Job Aid:

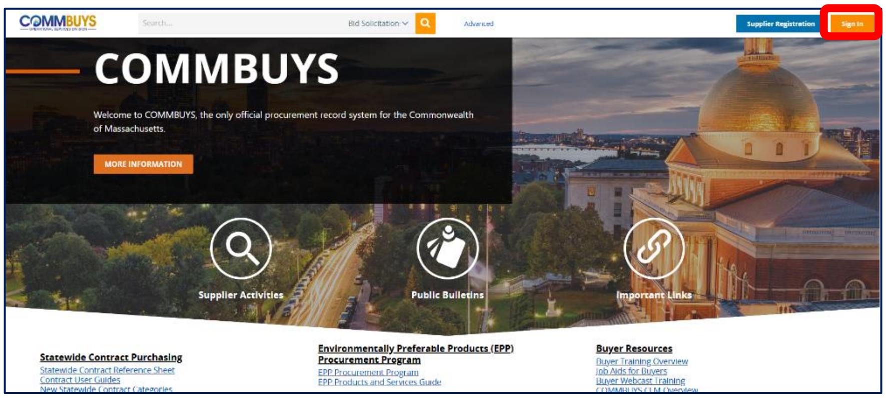
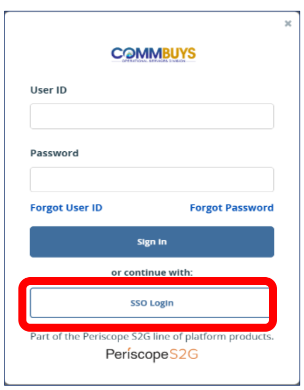
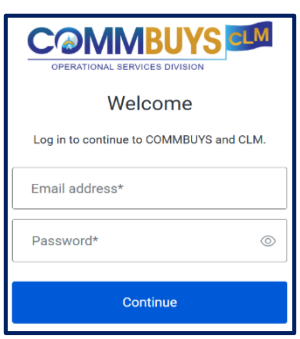
How to Request a Procurement Exception in COMMBUYS CLM

This Job Aid shows how to:

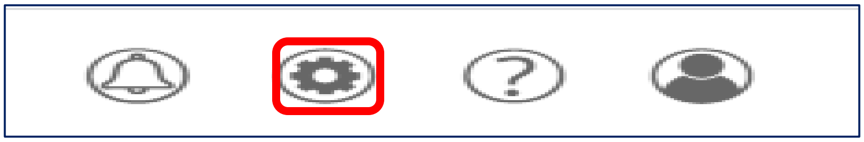
- Request a Procurement Exception in COMMBUYS CLM

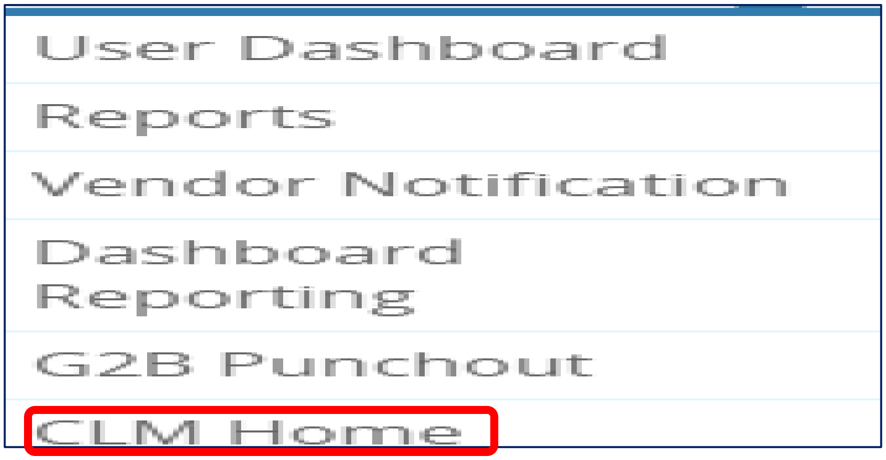
Of Special Note:

- Procurement exceptions (waivers) previously submitted to purchasing.agent@mass.gov have been transitioned to CLM as part of the Sourcing Strategy workflow. The process used to submit these requests through CLM is described in this job aid.
- Procurement exceptions require approval from OSD Legal and the Commonwealth Chief Procurement Officer.

Screenshot	Directions
	**Step 1: Logging in** 1. Launch the COMMBUYS website by entering the URL commbuys.com 2. Click on the orange **Sign In** button in the upper right-hand corner.
	3. Click on the **SSO Login** (Single Sign-On) button.
	4. Enter your **Email Address** and COMMBUYS **Password** and click on the **Continue** button.

Screenshot	Directions

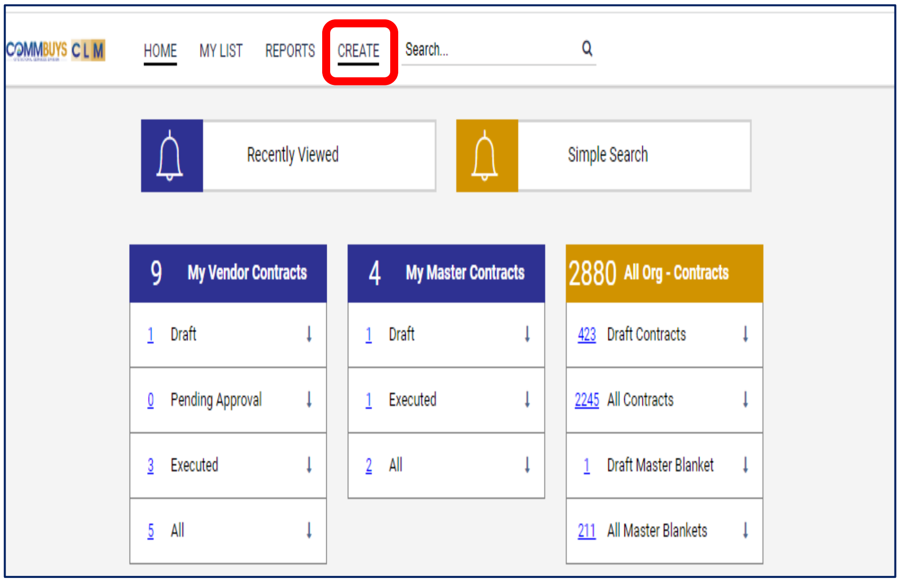
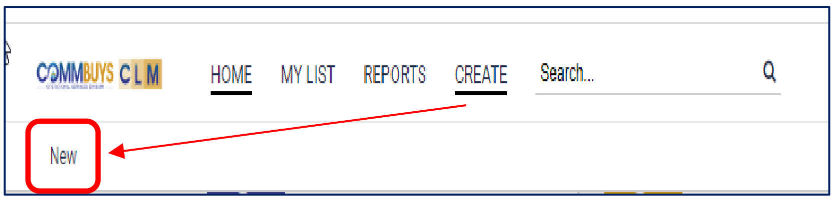




