



# Buy the Way

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**Official Newsletter of the  
Operational Services Division**  
January 2018

## \$1.96 Billion Spent with Diverse and Small Businesses in FY2017

The goal of the Operational Services Division's Supplier Diversity Office (SDO) is to ensure that diverse and small businesses participate in the Commonwealth's discretionary spending. The SDO's [Comprehensive Annual Report for Fiscal Year 2017](#) summarizes SDO initiatives related to Certification Programs, the Supplier Diversity Program (SDP) ([Executive Order 565](#)), Small Business Purchasing Program (SBPP) ([Executive Order 523](#)), Affirmative Marketing/Construction Reform Program ([MGL c. 7, § 61](#) and [MGL c. 7C, § 6](#)), as well as the continued implementation of [Executive Order 565 – Reaffirming and Expanding the Massachusetts Supplier Diversity Program](#) – and it details the successes achieved over that same period.

"In FY2017, the Commonwealth was able to make great strides in expanding the certification and business programs that provide access and opportunity to diverse and small businesses," declares Bill McAvoy, Deputy Assistant Secretary for Operational Services and the SDO, "and we have witnessed their increased representation in the Commonwealth's discretionary spending. The SDO's Comprehensive Annual Report describes our gratifying journey over the last year."

The report, prepared for Governor Baker, key members of Commonwealth leadership, and the public at large, discusses SDO's partnerships with other entities to advance their mission, the streamlining of processes to diminish Program barriers, and SDO's forward momentum measured in the number of participating businesses and dollars spent with small and diverse businesses.

Here are some report highlights:

- \$1.96 billion in total Commonwealth spending with diverse and small businesses in FY2017: direct and indirect spending (\$1,460,284,834), along with non-program, non-discretionary spending (\$496,803,059);
- Collaboration with the Governor's Office of Access and Opportunity and Community Affairs and others to develop goals for the inclusion of persons with disabilities in state procurements and contracts;
- Engaged constituents at 58 events organized across the state to educate businesses about SDO Program resources;



**Operational Services Division**  
**Supplier Diversity Office**  
**Comprehensive Annual Report**  
**Fiscal Year 2017**

## Training for Buyers

### COMMBUYS Purchasing

February 7 (Boston)

### COMMBUYS RPA Release and RPA Release Enabled Contracts

February 7 (Webinar)

### COMMBUYS Purchasing for Eligible Non-Profits

February 8 (Boston)

### COMMBUYS Organization Administrator

February 12 (Boston)

### UNSPSC For Buyers

February 12 (Webinar)

### Introduction to Statewide Contracts and COMMBUYS

February 14 (Boston)

### How to Use Master Blanket Purchase Orders (SWC)

February 15 (Webinar)

### Essentials of State Procurement

February 20 (Boston)

### COMMBUYS Procurement

March 8 (Boston)

### Introduction to Statewide Contracts and COMMBUYS

March 15 (Boston)

### COMMBUYS PunchOut & Line Item Catalog Ordering

March 21 (Webinar)

### How to Create a Departmental Master Blanket Purchase Order

March 26 (Boston)

### COMMBUYS Purchasing

March 27 (Boston)

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

## \$1.96B Spent with Diverse and Small Businesses (continued)

- Increased vendor performance and diversity spending through:
  - o Program Recruitment – New Certification Self-Assessment Tool;
  - o Retention and Engagement – Three-year certification renewals streamlined, updated training materials, email outreach;
  - o Increased Program Spending – Department goal setting simplified, SDP Help Desk revamped, expanded partnerships with quasi-public organizations;
- Growth in the number of state-certified diverse for-profit and nonprofit firms, federally certified disadvantaged business enterprises, and third-party certified businesses; and
- Upgrades to certification tracking system unveiled, along with FY2018 plans to simplify the SBPP registration process.

Link to the [full report](#). For additional information about the SDO's initiatives, please visit [www.mass.gov/sdo](http://www.mass.gov/sdo) or email us at [wsdo@state.ma.us](mailto:wsdo@state.ma.us).

