



Buy the Way

It's National Cyber Security Awareness Month Do You Have the Right Tools?

Phishing scams, data breaches, computer viruses. Protecting organization data and blocking malicious network access requires 365-day-a-year vigilance. But having the right tools in place goes a long way toward safeguarding your organization. With October designated as [National Cyber Security Awareness Month](#), this may be a logical time to step back and assess your organization's current online security measures and review your options through the Commonwealth's Statewide Contracts. Here's a brief overview of what's available.

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Cyber Security Tools available on Statewide Contracts

The Statewide Contract for [hardware and services](#) offers a variety of security devices intended to prevent unauthorized online access. These include firewalls, encryption devices, and two-factor authentication tokens, for example. Through the [software](#) contract, buyers may purchase anti-virus software that scans computers and servers to uncover a wide variety of malicious cyber threats. Also available are encryption tools, two-factor authentication software, and solutions that monitor network traffic. On a related note, proper management of program software is key. Software manufacturers routinely release patches to fix bugs and other vulnerabilities that may be detected in program software. Taking advantage of the latest security patches is critical to keeping systems secure, as is replacing software that no longer is supported or considered end of life. Approach Statewide Contract [software](#) vendors about your requirements.

Various consultation services to support the security of your computer network are offered through the [IT Project Services – Technical Specialist](#) and [IT Project Services – Solution Providers](#) contracts. Services include security assessments, such as penetration testing to detect system vulnerabilities, developing and/or updating organization security protocols, building incident response plans, and training, e.g. tabletop exercises.

Finally, the [Office of the Comptroller](#) has a designated Statewide Contract in place that provides a full suite of compliance audits, quality assurance reviews and testing for information management systems and procedures and security management systems and procedures, including Payment Card Industry (PCI) compliance, other information security audits, compliance reviews of standards, and systems and controls to protect personally identifiable information and other sensitive data.

Though it's everyone's full-time responsibility to protect their organization's IT infrastructure by exercising prudence and caution, Statewide Contract products and services offer powerful tools to keep our organizations secure.

Learn More

If you have questions about OSD's IT Statewide Contract offerings, contact [Marge MacEvitt](#), Contract Manager, at 617-720-3121.



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

Training for Buyers

COMMBUYS How to Create a Departmental Master Blanket Purchase Order

October 23 (Boston)

COMMBUYS Purchasing for Eligible Non-Profits

October 24 (Boston)

Introduction to Statewide Contracts and COMMBUYS

November 8 (Westfield)

Essentials of State Procurement

November 13 (Boston)

NEW!! Advanced Purchasing in COMMBUYS

November 14 (Boston)

How to Use Master Blanket Purchase Orders

November 14 (Webinar)

COMMBUYS PunchOut and Line Item Catalog Ordering

November 15 (Webinar)

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

Training for Businesses

Locate and Respond to Bids in COMMBUYS

October 25 (Webinar)

SDO Pre-Certification Workshop

October 25 (Taunton)

Quarterly Report Overview for Awarded Statewide Contract Vendors

November 1 (Webinar)

Connecting Your Business to the Commonwealth

November 7 (Taunton)

SDO Pre-Certification Workshop

November 7 (Boston)

Supplier Diversity Plan (SDP) Overview for Certified Businesses

November 8 (Webinar)

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

Third Annual Fall Fleet Event — A Success!

More than 150 participants convened in Sturbridge, MA, on October 3 for the third annual State Fall Fleet Event, a day-long event that attracted experts in the field of vehicle management, along with state and municipal fleet managers and procurement professionals.

Those who arrived early had the opportunity to network with vendors and peers in the exhibit hall before the event officially kicked off with remarks from Kathy Reilly, Deputy Assistant Secretary for Operational Services. Kathy acknowledged the specialized nature of vehicle-related purchasing, "It was and remains our vision that this event creates a forum for buyers to access needed resources, putting information in your hands to simplify vehicle-related decision making."

Several workshops focused on electric vehicle infrastructure. Experts from the Department of Energy Resources shared impressive figures on the projected growth of electric vehicle (EV) use, which is expected to expand from three million in 2017 to 125 million by 2030. They emphasized the importance of the Commonwealth's and local government's roles in building the infrastructure to support this growth.

