

Contract User Guide for GRO40

GRO40: Foodservice Supplies and Equipment, Institutional Commercial Grade Large and Small Statewide Contract

UPDATED: May 1, 2024

Contract #:	GRO40
MMARS MA #:	GRO40*
Current Contract Term:	March 1, 2022 – February 28, 2027
Maximum End Date:	February 28, 2029
Initial Contract Term:	March 1, 2022 – February 28, 2027
Contract Manager:	Michael Barry, 617-720-3182, michael.barry3@mass.gov
This Contract Contains:	Women Business Enterprises (WBE) Contractors, Environmentally Preferable Products
UNSPSC Codes:	48-10-19 Foodservice Supplies Paper Products 48-10-16 Institutional Food Services Equipment - Food Preparation Equipment 23-18-00 Industrial Food and Beverage Equipment 23-18-15 Foodservice Equipment 23-19-00 Mixers and their Parts and Accessories
Updated:	Appliance Efficiency Standards

*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).

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Contract Summary

This is a Statewide Contract for Foodservice Supplies and Equipment, Institutional Commercial Grade Large and Small Statewide Contract. This includes related items within two (2) categories – Foodservice Supplies in Category one (1) set up in two subcategories – Subcategory 1 including conventional products such as cups, napkins, tableware, and other foodservice supplies and Subcategory 2 including Biodegradable/Compostable Bio-based Products including cups, napkins, and other tableware which are high quality sustainable alternatives, and Category two (2) covering Foodservice Equipment – Institutional Commercial Grade – Large and Small with Related Maintenance and Repair Services. The contract is currently awarded to eight (8) vendors across two (2) categories.

Contract Categories

This contract covers various types of foodservice supplies (paper products) and foodservice equipment (institutional commercial grade, large and small), as identified below:

Category 1 - Foodservice Supplies (Dinnerware Paper Products)

Sub-Category 1: Conventional Products including various sizes of hot and cold cups, plates, trays, napkins, straws, utensils (tableware), pan liners, and other foodservice supplies such as gloves, lids, hairnets, etc. The napkins must meet the federal standards for post-consumer recycled content.

Sub-Category 2: Biodegradable/Compostable Bio-based Products including a full line of various sizes of hot and cold cups, plates, trays, napkins, and utensils (tableware). All of these products represent a high - quality sustainable alternative to the conventional disposable foodservice products.

Category 2 - Foodservice Equipment – Institutional Commercial Grade – Large and Small with Related Maintenance and Repair Services

Large Equipment includes but is not limited to ovens, grills, fryolators, and milk cooler equipment. Additional maintenance and repairs of large foodservice equipment falls within the scope of this contract.

Small Equipment includes but is not limited to mixers, toasters, and microwaves. Additional maintenance and repairs of small foodservice equipment falls within the scope of this contract.

Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth’s buying power, solicitation process, contracting expertise, vendor management and oversight, and the availability of environmentally preferable products.

- **Competitive Pricing:** The Strategic Sourcing Team (SST) has awarded the contract to those Contractors who provided the most competitive pricing and/or mark ups for the manufacturers being offered.
- **Selection of EPP Products:** The contract provides Paper Products, Biodegradable/Compostable Bio-based Products and a broad range of energy efficient Foodservice Equipment; all of which represent environmentally preferable products.
- **Prompt Pay Discount:** Is available by all Contractors.

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- **Volume Purchase Discount:** Available from some Contractors. Please reference Contractors attached “Rate Sheet” on [COMMBUYS](#) for details.
- **Dock Delivery Discount:** Available from some Contractors. Please reference Contractors attached “Rate Sheet” on [COMMBUYS](#) for details.

Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, and other attachments, visit [COMMBUYS.com](#) and search for GRO40 to find related Master Blanket Purchase Order (MBPO’s) information. All common contract documents are located in the “Master Contract Record” Master Blanket Purchase Order (MBPO) for GRO40 and can be accessed directly by visiting [Master Blanket Purchase Order PO-22-1080-OSD03-SRC3-24463](#).
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the [Vendor Information](#) page.
- To find solicitation-enabled MBPOs, see links to solicitation-enabled MBPOs on the [Vendor Information](#) page.