## EPP Procurement Program FY2016 Annual Report Available

The mission of OSD's [Environmentally Preferable Products \(EPP\) Procurement Program](#) is to leverage the Commonwealth's purchasing power to procure goods and services that have a reduced effect on human health and the environment when compared to competing products and services. Since the program's inception more than 20 years ago, thousands of EPPs have been incorporated into more than 50 [Statewide Contracts](#) (SWC).



Each year, OSD evaluates the impact of the EPP Program and publishes its findings in a detailed annual report. Here are some program highlights from the FY2016 report:

- Program sales in FY2016 have grown to nearly \$300 million;
- Achieved nearly \$23 million of estimated savings, primarily from purchases of energy-efficient products;
- Diverted an estimated 53,781 tons of waste from disposal to recycling.

Find additional EPP resources at [mass.gov/epp](http://mass.gov/epp). Contact [Julia Wolfe](#), Director of Environmental Purchasing, with additional EPP questions at 617-502-8836.

## Strategic Sourcing Certificate Program Seats Still Available in Our Two Upcoming Classes

Strategic Sourcing lies at the root of negotiating best value for the Commonwealth, and OSD's Strategic Sourcing Certificate Program (SSCP), open to all public purchasers, lays out industry best practices, and develops the necessary skills and knowledge to conduct effective procurements.

[Learn more](#) about the Program and register to attend one of our next two sessions:

- [Boston](#), beginning February 1, 2018;
- [Lawrence](#), starting March 22, 2018.

Send questions to [OSD Training](#).



# STATEWIDE CONTRACT UPDATES | JANUARY 2018

[Procurement  
Schedule](#)

[Statewide Contract  
Reference Guide](#)

[COMMBUYS](#)

[Statewide Contract  
User Guides](#)

[\\$ave\\$mart](#)

## Emergency Suppliers on Statewide Contract

Winter is here and having the right information on hand is vital when a weather emergency strikes. One great resource is OSD's index of Statewide Contract vendors who are designated as emergency suppliers. These contractors are able to expedite Statewide Contract orders to meet buyers' urgent needs.

The [Emergency Response Supplies, Services, and Equipment Contact Information](#) currently includes more than 450 emergency suppliers on contract. Among the many products and services available are snow removal ([FAC77](#)); propane ([ENE46](#)); lawn and grounds equipment ([FAC88](#)); fence rental ([FAC93](#)); equipment rental, including generators ([FAC97](#)); an array of Maintenance, Repair, and Operations products, such as roofing, lumber, HVAC, plumbing, and heating products ([FAC94](#)), ([FAC100](#)), and ([FAC105](#)); public safety equipment ([FIRO4](#)); and bottled water ([GRO34](#)).



Access the complete, recently updated [index](#) to view emergency suppliers, contact names, telephone numbers, and email addresses, organized by Statewide Contract. As always, if you have contract questions, get in touch with the designated OSD Contract Manager, which is specified on page one of each [Contract User Guide](#).

In addition to this handy resource, buyers also may find useful preparedness information on the Massachusetts Emergency Management Agency (MEMA) [website](#).

## COMMBUYS

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

1-888-627-8283  
[COMMBUYS@state.ma.us](mailto:COMMBUYS@state.ma.us)

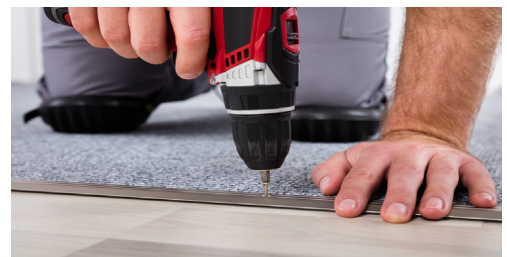
Staff are available  
8 a.m. to 5 p.m. ET,  
Monday through Friday.

## Sourcing Team Members Needed for FAC98 Floor Covering Contract

The Operational Services Division (OSD) is in the early stages of developing a Statewide Contract for Floorcovering and Accessories, Floorcovering Installation, and Maintenance and Repairs, and is in need of additional Strategic Sourcing Services Team members to help structure the new Statewide Contract.