Participants had the opportunity to test drive various EVs in a "Ride and Drive" demonstration sponsored by Mass Drive Clean. Vehicle models ranged from a plug-in hybrid minivan to a fully electric compact car. "It's great to see a range of the vehicles out there – and EVs are really fun to drive," said an event participant.

Attendees enjoyed a networking lunch before returning to the final workshops of the day that covered topics ranging from vehicle-related Statewide Contracts, telematics, best practices in purchasing, and fuel efficiency standards.

Please join us in thanking the National Association of State Procurement Officials (NASPO) ValuePoint for sponsoring this event. We also thank the following vendors for graciously sponsoring breakfast and lunch for all: Anderson Blue Bird Bus Sales; Central Dodge, Inc.; Dario Diesel Service, Inc.; Genuine Parts Company/NAPA Auto Parts; GPS Insight; JN Phillips Auto Glass; and Osterman Propane.

The Operational Services Division thanks all who attended this year's event. We appreciate your attentiveness, your expertise, and your commitment to best practices in fleet vehicle management and procurement.



STATEWIDE CONTRACT UPDATES | OCTOBER 2018

[Procurement
Schedule](#)

[Statewide Contract
Reference Guide](#)

[COMMBUYS](#)

[Statewide Contract
User Guides](#)

[Save\\$mart](#)

Ready for Fall and Winter? We Can Help with Your Organization's "To Do" List

Statewide Contract FAC103 Landscaping Services, Snow Removal, Tree Care and Related Services

- Fall Clean-up
- Tree Trimming
- Landscaping Services
- Tree Planting
- Irrigation System Service & Repair
- Snow Removal/Application of Deicers & Sand

Locate available vendors in the [Contract User Guide](#).

Reach the Contract Manager, Gayle Gionet: gayle.gionet@mass.gov or 617-720-3381.

Responsible, Cost-Effective Disposal of Surplus School Furniture



What school district doesn't longingly anticipate a new furniture delivery? The tougher question is how to handle the disposal of unwanted desks, chairs, tables, shelves, and cabinets that no longer are needed.

Join the Massachusetts School Building Authority (MSBA), Massachusetts Department of Environmental Protection (MassDEP), Operational Services Division (OSD), Office of the Inspector General (OIG), and the Center for EcoTechnology (CET) for an afternoon devoted to learning about best management practices and resources for responsible, cost-effective disposal of surplus school furniture.

Trash to Treasure: Responsible Management of School Furniture

Wednesday, December 5, 2018

1:00 – 4:00 p.m.

Field Elementary School, Weston, MA

[Attend the meeting in person.](#)

[Join remotely.](#)

Agenda

- Learn the importance of furniture reuse from MassDEP;
- Get key takeaways from recent Furniture Reuse Stakeholder Meetings organized by CET for the MassDEP's RecyclingWorks program;
- Receive an overview of school furniture recycling in Massachusetts;
- Hear from Weston and Wellesley school officials about their processes to reuse and recycle surplus school furniture;
- Dive into relevant surplus procedures and other important sections of the MA procurement law with the OIG;
- Discover Statewide Contracts for easy procurement of reuse services from OSD.

Note: This workshop is eligible for MCPPO recertification credits.

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 | OCTOBER 2018

Advantageous Pricing for Naloxone (Narcan®)

Access to the lifesaving drug naloxone remains a critical means for stemming opioid-related overdose deaths. Municipal organizations, among others, are eligible to purchase naloxone, also known by its brand name, Narcan®, through Statewide Contract [MED47](#), to take advantage of competitive pricing and additional discounts for expedited payments.



Eligible buyer organizations wishing to take advantage of these Statewide Contract discounts must make purchases through the [State Office of Pharmacy Services \(SOPS\)](#), which acts as an intermediary when purchasing organizations do not have a medical facility with a DEA- and State-licensed pharmacy. SOPS accepts naloxone purchase requests and payments, forwards shipments to the buyer, and has committed to a 7-day turnaround for vendor payments to secure the lowest price under contract – discounts which are passed on to the buyer.

Additional Savings for Municipal First Responder Agencies

Municipal first responder agencies, generally defined as Massachusetts municipal police and fire departments, are able to take advantage of incremental savings through the Municipal Naloxone Bulk Purchasing program. This program currently entitles municipal first responder agencies to **purchase a two-pack of 4-milligram nasal spray for \$40.*** Also at this time, SOPS is covering the cost of **FedEx second-day delivery**, as well.