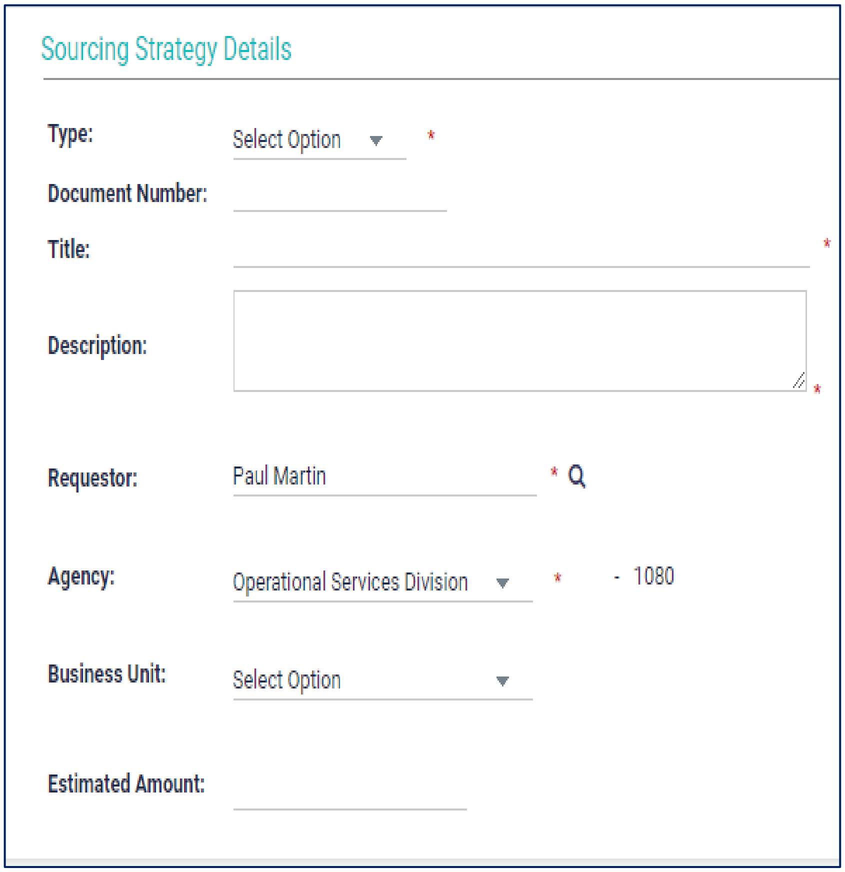
Step 2: Accessing CLM

1. When the COMMBUYS home page displays, click on the **Settings** icon at the top right of the page.

2. Select **CLM Home** from the dropdown menu.

Screenshot	Directions
	**Step 3: Initiating a Sourcing Strategy** 1. Click on the **Create** tab.
	2. Click on the **New** hyperlink.
	3. Click on the **MASS.Sourcing Strategy** hyperlink.

Screenshot	Directions

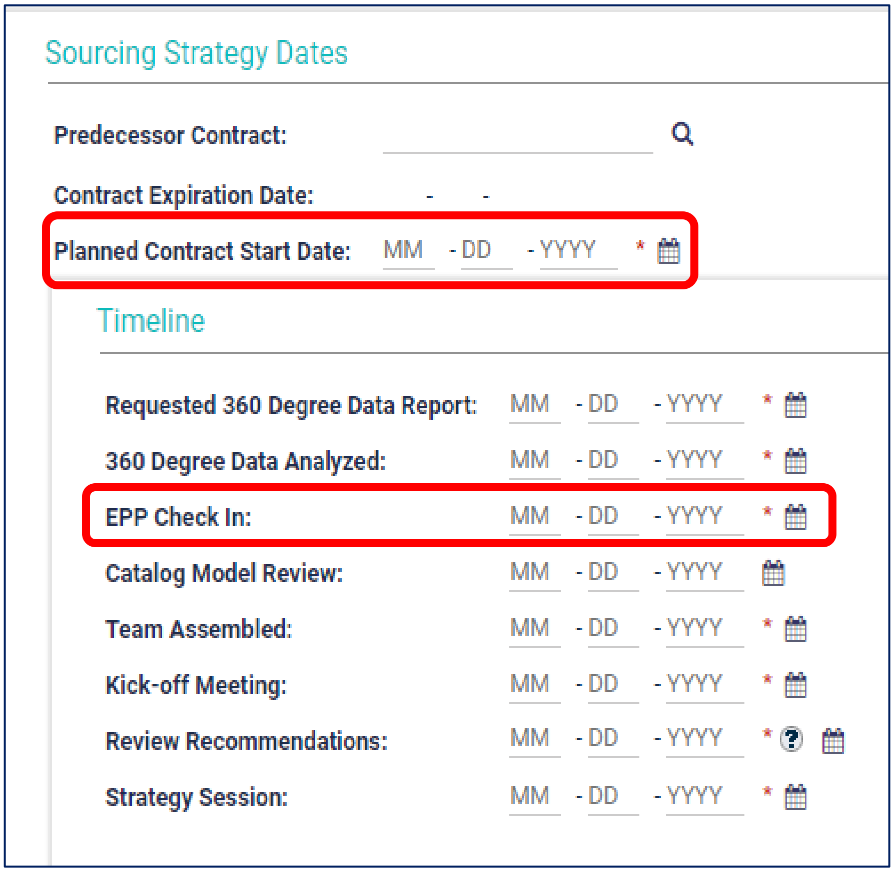


Step 4: Completing the Sourcing Strategy Details Section

NOTE: All required fields in CLM are identified with a red asterisk. After clicking on the **SAVE** button, any required fields not populated will be identified with a red message and must be completed.

1. In the **Type** field, click on the **down arrow** next to Select Option and select **Exception** from the dropdown menu.
2. In the **Document Number** field, enter the Statewide Contract number (OSD only) or your department contract number.
3. In the **Title** field, enter the title of the contract.
4. In the **Description** field, enter a description of the contract.
5. The **Requestor** field auto fills with your name.
6. The **Agency** field auto fills with your agency OR choose from the dropdown menu.
7. In the **Business Unit** field, click on the down arrow next to Select Option and select your business unit from the dropdown menu.
8. In the **Estimated Amount** field, enter the total anticipated value of the contract.

Screenshot	Directions



Step 5: Completing the Sourcing Strategy Dates Section

1. Use the magnifying glass search icon to select the predecessor contract in the **Predecessor Contract** field and enter the predecessor contract expiration date in the **Contract Expiration** field. **NOTE:** Leave these two fields blank if this is a new contract.

2. In the **Planned Contract Start Date** field, click on the calendar icon to enter the anticipated beginning date of the new contract.

NOTE: When the planned contract start date is entered, the required fields in the Timeline subsection will auto fill except for the **EPP Check In** field which must be entered manually. If not applicable, this date can be set to the same date as the **Requested 360 Degree Data Report.** (The calendar icon can be used to enter this date).

To continue this job aid go to:

- **Step 6** for exceptions to **Existing Statewide Contracts**

NOTE: This is an exception or "waiver" to the mandatory use of an existing statewide contract.

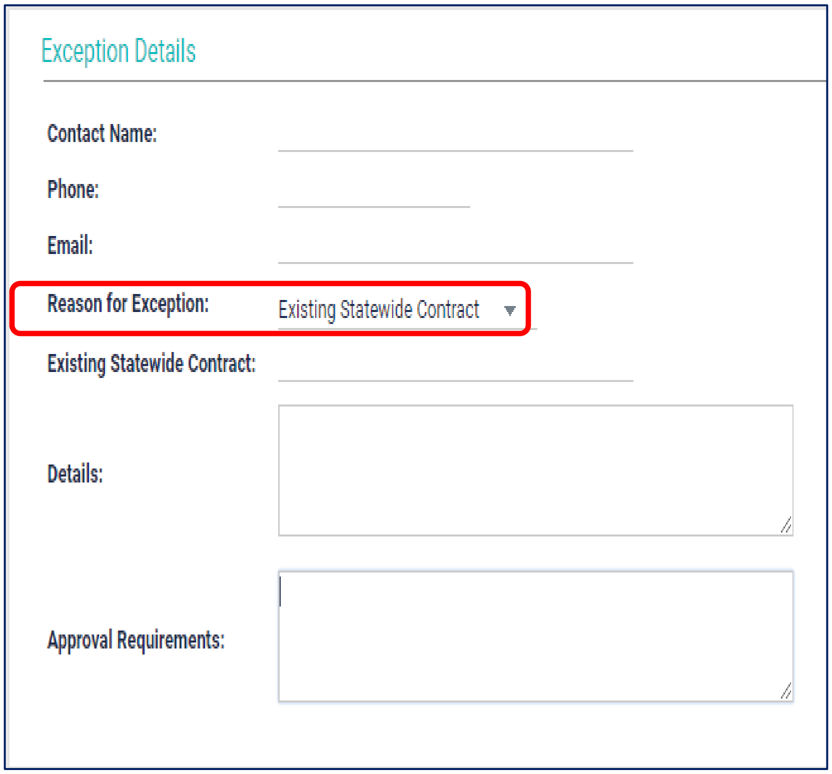
- **Step 7** for **Due Diligence** postings.