In particular, OSD is seeking members who have experience purchasing flooring – both hard surface and carpet – as well as members possessing general industry knowledge to help develop contract specifications.

If you have interest in participating on the FAC98 Strategic Sourcing Services Team, contact [Katherine Morse](#) at 617-720-3153.





# STATEWIDE CONTRACT UPDATES | JANUARY 2018

## Introducing Broader Options through the VEH98 Purchase of Vehicles Contract

As mentioned in the December issue of *Buy the Way*, OSD is pleased to announce an expanded VEH98 Vehicles Contract supported by 18 dealerships.

### Comprehensive Selection

VEH98 offers hundreds of base vehicles for purchase, including Passenger Cars, Sport Utility Vehicles, Vans, Special Services Vehicles, and Police Pursuit Vehicles. In addition, Heavy Duty Trucks have arrived, Classes 3 – 9, and we've introduced Category 7 – "Other" for more specialized vehicles with a minimum of three wheels! The contract offers discounted accessories and accommodates aftermarket upfitting for both new and used vehicles. VEH98 features a variety of fuel efficient and alternative fuel vehicles: Compressed Natural Gas (CNG), Hybrid, Electric, and Diesel.



### Vehicle Purchasing Simplified!

We've worked with our vendors to build a robust Base Vehicle Price Sheet that enables buyers to search using criteria such as vehicle class, manufacturer, model, equipment package, trim level, towing capacity, among many others. Link to the Price Sheet in [COMMBUYS](#).

Use the VEH98 mini-bid feature to purchase any vehicle found on the Base Vehicle Price Sheet or to quote a type of vehicle (i.e. sedan, truck, etc.) across multiple manufacturers.

The [VEH98 Contract User Guide](#) provides additional contract details, including contact information for our 18 dealerships.

Planning is underway to launch the July 2018 municipal bulk bid for vehicles. Learn more by emailing [Lisa Westgate](#), the VEH98 Contract Manager.

### Available Manufacturers

Autocar	Hyundai
Case	Liebherr
Chevrolet	Nissan
Chrysler	Smart
Ford	Sterling
Freightliner	Toyota
General Motors	Volvo
Hino	Western Star
Honda	



## New MBPO Labels in the Vendor Name Field

OSD relies on the feedback of our customers to help us continually improve the COMMBUYS user experience. Currently, the Vendor Name field offers a **Conversion Vendor** label, which caused confusion for our customers. In response to this feedback, OSD has implemented new labels that are more precise to their function and, ultimately, more user-friendly.

These new labels were implemented with the new PRF69 Facilities Engineering Services contract, launched in December 2017. Notice their functions in the COMMBUYS snippet to the right. Also notice that PRF69 offers a **Master Contract Record** MBPO, as well as **Solicitation Enabled** MBPOs for each contract category.

These new MBPO labels may be used as OSD launches new contract MBPOs; users will continue to see the term Conversion Vendor for contracts set up in COMMBUYS prior to December 2017. As before, individual vendor MBPOs will display the business' name in the Vendor Name field.

Contract/Blank	Description	Vendor Name
PO-18-1080-OSD03-3	PRF69- Facilities Engineering Services Master Contract Record	Master Contract Record
PO-18-1080-OSD03-3	PRF69- Water Resources Engineering	Solicitation Enabled
PO-18-1080-OSD03-3	PRF69- Transportation Engineering	Solicitation Enabled
PO-18-1080-OSD03-3	PRF69- Surveying	Solicitation Enabled
PO-18-1080-OSD03-3	PRF69- Structural Engineering	Solicitation Enabled
PO-18-1080-OSD03-3	PRF69- Energy Systems Engineering	Solicitation Enabled
PO-18-1080-OSD03-3	PRF69- Geotechnical Engineering	Solicitation Enabled
PO-18-1080-OSD03-3	PRF69- Mechanical Engineering	Solicitation Enabled
PO-18-1080-OSD03-3	PRF69- Construction Engineering	Solicitation Enabled
PO-18-1080-OSD03-3	PRF69- Coastal Engineering	Solicitation Enabled
PO-18-1080-OSD03-3	PRF69- Facilities Engineering	Solicitation Enabled
PO-18-1080-OSD03-3	PRF69- Civil Engineering	Solicitation Enabled

