



OPERATIONAL SERVICES DIVISION

LOCAL GOVERNMENT ENABLEMENT TEAM

Bringing COMMBUYS to Your City or Town

COMMBUYS

The Local Government Enablement Team is dedicated to helping municipal organizations access competitive Statewide Contract pricing, reach potential bidders, streamline business purchasing and procurement processes, and find Grant opportunities through COMMBUYS, the Commonwealth of Massachusetts' online procurement platform.

There are many ways to use COMMBUYS, and the Enablement Team knows that one size does not fit all. The good news is that COMMBUYS offers flexibility for buyers, whether you need to access Statewide Contract and grant information, make purchases, or participate in online procurement activities. COMMBUYS may be tailored to meet the needs of a municipality's unique business processes.

“ *We understand local governments are challenged to do more with less, and organizations are interested in learning about COMMBUYS' functionality and how it can improve their efficiency and productivity.* **”**

The COMMBUYS enablement process allows the team of experienced implementation specialists to work with strong and committed local government leadership to review all of COMMBUYS' many features, identify those best matched to the business needs of the organization, and enforce the COMMBUYS buying practices.

Eric Murphy
Local Government
Enablement Team
Manager

A dedicated Account Manager is available to assist with implementation, training, marketing, and vendor involvement. Your Account Manager is your devoted resource, every step of the way. With COMMBUYS, you will have access to a free and secure one-stop shop. Take a look inside to discover how the Local Government Enablement Team at the Operational Services Division (OSD) may save you time and money.



BENEFITS of COMMBUYS



STREAMLINED PURCHASING

Access to Statewide Contract (SWC) pricing has never been easier with COMMBUYS PunchOut catalogs. From COMMBUYS, "PunchOut" to a growing number of online vendor catalogs. After choosing your items in the vendor's online catalog, selections are pulled back into COMMBUYS and summarized on a requisition.



PURCHASE ORDER DELIVERY SYSTEM

COMMBUYS provides direct access to more than 100* of the Commonwealth's competitively priced and previously negotiated SWCs, generating an invaluable time savings for your organization. Additionally, COMMBUYS forwards your online selections directly to the vendor for fulfillment. When it is time to submit a requisition, you may quickly access previous orders for easier submission.



CUSTOMIZED WORKFLOW

COMMBUYS is highly flexible and adapts to your business processes. Your dedicated COMMBUYS Account Manager works with you to design your buyer profile so that documents electronically route through your prescribed approval process. Whether your organization is large or small, COMMBUYS may adapt to your needs.



COMPREHENSIVE BID MANAGEMENT TOOLS

With COMMBUYS, you may create and publish bids online, aggregate your purchasing power by posting and evaluating bids with other buying entities, and attach detailed bid specifications within your bid posting. You also may connect with registered businesses to reach a larger audience of vendors at no cost to you for registration, postage, or advertising.



GRANT FUNDING NOTIFICATIONS

Finding grant opportunities has never been easier with the introduction of a COMMBUYS-specific UNSPSC commodity code for grants. This code enables interested organizations to quickly locate grant opportunities and receive email notifications when grants are posted in COMMBUYS.



PURCHASING & PROCUREMENT DATA ACCESS

COMMBUYS serves as a data warehouse for your purchasing and procurement activity. With COMMBUYS, maintain an end-to-end archived procurement audit trail, electronically retaining detailed descriptions of items purchased, cost, and receipts of goods.

**Data as of September 1, 2016.*

CASE STUDIES: Dedicated Customer Service

CITY OF LAWRENCE

When the City of Lawrence prepared to make decisions about upcoming Information Technology (IT) purchases, they needed to know the ins and outs of their procurement options. OSD's Senior Strategic Sourcing Manager Tim Kennedy was there to help.

Tim, who oversees the SWCs for IT, worked in conjunction with Local Government Enablement (LGE) Account Manager Jackie Abbott to conduct a modified training session in Lawrence. Because IT goods and services can be complex, it was important to break down the details of how best to use the SWCs. This opportunity allowed Lawrence buyers, representing the City's budget and finance, fire, police, and school IT departments, to ask targeted questions about their upcoming purchases.

Lawrence's Chief Procurement Officer (CPO) Rita Brousseau, an expert user of COMMBUYS and SWCs, raves about OSD's commitment to municipal buyers. "It is so nice to have the opportunity to meet a Contract Manager in person and put a face to a name. From our previous conversations over the phone, I was confident that Tim knew everything about the IT SWCs. Our team knows how to proceed now because Tim had the answers – and he made sure to let us know he was available if we had additional questions." Because of this dedicated customer service, the City of Lawrence already has contacted one of their vendors to request that all qualifying purchases go through SWC ITC47 instead of consortium contracts.

CITY OF HAVERHILL

OSD's tailored approach to buyer training also has impressed the City of Haverhill's CPO, Orlando Pacheco. Since May 2016, 36 Haverhill buyers have been trained in COMMBUYS navigation and buying from SWCs. With such a large group of newly enabled buyers, it's important each staff member feel included and understood.