- **Step 8** for **Collective Purchases**

- **Step 9** for **Interim Contracts**

- **Step 10** for all **Other** reasons

Screenshot	Directions



Step 6: Completing the Exception Details Section for Existing Statewide Contracts

1. Enter the contact person's name in the **Contact Name** field.
2. Enter the contact person's phone number in the **Phone** field.
3. Enter the contact person's email address in the **Email** field.
4. Click on the down arrow in the **Reason for Exemption** field and select **Existing Statewide Contract** from the dropdown menu.
5. Enter the Statewide Contract number in the E**xisting Statewide Contract** field.
6. Enter details about the request for exception in the **Details** field.

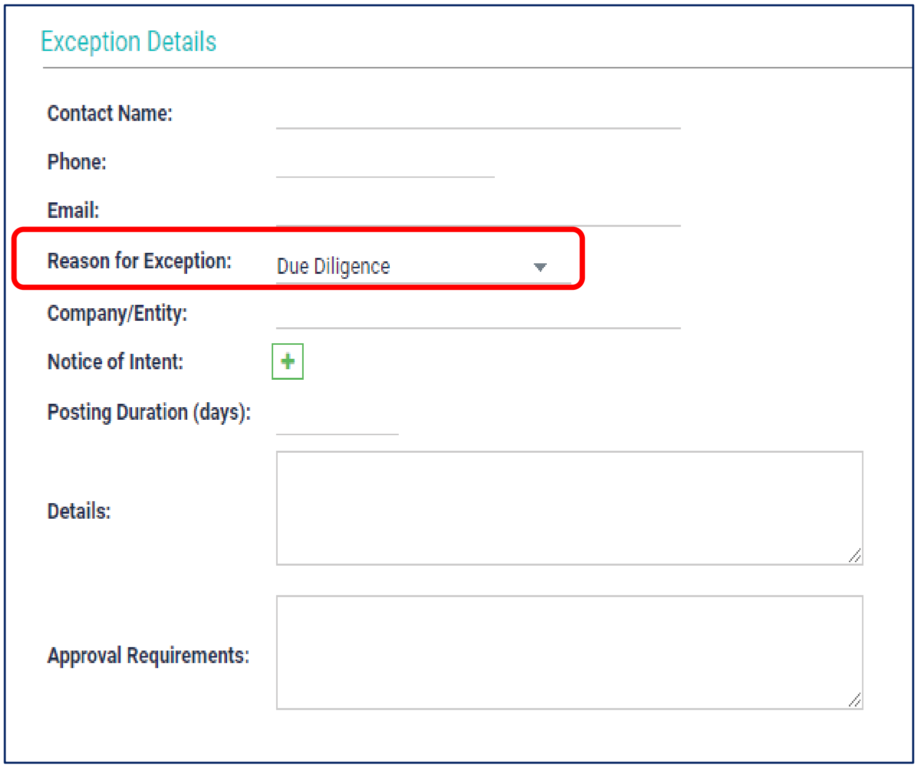
NOTE: Consult the Best Value Procurement Handbook for guidance on what details to include.

7. The **Approval Requirements** field is for OSD input only.

NOTE: This field will be populated by OSD if approving a request but including requirements that must be met. Comments in this field will be included in the auto-generated email that goes to the requestor.

Continue to Step 11

Screenshot	Directions



Step 7: Completing the Exception Details Section for Due Diligence Postings

1. Enter the contact person's name in the **Contact Name** field.

2. Enter the contact person's phone number in the **Phone** field.

3. Enter the contact person's email address in the **Email** field.

4. Click on the **down arrow** in the **Reason for Exemption** field and select **Due Diligence** from the dropdown menu.

5. Enter the company/entity name in the **Company/Entity** field.

6. Click on the **green and white plus sign icon** in the **Notice of Intent** field and select the Notice of Intent document from the saved location on your computer.

7. Enter the number of days for the notice to be posted in the **Posting Duration (days)** field.

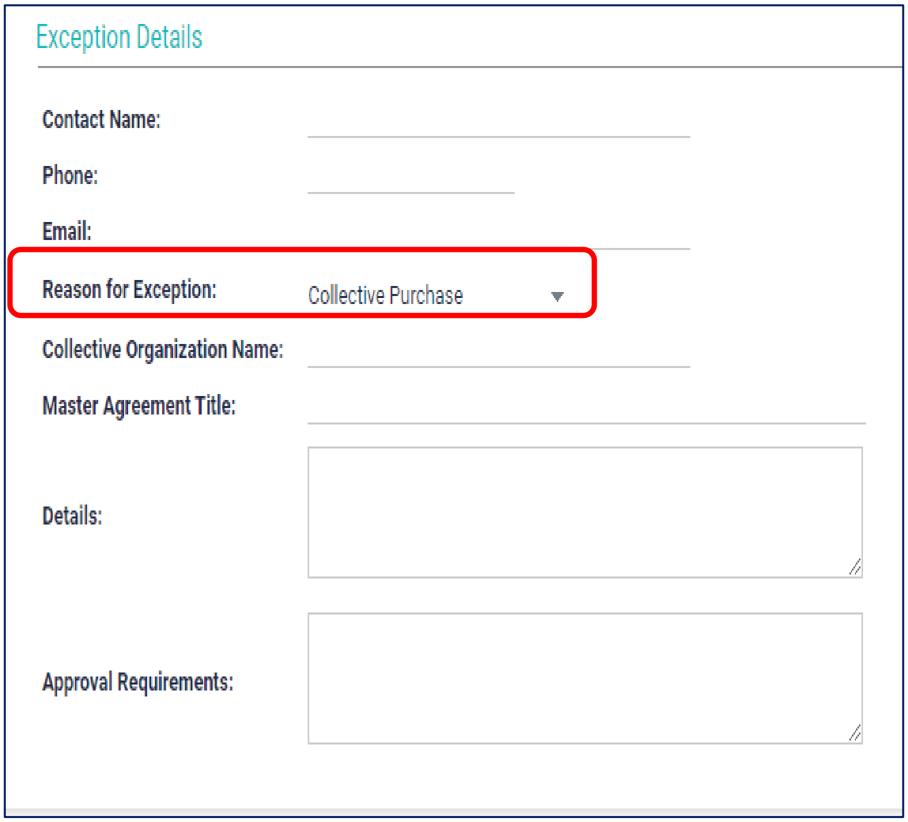
8. Enter details about the request for exception in the **Details** field.

9. The **Approval Requirements** field is for OSD input only.

NOTE: This field will be populated by OSD if approving a request but including requirements that must be met. Comments in this field will be included in the auto-generated email that goes to the requestor.

Continue to Step 11

Screenshot	Directions



Step 8: Completing the Exception Details Section for Collective Purchases

1. Enter the contact person's name in the **Contact Name** field.

2. Enter the contact person's phone number in the **Phone** field.

3. Enter the contact person's email address in the **Email** field.

4. Click on the down arrow in the **Reason for Exemption** field and select **Collective Purchase** from the dropdown menu.

