Buy the Way

The Official Newsletter of the Operational Services Division

November 2016

# In This Issue

[MA Supplier Diversity Regional Series Recap](#_MA_Supplier_Diversity)

[Upcoming Buyer Training](#_Upcoming_Buyer_Training)

[COMMBUYS Hall of Fame Winners](#_COMMBUYS_Hall_of)

[Supercharging Sourcing & Procurement](#_Supercharging_Sourcing_&)

[Statewide Contract Updates](#_Statewide_Contract_Updates)

[Inside the Incubator: Vendor Interview](#_Inside_the_Incubator:)

[Neighbor-to-Neighbor: Working Together to Achieve Procurement Success](#_Neighbor-to-Neighbor:_Working_Toget)

[Upcoming Vendor Training](#_Upcoming_Vendor_Training_2)

[Monthly Municipal Shoutout: City of Boston](#_Monthly_Municipal_Shoutout:)

[Upcoming Vehicle Auctions](#_Upcoming_Vehicle_Auctions)

# MA Supplier Diversity Regional Series Recap

On two beautiful New England fall days, Statewide Contract vendors, certified diverse businesses, and resource organizations convened in Framingham and Brockton for the Massachusetts Supplier Diversity Regional Series, a morning of networking and best practice sharing. Between the two events, nearly 250 people were in attendance, and the general consensus from all attendees was that they were great successes.

Developed through a collaborative effort by Governor Baker’s Office of Access and Opportunity, the Massachusetts Office of Business Development, and the Operational Services Division's Supplier Diversity Office, The Series aims to develop a partnership between the Commonwealth, local municipalities, and private buyers that will assist small and diverse businesses. In 2015, five events were held across the State, followed up in 2016 with the Framingham and Brockton events.

“The tremendous success of all of these events is attributable to the collaboration of many public and private partners. Brockton and Framingham are hubs of small and diverse business in the Commonwealth, and we’re thrilled with the turnout and feedback from those in attendance,” raved Bill McAvoy, Deputy Assistant Secretary, who oversees the Commonwealth’s Supplier Diversity Office.

Rebecca Palmer, Director of Operations at Inside Out Communications, Inc. agreed: “As a small, minority- and woman-owned business, the opportunity to meet so many representatives from various companies and industries was something that would have been difficult to achieve through any other networking program that I can think of. The speed networking format allowed me to spend a few minutes introducing myself, my company, and our services to almost 30 different companies interested in working with the Massachusetts Supplier Diversity program. I will make sure these events and seminars are at the top of my to-do list in the future.”

Building on lessons learned from the 2015 events, this iteration of The Series featured a speed networking component that was popular with Statewide Contractors and diverse businesses alike, ensuring all attendees had time to meet one another and exchange contact information. As a part of Statewide Contract participation, vendors have spending benchmarks to meet with Minority-, Women-, Veteran-, Service-Disabled Veteran-, Disability- and LGBT-Owned firms. The goal of The Series is to facilitate opportunities for meaningful business partnerships under the Supplier Diversity Program.

# Upcoming Buyer Training

Essentials of State Procurement November 16

COMMBUYS - RPA Release and RPA Release Enabled Contracts November 16 (Webinar)

COMMBUYS Organization Administrator Training November 17

COMMBUYS Purchasing for Eligible Nonprofits November 21 (Webinar)

How to Comply with New Requirements for Posting Construction Bids on COMMBUYS November 21 (Webinar)

COMMBUYS Purchasing Training November 22

How to use Master Blanket Purchase Orders (SWC) November 28 (Webinar)

How to Create a Departmental Master Blanket Purchase Order in COMMBUYS November 30

COMMBUYS Organization Administrator Training December 5

How to Comply with New Requirements for Posting Construction Bids on COMMBUYS December 8 (Webinar)

Essentials of State Procurement December 12

COMMBUYS Purchasing Training December 13

COMMBUYS Procurement Training December 14

COMMBUYS - RPA Release and RPA Release Enabled Contracts December 14 (Webinar)

