted in the Surplus Items Needed Memo.

Most vehicles and related equipment are sold at on-site public auctions. Currently, Auctions International Inc. is the awarded vendor to hold both on-site and online public auctions for the Commonwealth. These auctions are advertised on the Auctions International website, as well as in the auction section of the Boston Globe the Sunday prior to the auction. Additionally, an auction hotline (617-720-3199) provides information about sales. Generally, auctions are held from April to November, with approximately 10-12 auctions annually.

For more information, policies, and forms, please consult the Surplus Property Program's webpage.

New Message Feature in COMMBUYS

On occasion, OSD may post COMMBUYS-related messages to buyers and vendors in COMMBUYS. When logged in, messages are accessible from the COMMBUYS dashboard where the number of available messages and summary information are provided. Users may read any message in detail by clicking on the News ID link.



Become a COMMBUYS Registered Vendor

You must be a COMMBUYS registered vendor to respond to RFR bidding opportunities posted in the COMMBUYS Market Center. Registration is free and takes a few minutes. Visit the COMMBUYS Vendor page for registration resources.

Buyers Support COMMBUYS Adoption

Like anything else that's new and worthwhile, COMMBUYS adoption has taken time and has required users to embrace change. Since COMMBUYS' implementation in March 2014, many organizations have demonstrated resourcefulness and determination in their adoption of COMMBUYS. The Operational Services Division (OSD) applauds these undertakings and shares a few, below.

Engaging MCDHH Departmental Contractors
Getting the MBPO for her agency's most important contract set up in COMMBUYS was easy enough, but with COMMBUYS vendor registration proceeding slowly, Jane Sokol Shulman from the Commission for the Deaf and Hard of Hearing (MCDHH) recognized that a more concerted approach was needed. The contract in question, Interpreters and Transliterators for the Deaf and Hard of Hearing (MCD01), is used by all Executive Branch agencies to obtain legally mandated American Sign Language interpreters and signed English transliterators for deaf and hard of hearing individuals. Given the importance of the contract, Jane wanted to maximize the number of available contractors, as well as ensure compliance with OSD's policies by getting the contractors registered in COMMBUYS.

Jane was facing some hurdles. Most of her contractors are part-time W-9 status individuals, many of whom are not computer savvy. Additionally, while in the past the major Massachusetts employer of interpreters and transliterators was MCDHH, people with sign language skills have many more job options today. To retain the MCD01 contractors and meet the needs of state agencies requiring their services, Jane realized her group needed to help the interpreters with the COMMBUYS registration process.

The solution MCDHH developed was a screen-by-screen how-to guide for COMMBUYS registration that supplemented the COMMBUYS registration job aid and registration webcast and included a suggested UNSPSC commodity code and job title that aligned with the contractors' services. Jane supported many contractors via phone or other communications modality, as needed. Using this approach, a significant number of Departmental contractors completed their COMMBUYS registration!

"It was clear MCDHH needed to extend a helping hand to our contractors to get them registered," asserts Jane. "It required a bit of extra effort on my part, including numerous follow-up phone calls, but it paid off. The interpreters clearly know that MCDHH values them and are now enthusiastic about being part of the COMMBUYS market center."

DOER Website Provides COMMBUYS Resources
Each year, the Department of Energy Resources (DOER) makes available various grants and uses COMMBUYS to advertise these opportunities. In an effort to ensure grantee organizations are able to leverage COMMBUYS to find these grants, Steve White, Chief Financial Officer at DOER, recently launched the Grants and Contracts page on the Energy and Environmental Affairs website that outlines what grantee organizations need to do to locate and respond to DOER Grants in COMMBUYS. The website includes a link to COMMBUYS.com, instructions to search for grants, including DOER's organization number in COMMBUYS, and references job aids to find and respond to grants in COMMBUYS.

Steve White explains, "The goal is simple. We want to ensure COMMBUYS is accessible to all organizations seeking our grants. Providing COMMBUYS resources to facilitate productive searches means a wider audience is able to locate and take advantage of these opportunities."

Needham Local Business Forum Focuses on Procurement Practices and COMMBUYS
Even before COMMBUYS was launched in March 2014, the Town of Needham was investing resources to learn about the new state procurement system and its value to the Needham community. Today, Needham is using COMMBUYS for purchasing and bid posting, and is taking their adoption of COMMBUYS one step further by sponsoring a local business forum to teach Needham vendors how to do business with the Town.

The Needham Local Business Forum was held on January 13 and approximately 30 vendors learned about the Town's purchasing program and the legal requirements of public purchasing. The Forum also offered an overview of COMMBUYS led by OSD staff that included an opportunity for vendors to register their businesses in COMMBUYS.

Tatiana Swanson, Finance and Procurement Coordinator in Needham, and a staunch supporter of this initiative, is excited about engaging local businesses in the procurement process. "Whenever possible, we want to support community businesses and getting them registered in COMMBUYS is a great first step. This way, our local vendors have the opportunity to receive and respond to Town bids posted in COMMBUYS."

Does your organization have a COMMBUYS adoption story to tell? Email OSDOutreach@state.ma.us.

OSD
OPERATIONAL SERVICES DIVISION

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Gary Lambert
Assistant Secretary for Operational Services

Have You Visited Our COMMBUYS Vendor Page Recently?

Based on the type of information requested by our vendor community, OSD has updated the COMMBUYS Vendor page on the OSD website, providing a consolidated view of business community resources available at OSD. Access information to find bidding opportunities, locate OSD's Procurement Schedule, attend complimentary training, learn about our business certification programs, and, of course, find COMMBUYS resources.
Pay us a visit today!

COMMBUYS

Help Desk Assistance

Questions about COMMBUYS?
Contact us for help.
1-888-627-8283
COMMBUYS@state.ma.us
Staff are available
8:00 a.m. to 5:00 p.m. ET,
Monday through Friday.

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.

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