5. Enter the name of the collective organization in the **Collective Organization Name** field.

6. Enter the title of the master agreement in the **Master Agreement Title** field.

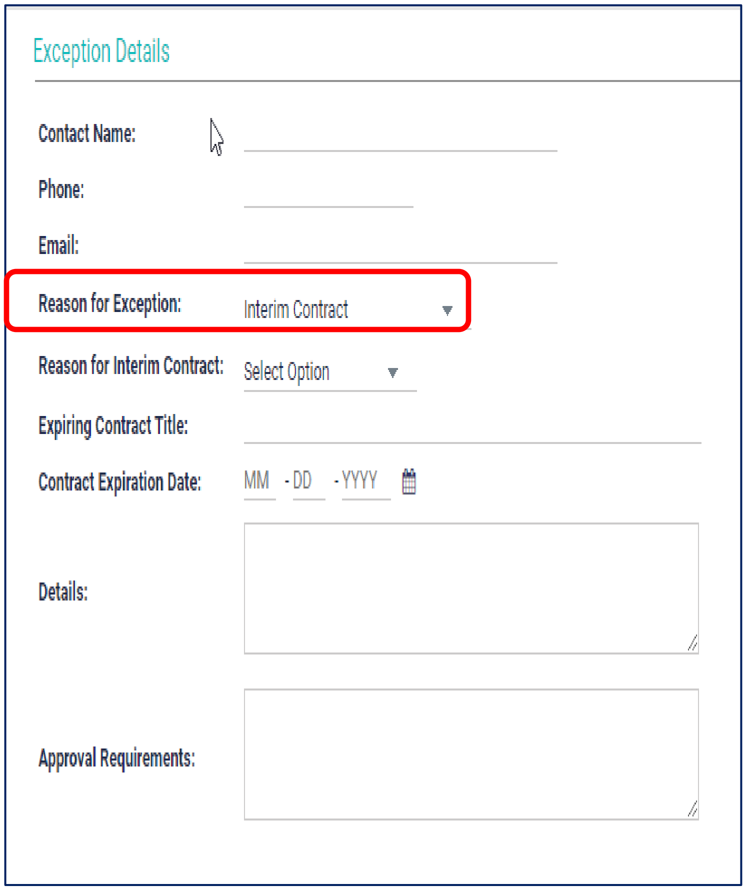
7. Enter details about the request for exception in the **Details** field.

8. The **Approval Requirements** field is for OSD input only.

NOTE: This field will be populated by OSD if approving a request but including requirements that must be met. Comments in this field will be included in the auto-generated email that goes to the requestor.

Continue to Step 11

Screenshot	Directions



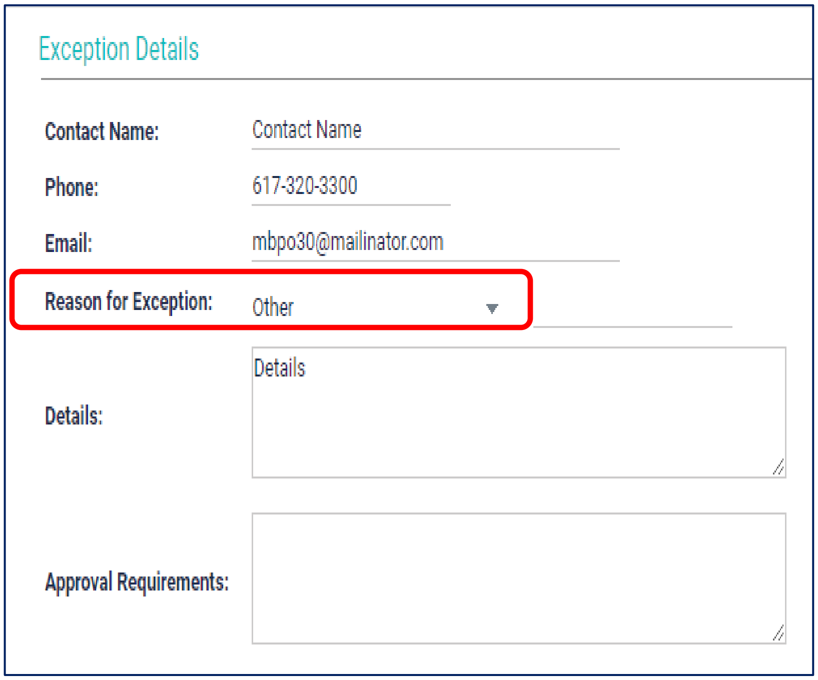
Step 9: Completing the Exception Details Section for Interim Contracts

1. Enter the contact person's name in the **Contact Name** field.
2. Enter the contact person's phone number in the **Phone** field.
3. Enter the contact person's email address in the **Email** field.
4. Click on the **down arrow** in the **Reason for Exemption** field and select **Interim Contract** from the dropdown menu.
5. Click on the **down arrow** in the **Reason for Interim Contract** field and select either **Early Termination** or **Procurement Delay** from the dropdown menu.
6. Enter the title of the expiring contract in the **Expiring Contract Title** field.
7. Enter the date that the contract will expire in the **Contract Expiration Date** field.
8. Enter details about the request for exception in the **Details** field.
9. The **Approval Requirements** field is for OSD input only.

NOTE: This field will be populated by OSD if approving a request but including requirements that must be met. Comments in this field will be included in the auto-generated email that goes to the requestor.

Continue to Step 11

Screenshot	Directions



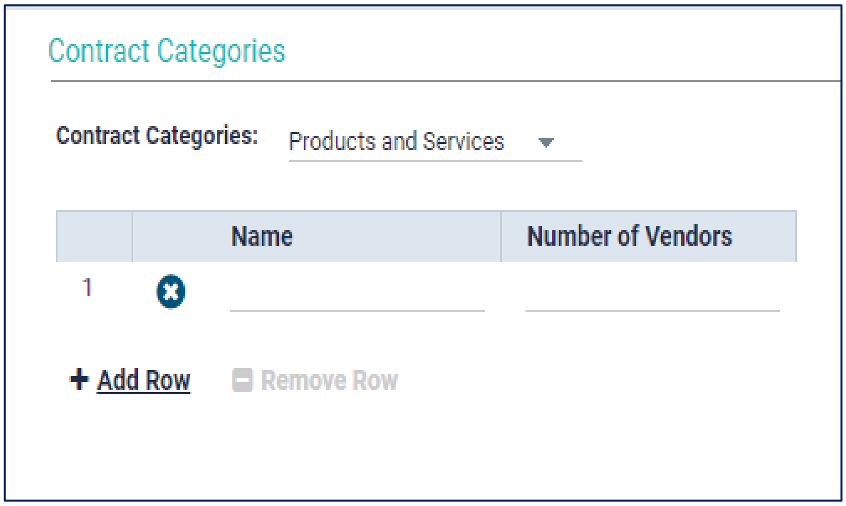
Step 10: Completing the Exception Details Section for Other Reasons

1. Enter the contact person's name in the **Contact Name** field.
2. Enter the contact person's phone number in the **Phone** field.
3. Enter the contact person's email address in the **Email** field.
4. Click on the down arrow in the **Reason for Exemption** field and select **Other** from the dropdown menu.
5. Enter details about the request for exception in the **Details** field.
6. The **Approval Requirements** field is for OSD input only.

NOTE: This field will be populated by OSD if approving a request but including requirements that must be met. Comments in this field will be included in the auto-generated email that goes to the requestor.

Continue to Step 11

Screenshot	Directions



Step 11: Completing the Contract Categories Section

This section allows multiple categories within a contract to be identified.

1. In the **Contract Categories** field, click on the **down arrow** next to Select Option and select **Products, Services**, or **Products and Services** from the dropdown menu.

2. When identified, enter the name of the category in the **Name** column and enter the number of vendors, if known, within the category in the **Number of Vendors** column.

   NOTE: Additional categories can be added and populated by clicking on the **Add Row** hyperlink. Clicking on the **Remove Row** hyperlink will delete any rows that are not needed.

