

**FAC114 Contract User Guide**

# FAC114: Janitorial Services, Environmentally Preferable

Table 1: Facts-at-a-Glance

|  |  |
| --- | --- |
| Category Manager Contact Information | Sean Corbin  Phone: 617-720-3105  [Sean.Corbin2@mass.gov](mailto:Sean.Corbin2@mass.gov)  Tatiana Henry  Phone: 617-359-7289  [Tatiana.Henry@mass.gov](mailto:Tatiana.Henry@mass.gov) |
| Contract Term | * **Current Contract Term:** August 1, 2021 – July 31, 2026 * **Maximum End Date:** One (1) option for two (2) year extension through July 31, 2028 |
| MMARS MA# | FAC114\*  **Note:** \*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS). |
| Quote Requirements | Quotes are required for purchasing.  This is a fee for service contract. |
| Vendor List | Refer to [Vendor List and Information](#_Appendix_A:_Vendor) for eligible vendors on this contract. |
| Updates | OSD Category Manager. |

Note: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on mass.gov/osd.

Updated: August 15, 2025 Template Version: 9.0 Page 1 of 23

**One Ashburton Place, Room 1608 Boston, MA, 02108-1552**

Tel: (617) 720-3300 | [www.mass.gov/osd](http://www.mass.gov/osd) | TDD: (617) 727-2716 | Fax: (617) 727-4527

Table of Contents

[FAC114: Janitorial Services, Environmentally Preferable 1](#_Toc206144160)

[Contract Summary 3](#_Toc206144161)

[Benefits and Cost Savings 3](#_Toc206144162)

[Safe Sanitizer and Disinfectant Use 5](#_Toc206144163)

[Who May Use the Contract 6](#_Toc206144164)

[Pricing Options 6](#_Toc206144165)

[Purchase Options 7](#_Toc206144166)

[Setting Up a COMMBUYS Account 7](#_Toc206144167)

[Finding Contract Documents (Including CUG, RFR, Specifications, and Other Attachments) 8](#_Toc206144168)

[Finding Vendor-Specific Documents 8](#_Toc206144169)

[Statement of Work (SOW) Requirements 9](#_Toc206144170)

[Construction Thresholds 9](#_Toc206144171)

[Prevailing Wage Law Requirements 10](#_Toc206144172)

[Labor Hours 10](#_Toc206144173)

[Apprentice Labor Rates 11](#_Toc206144174)

[Supplier Diversity Office (SDO) Requirements 11](#_Toc206144175)

[Supplier Diversity Program (SDP) Requirements 11](#_Toc206144176)

[Small Business Purchasing Program (SBPP) Requirements 11](#_Toc206144177)

[Subcontractors 12](#_Toc206144178)

[Additional Discounts 12](#_Toc206144179)

[Emergency Services 13](#_Toc206144180)

[Vendor Performance 13](#_Toc206144181)

[General Procurement Guidelines and Best Practices 13](#_Toc206144182)

[Additional Services Under this Contract 14](#_Toc206144183)

[Environmentally Preferable Products (EPP) and Services 15](#_Toc206144184)

[Instructions for MMARS Users 16](#_Toc206144185)

[Vendor List and Information 17](#_Toc206144186)

[UNSPSC® 22](#_Toc206144187)

[Appendix: Geographical Service Area 22](#_Toc206144188)

**TIP: To return to the first page throughout this document, use Ctrl+home**.

## Contract Summary

This is a multi-award, county-based statewide contract for janitorial services, allowing eligible entities to solicit quotes and engage vendors of various sizes to meet their cleaning needs. The contract includes a wide range of qualified janitorial vendors responsible for maintaining facilities for Commonwealth departments, municipalities, schools, and other eligible organizations. It is not intended to replace existing janitorial staff employed by these entities.

Prevailing wage rates, as required under M.G.L. Chapter 149, Section 27H apply only to vendor employees providing cleaning services in public buildings owned or leased by the Commonwealth. Cities, towns, and school districts using this contract are not subject to these prevailing wage requirements.

All awarded vendors must use environmentally preferable (“green”) cleaning products, in compliance with Executive Order 515 and as outlined in the RFR, wherever such products are available. Vendors were required to submit their green product lists for review and approval prior to award. All products must either appear on the OSD’s Approved Green Products List or be independently third-party certified to verify both environmental claims and performance standards that comply with the specifications outlined in the FAC118: Environmentally Preferable Products, Programs, Equipment and Supplies contract.

**Note:** This contract may be used to procure the goods or services described herein **at any dollar amount**. Any limitations, including for procurements involving **construction**, are outlined in this Contract User Guide.

For Master Contract Record, refer to [Master Blanket Purchase Order (MBPO) with RFR](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-22-1080-OSD03-SRC3-22820&releaseNbr=0&external=true&parentUrl=close).

### Benefits and Cost Savings

The FAC114 Statewide Contract offers numerous advantages for eligible entities seeking **Environmentally Preferable Janitorial Services**, listed as follows:

* **Cost Savings:** Leverage the Commonwealth’s buying power to obtain competitive pricing, including potential for additional savings through a range of Prompt Pay and Volume Discounts.

