



Buy the Way

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MassDEP Walks the Walk with a Greener Fleet

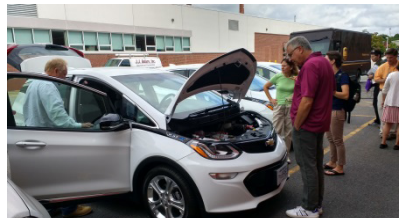
In fall 2017, the Massachusetts Department of Environmental Protection ([MassDEP](#)), the state agency that ensures clean air, land, and water, was preparing its fleet renewal orders when the absence of full battery electric vehicles (BEVs) was noticed at the most senior level. Commissioner Martin Suuberg believes that the chief environmental regulatory agency in the Commonwealth should include BEVs in its fleet procurements and lead by example. He directed DEP staff to research and ultimately procure five BEVs, one for each of their four regional offices, as well as agency headquarters.

Chris Voss, Director of Administration Services at MassDEP, shared the agency's BEV journey that included research, implementation, growing pains, lessons learned, and subsequent BEV purchases for the MassDEP fleet.



MassDEP staff getting an overview of their new electric vehicle.

When initially investigating BEVs, their first order of business was to ensure their BEV selection would support the agency's requirements. Most often, MassDEP vehicles are used for field inspections where daily routes may run up to 100 miles and include some off-pavement travel. Adequate space for the transport of equipment and protective gear was another consideration. Based on these needs, MassDEP moved forward with the purchase of five Chevrolet Bolts through Statewide Contract [VEH98](#).



Several MassDEP staff inspecting their newly purchased BEV in July 2018.

Going in, the agency rightfully understood that most staff would be unfamiliar with BEV technology. Arrangements were made for staff to inspect their new purchases and get an overview of the differences drivers were likely to notice when driving a BEV versus a traditional gasoline-powered vehicle. Train-the-trainer classroom sessions also were

planned where participants went back to their respective locations with knowledge to share with colleagues.

As with anything new, there was some initial apprehension, but overall feedback has been positive. Drivers love the simplicity of using the charging stations at their MassDEP location upon their return. As one driver noted, "It was like having a full tank of gas every time you used the vehicle." They also like the ease of operation, the large in-dash screen that shows how the vehicle is functioning, and the environmental benefits of using this type of vehicle.

As expected, the agency experienced some growing pains. Early on, there were instances when vehicles might be unplugged before they were fully charged. There also was the



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

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Training for Buyers

COMMBUYS Organization Administrators
July 16 (Boston)

COMMBUYS How to Create a Departmental Master Blanket Purchase Order
July 17 (Boston)

Essentials of State Procurement
July 18 (Boston)

COMMBUYS Purchasing
July 23 (Westfield)

Introduction to Statewide Contracts and COMMBUYS
July 24 (Boston)

COMMBUYS RPA Release and RPA Release Enabled Contracts
July 30 (Webinar)

Advanced Purchasing in COMMBUYS
July 31 (Westfield)

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

Training for Businesses

Supplier Diversity Plan Overview for Bidders and Prime Contractors
July 16 (Webinar)

Supplier Diversity Plan Overview for Certified Businesses
July 16 (Webinar)

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

Locate and Respond to Bids in COMMBUYS
July 25 (Webinar)

COMMBUYS Vendors: Essentials for the Seller Role
August 6 (Boston)

COMMBUYS for Awarded Statewide Contract Vendors
August 7 (Boston)

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

DEP Walks the Walk with a Greener Fleet (continued)

challenge of balancing competing charging needs for agency and visitor Plug-In Electric Vehicles (PHEVs)/BEVs. These issues became more acute when the agency added a second BEV to each of their four regional offices in 2018, for a total of nine BEVs. To help alleviate the problem, the agency decided to equip the vehicles with the DC Fast Charging option (CBT). They hope to add more charging stations per location and upgrade to Fast Charging technology, though cost of those stations is a consideration. MassDEP used Statewide Contract [VEH102](#) to purchase their charging station infrastructure and uses VEH102 for subsequent maintenance and service.

