



Buy the Way

Spending with Diverse and Small Businesses Tops \$2.04 Billion in FY18

For the past seven years, the Operational Services Division's [Supplier Diversity Office](#) (SDO) has published its Comprehensive Annual Report which reflects on the prior year's activities related to certification programs, the [Supplier Diversity Program](#) (SDP) ([Executive Order 565](#)), the [Small Business Purchasing Program](#) (SBPP) ([Executive Order 523](#)), and the Municipal Construction Affirmative Marketing Program (MCAMP) ([MGL c. 7, § 61](#) and [MGL c. 7C, § 6](#)).

In This Issue

[Spending with Diverse and Small Businesses
Tops \\$2.04 Billion in FY18](#)

[Training for Buyers and Businesses](#)

[Financial Incentives Support Clean Energy
Vehicles, Infrastructure](#)

[Managing COMMBUYS Email Notifications](#)

[Statewide Contract Updates](#)

[COMMBUYS Update](#)

[Steps to Supplier Diversity Office Affiliation](#)

This spending occurred in two areas:

- **Discretionary Spending** — FY18 discretionary spending on goods, services, construction, and design provided by diverse and small businesses, pursuant to Commonwealth programs, that result from competitively-procured contracts totaled \$1,458,115,141.
- **Non-discretionary Spending** — FY18 non-discretionary, non-program spending (pension and insurance-related expenditures, grants and subsidies awards, entitlement programs, and loans and special payments) totaled \$588,056,272, an 18.4% increase when compared to the prior year.

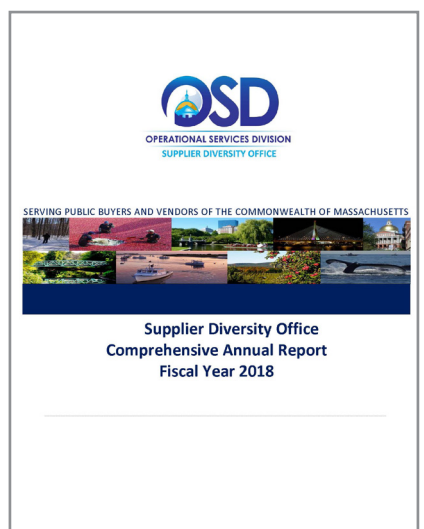
"The SDO works to ensure that diverse and small businesses are able to compete for Commonwealth business opportunities and we are proud of our efforts and accomplishments in this regard," stated Bill McAvoy, Deputy Assistant Secretary for Operational Services. "During FY18, the SDO built upon the successful initiatives of years past and we also embarked on new initiatives, which have helped us reform, expand, innovate, and improve the experience and opportunities for diverse and small companies that wish to do business with the Commonwealth," he continued.

Here are some highlights from the Annual Report:

- Expanded the SDP to include Disability Owned Business Enterprises (DOBEs) and Lesbian, Gay, Bisexual, and Transgender Business Enterprises (LGBTBEs), thereby officially allowing contractors to include these business categories in their SDP plans and laying the groundwork for the establishment of future DOBE and LGBTBE benchmarks.



**Official Newsletter of the
Operational Services Division**
February 2019



[Continued on Page 6](#)

Training for Buyers

COMMBUYS Procurement

March 18 (Westfield)

COMMBUYS Organization Administrator

March 20 (Boston)

Essentials of State Procurement

March 21 (Boston)

COMMBUYS How to Create a Departmental Master Blanket Purchase Order

March 25 (Westfield)

COMMBUYS RPA Release and RPA Release Enabled Contracts

March 27 (Webinar)

Advanced Purchasing in COMMBUYS

March 27 (Westfield)

[Click here to see the full calendar.](#)

Financial Incentives Support Clean Energy Vehicles, Infrastructure

There are several incentive programs designed to advance the use of clean energy vehicles and expand related infrastructure through grants and rebates. These incentives, available to a wide audience, are allocated on a first come, first served basis and deadlines may apply.

Settlement-Funded Grant & Incentive Programs

The Massachusetts Department of Environmental Protection ([DEP](#)) administers five open grant programs aimed at reducing vehicle emissions and greenhouse gas emissions across Massachusetts, while supporting electrification of the state's transportation network.