Who Can Use This Contract

Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

Construction Materials and Services: G.L. c. 149, s. 44A; G.L. c. 30, § 39M.

Eligible Entities

Please see the standard list of Eligible Entities on our [Eligible Entities Which May Use Statewide Contracts](#) webpage.

Subcontractors

The awarded vendor’s use of subcontractors is subject to the provisions of the Commonwealth’s Terms and Conditions and Standard Contract Form, as well as other applicable terms of this Statewide Contract.

Any Contractor(s) providing repair or maintenance service may not add any additional fees for processing payments to subcontractors providing repair services.

Construction Requirements

Purchasers must ensure that **any** services involving construction are limited to \$50,000 or less.

Purchasing entities are responsible for compliance with applicable construction law requirements. Information concerning specific M.G.L. c. 149 and c. 30 construction requirements may be found in the Office of the Inspector General’s Public Procurement Charts at: <https://www.mass.gov/download-oig-public-purchasing-and-public-construction-manuals>. It is the responsibility of the Eligible Entity to determine whether installation work includes construction as defined by M.G.L. c.149 or M.G.L. c.30, §39M. Chapter 30B Procurement Assistance from the Office of the Inspector General is available at <https://www.mass.gov/how-to/get-public-procurement-assistance-from-our-chapter-30b-team>. Access the 30B Hotline at 617-722-8838 or email them at: 30BHotline@massmail.state.ma.us.

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Questions about public construction bidding should be directed to Deborah Anderson, Counsel II for the Attorney General's Office, at 617-963-2371. Visit the Attorney General's [Public Construction web page](#) to learn more about Public Bidding Laws.

See [Quotes Including Construction Services Requirements](#) below for information on quoting these types of projects.

Supplier Diversity Requirements

Contract User Guides that provide for direct vendor selection should include the following language:

When selecting contractors and placing orders, Executive departments shall utilize diverse and small businesses to the extent possible based on contract terms, SDO and departmental policies, laws, and regulations. Additionally, departments shall make a preference for contractors with higher SDP commitments and/or performance whenever such information is available (or is requested from contractors by the department) and the preference is feasible.

OSD provides up-to-date information on the availability of diverse and small businesses on statewide contracts through the [Statewide Contract Index](#) available on the COMMBUYS home page. See the "Programs (SDO and SBPP)" tab for current certification and small business status of contractors on this contract.

Pricing, Quote and Purchase Options

Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

- Purchases made through this contract will be direct, outright purchases
- This is a fee for service contract

Pricing Options

- **Fixed Pricing:** Contract pricing has been negotiated, and no further negotiations may be made.

Product/Service Pricing and Finding Vendor Price Files

Product pricing may be found by in the Vendor MBPOs, located on the [vendor information](#) page, where links to all the vendors MBPO's should be provided.

Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth's electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have one already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or OSDhelpdesk@mass.gov.

When contacting a vendor on statewide contract, always reference GRO40 to receive contract pricing.

Quick Search in COMMBUYS

Log into COMMBUYS and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

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How To Purchase From The Contract

- **Directly purchase fixed price items through COMMBUYS**

This contract allows buyers to find and quickly purchase specific products/services with pricing within COMMBUYS. In other words, it allows you to create a Release Requisition in COMMBUYS, submit the requisition for approval, and send the vendor a Release Purchase Order.

For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage and select:
➤ The *COMMBUYS Requisitions* section and choose the *Make a Statewide Contract Purchase in COMMBUYS* job aid.

- **Solicit quotes and select and purchase quoted item in COMMBUYS**

This COMMBUYS functionality provides a mechanism to easily obtain quotes, as specified by the Contract. The buyer would create a Release Requisition, and then convert it to a Bid. After approval by the buyer approving officer, the bid is then sent to selected vendors to request quotes. Buyers must include “GRO40 RFQ” when entering information in the Description field.

For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage, and select:
➤ The *COMMBUYS Purchase Orders* section and choose the *How to Create a Solicitation Enabled Bid Using a Release Requisition* job aid or one of the quick reference guides.