* **Time and Efficiency**: Eliminate the time-consuming process of developing solicitations, issuing bids, and evaluation responses. The lead state, Massachusetts, has vetted vendors and established terms, streamlining procurement.
* **Compliance Assurance:** Utilizing FAC114 helps entities comply with their respective state procurement laws by providing a vetted contract vehicle for **Environmentally Preferable Janitorial Services.**
* **Wide Eligibility:** FAC114 is available to a broad range of entities, including state agencies, municipalities, public schools, and non-profit organizations interested in **Environmentally Preferable Janitorial Services.**
* **Staffing Information**: Vendors provide details on the experience level of staff members and how background checks and CORI/SORI requirements are performed and documented. Entities may request such information when getting quotes from Vendors.
* **Environmentally Preferable Products:** FAC114 offersmulti-purpose cleaning products that can replace multiple conventional cleaners, simplify inventory and reduce procurement complexity. Additionally, some green cleaning equipment is designed to clean effectively without the use of chemicals, further minimizing environmental impact and reducing cost. Many products have automatic dispensing systems which reduce overuse and exposure to employees.
* **Health Benefits of Green Cleaning Products**–According to the National Association of School Nurses, using fewer toxic products to clean:
* Reduces allergies and sensitivities, reduces absenteeism, improves indoor air quality, increases productivity, and enables higher test scores.
* Creates greater safety in handling for custodians and cleaning staff because many ingredients in common cleaning products have been linked to triggering asthmatic episodes, causing cancer, and having negative effects on the nervous system, reproductive organs, kidneys, liver and hormones.

Statewide contracts are an easy way to obtain benefits for your organization by:

* Leveraging the Commonwealth’s buying power
* Simplifying the solicitation process
* Providing contracting expertise
* Enhancing vendor relationships through proactive management and oversight
* Offering competitive pricing
* Partnering with a pool of qualified and experienced vendors
* Offering Prompt Payment Discount
* Accessing a wide range of environmentally preferable products and services

## Safe Sanitizer and Disinfectant Use

Under this contract, all sanitizers and disinfectants must comply with safer ingredients requirements as defined by FAC118: Environmentally Preferable Product, Programs, Equipment and supplies statewide contract. While third-party certification for these products is not currently available, their ingredients and usage must meet specific criterial outlined in [Attachment A: FAC118 Mandatory Specifications and Desirable Criteria](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-22-1080-OSD03-SRC3-24779&releaseNbr=0&external=true&parentUrl=close).

**Ingredient Compliance:**

* Approved Active Ingredients include hydrogen peroxide, citric acid, isopropanol, and others recognized as safer alternatives.
* Prohibited Active Ingredients include quaternary ammonium compounds (QUATS), sodium hypochlorite (bleach), and other substances deemed harmful under FAC118 specifications.
* Hand sanitizers must contain a minimum of 60% ethanol, in line with [Centers for Disease Control (CDC) guidance](https://www.cdc.gov/handwashing/when-how-handwashing.html).

**Proper Use Guidelines:**

* Products must be used strictly in accordance with label instructions.
* Application methods not specified on the label—such as wide-area spraying—are prohibited under state and federal regulations.

**Licensing and Compliance:**

* No license is required to purchase or use disinfectants in Massachusetts.
* Purchasers must consult relevant OSHA standards and guidance to ensure safe and compliant usage.

**User Safety Responsibilities–**Employers and purchasers must ensure users:

* Understand potential hazards associated with use.
* Use appropriate personal protective equipment (PPE).
* Follow proper handling and safety procedures.

## Who May Use the Contract

FAC114 is available for use by all states, non-profits and to a broad range of healthcare and medical facilities both in Massachusetts and in other states who can join and utilize FAC114 at any time, with no prior approval from the Massachusetts State Purchasing Agent.

**Note:** Other states are welcome to join anytime, without prior approval.

The following is a complete list of the types of organizations generally allowed to use Operational Service Division’s (OSD's) Statewide Contracts (SWCs). Some SWCs may be open to additional organizations, and some are more restricted in usage.

* Cities, towns, districts, counties, and other political subdivisions
* Executive, Legislative, and Judicial Branches, including all departments and elected offices therein
* Independent public authorities, commissions, and quasi-public agencies
* Local public libraries, public school districts, and charter schools
* Public hospitals owned by the Commonwealth of Massachusetts
* Public institutions of higher education
* Public purchasing cooperatives
* [Non-profit](https://www.mass.gov/info-details/non-profit-purchasing-programs), UFR-certified organizations that are doing business with the Commonwealth
* Other states and territories and their cities, towns, districts, counties, other political subdivisions, and public institutions of higher education without prior approval from the State Purchasing Agent
* Other entities when designated in writing by the State Purchasing Agent

## Pricing Options

This is a fee-for-service contract. No fixed pricing is included. A Prequalified vendor list is available. To engage a janitorial contractor under FAC114, users must develop a [Statement of Work](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-22-1080-OSD03-SRC3-22820&releaseNbr=0&external=true&parentUrl=close) and solicit at least three quotes using regional prevailing wages if the facility is Commonwealth-owned or leased.

Vendors should be evaluated based on best value criteria and compensated only for services delivered and accepted per the terms of the resulting agreement.

## Purchase Options

FAC114 offers two purchasing options, Direct Quotes using COMMBUYS and Direct quotes outside of COMMBUYS.

**Direct Quotes using COMMBUYS**

Buyers can solicit quotes directly from multiple vendors, award, and place orders through COMMBUYS using the solicitation-enabled contract Master Blanket Purchase Orders (MBPOs) or Statewide Contracts in COMMBUYS.

* Select [Vendor MBPO Listing](#_Appendix_A:_Vendor) for list a list of vendors.
* Select [How to Request Quotes from Vendors on Statewide Contracts](https://www.mass.gov/doc/how-to-request-quotes-from-vendors-on-statewide-contracts/download)for instructions.
* For more information on how to complete a quote in COMMBUYS, select [Job Aids for Buyers](https://www.mass.gov/lists/job-aids-for-buyers-using-commbuys).

To set up a COMMBUYS buyer account, contact your organization’s COMMBUYS administrator.