3. Click on the **SAVE** button at the bottom of the page.

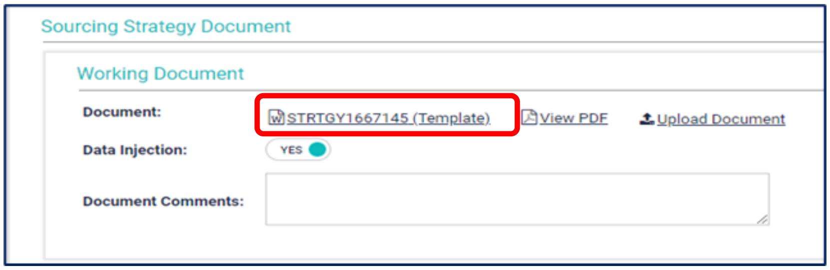
NOTE: if desired, you can complete the Sourcing Strategy document that can be shared in collaboration and be archived in COMMBUYS CLM by continuing with **Steps 12 through 16.**

If not, and you wish to proceed to the **Notes and Attachments** and **Approvals** sections, skip to **Step 17.**

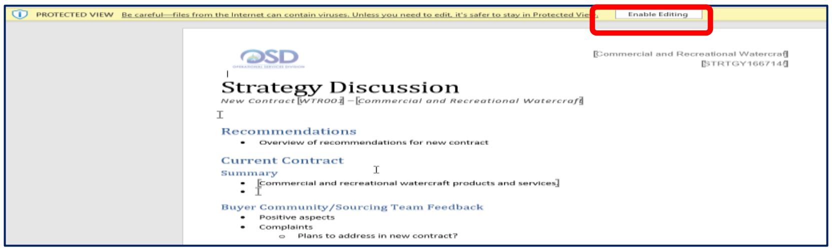
NOTE: The **Notes and Attachments** section may be used to attach any documentation that supports the exception request.

Screenshot	Directions

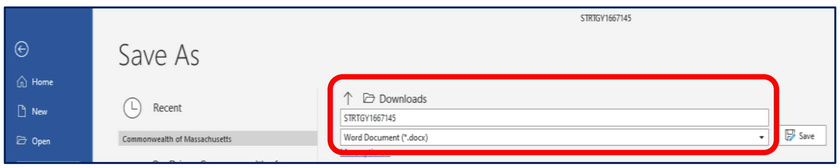
Step 12: Completing the Working Document Subsection



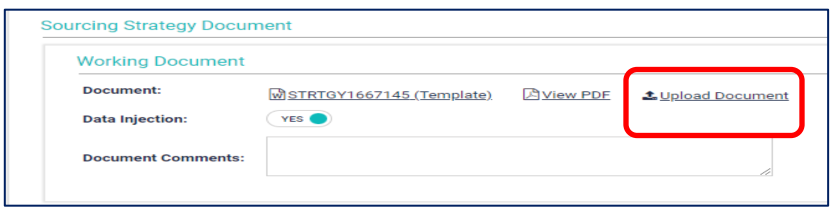
1. In the Document field, click on the **Template** hyperlink, then click on the .docx popup box on the corner of your screen.



2. When the template for the **Strategy Discussion** document displays, click on the **Enable Editing** button on the yellow stripe at the top of the document. Edit and update the document as needed then click on **File** and **Save As.**

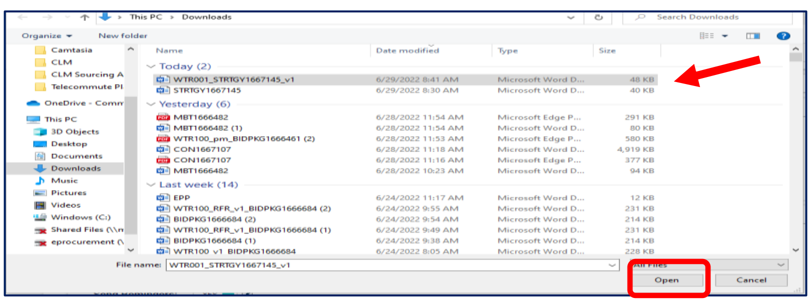


3. When the **Save As** page displays, ensure that the desired save destination is selected, then rename the document in the top field, and click on the **Save** button on the right.

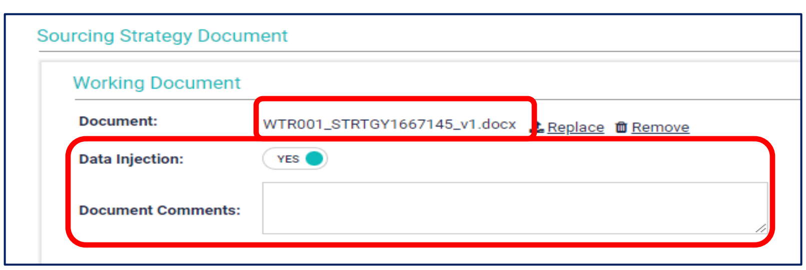


4. When the edited document re-displays, click on the **X** at the top right of the screen to close, and you are returned to the Working Document section.

5. Click on the **Upload Document** hyperlink.



6. Select the renamed document in the popup box, then click on the **Open** button.

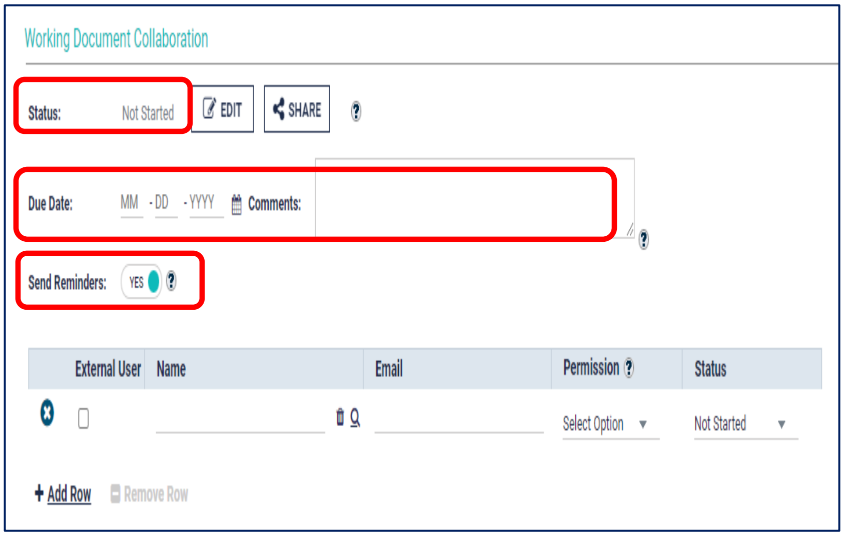


7. When the screen re-displays, the edited document name has replaced the Template in the **Document** field.

8. Ensure that the **Data Injection** field is set to **YES**, then enter comments in the **Document Comments** field if desired.

Click on the **SAVE** button at the bottom of the page. The document is now hyperlinked.

Screenshot	Directions



Step 13: Completing the Working Document Collaboration Subsection

NOTE: At various stages in the **Contract Lifecycle Management** process, **c**ollaboration occurs among members of your Strategic Sourcing Team (SST).

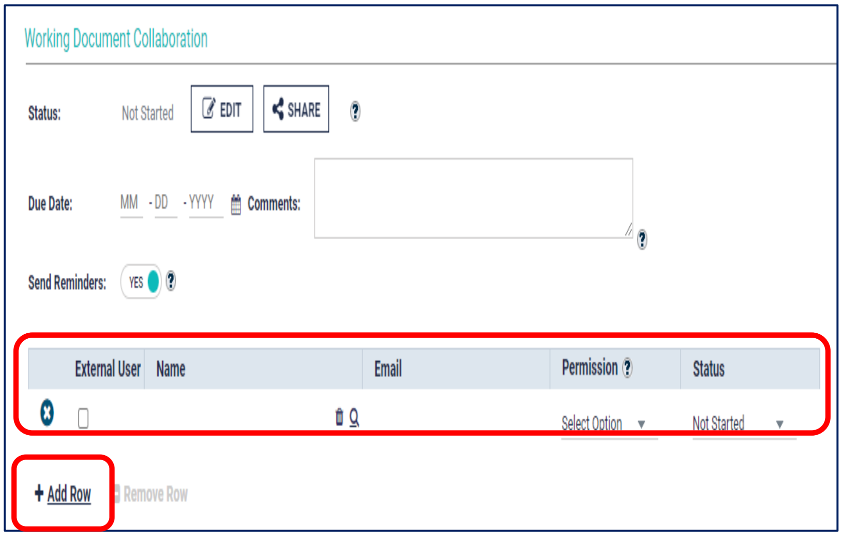
1. The Status **Not Started** displays. Enter a date that collaboration comments will be due in the **Due Date** field.
2. Enter comments about the collaboration in the **Comments** text box.
3. Ensure that **YES** displays in the **Send Reminders** field.

