

Operational Services Division



OPERATIONAL SERVICES DIVISION

SERVING PUBLIC BUYERS AND VENDORS OF THE COMMONWEALTH OF MASSACHUSETTS



The Operational Services Division (OSD) is an oversight agency of the Commonwealth of Massachusetts within the Executive Office for Administration and Finance. OSD's primary focus is to help our government buyers 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 whom we serve.

OSD is comprised of several units that administer a broad range of activities including: Strategic Sourcing Services, COMMBUYS Operations, and the Supplier Diversity Office, among others. This reference guide provides descriptions of all OSD units and the services offered.

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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 in categories that range from automobiles and office supplies to safety equipment and IT services.

Who Creates a Statewide Contract?

Best Value Procurements Should:

- ◆ Support required performance outcomes
- ◆ Generate the best quality and economic value
- ◆ Minimize the burden on administrative resources
- ◆ Expedite simple purchases
- ◆ Allow flexibility in developing alternative procurement and business relationships
- ◆ Encourage competition
- ◆ Encourage participation of quality vendors
- ◆ Support Commonwealth and Department procurement planning

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



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COMMBUYS

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 enabling data collection and analysis to drive meaningful business decision-making.

"Rather than hunting down vendors and looking at tons of equipment, we searched COMMBUYS and found vendors who had what we needed without having to leave our desks." – John Isensee, Director of Public Works, City of Lawrence, on using COMMBUYS for the first time.

With COMMBUYS, the 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, shopping from contracts, including SWCs, and locating Grant opportunities. Currently, the communities of Dighton, Everett, Fitchburg, Grafton, Lawrence, Malden, Nantucket, Needham, Quincy, and Rowley, and the Martha's Vineyard Airport, among others, have adopted 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

COMMBUYS Enablement Team

The COMMBUYS Enablement Team is comprised of a group of experienced implementation specialists who reach 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 and Statewide Contracts (SWCs) may help to save time and money.

"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 organization's efficiency and productivity."

– Eric Murphy, COMMBUYS Enablement Team Manager.

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), presenting at Massachusetts Association of School Business Officials' (MASBO) events, and meeting local purchasing officials at events such as OSD's annual MASSBUYS EXPO, the Massachusetts Municipal Association's annual Trade Show, and other municipal

events around the Commonwealth.

Learn more on our website at mass.gov/osd/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 raising awareness of Statewide Contracts with eligible government buyers, thereby extending the efficiency and value of the Commonwealth's procurement system, COMMBUYS. Additionally, the Outreach Team assists the vendor community to register in COMMBUYS and leverage vendor programs, such as Supplier Diversity Office certification and the Small Business Purchasing Program.

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. Contact the Outreach Team at OSDOutreach@state.ma.us.



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Office of Audit and Quality Assurance

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.

Compliance, Reporting, and Auditing for Human and Social Services

Under 808 CMR 1.00, AQA conducts desk reviews 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.

Executive Agency Quality Assurance Reviews

The AQA Quality Assurance Team conducts reviews of Executive Department procurement and purchasing practices to ensure that departments are in compliance with the requirements of procurement regulations (801 CMR 21.00, governing the procurement of goods/services, including Human and Social Services), procedures, and policies.

Statewide Contract Administrative Fee

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 Programs and Offices > Office of Audit & Quality Assurance.



Training

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:

Instructor-led 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/commbuys > COMMBUYS Resource Center or mass.gov/osd > OSD Training > 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*, *Supplier Diversity Office Pre-Certification Workshop*, and COMMBUYS-oriented sessions such as *How to Locate and Respond to Bids*. Frequently offered and well-attended buyer sessions focus on COMMBUYS functionality 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 > Training Calendar.



Office of Vehicle Management

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 Gross Volume Weight (GVW), 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

To purchase a new vehicle, consult OSD Statewide Contract VEH98. To rent a vehicle, consult OSD Statewide Contract OVM09.

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 > "See All" under OSD Programs and Offices > Office of

Vehicle Management. The site also contains guidance regarding general maintenance and repair procedures, roadside assistance, glass and 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.

Surplus Property Program

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:

Priority Level	Entity Type	Cost to Entity	When Entities are Eligible to Participate
1	State Departments with a Declared Need	No Cost	At Any Time
2	State Departments	No Cost	At Any Time
3	Cities & Towns	Administration Fee (Usually \$10-\$20 per unit)	After 30 Days
4	Licensed Non-Profits	Administration Fee (Usually \$10-\$20 per unit)	After 50 Days
5	General Public	Auction/Bid	After 60 Days

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

Commonwealth Print Services (CPS) offers on-demand digital printing and copying using the latest in printing and document management technology. Print services include letterhead, envelopes, business cards, forms, booklets, reports, flyers, posters, banners, binding, folding, layout and design, and delivery.

CPS is a vendor on Statewide Contract OFF44 (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, municipalities, and the general public, may purchase printing and copying services directly from the CPS in-house printing department.

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 > "See All" under OSD Programs and Offices > Commonwealth Print Services. Commonwealth Print Services also may be reached via email at cps@state.ma.us or by phone at 617-720-3340.



Special Education Pricing

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 is completed by the first Wednesday in February for the fiscal year beginning July 1. 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 prior 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.



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Massachusetts Supplier Diversity Office

The Massachusetts Supplier Diversity Office (SDO) manages several business programs that help make firms more marketable in the public and private bidding arena. The SDO strives to increase business opportunity for certified businesses and Small Business Purchasing Program (SBPP) participants through annual Executive Department spending benchmarks, Supplier Diversity Program (SDP) criteria within the Commonwealth's goods and services procurement evaluation process, public access to certified business lists on the SDO website, and the distribution of business opportunity events to SDO participants.

Certifications

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

The SDO certifies or accepts certification by certain third-party certifiers of the following business designations:

- MBE – Minority-Owned Business Enterprise
- WBE – Women-Owned Business Enterprise
- SDVOBE – Service-Disabled Veteran-Owned Business Enterprise
- DBE – Disadvantaged Business Enterprise
- NPO – Non-Profit Organization
- VBE – Veteran-Owned Business Enterprise
- DOBE – Disability-Owned Business Enterprise
- LGBTE – Lesbian, Gay, Bisexual and Transgender-Owned Business Enterprise

Free, two-hour workshops regarding SDO certifications and governing regulations are offered across the Commonwealth to educate interested vendors. Visit www.mass.gov/sdo and click "Register for an Instructor-led Pre-Certification Session."

Visit the SDO website, mass.gov/sdo, to find detailed information about certification for all business designations, including recently streamlined certification policies and applications, and newly developed procedures that allow the SDO to accept certification applications submitted to the City of Boston, the Center for Women Enterprise (CWE), and the Greater New England Minority Supplier Development Council (GNEMSDC).

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, Veteran, Service-Disabled, and Veteran-Owned Businesses. Every Commonwealth Executive Agency has benchmark spending goals for each of these SDO designations, which are met through direct, ancillary, and incidental spending by the Commonwealth and its vendors.

Detailed information about each program is available at mass.gov/sdo.

Environmentally Preferable Products Procurement Program

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.



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