Pacheco remarks, "Everyone on our team learns and adjusts in very different ways, which can make change difficult; but OSD has been incredibly flexible and accommodating." He continues, "The Training team adapts to different buyers' comfort levels instead of following a script. Because of that, we've seen a real ease of transition." With training held during the summer months when finding a mutual meeting time can be tough, he commends the OSD team, saying, "They have been so dedicated and willing to meet with anyone at any time. That one-on-one attention is crucial."

Working with LGE Account Manager Jenn Forsey, the City strongly encourages the use of COMMBUYS to their buyers. "The administrative duplication of doing everything on our own all of the time was cumbersome and slowing us down, so the decision to use COMMBUYS was a matter of administrative expediency." Still, it was the relevance to every buyer's job that won the City over. "There's something for everyone on SWCs. The OSD team was able to communicate that value to each and every buyer."

TOWN OF NEEDHAM

As the first municipality to become COMMBUYS-enabled, the Town of Needham has become exceptionally familiar with all of OSD's programs and services. Since November 2014, 79 Needham buyers have purchased more than \$337,000 worth of goods and services from 17 SWCs. In doing so, the Town not only has accumulated a wealth of knowledge about COMMBUYS, but town employees also have built many relationships across OSD.

Tatiana Swanson, Needham's Finance and Procurement Coordinator, highlighted how beneficial these relationships have been. She says, "Whether it was the OSD Training, Enablement, or Strategic Sourcing team, everyone has been so helpful to us. The staff doesn't just set you up in COMMBUYS and leave you to fend for yourself. From teaching us how to better navigate the system to managing vendor relationships, Jenn and the OSD team have been instrumental in helping the Town save time and money."

It is not OSD's support alone driving Needham's procurement success. The Town has been proactive in its own COMMBUYS adoption, organizing a vendor forum to train business owners on the Town's procurement process, and helping troubleshoot system problems. Tatiana elaborated, "We are COMMBUYS liaisons. If we encounter any issues, we relay those to OSD, which makes the system better for all buyers. I like that we can be an influential part of the process and that OSD takes seriously any suggestions that we may have."

ENABLEMENT PROCESS



MEET the LOCAL GOVERNMENT ENABLEMENT TEAM



From left to right, above:

Jennifer Forsey, Account Manager, works with northern and central Massachusetts municipalities and housing authorities to strengthen their knowledge of COMMBUYS. She is an active member of the Massachusetts Association of Public Purchasing Officials (MAPPO). Prior to joining OSD, Jennifer was a self-employed software contract trainer for many years. She earned her B.A. from the University of New Hampshire.

Trish Burke, Account Manager, works with cities and towns across Southeastern Massachusetts and the Cape and Islands to advance their understanding of COMMBUYS and their use of Statewide Contracts. Trish is an active member of MAPPO. Prior to OSD, Trish held management positions as an Enterprise Account Executive, Marketing Director, and New Business Development Manager at three privately held technology firms. Trish holds a B.A. from Stonehill College.

Jackie Abbott, Enablement Account Manager, assists gateway cities with implementing COMMBUYS. Previously, she was an OSD training coordinator, teaching a variety of classes on purchasing and procurement. Jackie is an active member of MAPPO. Prior to OSD, she led training for the federal government, and spent several years in the insurance industry. She holds a B.S. from Saint Michaels College.

Eric Murphy, Team Manager, is responsible for the strategic coordination of local government COMMBUYS implementation. He is an active member of MAPPO. Prior to OSD, Eric worked in communications at a financial services firm in Boston. He earned his B.S. in Business Administration from Drexel University.

LET'S TALK!

We welcome the opportunity to talk to you about COMMBUYS' extensive capabilities and how you can take advantage of these features for your organization. To discuss your needs, email us at **COMMBUYSEnablement@state.ma.us**.

We prioritize requests and availability of custom trainings based on a community's commitment to use COMMBUYS.

For more information, visit our website at **www.mass.gov/osd/commbuys** and view "Local Governments."

ADDITIONAL RESOURCES



TRAINING

Once your organization is ready to implement COMMBUYS, your Account Manager works in conjunction with our Training team to set up your Buyer Profile in COMMBUYS and schedule on-site training for purchasing and procurement staff.



COMMBUYS HELP DESK

The Help Desk is staffed with knowledgeable system specialists able to help government purchasers with questions that range from making a COMMBUYS purchase, to walking buyers through bid queries, to applying for grant funding. The team is available Monday through Friday, 8:00 a.m. to 5:00 p.m. at 1-888-627-8283 or COMMBUYS@state.ma.us.

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 is the Commonwealth's central procurement office responsible for establishing Statewide Contracts for goods and services and for the oversight of multiple operational functions, including the programs and services that support buyers and vendors. © Operational Services Division, Sep. 2016