



OPERATIONAL SERVICES DIVISION

COMMBUYS Update for Liaisons

December 14, 2015

Serving Public Buyers and Vendors of the Commonwealth of Massachusetts



Agenda

Security Review Update

Upcoming COMMBUYS Release

- Release Components
 - Small Procurements Search
 - Fixes
 - ✓ Approving All Bids in a List
 - ✓ Date on Cloned Purchase Orders
 - ✓ Scoring on Open/Rolling Enrollment Bids
 - For Your Feedback: Shortening Document Numbers

Focus on User Experience & Customer Satisfaction

- W.B. Mason Activities and Catalog/Pricing Overview
- Line-Item Catalog Improvements: Lindenmeyr Munroe
- Expanded Vendor Outreach and Readiness

Training Updates

Security Review

Updates



In 2015 there have been a number of high profile successful cyber attacks. A single breach of Anthem affected one-third of Americans (Coalfire). The Commonwealth must make sure that we are able to reasonably protect sensitive and financial data from this type of breach.

Current Effort

- OSD, the Comptroller's Office, and MassIT are continuing review the work that has been done thus far to provide a highly secure web services interface that will support the passing of information and transactions between MMARS and COMMBUYS. A determination on next steps will be made after the security assessment, being performed by a third party vendor, is completed.

Interface Design External Review

- MassIT is undertaking the external evaluation of the COMMBUYS/MMARS interface security design. The review is ongoing.

Penetration Testing of the COMMBUYS Application

- A component of the overall security review is COMMBUYS penetration testing. This activity, which tests the COMMBUYS system's resilience to hacker attacks, is being managed by OSD and is now underway. Results are expected in January.

COMMBUYS Enhancements

Small Procurements Search

Business Value	Enhancement
<p>Vendors who are certified participants in the Small Business Purchasing Program can find potential bidding opportunities for small procurements more easily.</p>	<p>OSD is implementing an enhancement to the Bid Search in COMMBUYS which will enable the user to search for Bids that are designated Small Procurements. A check box will be added to the General Information tab of the Bid document and purchasers preparing to post Bids will select the checkbox to indicate a Small Procurement.</p> <p>Availability: Late December</p> <p>Readiness: Training materials and job aids will be updated to reflect this new feature.</p>

Upcoming Fixes

Approving All Bids in a List

- OSD is implementing a fix to the feature that allows approvers to approve all Bids in a list and have those documents proceed to Bid status. Approvers will be able to approve all draft Bids in a list and have those documents proceed to Bid status. Prior to the fix, Bids approved in the list were skipping a step and proceeding to PO status.

Date on Cloned Purchase Orders

- A solution is being implemented that will correct the issue of the wrong fiscal year being applied to a purchase order when it is cloned.

Scoring Rounds on Open and Rolling Enrollment Bids

- A solution is being implemented to allow for scoring rounds to be closed and opened on open and rolling enrollment bids. Prior to the fix, scoring rounds could not be closed.

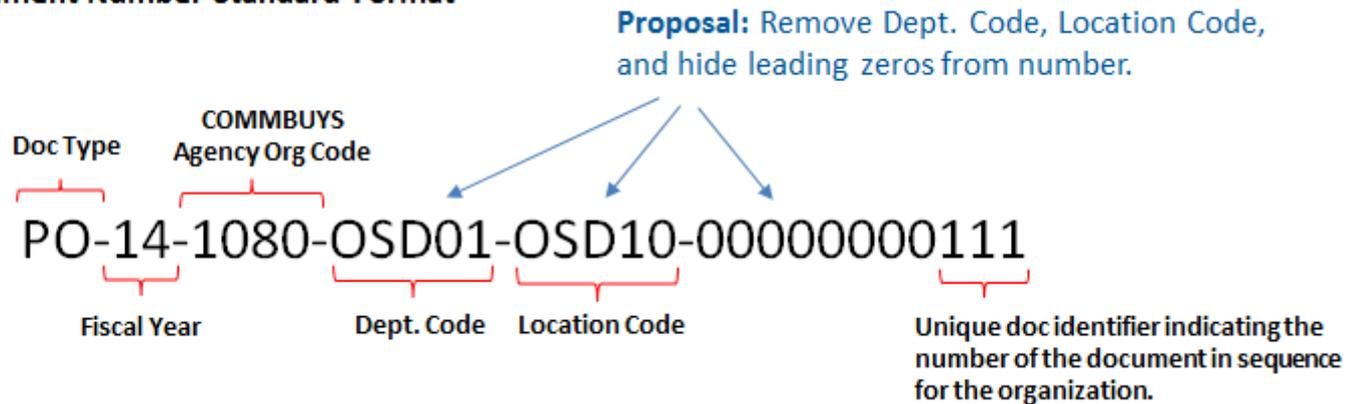


For Your Feedback

Shortening Document Numbers

Issue	Proposed Solution
<p>COMMBUYS document numbers may be easier to work with if they are shortened. Shorter numbers lessen the risk that vendor systems and print forms will truncate the number unpredictably.</p>	<p>OSD has the ability to configure COMMBUYS in a way that would shorten the excessively long document numbers on all document types.</p> <p>Existing documents and change orders to those documents would not be affected.</p> <p>Provide your feedback to commbuys@state.ma.us.</p>

COMMBUYS Document Number Standard Format



Improving the User Experience

W.B. Mason Ordering & Statewide Contract OFF36 for Office Supplies

NEOS Acquisition

- Last August, W.B. Mason acquired New England Office Supply (NEOS). As a result, NEOS was deactivated from Statewide Contracts OFF32, OFF36, OFF38, and FAC85 in COMMBUYS and MMARS on August 27, 2015.