When asked to share some overall recommendations for other organizations considering a switch to PHEVs/BEVs, Chris offered the following:

- Analyze your needs and identify the PHEV/BEV that best meets those requirements;
- Prepare and educate your staff in advance;
- Provide hands-on training;
- Ensure your charging station infrastructure will support your needs;
- Develop charging station user policies and procedures;
- Consider a service contract to maintain your chargers.



Chris Voss, Director of Administration Services at MassDEP

Statewide Contract Resources

VEH98 vendors offer many PHEV/BEV makes and models to meet a variety of buyer needs. Review the [VEH98 Master Vehicle List](#) for PHEV/BEV options on Statewide Contract. Charging Station infrastructure is available through Statewide Contract [VEH102](#). Refer VEH98 and VEH102 Statewide Contract questions to [David Sargeant](#) at 617-720-3118.

Meet OSD's State Surplus Property Office and Office of Vehicle Management Teams

Alex Giannantonio, Director of Fleet Policy and Administration for OSD's Office of Vehicle Management (OVM), also oversees the State Surplus Property Office (SSPO) and the [Surplus Property Program](#) (SPP) — one of OSD's most popular programs, according to website analytics. The SSPO manages the disposal, transfer, and sale of state-owned property that exceeds agency need — things like office equipment, furniture, and clothing.

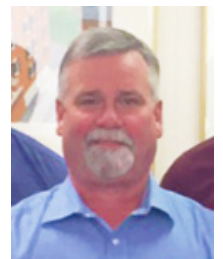
Take a look at our [current listing](#) and learn how, in addition to state departments, [cities and towns, schools, and non-profits](#) may request items. The SSPO also is authorized by the Federal Government to act as its agent in obtaining [Federal Surplus Property](#). [Contact the SSPO](#) for a username and password to access the Federal website.

OVM is responsible for the acquisition, administration, [leasing](#), maintenance, and repair of Executive Agency vehicles. OVM staff provide vehicle acquisition recommendations and assistance (see our [article](#) on p. 5), help agencies comply with the state fleet [Fuel Efficiency Standard](#), and support the state's Safe Driving Program through the "1-800 How Am I Driving?" hotline.

OVM periodically hosts auctions for surplus vehicles, with several [auctions](#) scheduled through November.



The SSPO and OVM Teams. Top Row, from left: Ted Bunnell, John Martin, and Vincent Micozzi. First Row, from left: Raphaella Miller, Cheryl Cushman, Alex Giannantonio, and Karen Rasnick.



Tim Morrissey, OVM Team member responsible for oversight of the Westborough vehicle location.

STATEWIDE CONTRACT UPDATES | JUNE 2019

[Procurement
Schedule](#)

[Statewide Contract
Reference Guide](#)

[COMMBUYS](#)

[Statewide Contract
User Guides](#)

FAC105 Statewide Contract to Reopen to Add Local Hardware Stores

The Operational Services Division (OSD) intends to expand the current scope of Statewide Contract [FAC105](#) Maintenance Repair and Operations (MRO) Retail Products and Supplies by contracting with hardware stores.

The reopening of FAC105 provides an opportunity for local hardware stores to participate in state contracting and will make it more convenient for public buyers to access MRO products and supplies through Statewide Contract.



The FAC105 bidding opportunity will be posted in the state's procurement portal, COMMBUYS, by the end of June 2019. Read the [FAC105 Notice of Intent in COMMBUYS](#).

To be eligible to bid on this opportunity, once posted, businesses must be registered as a vendor in COMMBUYS. Learn more at mass.gov/hardwarestores.

Refer questions about COMMBUYS to COMMBUYS@mass.gov or 888-MA-State (627-8283).

New! Statewide Contract for Floor Mats, Floor Mops, and Uniforms Rental

OSD is pleased to launch Statewide Contract [FAC111](#) to provide rental and cleaning of facility items and uniforms rentals and repair. Options have no upfront cost, and repair and replacement services address ongoing quality assurance. Current offerings are as follows:

- **Facilities Services** – Initial options include:

- Mat Services
- Mop Services

Buyers are provided clean mats and/or mops at predetermined intervals.