[Click here to see the full calendar.](http://www.mass.gov/anf/docs/osd/training/buyer-schedule-fall-2016.pdf)

# COMMBUYS Hall of Fame Winners

With another $100,000,000 purchased in COMMBUYS, we have new COMMBUYS Hall of Fame winners. Congratulations to one and all!

| Induction Category | Awardee |
| --- | --- |
| Individual who placed the order in COMMBUYS that pushed us over the $600MM mark | Meaghan Hencir  Department of Fire Services  Order for $3,100 under FAC77 |
| Individual who placed the highest number of orders in COMMBUYS, based on total dollar value of those orders | Monica Auguste, Massachusetts Office of Information Technology  127 orders for a total of $15,050,934.91 |
| Executive/Non-Executive Department that placed the highest dollar value of orders in COMMBUYS | Massachusetts Office of Information  Technology  $27,261,635.13 |
| Executive/Non-Executive Department that placed the highest number of orders in COMMBUYS | Department of Public Health  1,005 |
| Municipality/Local Government that placed the highest dollar value of orders in COMMBUYS | City of Quincy  $1,124,601.95 |
| Municipality/Local Government that placed the highest number of orders in COMMBUYS | Town of Nantucket  140 |

# Supercharging Sourcing & Procurement

Calling all procurement professionals in the Commonwealth! Whether you’re a seasoned veteran or just starting out learning the ins and outs of sourcing, procurement, and Statewide Contracts, OSD has a two-class track to give you all the tools you need for successful procurements.

**Essentials of State Procurement (ESP) is** a one-day class that covers:

* The goals of the Operational Services Division;
* Purchasing from a Statewide Contract;
* Policies and procedures for conducting a procurement;
* Cost-saving opportunities within the Commonwealth;
* OSD’s procurement programs such as the Supplier Diversity Program, Environmentally Preferable Products, and Small Business Purchasing Program; and
* Basic navigation in COMMBUYS.

The next two sessions of ESP are Wednesday, November 16, and Monday, December 12, from 9:00 a.m. to 3:30 p.m. in the OSD Training Room. [Register online through PACE.](http://www.mass.gov/anf/employment-equal-access-disability/employee-prog-and-training/training-and-learning-dev/pace/)

Once you’ve completed ESP as a prerequisite, your next step is to enroll in the **Strategic Sourcing Certificate Program (SSCP)**, a five-day certificate series that provides in depth training on the seven-step Strategic Sourcing framework. Participants will:

* Learn industry-wide best practices involved in strategic sourcing and conducting an effective procurement;
* Learn OSD policies, procedures, and tools available to them;
* Collaborate with professionals from other agencies; and
* Practice key skills such as creating buyer profiles, evaluating quotes, and communicating effectively to manage and monitor their contracts.

There are two sessions of SSCP quickly approaching: winter in Boston (10 Park Plaza, State Transportation Building) and spring in West Boylston (180 Beamon Street, DCR Facility). Applications are now being accepted for both sessions and are available on the [OSD Buyer Training webpage.](http://www.mass.gov/anf/budget-taxes-and-procurement/procurement-info-and-res/training/buyer-training-overview.html)

# Statewide Contract Updates

## Take Our Brief FAC93 Survey: Security and Private Investigative Services

Have you used [Statewide Contract FAC93](http://www.mass.gov/anf/docs/osd/uguide/fac93.pdf) for Security or Private Investigative Services in Fiscal Year 2016/2017? If so, we would like your feedback to assess the performance of the FAC93 vendors.

The short, multiple-choice survey should take approximately two minutes to complete. Please share your feedback by Friday, November 18, 2016. Thank you in advance for your participation! [Take the survey.](https://www.surveymonkey.com/r/PW7YYTZ)

## Update: Tradespersons Statewide Contract

OSD has developed a Strategic Sourcing Team (SST) comprised of Department and municipal buyers to assist in the development of a tradespersons contract, providing regional construction services.