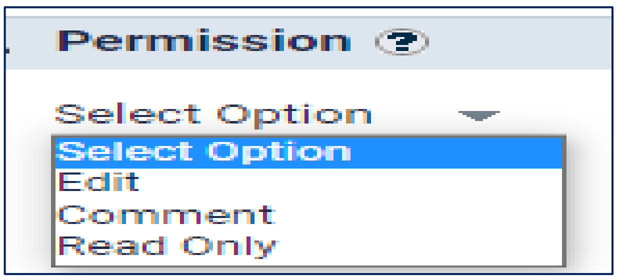
NOTE: Collaborators can include users who are either external or internal to your work group.

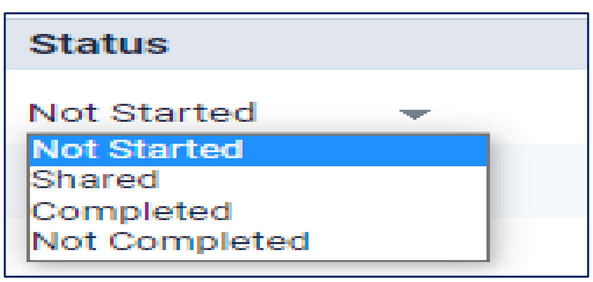
- To add an external collaborator, go to **Step 9.**

To add an internal collaborator, go to **Step 15.**

Screenshot	Directions







Step 14: Adding an External Collaborator

1. Select the **External User** checkbox.

2. Enter the collaborator's **Name** and **Email** address in the respective fields.

   NOTE: The collaborator can be removed by clicking on the blue and white X icon at the beginning of the row. Additional users can be added by clicking on the **Add Row** hyperlink at the bottom of the subsection.

3. Click on the **down arrow** in the **Permission** column and select:

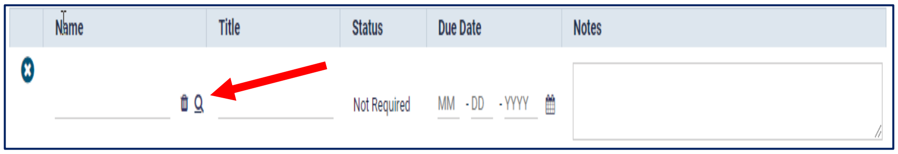
   - **Edit** - if the user will have the ability to edit the document.
   - **Comment** – if the user cannot edit the document but can enter comments about it.
   - **Read Only** – if the user can review the document but cannot edit or enter comments.

   NOTE: The Status column displays Not Started for each user prior to the start of the collaboration. The system will automatically update the status as it changes.

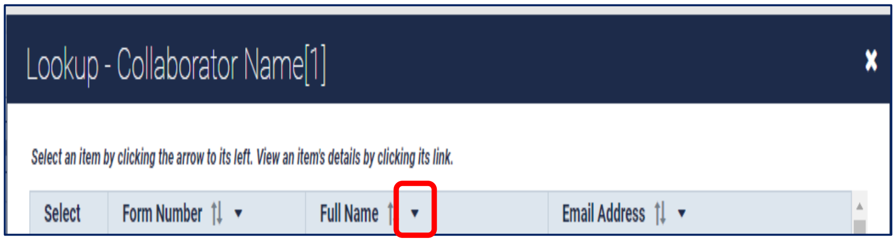
Go to Step 15 to add an Internal Collaborator; otherwise go to Step 16.

Screenshot	Directions

Step 15: Adding an Internal Collaborator

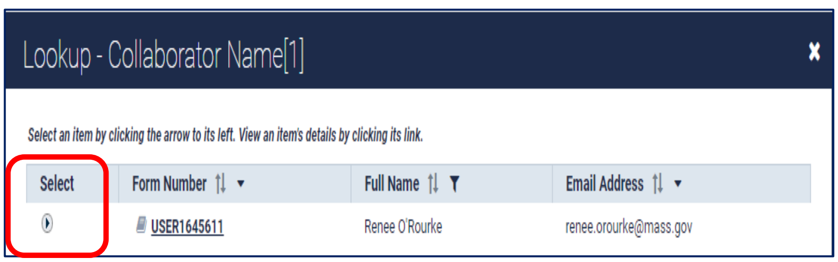


1. Click on the **magnifying glass** search icon.



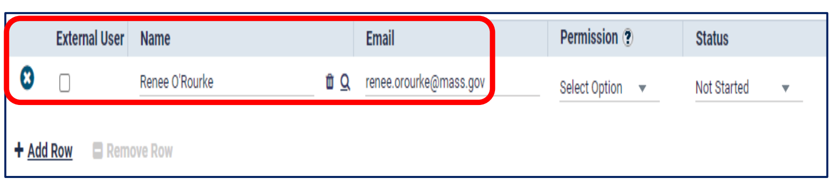
2. In the **Lookup – Collaborator Name** popup box, if the desired user displays continue with step 4 below; if not, click on the down **triangle** in the **Full Name** column to search for the user by name.

3. In the **Filter By: Full Name** popup box, enter the collaborator's name, then click on the **OK** button.



4. When the **Lookup – Collaborator Name popup** box re-displays, click on the **right arrow** in the **Select** column.

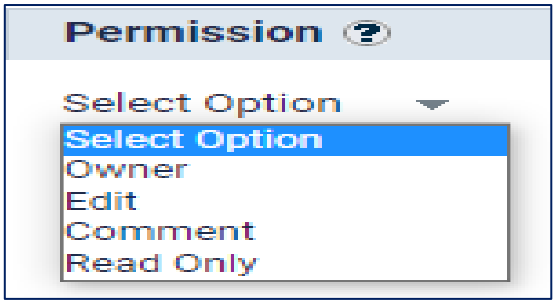
   NOTE: Do not click on the USER hyperlink in the Form Number column.

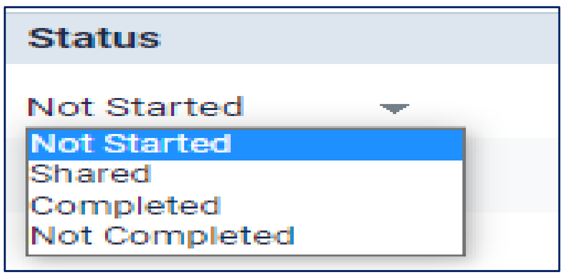


5. The selected internal collaborator's **Name** and **Email** address now display in the respective fields.

NOTE: The collaborator can be removed by clicking on the blue and white X icon at the beginning of the row. Additional users can be added by clicking on the **Add Row** hyperlink at the bottom of the subsection.

Screenshot	Directions



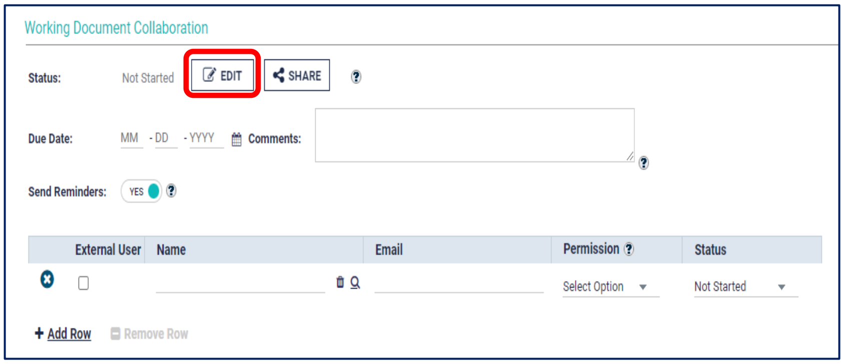


6. Click on the **down arrow** in the **Permission** column and select:

   - **Edit** - if the user will have the ability to edit the document.
   - **Comment** – if the user cannot edit the document but can enter comments about it.
   - **Read Only** – if the user can review the document but cannot edit or enter comments.

