



Buy the Way

Six New School Buses — Destination: the Vineyard

Martha's Vineyard is adding six new Blue Bird school buses to their district's fleet following a series of productive conversations with Anderson Motors, Inc., a new vendor in a new category on the [VEH98](#) Purchase of Vehicles Statewide Contract. The purchase is in line with the Vineyard's long-range strategic plan to replace a portion of their assets each year and keep their fleet current. The six buses are expected to be delivered to the island by mid-August.

The bus acquisition process started when Amy Tierney, School Business Administrator for Martha's Vineyard Public Schools, began researching the array of bus options available on the market and developing basic specs for their regional high school buses. It was during this process that Amy's research focused on the viability and efficacy of using gasoline-powered buses as opposed to the district's diesel choices of the past.

All along, it was assumed that the Vineyard would put their prospective purchase out to bid. However, in the midst of her research, Amy attended OSD's annual MASSBUYS EXPO at Gillette Stadium and learned that Anderson Motors, a company with whom the Vineyard has had dealings for a number of years, was on Statewide Contract. Amy was able to get a first-hand look at the gasoline bus model at MASSBUYS and speak with Vice President Jim Anderson. Having buses on Statewide Contract would enable the Vineyard to forego the complex bid process.

With baseline specs in hand, Amy then collaborated with Angie Grant, Administrator at the Martha's Vineyard Transit Authority, whose expertise in all things fleet helps the community maximize value on their large-ticket vehicle purchases. Angie moved the project forward, digging into performance data and talking with Jim to firm up the community's bus requirements. Ultimately, Angie and Amy selected a Statewide Contract alternative fuel option for the regional high school buses, opting for a Roush V10 gasoline engine in lieu of the more ubiquitous diesel choices.



Jim and John Anderson from Anderson Motors exhibit their wares during the 2018 MASSBUYS EXPO at Gillette Stadium.

Referring to her conversations with Anderson Motors, Angie notes that she had direct access to Jim Anderson and was able to lay out the Vineyard's specifications. Additionally, Jim facilitated conversations with a Blue Bird engineer to address Angie's more technical inquiries.

"I need something that's reliable and is going to last," asserts Angie. "Jim and I spoke multiple times so he and I were on the same page about our specifications. I like to front-end things and be proactive, this way we both know what to expect. The end result is we build a better bus."

When asked how she would sum up her experience, Angie stated that the vehicle and transmission warranties offered under the Statewide Contract exceeded expectations, and she appreciated having the OSD Contract Manager, Lisa Westgate, available to help navigate the process. Angie sees the option to purchase from Statewide Contracts as a real benefit to

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**Official Newsletter of the
Operational Services Division**

June 2018

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Training for Buyers

COMMBUYS Purchasing
July 12 (Westfield)

COMMBUYS Procurement
July 16 (Boston)

**Introduction to Statewide
Contracts and COMMBUYS**
July 17 (Westfield)

**COMMBUYS RPA Release and
RPA Release-Enabled Contracts**
July 18 (Webinar)

Essentials of State Procurement
July 26 (Westfield)

COMMBUYS Purchasing
August 14 (Boston)

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

Training for Vendors

**Tradesperson Contract: How to Locate
and Respond to Bids in COMMBUYS**
July 10 (Webinar)

SDO Pre-Certification Workshop
July 16 (Westfield)

**COMMBUYS for Awarded Statewide
Contract Vendors**
July 19 (Boston)

**Selling to the State: Marketing Your
Business to Public Purchasers**
July 19 (Boston)

**Demystifying the RFR: Understanding
the Importance of the
Request for Response**
July 23 (Boston)

**Supplier Diversity Plan (SDP) Overview
for Bidders & Prime Contractors**
July 24 (Webinar)

**Supplier Diversity Plan (SDP)
Overview for Certified Businesses**
July 24 (Webinar)

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

Six New School Buses (continued)

organizations that may not have the in-house expertise and resources for a purchase of this type. "OSD has done the due diligence; buyers can just cherry-pick what they need."

Looking forward, the Vineyard is exploring energy-efficient electric buses, another Statewide Contract option. Angie's conversations with Lisa also covered ways Statewide Contracts may support the Vineyard's need for windshields, tires, and fuel, as well as maintenance and auto parts inventory management.