- **Uniforms Management (Uniform Rentals)** – Does your organization have uniformed staff for law enforcement, janitorial, fleet, or culinary services, for example? Uniform rental could be an option. Uniforms are provided, along with laundry and uniform repair services.



CINTAS
READY FOR THE WORKDAY™

The Clothing Rental category through [CLT08](#) no longer is available; however, buyers may continue to purchase uniforms and other clothing items through CLT08.

Organizations interested in pursuing uniforms or facility mat or mop services may reach Jeff Sumwalt of Cintas at 631-664-5991 or sumwaltj@cintas.com.

Note

- FAC111 buyers must sign a [customer engagement form](#) with the FAC111 vendor to initiate services.
- Additional vendors and services are anticipated. Check the [FAC111 Contract User Guide](#) for updates.

Refer questions to the Contract Manager, [Steve Lyons](#), at 617-720-3373.

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.

STATEWIDE CONTRACT UPDATES | JUNE 2019

New ITC71 Contract Addresses Office and School Building Security Competitive Pricing; Extensive Vendor Coverage

Statewide Contract [ITC71](#) Security, Surveillance, Monitoring, and Access Control Systems launched on June 1, 2019, providing comprehensive coverage for office and school building security.



Similar to the FAC64 predecessor contract, ITC71 covers the acquisition of security systems and related services, to include locks, alarms, access control, video and visitor management systems, monitoring systems and services, and locksmiths, for example. Buyers will notice competitive discounts on a wide range of security products, as well as competitive hourly wage rates and markups over prevailing wage. The [Contract User Guide](#) offers category descriptions and pricing information.



OSD is pleased to welcome 64 vendors to the contract and expects additional contract awards over the next few weeks. With nearly twice the number of vendors as the previous contract, ITC71 offers greater local coverage. The Contract User Guide includes current vendor details: business name and contact information, awarded categories, regional coverage, Prompt Payment Discounts, and Supplier Diversity Office affiliations. [COMMBUYS](#) and the Contract User Guide will be updated as new vendors are added.

For buyer convenience, guidance related to quoting and prevailing wage requirements, vendor obligations, contract warranties, and buyer statement of work

considerations are offered in the Contract User Guide. Note that all construction and construction-related labor provided under this contract is limited to \$50,000 or less per engagement.

Forward questions to the Contract Manager, [Ashish Patel](#), at 617-720-3190.

Thinking about upgrading your security system?

Read our blog on [Statewide Contracts and Applicable Construction Laws: General Guidance and Resources](#).

Resetting the Fiscal Year in COMMBUYS

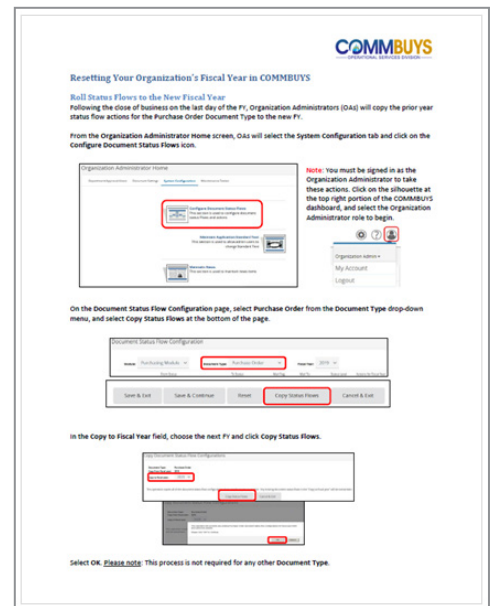
COMMBUYS organizations that operate independent of the state's financial accounting system – such as cities and towns – need to take action to reset their Fiscal Year (FY) in COMMBUYS.* This action ensures that bids, requisitions, and purchase orders for the organization are cataloged in the appropriate FY.