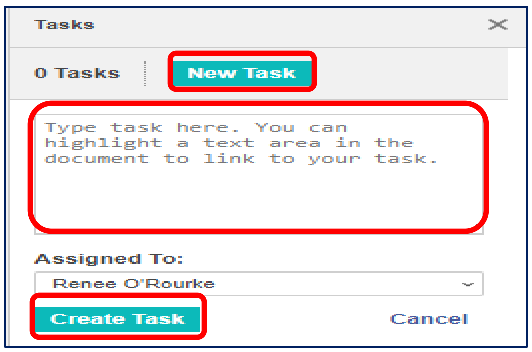
NOTE: The Status column displays Not Started for each user prior to the start of the collaboration. The system will automatically update the status as it changes.

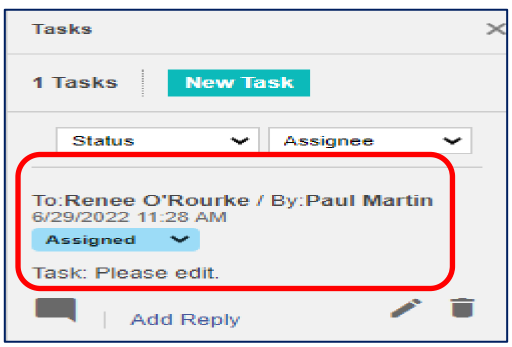
Screenshot	Directions



Step 16: Starting the Collaboration Process

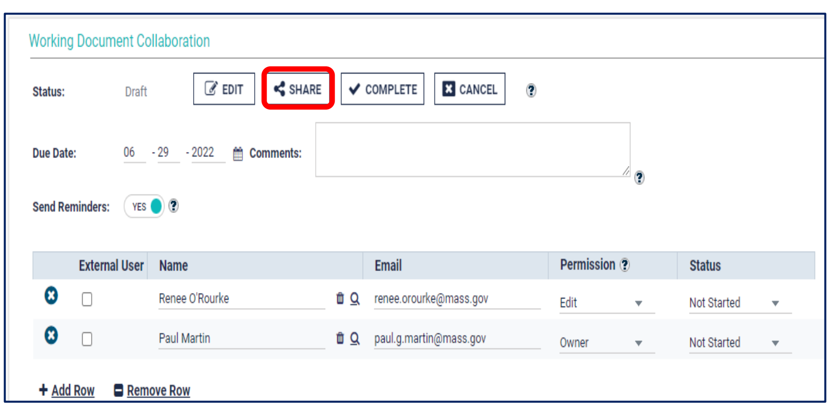
1. Click on the **EDIT** button. Doing so adds your name to the list of collaborators.





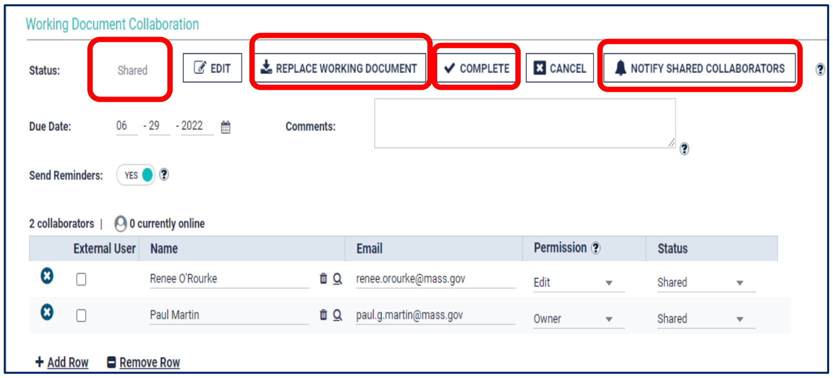
2. Click on the **New Task** button on the left side of the page.
3. When the New Task section redisplays, click in the **text box** and enter a task.
4. Click on the **down arrow** in the **Assigned To:** field and select a collaborator for the assigned task.
5. Click on the **Create Task** button.

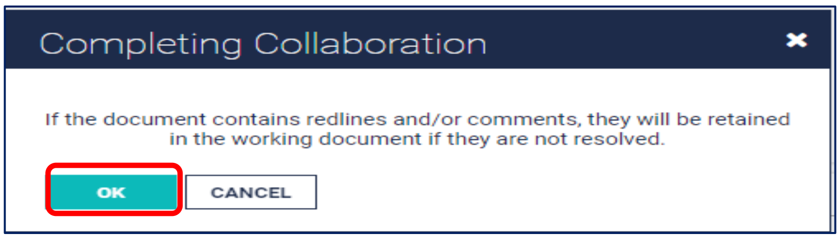
   NOTE: The New Task screen re-displays with the entered information.

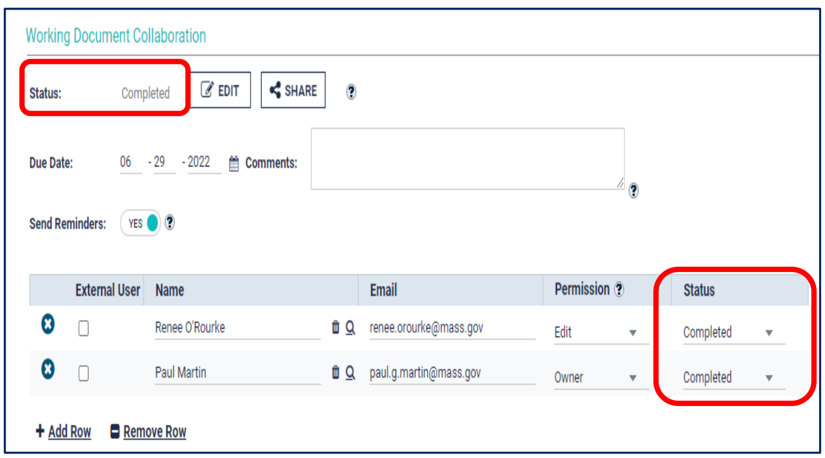


6. Click on the **GO TO RECORD** button at the bottom of the **Strategy Document** page to return to the **Working Document Collaboration** subsection. The status is **Draft.**
7. Click on the **SHARE** button.

Screenshot	Directions







NOTE: The status has now changed to **Shared.** An invitation to edit has been sent to all collaborators. The owner can see if there any collaborators currently in the document.

Once Shared, two new buttons appear.

- **Replace Working Document:** If edits were made, you can replace the document in the section above.
- **Notify Shared Collaborators:** will send a reminder to those who haven't completed the review.

8. Click on the **COMPLETE** button once the collaboration is completed and the working document has been replaced.

9. Click on the **OK** button in the **Completing Collaboration** popup box.

10. The status changes to **Completed**.

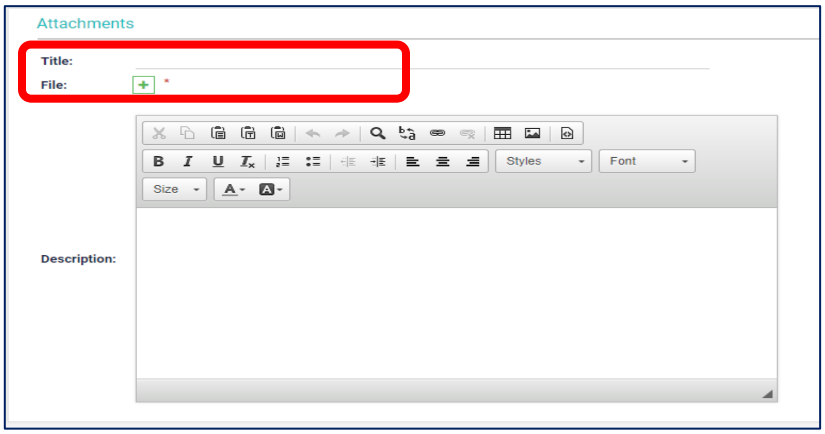
    Now scroll down and click on the **Notes & Attachments** section.