The procedure to purchase naloxone is detailed in the [MED47 Contract User Guide](#) in Appendix A. Contact [Peter Etzel](#), Contract Manager, with questions at 617-720-3397.

* MED47 pricing as of October 3, 2018.

New Statewide Contract — Homeland Security, Public Safety, & Traffic Safety Supplies



The new [HLS06](#) contract, replacing HLS05, offers a comprehensive array of safety and emergency response products for public works departments, schools, fire and police departments, and others. With hundreds of manufacturers represented, HLS06 provides coverage for disaster response, emergency management and preparedness, equipment for law enforcement, firefighting, search and rescue, as well as personal protective equipment (PPE), electronic message boards, mobile command centers, road cones and barriers, and more!

Vendor awards for Safeware, Inc., and W.W. Grainger, Inc., are based on catalog discounts with room to negotiate for bulk orders.

Reach out to our vendors to discuss your purchasing requirements.

Safeware, Inc.
Tanna Blazejak
301-683-1234 x 1049 or 800-331-6707
tblazejak@safewareinc.com

W.W. Grainger, Inc.
Jose A. Samayoa
401-256-0103
jose.samayoa@grainger.com

Contact [Steve Lyons](#), HLS06 Contract Manager, at 617-720-3373.

GRO36 Dairy Products Survey

An integral part of OSD's contract management practices includes gathering feedback from our buyer community to ensure contracts continue to meet expectations. Currently, we are seeking information about buyers' purchasing experience with the GRO36 Dairy Products Statewide Contract.

Please take a few minutes to complete our [three-question survey](#). If you have additional GRO36 feedback, contact the Contract Manager, [Betty Fernandez](#), at 617-720-3133.



TELP Statewide Contract Ending 10/19

Statewide Contract [PRF54](#) for the acquisition of Tax Exempt Lease Purchase (TELP) financing expired on Friday, October 19, 2018, without any renewal or rebid opportunity. This business decision was reached based on negligible contract activity/buyer interest over the current contract term.

Send questions to [Sorraia Tavares](#), Senior Strategic Sourcing Manager.

Latest COMMBUYS Enhancements

Drawing on valuable feedback from our user community, the COMMBUYS Operations Team at OSD has implemented a number of enhancements to the [COMMBUYS](#) system:

Buyers

- New Confidential column on the Attachments tab of a bid, making the process to designate a document as confidential more straightforward. View our [Confidential Attachments in COMMBUYS](#) article that provides further enhancement details and several confidential document reminders.
- Enhancement that reduces the risk of buyers accidentally selecting all vendors for bid notification. Buyers will be prompted to select at least one search parameter to narrow the selection of vendors to be notified.
- On a Distributor model Master Blanket, reinstated ability to inactivate one or more vendors through a Change Order.
- Corrected the issue that was clearing the Informal checkbox on Rolling Enrollment bids (formerly occurring when this designation was selected in advance of the organization's Department and Location).
- Reestablished the ability to conduct a PO search by Fiscal Year or Vendor ID.

Vendors

- Corrected a display issue affecting logged in vendors whereby attachments visible from the Attachments tab were not displaying on the Summary tab.

We look forward to your continued feedback and refining the COMMBUYS portal to meet the needs of our buyer and vendor communities. Contact the COMMBUYS Help Desk if you have a question: 888-MA-State (627-8283) or COMMBUYS@mass.gov.

OSD Program Earns National Recognition

The Operational Services Division's Local Government Enablement (LGE) team recently was recognized for its innovative programs supporting municipal procurement at the 2018 National Association of State Procurement Officials' ([NASPO](#)) Annual Conference in Long Beach, California.

LGE Account Manager, Patricia Burke, accepted the Silver [Cronin Award](#) for Procurement Excellence on behalf of the team, telling the crowd, "We first earned the trust of municipal procurement staff by listening to their challenges, then we were able to work with them to identify ways Statewide Contracts and COMMBUYS could address those challenges. Collaborating with municipalities to successfully transform purchasing practices from paper-driven to digital procurement was game changing and inspiring."

If you would like to learn about incorporating [COMMBUYS](#) and Statewide Contracts into your municipal procurement process, please contact the LGE team at COMMBUYSEnablement@mass.gov.