Offerings on the [VEH98](#) Statewide Contract continue to expand. Direct your fleet questions to [Lisa Westgate](#) at 617-720-3112.

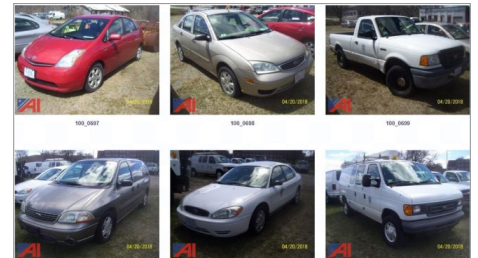
Q&A: Upcoming Vehicle Auctions

As part of its Surplus Property Program, the Operational Services Division (OSD) hosts about ten live vehicle auctions and numerous online auctions throughout the year. These events feature a wide selection of vehicles that have been retired by Massachusetts state agencies and range in price to meet a wide variety of budgets.

We recently caught up with State Surplus Property Coordinator Ted Bunnell for a vehicle auction overview, including the most unusual vehicle he's seen at a state surplus auction.

Q: How does a vehicle end up at a state surplus vehicle auction?

A: When a state vehicle has reached the end of its lifecycle and it has been determined the unit no longer is cost effective to operate, the agency will remove it from the fleet.



A sampling of the vehicles available at a recent OVM auction.

Q: Who is eligible to purchase vehicles at auction?

A: During the auction preview days, state agencies and Massachusetts municipalities have the opportunity to acquire vehicles for a nominal fee before they become available to the general public. The live vehicle auctions are open to the public. Typical buyers include car dealers, repair shops, and even families shopping for a used car.

Q: You mentioned that OSD also offers online auctions. How does a buyer retrieve the vehicle once it is purchased online?

A: It is the buyer's responsibility to pick up the vehicle. We have vehicles that are retired from Nantucket to Pittsfield, so we always make the location very clear.

Q: What is the most unusual vehicle you have seen at a state surplus auction?

A: On rare occasions, an antique vehicle will become available for auction. I recall there was a 1952 Dodge Truck that was retired after having been stored in a garage for decades. It generated a great deal of interest.

The purpose of the Surplus Property Program is to ensure that the Commonwealth realizes the maximum benefit from State-owned surplus property. To learn more about State Surplus Property, please visit <https://www.mass.gov/surplus-property-program>.

Upcoming Vehicle Auctions:

Westborough OVM Auction
Viewing: Wednesday, August 15
Auction: Saturday, August 18

Ayer State Police Auction
Viewing: Thursday, August 16
Auction: Friday, August 17

STATEWIDE CONTRACT UPDATES | JUNE 2018

[Procurement
Schedule](#)

[Statewide Contract
Reference Guide](#)

[COMMBUYS](#)

[Statewide Contract
User Guides](#)

[Save\\$mart](#)

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

Reduced Sulfur Content in No. 2 Heating Oil via ENE45



Sulfur content limits for liquid fossil fuels are provided in 310 CMR 7.05. In compliance with this regulation, the sulfur content in No. 2 Heating Oil available through Statewide Contract [ENE45](#) will decrease from 500 parts per million (ppm) to 15 ppm effective July 1, 2018.

[ENE45](#) customers will begin receiving reduced sulfur content No. 2 Heating Oil automatically; no action is required.

If you have questions, please contact [Michael Woods](#), the ENE45 Contract Manager, at 617-720-3191.

Survey to Establish a Statewide Contract for Appliances

The Operational Services Division is in the early stages of planning a Statewide Contract for Commercial and Residential Grade Appliances and is seeking information about organizations' past need for appliances and servicing.

Please take a few minutes to complete our eight-question, multiple-choice survey. Your feedback is much appreciated.



[Take the Survey](#)

Sourcing Team Members Needed

Strategic Sourcing also will be looking for team members to assist with the development of the new contract. If you have subject-matter expertise, including experience developing specifications and requirements for appliances, and would like to have your voice heard, please [express interest](#) in becoming a Sourcing team member. Travel into Boston is not required.

Become a Trades Statewide Contract Vendor New Webcast Shows How to Apply!