**Master Contract Record**  
MBPO used to house myriad documents related to the contract, i.e. the RFR, Contract User Guide, bidder responses, etc.; and/or

**Solicitation Enabled**  
MBPO used to solicit quotes through COMMBUYS (if applicable).

If you have a COMMBUYS question, please contact the Help Desk at 888-MA-State (627-8283) or [COMMBUYS@state.ma.us](mailto:COMMBUYS@state.ma.us).

# Commonwealth of Massachusetts Offers Free Vendor Training Classes

The Operational Services Division offers the “Connecting Your Business to the Commonwealth” course for vendors interested in doing business with the state and who are new to state procurement. Course participants will:

- Learn about the state’s goods and services procurement process;
- Receive an overview of OSD’s programs and services, including State and Federal Certification, Supplier Diversity Program, and Small Business Purchasing Program;
- View a live demonstration of where to find bidding opportunities in COMMBUYS, the state’s purchasing and procurement portal; and
- Obtain suggestions for marketing their businesses to various public purchasers.



[Attend](#) our upcoming session on February 21 at the Worcester Public Library.

View OSD’s [Training Schedule for Vendors](#).

Survey our collection of Vendor Training Webcasts on OSD’s [YouTube Channel](#).

Send questions to [OSD Training](#).

## Save the Date: 2018 MASSBUYS EXPO

You are invited to join the Operational Services Division, Statewide Contract Vendors, and Government Representatives at the 2018 MASSBUYS EXPO\*, which will be held at **Gillette Stadium** on **May 10**. We hope you will join us as we celebrate the 20<sup>th</sup> Anniversary of MASSBUYS.



Launched as the Star Exposition in 1999, the MASSBUYS EXPO connects businesses to government, enhancing the relationships between OSD’s Statewide Contract vendors and the public purchasers across the Commonwealth who use Statewide Contracts. For the past 19 years, MASSBUYS has fostered a culture that encourages business growth, competition for the State’s business, and economic development as vendors cultivate partnerships with other vendors, state agencies, local governments, and higher education.



The EXPO has evolved over the years and has been held in a variety of locations throughout the Commonwealth, starting with the John B. Hynes Convention Center, and including the Bayside Expo, the Worcester Centrum, the Boston Convention and Exhibition Center, the DCU Center, and, most recently, Gillette Stadium. Over the past three years, the average annual attendance at MASSBUYS equaled 2,540, comprised of exhibitors and attendees.

As we enter our 20th year, we plan to continue this tradition and pledge to make the 2018 MASSBUYS EXPO a memorable occasion for all who attend.

Exhibitor and Attendee Registration will become available in late February and mid-March, respectively.

\* Attendance at the MASSBUYS EXPO is reserved for Statewide Contract Vendors who exhibit at the event, employees of the Commonwealth, and employees of those [entities that are eligible](#) to purchase goods and services from OSD’s Statewide Contracts.

## Training for Vendors

### COMMBUYS for Awarded Statewide Contract Vendors

January 30 (Boston)

### Locate and Respond to Bids in COMMBUYS

February 6 (Webinar)

### Selling to the State: Marketing Your Business to Public Purchasers

February 13 (Boston)

### Supplier Diversity Plan (SDP) Overview for Bidders and Prime Contractors

February 20 (Webinar)

### Supplier Diversity Plan (SDP) Overview for Certified Businesses

February 20 (Webinar)

### Tradesperson Contract: How to Locate and Respond to Bids in COMMBUYS

February 21 (Webinar)

### COMMBUYS for Awarded Statewide Contract Vendors

March 6 (Boston)

### Demystifying the RFR: Understanding the Importance of the Request for Response

March 7 (Boston)

### Selling to the State: Marketing Your Business to Public Purchasers

March 13 (Boston)

### COMMBUYS Vendors: Essentials for the Seller Role

March 14 (Boston)

### COMMBUYS Vendors: Organizational Design and Maintenance for the Seller Administrator

March 19 (Webinar)

### Supplier Diversity Plan (SDP) Overview for Bidders and Prime Contractors

March 21 (Webinar)

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



[Sign-up for other 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 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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# COMMBUYS Loyalty Program Update: 18 Organizations Earn Badges Across All Categories!