Utility Make Ready Programs

There are two programs supporting the deployment of Electric Vehicle Station Equipment (EVSE): 1) [Eversource](#) Electric Vehicle Make Ready Programs, and 2) [National Grid](#) Electric Vehicle Charging Assistance.

Massachusetts Clean Vehicle Program

The Massachusetts Department of Energy Resources ([DOER](#)) is offering financial incentives to municipal and private fleets for the replacement and conversion of conventional vehicles to integrate alternative, cleaner burning, fuel reducing technologies.

Public buyers may be eligible for additional cost reductions through the use of pre-negotiated Statewide Contracts: [VEH93](#) – Heavy Duty Vehicles, [VEH98](#) – Purchase of Vehicles, and [VEH102](#) – Advanced Vehicle Technology Equipment. Refer Statewide Contract questions to [David Sargeant](#).



As additional information becomes available, we will provide updates.

Training for Businesses

COMMBUYS Vendors: Organizational Design and Maintenance for the Seller Administrator

March 18 (Webinar)

Connecting Your Business to the Commonwealth

March 20 (Boston)

COMMBUYS for Awarded Statewide Contract Vendors

March 25 (Boston)

Selling to the State: Marketing Your Business to Public Purchasers

March 25 (Boston)

Quarterly Report Overview

March 26 (Webinar)

COMMBUYS Vendors: Essentials for the Seller Role

March 28 (Westfield)

[Click here to see the full calendar.](#)



Managing COMMBUYS Email Notifications

Email is a workplace standard, with many of us devoting significant time tending to the messages in our inboxes. It seems that we receive more emails every day, which opens the possibility of missing critical messages. As a COMMBUYS user, buyer or vendor, it's possible that you receive various system notifications – some requiring your immediate review along with some that do not.

There is a way to strategically manage your inbound messages. Many email providers offer subscribers the ability to set up rules that draw attention to emails requiring immediate review or move less urgent messages to folders for later inspection.

Here are a few examples of how COMMBUYS emails (notifications@commbuys.com) might be managed through the use of rules:

- Move messages with specific words in the subject line (e.g. Open Market Requisition AND Canceled) to a preset folder for later review;
- Send an alert to your mobile device based on subject line parameters (e.g. Bid Notification AND Bid Short Description);
- Color-code messages (e.g. Release Requisition AND Approval Requested) for easy identification;
- Forward emails received (e.g. Bid Awarded AND Bid Short Description) over a specific date range to a specified individual or group.



Each individual and organization knows best how to manage their inbound emails. Explore the possibilities with your email provider.

STATEWIDE CONTRACT UPDATES | FEBRUARY 2019

[Procurement Schedule](#)

[Statewide Contract Reference Guide](#)

[COMMBUYS](#)

[Statewide Contract User Guides](#)

[Save\\$mart](#)

Telecommunications Contracts Update

Service agreements for Public Safety Grade (PSG) Wireless and Data Services are being negotiated with vendors and will be available for use shortly. PSG Services will be an ITT72 Category 1B subsection restricted to use by First Responders and other Public Safety personnel.



ITT72 – Telecommunications Services and Equipment will be rolled out in phases:

- Category 1 – Cellular Services and Devices
 - Sub-category 1A: Executive Branch (launch date TBD)
 - Sub-category 1B: All other Eligible Entities (launch date TBD)
 - Category 1B subsection for PSG Wireless and Data Services (launch imminent)
- Additional ITT72 product and services categories, covering the breadth of current ITT46 and ITT50 offerings, are anticipated in the coming months.

Contracts Extended

Two telecommunications Statewide Contracts, [ITT46](#) – Network Services and [ITT50](#) – Converged Voice and Data Communications Systems, Services, and Equipment, have been extended through June 30, 2020, for the convenience of E-rate eligible Buyers, pending the comprehensive launch of the successor contract, ITT72 – Telecommunications Services and Equipment.

Details will be shared as they become available. Send questions to [Ashish Patel](#) at 617-720-3190.