The Commonwealth continues to seek skilled tradespeople across 27 categories of services. Awarded Trades Statewide Contract Vendors are eligible to work on publicly-owned buildings and facilities in their awarded categories and counties and, through these long-term contracts, gain access to thousands of potential customers, such as state agencies, cities and towns, public schools, housing authorities, and other eligible entities.

Learn How to Apply

OSD recently produced a webcast that walks vendors through the Trades Statewide Contract application process. The [21-minute video](#) offers an overview of the Trades contracts and details how to express interest through COMMBUYS, the state's online purchasing and procurement system.

Watch the [video](#) on OSD's YouTube channel.

Find Trades Statewide Contract information for vendors and buyers at mass.gov/trades.



STATEWIDE CONTRACT UPDATES | JUNE 2018

Flooring Statewide Contract Coming Soon

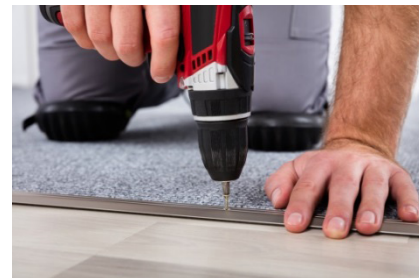
Over the next few weeks, OSD will launch the FAC98 Floorcovering Statewide Contract providing the following products and services:

Category 1: Carpet – Broadloom, tile, and related products and accessories

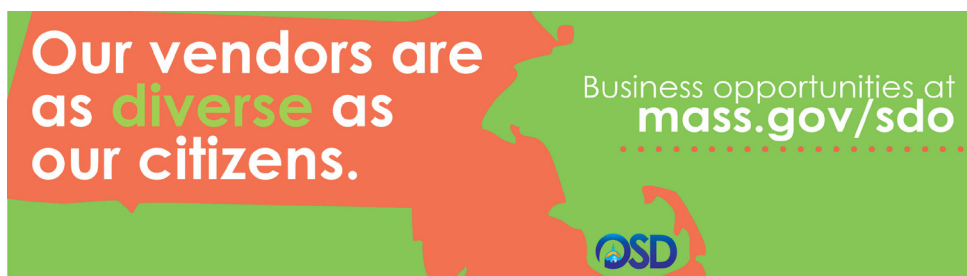
Category 2: Hard Surface Flooring – Resilient flooring – all types, including vinyl, linoleum, cork, and rubber; Ceramic tile; Wood flooring – all types, including engineered wood and solid wood (pre-finished or unfinished), and bamboo; Laminate flooring; Stone related products and accessories

Category 3: Installation, Maintenance, and Repair – Turn-key service option

The contract will offer products at a percentage off MSRP/list price; services will be priced at a percent markup over prevailing wage. All products on the contract must meet environmental requirements and/or third-party environmental certifications. Stay tuned for contract guidance and vendor details, which will be announced in the July issue of *Buy the Way* and provided in the FAC98 [Contract User Guide](#).



Send interim questions to [Katherine Morse](#), Contract Manager.



MRO Statewide Contract FAC94 Update

Effective June 30, 2018, [FAC94](#) contract agreements with Fastenal, Grainger, and MSC Industrial Supply will end. These three vendors, along with Noble Industrial, will be available to buyers beginning July 1, 2018, through new Statewide Contract FAC101 – Facilities Maintenance, Repair & Operations Industrial Supplies.

FAC101 buyers may expect the same expansive selection of MRO products, as well as competitive pricing, expedited delivery options, and opportunities to select environmentally preferable products. Contract highlights for FAC101 will be announced in the July issue of *Buy the Way* and the FAC101 Contract User Guide will be posted on the [OSD website](#) by the end of June.



Tools Contractors to Remain on FAC94

The two remaining FAC94 contractors, Hilti Inc. and Snap-on-Industrial, will continue on contract through August 31, 2018, offering competitive percentage-off discounts on hundreds of products, including heavy-duty tools, torque wrenches, pneumatic tools, among many others. OSD will announce its plans for successor contract FAC107, Professional Grade Tools and Diagnostic Equipment, later this summer.

Send questions about FAC94 to [Micki Flores](#) at 617-720-3319.