Screenshot	Directions

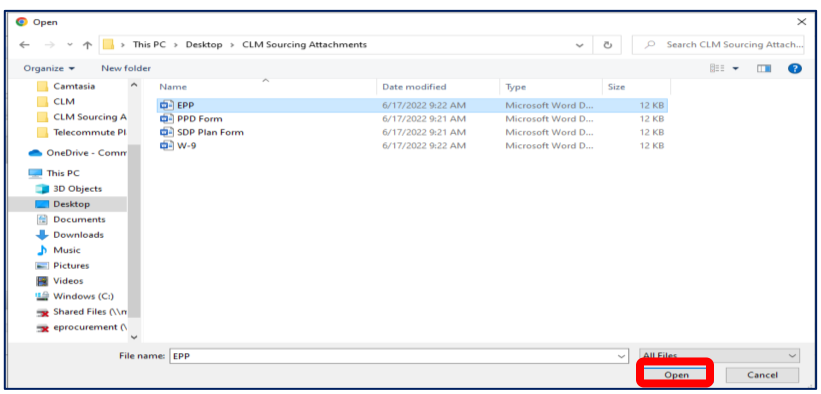
Step 17: Completing the Notes & Attachments Section

NOTE: The **Notes and Attachments** section may be used to attach documentation that supports the exception request or any other relevant documents if desired; otherwise, skip to **Step 18.**

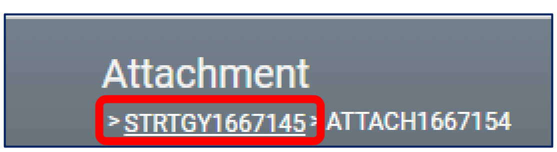
1. Click on the **ATTACH FILE** button.



2. On the **Attachments** screen, enter the Title of the document to be attached.
3. Click on the **green and white plus sign** icon.



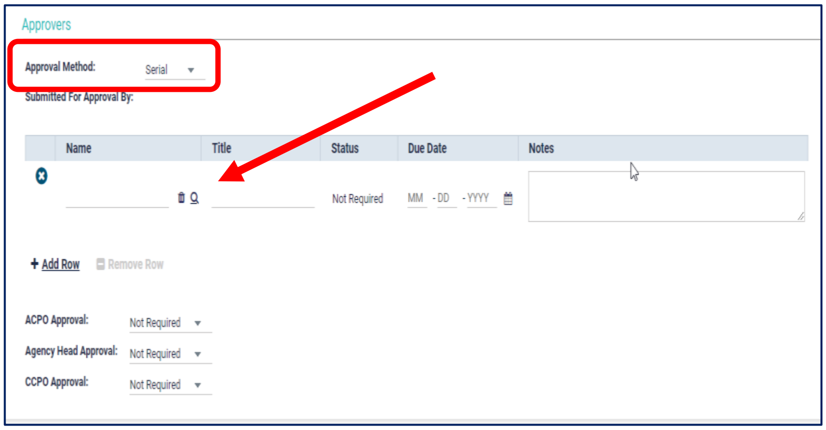
4. When the Downloads screen displays, go to the location on your computer where you have saved the document, select it, and click on the **Open** button. The document name displays in the **File:** field.
5. Add a description if desired in the **Description:** text box.
6. Click on the **SAVE** button at the bottom of the page.



7. Click on the **STRTGY** hyperlink beneath the word Attachment in the title bar at the top of the page to return to the Sourcing Strategy page.

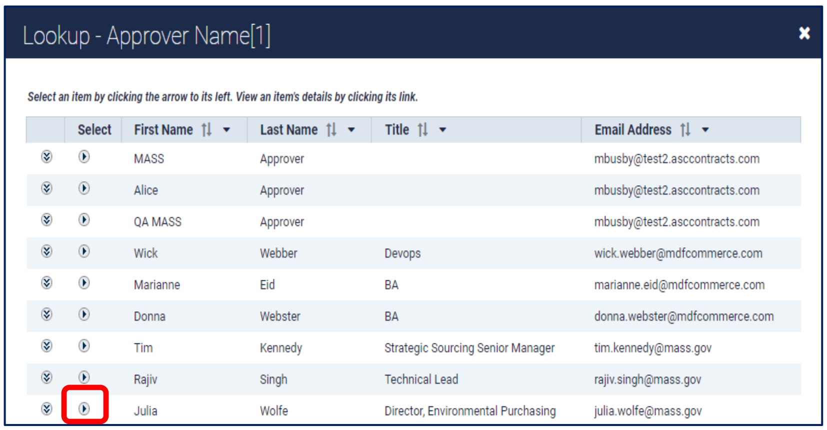
Screenshot	Directions

Step 18: Completing the Approvers Section



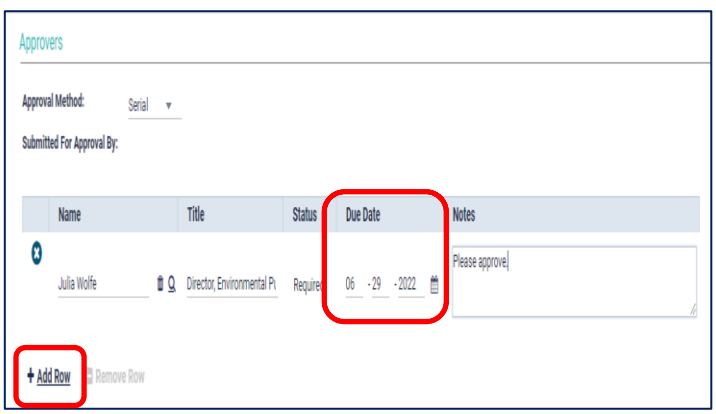
1. **Select either Serial** (sequential) or **Parallel** (simultaneous) from the dropdown menu in the **Approval Method** field.

2. In the **Submitted For Approval By:** section, click on the **magnifying glass** search icon.



In the **Lookup- Approver Name** popup screen, click on the right arrow in the **Select** column next to the name of your desired approver.

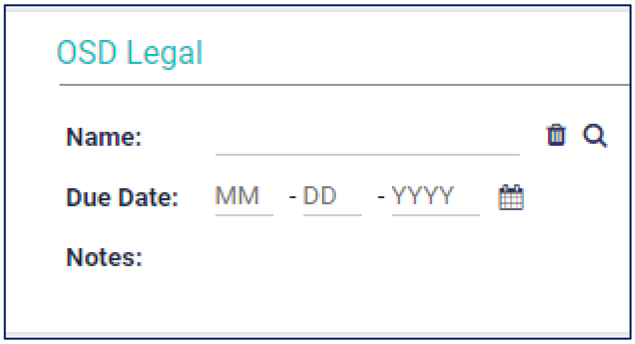
NOTE: Your approver name may also be searched for using the down arrows in **the First Name** or **Last Name** columns.



3. Add a requested due date for approval in the **Due Date** column. To add additional approvers, click on the Add Row hyperlink and repeat the process.

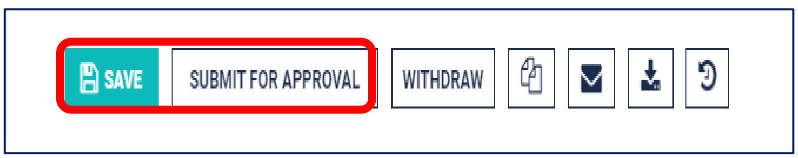
   NOTE: The **ACPO** and **Agency Head,** fields are not required at this time.

Screenshot	Directions



4. Add the legal approver **(Nicole St. Pierre)** in the **OSD Legal** subsection by repeating sub-steps 2 and 3 above.

5. Add the Commonwealth Chief Procurement Officer **(Gary Lambert)** in the **CCPO** subsection by repeating sub-steps 2 and 3 above



6. Click on the **SAVE** button at the bottom of the page.

7. Click on the **SUBMIT FOR APPROVAL** button at the bottom of the page.

NOTE: Once approval is received, the status changes to **Approved.**

For Due Diligence and exceptions to purchase from Statewide Contracts, you must proceed to creating a bid package in **COMMBUYS/CLM as outlined in the Buyer Job Aid "How to Create a Bid Package in COMMBUYS/CLM.**