COMMBUYS Loyalty Program data through December 31<sup>st</sup> have been tabulated and we've uncovered some amazing accomplishments!

COMMBUYS Organization Name		Loyalty Program Class		COMMBUYS Loyalty Program Rules COMMBUYS Loyalty Program User Instructions	
<b>PURCHASING</b>					
	<b>Same Shopper</b> One point for every purchase made using the same card number within 90 days of the last purchase.		<b>Achievement Level</b>		<b>Achievement Level</b>
	<b>Contract Explorer</b> One point for every contract awarded to a vendor.		<b>Achievement Level</b>		<b>Achievement Level</b>
<b>PROCUREMENT</b>					
	<b>Procurement Pro</b> One point for every RPA-eligible transaction entered into COMMBUYS.		<b>Achievement Level</b>		<b>Achievement Level</b>
<b>ORGANIZATIONAL GROWTH</b>					
	<b>Starting Line</b> One point for every new organization added to the system.		<b>Achievement Level</b>		<b>Achievement Level</b>
	<b>Team Builder</b> One point for every new employee added to the organization.		<b>Achievement Level</b>		<b>Achievement Level</b>
<b>TRAINING</b>					
	<b>Learning Station</b> One point for every self-paced training module completed.		<b>Achievement Level</b>		<b>Achievement Level</b>
	<b>Think for Knowledge</b> One point each time a self-paced training module is completed.		<b>Achievement Level</b>		<b>Achievement Level</b>

## Comprehensive Badge Earners

When we last reported COMMBUYS Loyalty Program results in early October, no organization had yet to earn a badge in all categories. Since that time, 18 organizations merit this distinction, among them 13 Executive Branch State Agencies, one organization from the Other State Agencies category, the Massachusetts Gaming Commission, and four Municipalities – including the Town of Needham which earned a level-five badge (the highest tier) in all but one category! Congratulations to these organizations, highlighted at right, for their significant achievements and comprehensive use of COMMBUYS!

Easily [review your organization's standings](#) to see how you stack up against others in your category class.

## Category Spotlight this Quarter: Historian

But for the Historian category criteria, 52 additional organizations qualify to join our Comprehensive Badge Earner group. The Historian category assigns one point for each RPA-eligible transaction entered into COMMBUYS. You may ask – What's an RPA?

OSD has numerous Statewide Contracts that allow buyers to record Statewide Contract purchases in COMMBUYS *after* purchases have been made – RPA Release Requisitions – and earn Historian category points. You may read more about RPA Release Requisition transactions and find related resources in [November's issue](#) of *Buy the Way*, page 5.

Shout out to the five organizations that earned badges for the first time in the Historian category: Department of Agricultural Resources; Executive Office of Technology Services and Security; Massachusetts Rehabilitation Commission; Town of Brewster; and Town of Webster. Two organizations that have achieved a level-five badge in this category are the Department of Correction and Department of Fish and Game. Well done!

Congratulations to all badge earners!

## Comprehensive Badge Earners

City of Everett  
Department of Agricultural Resources  
Department of Conservation and Recreation  
Department of Correction  
Department of Early Education and Care  
Department of Environmental Protection  
Department of Public Health  
Department of Public Utilities  
Department of State Police  
Executive Office of Energy and Environmental Affairs  
Executive Office of Public Safety and Security  
Group Insurance Commission  
Massachusetts Gaming Commission  
Massachusetts Teachers' Retirement System  
Operational Services Division  
Town of Brewster  
Town of Needham  
Town of Webster