The SST kickoff meeting is scheduled for Wednesday, November 16, 2016, at One Ashburton Place, Boston. The team meeting will focus on the anticipated timeline, discussion of the trade categories to be included in the contract, and a high-level overview of the specifications and requirements as they relate to the Request for Response.

If you have expertise related to construction services and still would like to participate, express interest to Betty Fernandez at [betty.fernandez@state.ma.us](mailto:betty.fernandez@state.ma.us).

## Enterprise Temporary Help Services Statewide Contract PRF57

* Accountant
* Accountant Support
* Administrative Support
* Customer Service
* Data Entry Operator
* Event Support
* Graphic Designer
* Human Resources/Payroll Assistant
* Legal Administrative Assistant
* Light Industrial Labor
* Light Labor
* Medical Administrative Assistant
* Paralegal
* Receptionist
* Telephonic Operator\*

Extensive pool of temporary workers through awarded vendor, The Resource Connection, Inc. (TRC), and its subcontractors. Coverage in all Massachusetts regions. Volume Purchase Discounts, Prompt Payment Discounts, and Length of Assignment Discounts available.

* Learn more in the PRF57 Contract User Guide.
* Contact The Resource Connection: [staff@resource-connection.com](mailto:staff@resource-connection.com) or 978-777-9333.
* Reach the Contract Manager, Sorraia Tavares, at 617-720-3304 or [sorraia.tavares@state.ma.us](mailto:sorraia.tavares@state.ma.us).

*\*Not an all-inclusive list. Contact vendor to discuss positions outside of these classifications.*

## New Reference Laboratory Services Contract through the Department of Public Health

The MED44 Statewide Contract for Reference Laboratory Services – medical human sample supplies, transport, testing, and result reporting – expired effective October 31, 2016. At OSD’s suggestion, the Department of Public Health (DPH) issued an RFR (BD-16-1031-LSH00-LSH01-00000006487) to procure these services and subsequently awarded the contract to Laboratory Corporation of America Holdings (LabCorp). As of November 1, 2016, the new DPH contract is available for use by previous MED44 users through DPH MA REFERENCELABSERVJ250.

Organizations interested in using the DPH contract should contact Charles Caron at [charles.caron@state.ma.us](mailto:charles.caron@state.ma.us) for information.

Reach LabCorp by contacting Vicky Redfearn at 781-261-6391 or [redfeav@labcorp.com](mailto:redfeav@labcorp.com).

## COMMBUYS Helpful Hints: Guidance for Vendors and Buyers Alike

### Protecting Confidential Documents Posted in COMMBUYS

When vendors prepare quote submissions in response to bids in COMMBUYS, they may be including confidential documents (such as Tax ID or bank account routing information) as part of their submissions. Vendors should designate whether a document should be considered confidential when uploading documents during the quote process. Note that all materials uploaded to COMMBUYS are subject to the Commonwealth's Public Records Law and may only be protected from disclosure if they fall under a specific exemption to that law. If documents are inappropriately marked as confidential, this designation will be disregarded. Review the vendor and buyer guidance below about designating documents as confidential in COMMBUYS.

**Vendors**

When uploading documents on the **Attachments** tab, designate whether a document should be considered confidential by selecting the checkbox under the **Confidential** column for each confidential document. Confidential documents include those that contain tax identification numbers or other security-sensitive data.

**Buyers**

Review all vendor quote attachment files to ensure documents that contain confidential information have been designated as such by the vendor. Edit confidential document settings as needed.

## Successful Quote Submissions

Before buyers may consider quotes, they must be submitted correctly in COMMBUYS by vendors. One essential step in that process concerns the **No Bid** check box on the **Items** tab. We encourage both vendors and buyers to follow these quick tips in support of successful COMMBUYS quote submissions.