ITC56 Oracle Equipment Contract Ending March 31

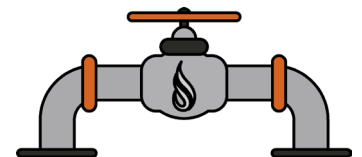
Statewide Contract ITC56, providing Oracle Equipment and Related Services, will expire on March 31, 2019, without any renewal or rebid opportunity, based on negligible contract activity over the current contract term. Note that the expiration of ITC56 does not affect ITS64, Oracle Software and Services, which has a current end date of June 30, 2023.

Send ITC56 questions to [Ashish Patel](#) at 617-720-3190. Contact [Marge MacEvitt](#) with [ITS64](#) inquiries.

ENE44 Natural Gas Statewide Contract Update

In line with the new [ENE44](#) contract term, running November 1, 2018, through October 31, 2019, the rate for pre-award participants now is \$5.46 per Million Metric British thermal unit (MMBTu). Buyers will see this rate reflected on their invoices from Direct Energy along with the following changes:

- Direct Energy now is using MMBTus in lieu of Dekatherms (Dths) – an equal unit of measure;
- Line loss no longer is listed as a separate line item; please contact Direct Energy customer service if you need assistance calculating.



If you have invoice questions, contact Direct Energy directly:

Direct Energy Customer Service
Emily Fritsch, Client Service Analyst
412-667-5226 or Emily.Fritsch@Directenergy.com

Prospective Customers

Accounts for eligible entities wishing to affiliate with the ENE44 contract will be priced at current market through the contract end date. To express interest, contact the Contract Manager, [Michael Woods](#).

COMMBUYS

Help Desk Assistance
Questions about COMMBUYS?
Contact us for help.

1-888-627-8283
COMMBUYS@mass.gov

Staff are available
8 a.m. to 5 p.m. ET,
Monday through Friday.

Pest Management: Know Your Options

It might be winter but, according to the [National Pest Management Association](#), the need for vigilance to guard against pest invasion remains just as important at this time of year. The warmer weather, just a few months away, can set in motion a whole different set of pest issues.

No matter the weather, it's good to know your options for pest management so you're ready to act should the need arise.

Agencies, schools, cities and towns, and other eligible entities may choose from 25 experienced Integrated Pest Management (IPM) vendors through the [FAC92](#) Statewide Contract. IPM uses a wide range of pest control techniques with a strong focus on preventive measures and non-toxic control solutions. Pesticides are used only as a last resort.

To engage an FAC92 vendor, buyers should detail the scope of their request on a Statement of Work (SOW) or comparable document and are required to solicit at least three quotes. OSD recommends that a vendor's experience and understanding of IPM methods be strong considerations when evaluating quotes.

PEST CONTROL



Vendor Obligations under the Contract

Buyers should be aware of vendors' contractual obligations. For example, once vendors receive a comprehensive SOW, they are required to conduct a site visit. Based on the initial inspection of each building or site, the vendor must file a written initial Assessment Report with the organization's facility manager within the requested

timeframe. In addition, the vendor must submit an IPM Plan within 30 days of conducting the initial inspection and include the assigned monthly service fee.

Additional Buyer Benefits

Once engaged, vendors also are responsible for providing annual training sessions to facility staff, contractors, and facility occupants free of charge. All vendors offer a board-certified or associate-certified entomologist for accurate pest identification. Prompt pay discounts, service fee reductions, and night inspection service options also are available. Online pest logging – used to target problem areas – is offered, as well.

Contract details are spelled out in the [Contract User Guide](#). Send questions to [Gayle Gionet](#) at 617-720-3381.

Contract Categories

[Category 1 – IPM](#)

[Category 2 – School IPM](#)

[Category 3 – Single Use Service](#)

Description

This category is for all facilities to implement IPM plans.

This category is for all schools to implement IPM plans. It contains specifications regarding the Children and Families Protection Act of 2000 ([333 CMR 14.00](#)).

This category is for problem animal control, stinging insects, and occasional emergency bed bug eradication. This category cannot be used in place of an IPM plan.

IT Hardware Contract to Be Extended

The [ITC47](#) IT Hardware and Services contract will be extended through June 30, 2020. The replacement Statewide Contract, ITC73, is anticipated for launch on July 1, 2020.