Enroll in the
**STRATEGIC SOURCING
CERTIFICATE PROGRAM**

Skills to Negotiate Best Value for the Commonwealth

Strategic Sourcing is at the root of negotiating best value for the Commonwealth, and the Strategic Sourcing Certificate Program (SSCP), open to all public purchasers, outlines industry best practices and provides the skills and knowledge to conduct successful procurements.

Strategic Sourcing 7-Step Process

- Assess Opportunity & Plan
- Develop Strategy
- Profile Opportunity
- Create Request for Response (RFR)
- Conduct Sourcing Event
- Evaluate, Negotiate & Award
- Manage Contract & Vendor Relations

The course, which meets once a week for five weeks, includes classroom instruction, guest speakers, and small group exercises that simulate the sourcing process — from needs identification through contract management. The course's collaborative approach spurs productive discussions as participants pose questions, deliberate outcomes, and share their own experiences and advice.

◆ **Upcoming Sessions in 2018**

[Westfield](#) – Western Massachusetts Hospital: 9/19; 9/26; 10/3; 10/10; 10/17

[Boston](#) – McCormack Building: 9/25; 10/2; 10/9; 10/16; 10/23

◆ **Upcoming Sessions in 2019**

[Boston](#) – State Transportation Building: 2/6; 2/13; 2/20; 2/27; 3/6

[Westborough](#) – Hadley Building: 3/12; 3/19; 3/26; 4/2; 4/9

Learn more at mass.gov/osd.

Email OSD Training at OSDTraining@mass.gov.



[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.

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

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Meet the COMMBUYS Help Desk Team

Whether for a quick password reset or for assistance posting a bid, if you are a COMMBUYS user, you probably have communicated with COMMBUYS Help Desk staff. The COMMBUYS Help Desk is the first line of support for Commonwealth purchasers and vendors who conduct business on the e-procurement tool. Our experienced team has responded to more than 17,000 inquiries this fiscal year, supporting a community of about 35,000 COMMBUYS users.

The COMMBUYS Help Desk team is composed of Matthew Chester, Patricia Finklea, and James Reid, and it is managed by Michael Evers. All participated in the launch of COMMBUYS and have been assisting its first generation users.



The COMMBUYS Help Desk Team (from left): James Reid, Matt Chester, Michael Evers, and Patricia Finklea.

"The launch of COMMBUYS had a huge impact on Massachusetts' public purchasers: it changed the way they manage procurement," said Patricia. After helping users through the initial learning curve, the team is pleased to report that COMMBUYS users are much more adept at using the system. "They seem to appreciate the benefits of cost reduction and improved compliance," James reports.

When asked about the most frequent Help Desk calls, the team responded in unison and without hesitation – **posting a bid notice!** "It's one of those things that, if you don't do it regularly, it seems complicated; but after you do it a few times, you realize it's fairly easy," Matt said. To help COMMBUYS users navigate the bid posting process, the team recommends the following resources:

- Quick Reference Guide: [Posting a Bid Notice on COMMBUYS](#)
- Webcast: [How to Post a Construction Bid in COMMBUYS](#)

If you have COMMBUYS questions, send an email to the [Help Desk](#) or call during normal business hours (8am- 5pm ET, Monday-Friday) at 1-888-627-8283.

Billboards Promote OSD Programs and Services

If you happen to see the OSD logo on a digital billboard while driving in Massachusetts, you are not imagining things! Thanks to a program offered by MassDOT, we now have the ability to advertise Public Service Announcements (PSAs) on more than 100 digital billboards located on Massachusetts roads from Chicopee to Salisbury.

Three OSD billboards, pictured below and throughout this issue of *Buy the Way*, were created by our Visual Arts Co-Op students, Autumn Corbett and Emily Murray, from the Blue Hills Regional Technical High School in Canton. This is one of the many ways that we are working to get the word out to businesses about opportunities to do business with state and local government, education, and higher education across the Commonwealth.

Billboard advertising enables OSD to reach a wider audience than our traditional marketing platforms, helping us deliver useful information to businesses that may not be aware of our programs and services. In one month, each OSD billboard will be displayed 125,000 times. So, if you haven't yet seen our billboards, you have many opportunities to do so!