For questions about Direct Quotes purchasing using COMMBUYS, contact [OSDhelpdesk@mass.gov](mailto:OSDhelpdesk@mass.gov), or call (888) 627-8283.

**Direct Quotes (Outside of COMMBUYS)**

Buyers can solicit quotes directly from multiple vendors outside of COMMBUYS by email or phone.

To ensure application of contract pricing, always reference HSP44 when requesting quotes and ensure HSP44 is referenced on all quotes received. All quotes must clearly indicate Free on Board (FOB) Destination, with all transportation and unloading charges prepaid by the vendor. This requirement applies to all Commonwealth departments, cities, towns, and political subdivisions within the Commonwealth of Massachusetts.

To set up a COMMBUYS buyer account, contact your organization’s COMMBUYS administrator.

For questions about Direct Quotes purchasing using COMMBUYS, contact [OSDhelpdesk@mass.gov](mailto:OSDhelpdesk@mass.gov), or call (888) 627-8283.

## Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth of Massachusetts' e-procurement platform, serving as a central marketplace for state agencies and other Eligible Entities to procure goods and services, connecting government buyers and businesses. It aims to streamline the purchasing process, ensuring transparency and efficiency in the procurement process.

For Executive Agencies, COMMBUYS is required. Per 801 CMR 21.00, Executive Agencies must use established Statewide Contracts (SWCs) for the purchase of products and services. To set up a COMMBUYS buyer account or to update an existing agency account, the buyers must contact the COMMBUYS Help Desk at: (888)-627-8283 or [OSDhelpdesk@mass.gov](mailto:OSDhelpdesk@mass.gov).

While COMMBUYS use is not mandated for Non-Executive Agencies and other Eligible Entities, it is highly recommended to streamline the procurement process and assist buyers in making informed purchasing choices. Eligible entities should follow their internal guidelines for COMMBUYS use.

## Finding Contract Documents (Including CUG, RFR, Specifications, and Other Attachments)

Buyers may view contract documents on COMMBUYS without requiring a COMMBUYS account or logging in.

To find contract documents in COMMBUYS, follow these steps:

1. On the [COMMBUYS](http://www.commbuys.com/) home page, enter **FAC114** in the search tool and select **Blankets** from the drop-down list.
2. Select the **Search** icon. The related Master Blanket Purchase Orders (MBPOs) information opens in a table format.
3. To view the associated contract documents, under the **Blanket #** column, select on the applicable Purchase Order (PO) link. The MBPO opens for the selected PO and the attachments may be found in the **Agency Attachments** or **Vendor Attachments** section.

All standard contract documents are within the Master Contract Record. Access them directly by selecting this link:[Master Blanket Purchase Order](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-22-1080-OSD03-SRC3-22820&releaseNbr=0&external=true&parentUrl=close).

## Finding Vendor-Specific Documents

To locate vendor-specific documents, refer to the links to the individual vendor MBPOs on the [Vendor Information](#_Appendix_A:_Vendor) page, and follow these steps:

1. On the [Vendor Information](#_Appendix_A:_Vendor) page, under the **Master Blanket Purchase Order #** Column, select the applicable Purchase Order (PO) link. The Master Blanket Purchase Order (MBPO) opens for the selected PO.
2. On the MBPO, scroll down to the **Vendor Attachments** section to find the vendor-specific documents.
3. To view, select the desired document link.

## Statement of Work (SOW) Requirements

Contract users must complete a detailed Statement of Work for any engagement to be completed under this contract. In addition, contract users are required to have Vendors conduct a site visit prior to making an award. The SOW template can be found under the **Attachment** tab on COMMBUYS. under Master Contract Report MBPO. It is recommended that Buyers use this format to request the following:

* Scope of Services/Deliverables Dates & Location of Service
* Detailed Budget
* Estimated Total Costs
* Number of Staff/Rate(s) per hour
* List of Approved Green Cleaning Product

### Construction Thresholds

Please refer to the following requirements:

* Construction services purchased under this contract are limited to $50,000 or less per engagement (job/project). The total cost of all maintenance and service agreements, including those spanning multiple years, shall not exceed $50,000 over the life of the contract.
* For construction materials and labor valued from **$10,000-$50,000**, the buyers **must** solicit a minimum of three (3) quotes and receive two written responses. The contract shall be awarded to the responsible bidder who offers the lowest price.
* For construction materials and labor estimated to cost less than **$10,000**, a Buyer may use sound business practices to award the work to a vendor without seeking additional quotes. Using an OSD statewide contract satisfies the sound business practices requirement of G.L. c. 149 for jobs costing less than $10,000.

## Prevailing Wage Law Requirements

The Massachusetts prevailing wage laws require that covered employees on public works projects be paid a minimum hourly rate set by the Department of Labor Standards (DLS). The prevailing wage laws apply to both union and non-union employers and employees. The buyer has a legal obligation to request a prevailing wage schedule from the Department of Labor Standards (DLS) at [www.mass.gov/dols](https://www.mass.gov/orgs/department-of-labor-standards). To get the proper rates for your region/job, you must request a determination. Questions regarding the Prevailing Wage Law may be answered by accessing the DLS website or by calling the DLS Prevailing Wage Program at (617) 626-6953.

If prevailing wage is required, make sure to include this information in your quotes or bids so vendors know to include prevailing wage.