**Vendors**

Uncheck the **No Bid** box on the **Items** tab for each item you are quoting and enter the Unit Cost -or - Select the **No Charge** box for each quoted item and upload price information as an attachment. Use [the Create a Quote in COMMBUYS job aid](http://www.mass.gov/anf/docs/osd/commbuys/how-to-create-quote-in-commbuys.pdf) to navigate the COMMBUYS quote submission process or sign up for [COMMBUYS Training](http://www.mass.gov/anf/budget-taxes-and-procurement/procurement-info-and-res/training/buyer-training-overview.html). Be sure to begin uploading your files well in advance of the bid deadline.

**Buyers**

When posting your bid, include the [Create a Quote in COMMBUYS job aid](http://www.mass.gov/anf/docs/osd/commbuys/how-to-create-quote-in-commbuys.pdf) with your bid documents -and - Set **Bid Opening Dates/Times** during lower call volume periods at the COMMBUYS Help Desk – Tuesday through Thursday, 4 p.m. or earlier – to ensure staff may support last-minute inquiries from vendors.

Still have questions? Reach the COMMBUYS Help Desk, Monday through Friday, 8 a.m. to 5 p.m., at [COMMBUYS@state.ma.us](mailto:COMMBUYS@state.ma.us) or 888-627-8283.

## MA Electronic Tolling for OVM09 Vehicle Rentals

OSD has been fielding calls about toll payment options for OVM09 rental vehicles now that Massachusetts has moved to All Electronic Tolling (AET) as of October 28. Buyers have several options:

* Use a personal Toll Pass Device (TPD) and seek reimbursement;
* Rent a TPD from the [OVM09](http://www.mass.gov/anf/docs/osd/uguide/ovm09.pdf) awarded vendor – Enterprise Rent-A-Car – for $3.95 per rental day, with a maximum rental charge of $19.75. TPD rental is available at all downtown Boston Enterprise locations, including Boston Logan Airport, as well as Brookline, Brighton, Somerville, and Cambridge locations. Toll charges based on usage will be applied separately.
* Choose to use a tolled roadway without a TPD. In this instance, OVM09 rental vehicles will be auto opted-in to the TPD rental program, outlined above, and will be charged $3.95 for each day the rental car passes through a tolled roadway up to a maximum of $19.75 per rental, along with applicable tolls. Charges will be applied to the payment method on record for the rental vehicle.

More extensive guidance for rental vehicle electronic tolling is available in [COMMBUYS](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-14-1080-OSD01-OSD10-00000000793&releaseNbr=0&parentUrl=contract) under the OVM09 – All Electronic Tolling in MA and Enterprise Toll Pass Brochure documents, as well as in the [OVM09 Contract User Guide](http://www.mass.gov/anf/docs/osd/uguide/ovm09.pdf). Refer questions to [Betty Fernandez](mailto:betty.fernandez@state.ma.us).

## PunchOut Catalog for School Specialty, Inc.

PunchOut catalog purchasing now is available through School Specialty, Inc. under [OFF35 – Art & Instructional School Supplies](http://www.mass.gov/anf/docs/osd/uguide/off35.pdf). Find products such as composition books, washable markers, chalk, finger paints, construction paper, scissors, and many more items.

* Locate School Specialty’s Buyer Navigation Guide (SchoolSpecialty\_Quick Instructions) in [COMMBUYS](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-17-1080-OSD03-SRC3-00000008571&releaseNbr=0&parentUrl=contract).
* Find PunchOut purchasing resources on the [OSD website](http://www.mass.gov/anf/budget-taxes-and-procurement/procurement-info-and-res/conduct-a-procurement/commbuys/punchout-catalogs.html).
* Express interest in becoming a COMMBUYS purchasing organization by emailing [COMMBUYSEnablement@state.ma.us](mailto:COMMBUYSEnablement@state.ma.us).