Direct questions to [Marge MacEvitt](#) or [Michael Woods](#).



Join a Sourcing Team!

When Department and municipal buyers participate on Strategic Sourcing Services Teams, everyone wins! Presently, OSD is seeking team members for two Statewide Contracts:

- [ITC66](#): Copiers, Printers, Scanners, and Related Devices and Services. Schools and municipalities are major users of this contract and team members are needed to represent their interests. Contact [Ashish Patel](#) to participate.
- [FAC110](#): Hazardous/Universal, Medical, and Electronic Waste Disposal and Emergency Response (to replace [FAC82](#)). Buyers from the Department of Transportation, higher ed, and municipalities using household hazardous waste services from [FAC82](#) should express interest to [Jodi Paris Anastos](#).

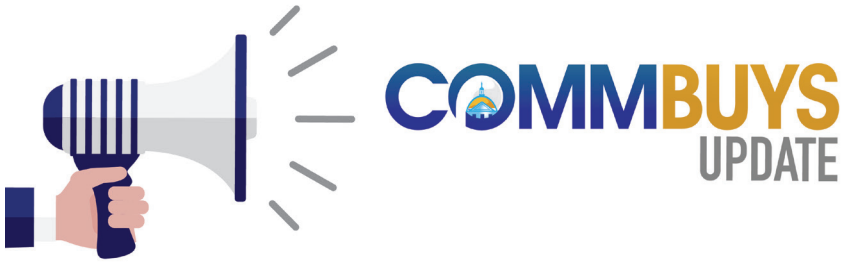
Another Opportunity to Bid on Prime Grocers Contract

The [GRO38](#) Prime Grocers contract has been reopened to enable additional vendors to join the contract.

GRO38 provides canned goods, cereals, meats, frozen foods, pasta, as well as organic and non-organic vegetables, among other products.

Interested bidders are encouraged to review the Request for Response (RFR) in [COMMBUYS](#). Buyers are asked to promote this bid opportunity to their vendor contacts. **Bidder responses currently are due by 3:00 p.m. on February 26, 2019.**





The COMMBUYS Operations Team at the Operational Services Division recently instituted two changes to the system. The first is a precursor to enhanced bid search functionality that will be introduced later this year. A second change gives buyers the opportunity to require bidders to provide pricing via quote attachment rather than through unit cost.

Each change is summarized below.

Why the Additional Logo in COMMBUYS?



When you sign in to [COMMBUYS](#), you'll notice a change – namely an additional logo.

Periscope Holdings, Inc., our COMMBUYS software as a service (SaaS) provider, also is the parent company of BidSync, a platform that identifies government bid opportunities for participating businesses, drawing on information from more than 400 partner agencies.

Later this year, we anticipate COMMBUYS registered vendors will be introduced to integrated functionality between COMMBUYS and BidSync. In preparation for this launch, the latest COMMBUYS system update includes the BidSync logo.

Stay tuned for details over the next several months.

Is Your COMMBUYS Request for Response Asking for Unit Cost? If Not, Keep Reading...

There are countless situations where, in order to meet the evaluation criteria, bidders are required to provide pricing or information via quote attachment rather than respond with unit cost. By way of example, requests for lawn care services, roof repair, recycling collection, and consulting services may not lend themselves to unit cost pricing. In these situations, buyers should set up their COMMBUYS bid to be consistent with their response requirements by selecting the *Disable Pricing on Quote* checkbox on the Items tab, thus disabling the Unit Cost field for potential bidders.

The screenshot shows the 'Items' tab in the COMMBUYS system. A red arrow points to the 'Disable Pricing On Quote' checkbox, which is checked. Below the checkbox, a tooltip explains: 'If Disable Pricing On Quote is enabled the Bid Item will be configure to not collect Unit Cost, but rather allow Vendors to indicate whether or not they are bidding on an item by selecting. See Quote Attachments(s)'. The table below the checkbox shows the following values:

Disable Pricing On Quote	Quantity	Unit Cost	Net Unit Cost	UOM	Discount %	Total Discount Amt.	Total
<input checked="" type="checkbox"/>	0.0	0.00	\$0.00	EA	0.0	0.00	\$0.00

What Bidders See

When buyers select this option, the See Quote Attachment(s) checkbox will be preselected for bidders when they enter their quote in COMMBUYS, preventing them from entering a Unit Cost.