In addition, all contracts by a state agency or state-assisted contracts for design, construction, reconstruction, installation, demolition, maintenance, or repair must contain Workforce Participation Goals for minorities and women. This is required by G.L. c. 149, § 44A(2)(G). A “state-assisted contract” is a construction project undertaken by a political subdivision of the Commonwealth or two or more subdivisions thereof for planning, acquisition, design, construction, demolition, installation, repair, or maintenance whose costs are paid for, reimbursed, grant funded, or otherwise supported, in whole or in part, by the Commonwealth. An affected awarding authority’s bid documents must include a reference to the specific goals that will be contained in the contract. The contract must also include the processes and procedures to ensure compliance with the Workforce Participation Goals, including reporting and enforcement provisions. For questions about the Workforce Participation Goals law, please contact the Attorney General’s Office Bid Unit by email at: [AGOBidUnit@mass.gov](mailto:AGOBidUnit@mass.gov).

The Office of the Attorney General’s Fair Labor Division is responsible for enforcing the prevailing wage laws. Review [Prevailing Wage Enforcement](https://www.mass.gov/prevailing-wage-enforcement) for more information.

Buyers should always refer to a vendor’s Bidder Response Form (located in their COMMBUYS file) for their mark-up over prevailing wage and materials as well as a vendor’s charge for emergency services, holidays, and non-business hours.

### Labor Hours

Business Hours (excluding holidays) are defined as Monday through Friday 7:00 a.m. to 5:00 p.m. Non-Business Hours are defined as periods outside of Business Hours.

**Note:** Many state facilities operate continuously (24/7).

### Apprentice Labor Rates

Bidders may only include apprentice labor rates if they are participating in the Commonwealth's Approved Apprentice Program and can provide the required documentation. Refer to [Information for apprentices](https://www.mass.gov/information-for-apprentices) to learn more.

## Supplier Diversity Office (SDO) Requirements

Please refer to the following guidelines:

* Executive Departments must use diverse and small businesses to the extent possible based on contract terms, [Supplier Diversity Office (SDO)](https://www.mass.gov/orgs/supplier-diversity-office-sdo), and departmental policies, laws, and regulations.
* The Small Business Purchasing Program (SBPP) applies to small procurements ($250,000 or below annually), while the Supplier Diversity Program (SDP) applies to large procurements (over $250,000 annually). Executive Departments must consider these requirements when soliciting quotes or issuing Statements of Work (SOWs).
* Operational Services Division (OSD) provides a list of SDO businesses through the [Statewide Contract Index](https://www.mass.gov/doc/statewide-contract-index). Refer to the **Programs (SDP and SBPP)** tab on the index (scroll to view the tab).

### Supplier Diversity Program (SDP) Requirements

Please view the following guidelines:

* In cases where all other factors are equal, and particularly when adhering to a best value approach, the department will favor the vendor with stronger SDP commitment.
* For more information, refer to [Best Value Evaluation of SDP Plan Forms: A Guide for Strategic Sourcing Teams](https://www.mass.gov/doc/best-value-evaluation-of-sdp-plan-forms-a-guide-for-strategic-sourcing-teams/download).
* Vendor SDP commitment percentages may be found on the [vendor list](#_Appendix_A:_Vendor) table.

### Small Business Purchasing Program (SBPP) Requirements

Please view the following guidelines:

* If available, departments must notify at least two certified small businesses capable of providing the product or service. Bids received from SBPP-participating small businesses must be evaluated, and if one meets the department’s best value criteria, the contract must be awarded to that vendor.
* For more information, refer to [Best Value Evaluation of Responses to Small Procurements: A Guide for Strategic Sourcing Teams](https://www.mass.gov/doc/best-value-evaluation-of-responses-to-small-procurements-a-guide-for-strategic-sourcing-teams/download).
* Vendor SBPP Certification status can be found on the [vendor list](#_Appendix_A:_Vendor) table in the **SDO Certification Type** column.

## Subcontractors

The awarded vendor’s use of subcontractors is subject to the provisions of the [Commonwealth’s Terms and Conditions](https://www.mass.gov/doc/exhibit-f-1-commonwealth-terms-and-conditions-0/download?_ga=2.11892660.1852975385.1737644168-411155804.1736349941&_gl=1*1ehavvx*_ga*NDExMTU1ODA0LjE3MzYzNDk5NDE.*_ga_MCLPEGW7WM*MTczNzY1MjIyMi4xNS4xLjE3Mzc2NTIzODYuMC4wLjA.) and [Standard Contract Form](https://www.macomptroller.org/wp-content/uploads/instructions_standard-contract-form.pdf), as well as other applicable terms of this Statewide Contract (SWC).

Please refer to the following guidelines:

* Prior approval of a Buyer is required for any subcontracted service of the Contract. Contractors are responsible for the satisfactory performance and adequate oversight of their subcontractors.
* Subcontractors must be identified in the SOW for the Purchaser. The Purchaser reserves the right to approve or reject any, and all Subcontractors identified by the Contractor.
* The awarded Vendor’s use of Subcontractors is subject to the provisions of the [Commonwealth’s Terms and Conditions](https://www.mass.gov/doc/exhibit-f-1-commonwealth-terms-and-conditions-0/download?_ga=2.11892660.1852975385.1737644168-411155804.1736349941&_gl=1*1ehavvx*_ga*NDExMTU1ODA0LjE3MzYzNDk5NDE.*_ga_MCLPEGW7WM*MTczNzY1MjIyMi4xNS4xLjE3Mzc2NTIzODYuMC4wLjA.) and [Standard Contract Form](https://www.macomptroller.org/wp-content/uploads/instructions_standard-contract-form.pdf), as well as other applicable terms of this Statewide Contract.
* Bidders must have a minimum of five years’ experience. If subcontractors are employed, the subcontractors will also need to satisfy the minimum five-year experience requirement.

## Additional Discounts

Vendors under this Statewide Contract offer **Prompt Pay Discount,** which is a discount given to the Buyer **i**f the invoice is paid within a specified time,in accordance with the [Commonwealth’s Bill Paying Policy](https://www.macomptroller.org/policies/).