# Inside the Incubator: Vendor Interview

If someone described the process of doing business with the state as being “extremely easy to navigate,” you may not believe him at first. But the more you talk with David Kelly, Senior Solutions Consultant at Valora Technologies, the more you start to believe him. Kelly has become involved with the Commonwealth through the [IT Small Business Incubator Pilot](http://www.mass.gov/anf/budget-taxes-and-procurement/procurement-info-and-res/sell-to-the-state/sbpp/smallbusinessincubatorpilot.html), an initiative launched this past July with the goal of making Statewide Contracting more streamlined and accessible to Massachusetts businesses.

As a sub-contractor, Kelly was aware of some of the ins and outs of navigating a Statewide Contract. When he heard about the Incubator opportunity, the timing couldn’t have been better—Valora Technologies, a Bedford Mass.-based technology company specializing in providing services for classifying, controlling, and managing large volumes of document data, was in the early stages of initiating a contract with a large municipality and the purchasing official had asked if they were currently on contract. Kelly immediately put together his application packet, went through the appraisal process, and registered for his onboarding training.

“There’s a lot of hand-holding through the process, and I really felt the Incubator team is trying to help vendors—they want us to succeed. The training webinars were a slam-dunk, easy to follow along and explanations to the nth degree. COMMBUYS was extremely easy to navigate with the help of tutorials, and if we ever got stuck, we knew exactly who to call. I’m pleasantly surprised at how easy it all was,” Kelly praised.

As of October 27, 2016, the IT Small Business Incubator Pilot has brought onboard 21 small Massachusetts-based IT companies. These companies are now able to bid on projects proposed by Executive Agencies, municipalities, and other eligible entities as they become available. The Incubator is scheduled to run through August 2017 with rolling enrollment for new vendors along the way. If you’re interested in applying for the Incubator, [click here](http://www.mass.gov/anf/budget-taxes-and-procurement/procurement-info-and-res/sell-to-the-state/sbpp/smallbusinessincubatorpilot.html) or [contact John Fitzpatrick](mailto:john.b.fitzpatrick@state.ma.us?subject=IT%20Small%20Business%20Incubator%20Pilot%20Question) in the Supplier Diversity Office at 617-502-8851.

# Neighbor-to-Neighbor: Working Together to Achieve Procurement Success

Join your neighbors, the Massachusetts Office of the Inspector General, and OSD to learn procurement best practices, including how to:

* Prepare for the Act to Modernize Municipal Finance and Government, the new law streamlining municipal procurement, effective November 7
* Comply with Chapter 30B, the Uniform Procurement Act
* Save time and money using Statewide Contracts
* Generate procurement efficiencies by centralizing operations
* Maximize grant dollars awarded as part of the Community Compact

We have completed six successful Neighbor-to-Neighbor events this fall, and have added four more locations. If you're a local government buyer, click the link below for a city/town near you to register today. We are grateful to the host cities and towns for their assistance in planning!

* [City of Fitchburg - November 17](http://conta.cc/2eomwUB)
* [Town of Lenox - December 2](http://conta.cc/2eP947g)
* [Town of Rowley - December 6](http://conta.cc/2fwurhD)
* [Town of Huntington - December 9](http://conta.cc/2fwOLNr)

# Upcoming Vendor Training

Supplier Diversity Program Overview November 17 (Webinar)

Introduction to the IT Small Business Incubator November 17 (Webinar)

IT Small Business Incubator Pilot: COMMBUYS and RFRs 101 November 17 (Webinar)

Locate and Respond to Bids in COMMBUYS November 21 (Webinar)

COMMBUYS Vendors: Organizational Design and Maintenance for the Seller Administrator November 29

COMMBUYS Vendor Registration December 1 (Webinar)

Introduction to the IT Small Business Incubator December 1 (Webinar)

IT Small Business Incubator Pilot: COMMBUYS and RFRs 101 December 1 (Webinar)