OSD staff accept the Silver Cronin Award. Pictured from left, William McAvoy, Deputy Assistant Secretary; Patricia Burke, LGE Account Manager; Gary Lambert, Assistant Secretary; and Kathy Reilly, Deputy Assistant Secretary.

Advancing Commercial Battery-Powered Lawn Equipment in MA

"I'm proud to say that Massachusetts is the first state to develop commercial grade specifications for battery-powered lawn equipment – and with your help we can implement successful programs around the state," declared Julia Wolfe, Director of OSD's Environmentally Preferable Products (EPP) program, as she welcomed attendees to the first of two events designed to educate buyers on the use of this equipment.

Attendees from executive agencies, municipalities, and non-profits learned about the environmental, health, and cost benefits of transitioning from gas-powered to electric lawn equipment for routine grounds maintenance. Later in the day, participants had the opportunity to demo the equipment outdoors where battery-powered equipment such as chain saws, push mowers, hedge trimmers, and a commercial-grade, battery-powered ride-on mower were available for evaluation.

To learn more about the [EPP program](#), please visit mass.gov.

Benefits of Battery-Powered Lawn Equipment

Environment



- Reduced:
 - Carbon emissions
 - Toxic exposure
 - Air pollution
 - Hazardous waste and spills
 - Noise pollution

Health



- Reduction in:
 - Worker and public exposures to toxic emissions
 - Excessive noise
 - Excessive vibrations
 - Ground-sourced particulates

Cost



- Avoided fuel costs
- Maintenance costs
- The possibility for extended work hour options and holiday operation due to lower noise levels



[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 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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Seasoned Procurement Professional Moves from Executive Agency to Municipality

Shab Khan served as the Chief Procurement Officer (CPO) for the Department of Conservation and Recreation (DCR) for several years before accepting her current position as CPO and Budget Director for the City of Medford. At DCR, Shab was a first-generation COMMBUYS user who participated in a series of user groups when the Commonwealth's procurement platform was launched, meeting regularly with OSD staff to provide feedback and recommendations on behalf of her agency. It was during this time that she established close working relationships with various OSD units, including COMMBUYS Operations, the COMMBUYS Help Desk, Training, and Strategic Sourcing.



Shab Khan, Chief Procurement Officer and Budget Director, City of Medford.

Shab started in her new role shortly after the passage of [An Act to Modernize Municipal Finance and Government](#), which requires municipalities to advertise certain bids in COMMBUYS. At that time, the City of Medford staff had very little experience using COMMBUYS and rarely purchased from Statewide Contracts. Shab made it a priority to educate various departments on the benefits of these tools and contacted Jackie Abbott, Local Government Enablement Team Account Manager, for help in creating a comprehensive plan to provide training. "When we buy from Statewide Contracts, we support our local vendors and invest in the Massachusetts economy — two things I feel very strongly about," declared Shab.

The initial response from her colleagues was positive: they welcomed the time savings associated with using Statewide Contracts to make purchases, they were pleased with the vendor selection, and they were relieved they wouldn't have to worry about compliance or contract negotiations when purchasing from Statewide Contracts.

After two years of consistent outreach, the use of Statewide Contracts and COMMBUYS in Medford is widespread. "People are beginning to experience the benefits we told them about in training. The time and effort we invested in training really paid off," Shab revealed. She continues to work closely with her OSD contacts to provide feedback on vendors, new contracts, and additional COMMBUYS training opportunities.

"We have a great relationship with Shab," said Kathy Reilly, Deputy Assistant Secretary for Operational Services. "She is well versed in the utilization of COMMBUYS and Statewide Contracts; and the feedback she provides helps us gauge how these tools are meeting the needs of municipalities and it also helps us identify when additional support is necessary."

To learn more about using COMMBUYS and Statewide Contracts to purchase goods and services in your organization, please contact OSD's Local Government Enablement Team at COMMBUYSenablement@mass.gov.

COMMBUYS Loyalty Program Update

The results through September 30th are tabulated! Link to the latest [COMMBUYS Loyalty Program stats](#).



Thirst for Knowledge Badge

We're pleased to recognize the following organizations that have made a significant investment in staff training, reaching Level V in the Thirst for Knowledge category this past quarter. They join 26 organizations that previously met that level of achievement.

City of Lynn
Town of Concord

City of Medford
Town of Framingham

City of Springfield
Town of Nantucket

[Sign up for training](#) to boost your Thirst for Knowledge numbers next quarter.