**Note:** Vendor discounts are detailed in the [vendor list](#_Appendix_A:_Vendor) table and the price files within each vendor's Master Blanket Purchase Order (MBPO) or Master Contract Record MBPO.

## Emergency Services

Vendors on this contract may be required to provide products or services in cases of statewide emergencies. The [801 CMR 21.05(3)](https://www.mass.gov/doc/801-cmr-21-procurement-of-commodities-or-services-including-human-and-social-services/download?_ga=2.5187184.276064254.1754065769-411155804.1736349941&_gl=1*sw9tsp*_ga*NDExMTU1ODA0LjE3MzYzNDk5NDE.*_ga_MCLPEGW7WM*czE3NTQwNzY0MjMkbzMyMyRnMSR0MTc1NDA3NjQ1NSRqMjgkbDAkaDA.) defines emergency for procurement purposes. Visit the [Emergency Response Supplies, Services and Equipment Contact Information for Statewide Contracts](https://www.mass.gov/doc/emergency-response-supplies-services-and-equipment-contact-information) list for emergency services related to this contract.

## Vendor Performance

Key points concerning vendor performance are outlined below:

* Provide actionable feedback on vendors for this contract to optimize performance through the [Procurated Platform](https://go.procurated.com/ma-statewide/). On the Procurated website, select an OSD contract, choose **Select**, and then choose **Provide a Review** for the applicable vendor listed.
  + Buyers are encouraged to reach out to the Category Managers [Sean Corbin](mailto:sean.corbin2@mass.gov) or [Tatiana Henry](mailto:Tatiana.Henry@mass.gov) if vendors are not meeting their contractual obligations and buyers may be surveyed for vendor performance feedback.
  + Vendors will be evaluated on their current performance and may be asked to work with the Commonwealth toward improvement.
* If vendor performance is unacceptable but may be corrected, the vendor will be given the opportunity to develop and implement a Corrective Action Plan (CAP), working collaboratively with OSD and the relevant purchasing entities.
* If vendor performance is inadequate or breaches the RFR terms, including attachments and agreements, the OSD Category Manager may issue a warning, implement a CAP, or suspend/terminate the contract.
* Vendors must meet all contractual requirements throughout the life of the contract, including requirements for timely and accurate report submission, to remain in good standing under the contract.

## General Procurement Guidelines and Best Practices

For general procurement guidelines and best practices, follow these recommendations:

* Buyers should inform vendors to reference Statewide Contract **FAC114** on all quotes and invoices.
* No prepayment should be made for products not yet delivered or services not yet rendered.
* No sales tax should be applied to invoices.
* No fees or surcharges (including travel, fuel, delivery) should be applied to invoices.
* Special order fees must be agreed upon by both parties upfront.
* Payments for products or services provided must be paid within 45 days per Massachusetts Bill Payment Policy, or sooner if applying Prompt Payment Discount.
* Buyers are not required to sign additional agreements with vendors that conflict with the Request for Response (RFR) Terms and Conditions. Contact the Category Managers [Sean Corbin](mailto:sean.corbin2@mass.gov) or [Tatiana Henry](mailto:Tatiana.Henry@mass.gov) for guidance.
* Vendors must notify buyers of product substitutions.

## Additional Services Under this Contract

Frequently purchased services:

* Sweep floors and vacuum carpets.
* Empty waste receptacles.
* Trash removal.
* Office and bottle/can recycling.
* Hard floor buffing.
* Scrub, strip and seal work.
* Replenish paper towel, toilet paper and hand soap dispensers.
* Strip and apply non-slip or non-skid floor finish to restroom floors.
* Clean walls, partitions, including contiguous surfaces.
* Dust and wash columns, doors, and door frames.
* Vacuum upholstered furniture and full rug area.
* Spot clean carpet to remove all stains.
* Clean and vacuum all air diffusers.
* Wash windows.
* Clean ceiling areas, overhead pipes, wall fans, pictures, plaques, wall or ceiling diffusers, file cases, bookcases, etc.
* Office building garage cleaning.
* Optional: Snow removal of areas adjacent to the building(s) (walkways, stairways) and any limited routes to accessible areas where deemed appropriate.

## Environmentally Preferable Products (EPP) and Services

In accordance with [Executive Order 515](https://www.mass.gov/executive-orders/no-515-establishing-an-environmental-purchasing-policy), all janitorial service companies providing services to Executive Branch Agencies must use environmentally preferable (green) cleaning products and practices as specified in Commonwealth Statewide Contracts. Specifically, vendors on Contract FAC114 are required to use green cleaning products and practices.

All products used by FAC114 vendors must meet the specifications outlined in Contract FAC118: Environmentally Preferable Cleaning Products, Programs, Equipment, and Supplies (refer to [Attachment A: FAC118 Mandatory Specifications and Desirable Criteria](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-22-1080-OSD03-SRC3-24779&releaseNbr=0&external=true&parentUrl=close)). FAC118 includes products and services designed to support the implementation of a comprehensive green cleaning program.

**Product Compliance and Verification:**

* Vendors submitted a list of products they intend to use, which were reviewed and verified by OSD.
* Products must either meet FAC118 specifications or be listed on [OSD’s Approved Green Products List for FAC118.](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-22-1080-OSD03-SRC3-24779&releaseNbr=0&external=true&parentUrl=close)
* Contract users are encouraged to request this list from vendors prior to service to ensure compliance.