Those assigned the Organization Administrator role in COMMBUYS may use our [guidance document](#) to complete this update for their organization. This **4-5 minute** action should be completed **as of the close of business on the last day of the FY**.

Questions?

Contact the COMMBUYS Help Desk at 888-MA-State (627-8283) or COMMBUYS@mass.gov.

* This action is not required for Executive and Non-Executive Agencies.



Don't miss the upcoming Vehicle Auctions, brought to you by OSD's Office of Vehicle Management:

- **Friday, August 23**

State Police Vehicle Auction in Ayer
Preview: Thursday, August 22 (10-1)



- **Saturday, August 24**

Surplus Vehicle Auction in Westborough
Preview: Wednesday, August 21 (10-3)



Details on these and other upcoming auctions are available at <https://www.auctionsinternational.com/liveauctions>. Scroll through the list of "Live Auctions" to find information about Massachusetts OSD auctions.

Office of Vehicle Management: Lessons Learned for Vehicle Management and Acquisition

When your day-to-day activities revolve around the acquisition and maintenance of vehicles – like they do for OSD’s [Office of Vehicle Management](#) (OVM) staff – employing industry best practices and standard operating procedures are vital. Although OVM’s responsibility is for the 3,500 assets that fall under the Executive Branch, when it comes to vehicle management and fleet acquisition, there are decision-making commonalities that cut across all Massachusetts public entities that are worth sharing.

Evaluating Your Current Fleet

It goes without saying: public organizations operate with limited resources, prompting many to stretch vehicle in-service time to the max. For this reason, it’s important to evaluate fleet assets at least once a year. Even with meticulous upkeep, vehicle replacement is inevitable as time passes, maintenance requirements increase, and reliability and safety diminish. OVM offers parameters to assess when a move toward replacement makes sense:

Replacement Benchmark Criteria

Age: 10 or more years, based on model year to calendar year;
Odometer: 100,000 or more miles;
Maintenance Spend: \$10,000 or more over vehicle’s lifetime; and
Percent of Total Maintenance Spend: 50% or higher during last three years.



Number of Criteria Met and Suggested Action

- 4 – Potentially unsafe vehicle; replace immediately;
- 3 – Review for replacement this year;
- 2 – Review for replacement this year or next;
- 1 – Review for replacement next 2-3 years.

Vehicle Replacement

For the vast majority of us, the new fiscal year (FY) is approaching, a logical time to assess your current fleet and plan for vehicle

acquisitions over the coming year. Here are a few recommendations to keep in mind:

- Ensure the upcoming FY budget reflects vehicle replacement goals;
- Take into account total cost of ownership when choosing vehicles, calculating in the cost of maintenance, fuel, and trade-in value, when applicable;
- Consider greening your fleet with hybrid electric (HEV), plug-in hybrid electric (PHEV), and battery electric (BEV) vehicles. See our call out box for descriptions and take advantage of [available incentives](#);
- Organizations usually must order and take possession of vehicles in



the same fiscal year, so be mindful of order-to-delivery timeframes which can widely vary – from a couple of weeks to several months with custom orders;

- Organizations looking to acquire a particular make/model also should plan early. Once production cut-off dates have passed, ordering vehicles no longer is an option and the alternate route of purchasing “off lot” often is accompanied by a surcharge;
- Vehicle customization through upfitting adds time, varying from a week or two for minor modifications and up to two months for more extensive customization, such as wheelchair upfitting. On the topic of upfitting, a site visit with the dealer/upfitter is highly recommended to help ensure the upfit will meet business needs;
- Public institutions have a fiduciary responsibility to spend their budget dollars wisely, and with more than \$2 billion in annual purchasing power, using Statewide Contracts is a prudent choice. The [VEH98](#) Purchase of Vehicles contract offers

Energy-Efficient Vehicle Choices

Battery Electric Vehicle (BEV) – a vehicle that plugs into the electric grid, operating solely on battery electric power, and has zero tailpipe emissions.

Plug-In Hybrid Electric Vehicle (PHEV) – a vehicle powered by an internal combustion engine, running on conventional or alternative fuel, and an electric motor that uses energy stored in a battery which may be plugged into an electric power source for charging.