The screenshot shows the 'Quote Response' form in the COMMBUYS system. The 'See Quote Attachment(s)' checkbox is preselected (checked). The form includes fields for 'Print Sequence', 'Sort Descending', 'Go', 'Description', 'UOM', 'Unit Cost', 'Discount %', 'Tax Rate', 'Freight', 'Extended Amount', 'No Bid', 'No Charge', and 'See Quote Attachment(s)'. The 'Quote Response Total' is \$0.00.

If users have questions about these enhancements, contact the [COMMBUYS Help Desk](#) at 888-MA-State (627-8283).



[Sign-up for OSD
email communications!](#)

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 create and promote dynamic programs and services that anticipate and fulfill our customers' needs. Our operational and oversight activities facilitate and guide the evaluation, acquisition, management, and disposition of goods and services. We strive to deliver a personalized customer experience by creating a climate of communication and cooperation and leveraging innovative business techniques.

Commonwealth of Massachusetts
Executive Office for
Administration & Finance
Operational Services Division
One Ashburton Place, Room 1017
Boston, MA 02108-1552
(617) 720-3300
www.mass.gov/osd

© 2019 Operational Services Division

*Printed on 30% post-consumer
recycled content paper.*

Steps to Supplier Diversity Office Affiliation

The Commonwealth of Massachusetts seeks to advance business opportunities for small and diverse businesses through various [Supplier Diversity Office](#) (SDO) programs available through the Operational Services Division. As documented in the most recent [SDO Comprehensive Annual Report](#), the Commonwealth spent more than \$2.04 billion with SDO-affiliated businesses in fiscal year 2018, a 4.6% increase over the prior year.

Your Path to Certification or Small Business Designation Starts Here!

OSD developed a [Certification Self-Assessment](#) online tool to help interested firms assess whether they may qualify for SDO programs – certification, the Small Business Purchasing Program (SBPP), or both. Each program has associated [benefits](#) that may increase your business' marketability and neither of these designations have an associated cost for membership.



It only takes a minute to complete the Certification Self-Assessment to learn if you qualify.

Certification Opportunity

If the tool indicates that you meet certain certification parameters, attending a [Pre-Certification Workshop](#) is the next logical step. This two-hour, in-person session reviews certification criteria and required documents. Following the workshop, attendees will receive directions to register their company in the Online SDO Portal System, the first step toward submitting your SDO online application.

Note that if you are certified by one of our partner organizations, you may qualify for our *expedited* certification process. The self-assessment tool identifies these opportunities, too!

Small Business Purchasing Program Opportunity

SBPP qualification may be indicated through the tool. If so, validation for the program takes place during COMMBUYS registration. The process for setting up a free vendor profile in the Commonwealth of Massachusetts' purchasing and procurement portal takes about 10 minutes. Complete the questions, detailed in our [job aid](#), to express interest. For those already registered in COMMBUYS, log in and update your profile with [your SBPP responses](#). Within 24-48 hours, COMMBUYS validates SBPP eligibility information entered by companies through an interface with the Massachusetts Department of Revenue (DOR).

The [COMMBUYS Help Desk](#) is available to assist at 888-MA-State (627-8283). Refer SDO questions to the [Supplier Diversity Office](#).

Spending with Diverse and Small Businesses Tops \$2.04 Billion in FY18 (continued from Page 1)

- Issued the FY17 Report on Opportunities for Individuals with Disabilities in State Procurement to the Legislature, in collaboration with the Massachusetts Office on Disability, pursuant to MGL c. 7, s. 61(s).
- Established "SDO in the Community Days" in coordination with local chambers of commerce and/or economic development offices, to bring the SDO into Massachusetts gateway cities to provide hands-on resources for diverse and small businesses.
- Received the 2017 Community Partner of the Year award from the Center for Women & Enterprise (CWE) in recognition of our accomplishments over the past few years.

For additional information about the SDO's initiatives, please visit www.mass.gov/sdo or send an email to webmaster.sdo@mass.gov.