**Required Green Product Features:**

* Third-party certified cleaning products, janitorial papers, and personal care items — are validated by nationally recognized environmental certification programs for both performance and safety.
* Safer sanitizers and disinfectants — contain approved active ingredients while excluding harmful ones.
* Trash liners and entryway mats — are made with recycled content. Compostable liners must be certified by the [Biodegradable Products Institute (BPI)](http://www.bpiworld.org/) or the [Compost Manufacturers Alliance (CMI)](https://compostmanufacturingalliance.com/).

**Summary of Environmental and Economic Benefits:**

* Reduced toxicity for custodial staff handling cleaning agents.
* Improved indoor air quality thanks to lower levels of volatile organic compounds (VOCs).
* Decreased environmental pollution — fewer toxic substances enter waterways and soils, preserving ecological balance.
* Cost-efficiency — optimized dispensing systems and equipment reduce chemical usage without sacrificing performance.

**Learn More:** Explore the [Environmentally Preferable Products (EPP) Procurement Program](https://www.mass.gov/environmentally-preferable-products-epp-procurement-program) and discover detailed guidance in the [EPP Products and Services Guide](https://www.mass.gov/handbook/environmentally-preferable-products-and-services-guide).

## Instructions for MMARS Users

When placing orders with a vendor, Massachusetts Management Accounting and Reporting System (MMARS) users **must** include a reference to the Statewide Contract ID number **FAC114** in the Agreement ID field in MMARS for encumbrances related to purchases from Statewide Contracts. Please address all inquiries regarding MMARS technical support and job aids to the Comptroller Help Desk at 617-973-2468 or [Comptroller.Info@mass.gov](mailto:Comptroller.Info@mass.gov).