Hybrid Electric Vehicle (HEV) – a vehicle powered by both a rechargeable battery and traditional combustion engine. Unlike PHEVs, hybrid batteries may not be plugged in for charging, instead they rely on energy stored through the use of the combustion engine.

Source: [Fuel Efficiency Standard for State Fleet](#), pp. 5-6.

selection and competitive pricing and buyers take possession of their light duty vehicles with three sets of keys and a full tank of gas;

- Many VEH98 models are offered by multiple dealers. Remember to solicit quotes to have the best opportunity to drive down price.

Contact [Alex Giannantonio](#) with questions related to fleet evaluations, vehicle acquisitions, and best practices.

Executive Branch Agencies interested in the OSD/OVM Lease Program should contact [Karen Rasnick](#).

Find more OVM resources on our [website](#).

Reach the [VEH98](#) Purchase of Vehicles Contract Manager, [David Sargeant](#), at 617-720-3118.

Review OSD’s [suite of vehicle contracts](#), including [VEH102](#) to transition existing vehicles to alternative fuel technologies.



[Sign-up for other 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.

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Commonwealth of Massachusetts Recognized by Green Electronics Council: EPEAT Purchaser Award Recipient

During the fifth annual EPEAT Purchaser Awards on May 23, 2019, the Commonwealth of Massachusetts was acknowledged by the Green Electronics Council (GEC) for its work to incorporate greener electronics choices into Statewide Contracts. EPEAT, the Electronic Product Environmental Assessment Tool, managed by the GEC, verifies that electrical products meet stringent, multi-attribute environmental performance standards, in keeping with the GEC's efforts to reduce planetary and human health impacts.



For the 2018 Fiscal Year (FY), the Commonwealth of Massachusetts was a Three-Star winner having earned one star for their sustainability efforts in each of the following areas:

- Computers & Displays (Statewide Contract [SWC] [ITC47](#));
- Imaging Equipment – (SWC [ITC66](#)); and
- Servers – (SWC [ITC47](#)).

The Commonwealth's efforts were acknowledged by the GEC in FY15 and FY17, as well, though this is the first time the Servers category was among our areas of achievement. Read the [GEC Press Release](#).

OSD's vigorous efforts to build sustainability specifications into Massachusetts Statewide Contracts have had a direct effect on public purchaser behavior. Over fiscal years (FYs) 2017 and 2018, buyers opted to purchase 405,040 EPEAT-registered computers, laptops, and monitors through Statewide Contracts. Purchases of EPEAT-registered imaging equipment totaled 19,876 over that time period. Compared to products that do not meet the EPEAT criteria, these energy-efficient alternatives are estimated to have returned \$2,622,200 in energy cost savings and reduced packaging in FYs 2017-2018, which have resulted in significant environmental impact reductions, including a reduction in 12,655 metric tons of carbon equivalent and 1,133 less tons of solid waste generated.

Julia Wolfe, Director of the Commonwealth's Environmentally Preferable Products (EPP) Procurement Program at the Operational Services Division asserts, "We're pleased to continue offering a wider range of sustainable contract options and to see buyers' appetites for them increase."

In FYs 2017-18, Commonwealth EPP Statewide Contract purchases accounted for more than \$555 million. Use the [Environmentally Preferable Products and Services Guide](#) to get information about EPP options on contract. Learn more about OSD's EPP Procurement Program at mass.gov/epp.

Buy the Way: Taking a Short Hiatus

Over the past several weeks, many readers responded to our *Buy the Way* survey. Thank you! We are pleased to learn that the vast majority of survey respondents value the information we share about OSD's programs and services, and we've taken note of things you would like us to change.

During the summer months, we will be looking to migrate to a more interactive newsletter format that we plan to unveil in fall 2019. To that end, *Buy the Way* will be taking a short hiatus. We will, however, keep you abreast of pressing updates.

Thank you once again for providing your thoughts on our newsletter. We look forward to launching our new format in September 2019.