



**OPERATIONAL SERVICES DIVISION**

Gary J. Lambert  
Assistant Secretary for Operational Services

Charles D. Baker  
Governor

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Lieutenant Governor

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Secretary

## COVID-19 EFFECT

### **Message to our clients from the Operational Services Division's Supplier Diversity Office (SDO)**

Our hearts go out to anyone who has been impacted by the COVID-19 virus either directly or indirectly. During this unprecedented time, the Operational Services Division and Supplier Diversity Office (SDO) have implemented changes that may impact our certified businesses.

**Supplier Diversity Office (SDO)** – Due to the State of Emergency declared by Governor Baker and the stay at home advisory issued by the Massachusetts Department of Public Health, our physical offices are closed, and staff are working remotely to serve our certified firms.

**Notary Process** - Due to the disruption of notary access during this unprecedented time, ***SDO has temporarily waived the notarization requirement for new applicants and renewals*** as described below:

- **New Applicants:** Applicants applying for the first time or as a new-re-open through the SDO portal are required to complete and upload their SDO application along with the [COVID-19-Acknowledgements and Attestation Verification](#) form, which will replace the notarization requirement in the SDO application during the duration of the State of Emergency.
- **Renewals:** SDO certifications must be renewed every (3) three years, as determined by your certification date. As of July 01, 2019, our certification renewal process migrated to an online process and renewal documents may be uploaded through the SDO portal. Please complete and upload the Renewal-No Change Affidavit along with the [COVID-19 Renewal Attestation](#) form.

We encourage certified firms to renew their certification as soon as possible after receiving the Renewal Reminder letter via email. Firms unable to submit renewal due to COVID-19 related disruptions should inform SDO staff by email at [algeria.marsh@mass.gov](mailto:algeria.marsh@mass.gov) and we will work with you to determine an extension.

- **Administrative Reviews:** SDO staff are able to process requests for updates to current certifications on a case by case basis. To initiate a request for an update to your certification, including address changes, description rewrites, structural changes, ownership changes or category expansions, please send an email request to: [webmaster.sdo@mass.gov](mailto:webmaster.sdo@mass.gov). Upon receipt of your email, you will be contacted by the SDO staff to confirm whether your request may be processed at this time, and/or advise if additional required documentation is needed.

If you have questions related to your SDO certification, please email us at [webmaster.sdo@mass.gov](mailto:webmaster.sdo@mass.gov).

We wish you the best during these challenging times. We thank you for your patience as we work to ensure continuity of certification services for our network.

Sincerely,

*Wanda Colon-D'Angelo*

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OSD/SDO-Director of State Certification