Monitoring

- The Operational Services Division (OSD) has been monitoring W.B. Mason performance following the NEOS acquisition. OSD became aware of buyer concerns this fall regarding item availability in the W.B. Mason PunchOut catalog and delays in order fulfillment.

Response

- OSD immediately engaged W.B. Mason leadership in an intensive process to pinpoint order delays, diagnose the root cause of the problems, and quickly implement solutions to ensure that buyers have access to the goods which should be available on Statewide Contract, and that they receive their orders quickly and in accordance with the service level agreements in place with W.B. Mason.

Result: Implementation of an **OSD/W.B. Mason Assurance Plan.**

Improving the User Experience

Statewide Contract OFF36 for Office Supplies & W.B. Mason Ordering

Overview of the W.B. Mason Catalog and Pricing

Why do catalog items and prices change?

- Prices for a “market basket” of commonly used contract goods were negotiated at the time the vendor was selected for the contract.
- In addition, items were categorized and each category was assigned a discount rate.
- From time to time, vendors add items to the discounted categories, and they also have the opportunity to update their prices once per year
 - W.B. Mason recently added 4,000 catalog items to their PunchOut in several categories
 - Market basket pricing for most popular products has not changed.

Note: Rules regarding catalog and pricing changes are set at the **statewide contract level**. So a vendor offering goods and services on multiple contracts must follow the provisions of each specific contract.

Improving the User Experience

Statewide Contract OFF36 for Office Supplies & W.B. Mason Ordering

Here are some highlights of the **OSD/W.B. Mason Assurance Plan** now in place:

Delivery

- **Alignment of Bill-to/Ship-to Information between COMMBUYS and W.B. Mason:** All existing buyer and ship-to locations have been provided to W.B. Mason in order to update their internal account validation process. As new or unknown users and/or ship-to locations are sent via a COMMBUYS PunchOut order, an internal process at W.B. Mason has been developed to ensure the order is fulfilled and their internal W.B. Mason account is updated accordingly to prevent future order issues.
- **Daily Purchase Order Check-in:** On a daily basis, OSD and W.B. Mason are cross-referencing orders entered in COMMBUYS against those received by W.B. Mason and trouble-shooting any discrepancies.
- **Daily Delivery Report Confirmation:** W.B. Mason is providing a daily shipping report to OSD that identifies deviations from their contractual one- to two-day delivery commitment.
- **Delivery Exception Notifications:** W.B. Mason alerts buyers and OSD when there is a fulfillment interruption, i.e. back-ordered item or shipping delay, and confirms with the buyer whether a back-order or substitution is acceptable, or if cancellation is preferred.

Improving the User Experience

Statewide Contract OFF36 for Office Supplies & W.B. Mason Ordering

(continued)

Purchasing

- **Quick Reference Guide:** OSD has developed a short resource document that provides the steps to complete a W.B. Mason PunchOut purchase.
- **Customer Support:** Buyers may reach out to the dedicated OFF36 Customer Service line at W.B. Mason at 1-888-926-2766 x2666 or to Pat Vacca, Senior Account Manager, at 1-888-926-2766 x1850 or pat.vacca@wbmason.com for order/product/delivery questions.

Improving the User Experience

Updates to the Lindenmeyr Munroe Line Item Catalog

Item Description Complexity

- To ensure the capture of key words to enable searching, the items in the Lindenmeyr catalog have lengthy, complex descriptions. Analysis has revealed that there are problems with the text syntax in some areas and those problems are impacting search.

Review and Update

- OSD is in the process of evaluating areas for improvement in the Lindenmeyr catalog. The evaluation includes discussions with high-volume users of this contract to understand their user experience, how they search for items, and how they make their purchases.
- OSD plans to work with the vendor to make updates to the catalog over the next month to improve usability.

Improving the User Experience

Extended Vendor Outreach and Training

Catalog Review

- Using lessons learned from the W.B. Mason PunchOut and Lindenmeyr line item catalog reviews, OSD is evaluating the contracts with the highest volume use and plans to review the vendor catalogs on those contracts to pinpoint and address areas for catalog improvement.

Vendor Readiness

- Experience is showing that vendors need additional assistance aligning their internal business processes to support COMMBUYS order fulfillment and delivery.
- OSD has developed the technical specifications for implementing PunchOut catalogs and is now working on guides, checklists, and training for vendors to assess and update their internal order acknowledgment and fulfillment practices.

Training Updates

New Calendar, Classes and Location

New Vendor Training

OSD Training is launching two new training classes designed for vendors:

- COMMBUYS Vendors: Organizational Design and Maintenance for the Seller Administrator
- COMMBUYS Vendors: Essentials for the Seller Role

Updated Training Calendar for January-April 2016

- The training calendar for the next four months will be online this week. Visit our website for a complete list of classes and webinars: <http://www.mass.gov/anf/budget-taxes-and-procurement/procurement-info-and-res/training/>

We've Moved!

- The OSD Training team has moved from One Congress Street to One Ashburton Place
- In-house training classes will be hosted in our One Ashburton Place training room on the 10th floor

Communications



Streamlining Messages to Buyers

In response to your feedback that OSD is sending more email messages than readers can absorb, we are consolidating many of these messages in our monthly newsletter *Buy The Way*.

- Each issue of *Buy The Way* will include special features and inserts on topics such as COMMBUYS enhancements, strategic sourcing information, and training.
- We will still send specific messages for “breaking news,” such as COMMBUYS system outages or time-sensitive Statewide Contract information.

We encourage everyone to read *Buy The Way* each month as the source for all purchasing and procurement updates!

Contact Information

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