## Vendor List and Information

| **Vendor\*** | **Master Blanket Purchase Order #** | **Contact Person** | **Phone #** | **Email** | **Counties** | **Discount (PPD)** | **SDO Certification Type** | **SDP Commitment Percentage** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Master Contract Record\*\* | [PO-22-1080-OSD03-SRC3-22820](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-22-1080-OSD03-SRC3-22820&releaseNbr=0&external=true&parentUrl=close) | Sean Corbin  Tatiana Henry | 617-720-3105  617-359-7289 | [Sean.Corbin2@mass.gov](mailto:Sonia.castro@mass.gov)  [Tatiana.henry@mass.gov](mailto:Tatiana.henry@mass.gov) | Statewide | N/A |  | N/A |
| Solicitation-Enabled\*\*\* | [PO-22-1080-OSD03-SRC3-22824](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-22-1080-OSD03-SRC3-22824&releaseNbr=0&external=true&parentUrl=close) | Sean Corbin  Tatiana Henry | 617-720-3105  617-359-7289 | [Sean.Corbin2@mass.gov](mailto:Sean.Corbin2@mass.gov)  [Tatiana.henry@mass.gov](mailto:Tatiana.henry@mass.gov) | Statewide | N/A |  |  |
| A-1 Clean Team, Inc. | [PO-21-1080-OSD03-SRC04-22780](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22780&releaseNbr=0&external=true&parentUrl=close) | Peter Pooler | 508-728-4749 | a1cleanteam@hotmail.com | Statewide | 3% - 10 days  2% - 15 days  1% - 20 days | SBPP | 8% |
| ACP Facility Services, Inc. | [PO-21-1080-OSD03-SRC04-22772](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22772&releaseNbr=0&external=true&parentUrl=close) | Crisostomo Gouveia | 781-932-0500 | [cgouveia@acpfacility.com](mailto:cgouveia@acpfacility.com) | All except Dukes & Nantucket | 2.5% - 10 days  2% - 15 days  1.5% - 20 days | MBE | 15% |
| American Cleaning Co., Inc. | [PO-21-1080-OSD03-SRC04-22786](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22786&releaseNbr=0&external=true&parentUrl=close) | Henry Valerio | 617-562-4000 | [Hvalerio@amercln.com](mailto:Hvalerio@amercln.com) | Middlesex, Norfolk, Worcester, Essex, Plymouth, Suffolk & Bristol | 1% - 10 days  .75% - 15 days  .5% - 20 days  .25% - 30 days |  | 10% |
| BestPro Cleaning, LLC | [PO-21-1080-OSD03-SRC04-22763](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22763&releaseNbr=0&external=true&parentUrl=close) | Diana Gallego | 508-310-5406 | [cleaning@bestprollc.com](mailto:cleaning@bestprollc.com) | Franklin, Middlesex, Norfolk, Worcester, Essex, Suffolk & Bristol | 4% - 10 days  3% - 15 days  2% - 20 days  1% - 30 days | MBE, WBE | 10% |
| CLEANCO Maintenance Corp. | [PO-21-1080-OSD03-SRC04-22788](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22788&releaseNbr=0&external=true&parentUrl=close) | Jack Hauswirth | 781-890-2400 | [jhauswirth@cleancocorp.com](mailto:jhauswirth@cleancocorp.com) | Middlesex, Norfolk, Worcester & Suffolk | 2% - 10 days  1% - 15 days |  | 2% |
| C.M. Cleaning Company, Inc. | [PO-21-1080-OSD03-SRC04-22764](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22764&releaseNbr=0&external=true&parentUrl=close) | Teresa Moore | 781-828-2014 | [teresa@cmcleaning.com](mailto:teresa@cmcleaning.com) | Middlesex, Norfolk, Plymouth, Suffolk, Barnstable & Bristol | 1% - 10 days  .5% - 15 days | WBE | 1.5% |
| Coastal Cleaning | [PO-21-1080-OSD03-SRC04-22778](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22778&releaseNbr=0&external=true&parentUrl=close) | Jamieson Wieland | 203-371-4061 | [jamie@cthomecare.com](mailto:jamie@cthomecare.com) | Statewide | 4% - 10 days  4% - 15 days  2% - 20 days  1% - 30 days |  | 50% |
| Compas Facility Services | [PO-22-1080-OSD03-SRC3-22830](https://www.commbuys.com/bso/purchaseorder/poSummary.sdo?docId=PO-22-1080-OSD03-SRC3-22830&releaseNbr=0) | Michelle Permatteo | 978-352-7600 | mpermatteo@compassfacility.com | Statewide | 1% - 10 days  1% - 15 days |  |  |
| Complete Cleaning Company, Inc. | [PO-21-1080-OSD03-SRC04-22762](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22762&releaseNbr=0&external=true&parentUrl=close) | Garry Beaver | 781-598-1666 | [garry@complete-cleaning.com](mailto:garry@complete-cleaning.com) | Statewide | 3% - 10 days  2.5% - 15 days  2% - 20 days |  | 8% |
| C&W Services | [PO-21-1080-OSD03-SRC04-22770](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22770&releaseNbr=0&external=true&parentUrl=close) | Tony Andrade  Gregory Dunn  Jennifer Galvao  Angel Doyle | 617-428-2724  781-389-2214  617 330 7878 | [tony.andrade@cwservices.com](mailto:tony.andrade@cwservices.com)  [gregory.dunn@cwservices.com](mailto:gregory.dunn@cwservices.com)  [jennifer.galvao@cwservices.com](mailto:jennifer.galvao@cwservices.com)  [angel.doyle@cwservices.com](mailto:angel.doyle@cwservices.com) | All except Dukes & Nantucket | 1% - 10 days  1% - 15 days  1% - 20 days  1% - 30 days |  | 10% |
| Community Work Services | [PO-22-1080-OSD03-SRC02-22864](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-22-1080-OSD03-SRC02-22864&releaseNbr=0&external=true&parentUrl=close) | Tanya Figelman | 617-910-5152 | [TFigelman@cwsne.org](mailto:TFigelman@cwsne.org) | Middlesex, Norfolk & Suffolk | 1% - 10 days  1% - 15 days  1% - 20 days  1% - 30 days |  | 28% |
| Done Right Building Services, Inc. | [PO-21-1080-OSD03-SRC04-22765](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22765&releaseNbr=0&external=true&parentUrl=close) | Kenneth Martin | 617-236-0155 | [kmartin@donerightservices.com](mailto:kmartin@donerightservices.com) | Statewide | 3% - 10 days  2% - 15 days  1% - 20 days  1% - 30 days | MBE | 80% |
| Enterprise Professional Services Inc | [PO-21-1080-OSD03-SRC04-22774](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22774&releaseNbr=0&external=true&parentUrl=close) | Stephan Saia | 512-433-9770 | [ssaia@epsimail.com](mailto:ssaia@epsimail.com) | Statewide | 2% - 10 days  1% - 15 days  .5% - 20 days |  | 10% |
| Facilities Management & Maintenance, Inc. | [PO-21-1080-OSD03-SRC04-22761](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22761&releaseNbr=0&external=true&parentUrl=close) | Lisa Fitzgerald | 617-561-7003 | [lfitzgerald@fmm-inc.com](mailto:lfitzgerald@fmm-inc.com) | Statewide | .30% - 10 days  .30% - 15 days  .20% - 20 days |  | 2% |
| Mass Commercial Cleaning Inc | [PO-21-1080-OSD03-SRC04-22781](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22781&releaseNbr=0&external=true&parentUrl=close) | Katerina Cai | 413-586-4696 | <mailto:pconnly@macommclean.com> [Katerina@macommclean.com](mailto:Katerina@macommclean.com) | Franklin, Norfolk, Barnstable, Berkshire, Worcester, Hampshire & Hampden | 1% - 10 days  1% - 15 days  1% - 20 days |  | 3% |