COMMBUYS Vendors: Essentials for the Seller Role December 6

Demystifying the RFR: Responding to the Commonwealth’s Procurement Opportunities December 7

Locate and Respond to Bids in COMMBUYS December 8 (Webinar)  
Selling to the State: Marketing Your Business to Public Purchasers December 8

SDP and Sales Reports Overview December 15 (Webinar)

IT Small Business Incubator Pilot: COMMBUYS and RFRs 101 December 15 (Webinar)

[Click here to see the full calendar.](http://www.mass.gov/anf/docs/osd/training/vendor-schedule-fall-2016.pdf)

# Monthly Municipal Shoutout: City of Boston

The City of Boston Procurement Team, along with their Auditing and Law Departments, recently took a proactive approach to understanding the Municipal Modernization mandates and how it would impact their existing process. Part of this approach included inviting OSD’s Local Government Enablement Team to City Hall to understand what role COMMBUYS would play. They have since worked with OSD and have set up the City of Boston within COMMBUYS, trained the appropriate personnel, and are ready to meet the advertising mandates detailed in the Municipal Modernization Act.

The City of Boston will be using the Bidder Notification function to increase awareness and competition on bid responses. They also saw the importance of encouraging their vendors to register in COMMBUYS so that they may be alerted when bids are posted. Since the initial training, the City expressed interest in conducting purchasing within COMMBUYS once they've mastered the ability to post advertisements. We thank the City of Boston for its proactivity and partnership!

# Upcoming 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. Two such opportunities will take place this month:

**State Police**

Viewing: Thursday, November 17, 10 a.m. – 1 p.m.

Auction: Friday, November 18, 10 a.m. (Registration opens at 8:30 a.m.)

Address: 31-69 Bishop Road, Ayer, MA 01432

**Westborough OVM Lot**

Viewing: Wednesday, November 16, 9 a.m. – 2 p.m.

Auction: Saturday, November 19, 10 a.m. (Registration opens at 8 a.m.)

Address: 289 Lyman Street, Westborough, MA 01581

You may review the list of planned sale items and associated photographs on the [Auctions International website](http://www.auctionsinternational.com/liveauctions) 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.

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](http://www.auctionsinternational.com/liveauctions) to access OSD’s Auction Terms and Conditions.

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.](http://www.mass.gov/anf/budget-taxes-and-procurement/procurement-info-and-res/procurement-prog-and-serv/surplus-prop-prog/)

*\*Auctions International is a professional auctioneer licensed by the Commonwealth’s Division of Standards. Photos (right) are from the Auctions International photo gallery for the November 18 auction.*

Follow us on [Instagram](http://www.instagram.com/mass_osd) and [Twitter](https://twitter.com/mass_osd) to play along with Name That City/Town Hall! We will be featuring photos from the Local Government Enablement Team's adventures from traveling around the state. Your city or town may be next!

[Twitter](https://twitter.com/mass_osd) | [LinkedIn](https://www.linkedin.com/company/ma-osd?trk=to) | [WordPress](http://blog.mass.gov/osd/) | [Youtube](https://www.youtube.com/playlist?list=PL247E2162C4B2F10A) | [Flickr](http://www.mass.gov/anf/budget-taxes-and-procurement/procurement-info-and-res/procurement-prog-and-serv/surplus-prop-prog/) | [Instagram](http://www.instagram.com/mass_osd)

[Click here to sign up](http://visitor.r20.constantcontact.com/manage/optin?v=0019Sd8BT0ltUkGGkJpootjfakgABlqn9kp1yTigW1QCBiR_RCqSOw9JDghoRJYGVrXpereQAp2lnFJ6RNIFLy6kjYDwd6jfC7-9ZhF25iBlHQ%3D) for other email communications!

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

[http://www.mass.gov/osd](http://www.mass.gov/anf/budget-taxes-and-procurement/oversight-agencies/osd/osd-procurement-schedule.html)

© 2016 Operational Services Division