| MP Building Services LLC | [PO-21-1080-OSD03-SRC04-22768](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22768&releaseNbr=0&external=true&parentUrl=close)  4 | Thakor Patel | 978-375-9868 | [thakorbp@comcast.net](mailto:thakorbp@comcast.net) | Middlesex, Norfolk, Worcester, Essex, Suffolk & Bristol | 2% - 10 days | MBE, WBE | 3% |
| National Facility Services, Inc. | [PO-21-1080-OSD03-SRC04-22784](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22784&releaseNbr=0&external=true&parentUrl=close) | Corey Amico | 978-850-6064 | [Corey@nfsincorp.com](mailto:Corey@nfsincorp.com) | Statewide | 3% - 10 days  2% - 15 days  1.5% - 20 days  1% - 30 days |  | 10% |
| Mouras Cleaning Service, Inc | [PO-21-1080-OSD03-SRC04-22787](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22787&releaseNbr=0&external=true&parentUrl=close) | David Moura | 978-562-1839 X100 | [[dave@mourascleaningservice.com](mailto:dave@mourascleaningservice.com)](mailto:David@mourascleaningservices.com) | Statewide | 2% - 10 days | PBE | 1% |
| S. J. Services Inc. | [PO-21-1080-OSD03-SRC04-22779](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22779&releaseNbr=0&external=true&parentUrl=close) | Daniel Shea | 351-201-9276 | [Danielshea@sj-services.com](mailto:Danielshea@sj-services.com) | Statewide | 1% - 10 days  .75% - 15 days  .5% - 20 days  .25% - 30 days |  | 3.5% |
| SMG Corporate Services | [PO-21-1080-OSD03-SRC04-22776](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22776&releaseNbr=0&external=true&parentUrl=close) | Scott Weintraub | 203-925-6110 | sweintraub@smgcorporate services.com | Statewide | 1% - 10 days  .75% - 15 days  .5% - 20 days  .25% - 30 days |  | 15% |
| Sole Source Restoration | [PO-21-1080-OSD03-SRC04-22777](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22777&releaseNbr=0&external=true&parentUrl=close) | Michael Sepe | 401-864-1844 | [msepe@solesourcerestoration.com](mailto:msepe@solesourcerestoration.com) | Statewide | 2% - 10 days  .5% - 15 days  .25% - 20 days |  | 1% |
| Partner Solutions Facility Services | [PO-21-1080-OSD03-SRC04-22769](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22769&releaseNbr=0&external=true&parentUrl=close) | Ricardo Pereira | 617-553-4862 ext.402 | [rpereira@psgc.email](mailto:rpereira@psgc.email) | Statewide | 3% - 10 days  2% - 15 days  1% - 20 days | SBPP | 15% |
| Transcend Maintenance Services Inc. | [PO-21-1080-OSD03-SRC04-22767](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22767&releaseNbr=0&external=true&parentUrl=close) | Diana Young | 617-308-2694 | DYoung@TranscendMaintenance.com | Middlesex, Worcester, Essex, Hampshire & Suffolk | 5% - 10 days  4% - 15 days  3% - 20 days  2% - 30 days | MBE, WBE & SBPP | 10% |
| UG2, LLC | [PO-21-1080-OSD03-SRC04-22760](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22760&releaseNbr=0&external=true&parentUrl=close) | Bob Desaulniers | 617-279-8109 | bdesaulniers@ug2.com | Statewide | 1% - 10 days |  | 4% |
| Advanced Maintenance Solutions, Inc. | [PO-21-1080-OSD03-SRC04-22785](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22785&releaseNbr=0&external=true&parentUrl=close) | Scott Dougherty | 617-835-0283 | advancedmaintenanceinc@gmail.com | Essex, Middlesex and Suffolk | 2% - 10 days  1% - 30 days |  | 7% |
| GDI Services Inc. | [PO-22-1080-OSD03-SRC3-22831](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-22-1080-OSD03-SRC3-22831&releaseNbr=0&external=true&parentUrl=close) | Nancy Miller | 1-800-696-2676 | Nancy.Miller@gdi.com | Middlesex, Norfolk, Worcester, Essex, Plymouth, Suffolk & Bristol | 2% - 10 days  1% - 15 days |  | 1% |
| KleenRite Services | [PO-21-1080-OSD03-SRC04-22782](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22782&releaseNbr=0&external=true&parentUrl=close) | Richard Paixao | 413-737-7663 | [kleenrite@gmail.com](mailto:kleenrite@gmail.com) | Berkshire, Worcester, Hampshire & Hampden | 1% - 10 days  .5% - 15 days  .25% - 20 days  .10% - 30 days | PBE | 7% |
| M&M Contract Cleaning, Inc | [PO-21-1080-OSD03-SRC04-22783](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22783&releaseNbr=0&external=true&parentUrl=close) | Amancio Fontes | 781-436-5850 | [jmiller@mmcontractcleaning.com](mailto:kleenrite@gmail.com) | Statewide | 4% - 10 days  3% - 30 days  2% - 20 days | MBE, SBPP | 3% |
| Star Building Services | [PO-21-1080-OSD03-SRC04-22766](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22766&releaseNbr=0&external=true&parentUrl=close) | Hans Familia | [617-825-2266](tel:617%20825%202266) | [hfamilia@sbsboston.net](mailto:hfamilia@sbsboston.net) | All except Dukes & Nantucket | 2% - 30 days | MBE, WBE | 6% |
| United Services of America | [PO-21-1080-OSD03-SRC04-22773](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22773&releaseNbr=0&external=true&parentUrl=close) | Tammi Kent | 781-223-1831 | [tkent@us-a.com](mailto:tkent@us-a.com) | Middlesex, Norfolk, Worcester, Essex, Plymouth, Hampshire, Hampden, Suffolk & Bristol | 1% - 10 days  .5% - 15 days  .25% - 20 days  .15% - 30 days |  | 4% |
| Olympic Services, Inc. | [PO-21-1080-OSD03-SRC04-22771](https://www.commbuys.com/bso/external/purchaseorder/poSummary.sdo?docId=PO-21-1080-OSD03-SRC04-22771&releaseNbr=0&external=true&parentUrl=close) | Asa Gasbarro | (508) 277-7404 | [asagasbarro@comcast.net](mailto:asagasbarro@comcast.net) | Statewide | 1.5% - 10 days  1.5% - 15 days  1.10% - 20 days | WBE, SBPP | 22% |

\*Note that COMMBUYS is the official system of record for vendor contact information.

\*\*The Master Contract Record MBPO is the central repository for all common contract files. The price files may be found in the individual vendor’s MBPO.

\*\*\*The Solicitation-Enabled MBPO is for multiple quote requests and price comparison.

## UNSPSC®

The United Nations Standard Products and Services Code® (UNSPSC®) fir **FAC114** are listed as follows:

* **76111501**–Building cleaning services
* **76111503**–Lighting maintenance services
* **76111504**–Window or window blind cleaning services

# Appendix: Geographical Service Area

For the purposes of this statewide contract, the Commonwealth of Massachusetts has been divided into fourteen (14) counties, which include specific counties as indicated on the [County Map](https://www.sec.state.ma.us/divisions/cis/download/maps/County_Map.pdf) and the following list:

* Statewide
* Berkshire
* Hampshire
* Franklin
* Worcester
* Hampden
* Middlesex
* Essex
* Suffolk
* Norfolk
* Plymouth
* Bristol
* Barnstable
* Dukes
* Nantucket