Obtaining Quotes

Contract users should always reference GRO40 when contacting vendors to ensure they are receiving contract pricing. Quotes, not including construction services, should be awarded based on best value. **Buyers which are not prepared to pay travel expenses for Repair/Maintenance Services under Category 2 must indicate that in the RFQ. Buyers who are prepared to pay travel expenses for Repair/Maintenance under Category 2 should indicate the amount is to be negotiated in the RFQ.**

For a full description of how to complete a quote in COMMBUYS visit the [Job Aids for Buyers](#) webpage, and select:
➤ The *COMMBUYS Purchase Orders* section and choose *Request Quotes From Vendors on Statewide Contracts* job aid.

Quotes Including Construction Services

Please note specific requirements that apply for quoting construction services, depending upon the scope of your bid:

- Where the construction services are less than \$10,000: Select a vendor based on sound business practices, consistent with your entity’s procurement policies and procedures.
- For construction services valued from \$10,000-\$50,000: Must solicit a minimum of three quotes and receive two written responses; award to lowest responsible bidder.

Prevailing Wage Requirements

The buyer has a legal obligation to request a prevailing wage schedule from the Department of Labor Standards (DLS) at www.mass.gov/dols. 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.



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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 M.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 Deborah Anderson at the Attorney General’s Office at 617-963-2371 or visit the Attorney General’s [Public Construction Bidding in Massachusetts FAQ](#).

The Office of the Attorney General’s Fair Labor Division is responsible for enforcing the prevailing wage laws. Visit www.mass.gov/prevailing-wage-enforcement for more information.

Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor. Contact the Comptroller Help and Support Desk at 617-973-2468 or via email at Comptroller.Info@mass.gov for additional support.

Environmentally Preferable Products (EPP)

[EPP Products and Services Guide](#)

This program establishes specifications for sustainable products on statewide contracts, fosters cost effective responsible purchasing choices that help reduce impacts on public health and the environment, and works with agencies, departments, and others to encourage their use in public operations.

EPP Requirements:

State buyers are reminded that [Environmentally Preferable Products \(EPP\) Procurement Program](#) requirements for the use of environmentally preferable disinfectants, and some cleaning supplies, has been waived due to the availability of the products impacted by the demand caused by COVID-19. As the EPP supply replenishes, buyers are reminded that these disinfectants and other third-party certified products remain recommended for use and are selected for public health and environmental standards. For additional guidance, visit the Toxics Use Reduction Institute’s [COVID-19: Safely Clean & Disinfect](#) webpage.

Massachusetts Appliance Efficiency Standards: Pursuant to G.L. c. 25B, the Department of Energy Resources (DOER) has adopted regulations at 225 CMR 9.00 for testing the energy efficiency of certain appliances and lamps (listed here). Beginning January 1st, 2023, products in the covered categories may only be sold or installed in Massachusetts if they are certified by their manufacturer as compliant with the regulations. Compliant products are listed in the Northeast Energy Efficiency Partnerships State Appliance Standards Database ([SASD](#)) which may be found at [State Appliance Standards Database \(SASD\)](#) Products not certified on the SASD database within covered categories are prohibited to be sold on this contract.

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MA Appliance Efficiency Standards: [Appliance Energy and Water Efficiency Standards | Mass.gov](#)

How to Check if Product Meets The Standards:

State Appliance Standard Database: [State Appliance Standards Database - Homepage \(mendixcloud.com\)](#)

Modernized Appliance Efficiency Database System (MAEdbS): [State Appliance Standards Database - Homepage \(mendixcloud.com\)](#)

Emergency Services

Many statewide contracts are required to provide products or services in cases of statewide emergencies. [ML - 801 CMR 21](#) defines emergency for procurement purposes. Visit the [Emergency Response Supplies, Services and Equipment Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

Shipping/Delivery/Returns

Delivery

Delivery must be made at no extra cost to the Commonwealth with all deliveries being FOB destination. All orders will be processed, confirmed, and delivered based on agreed upon delivery schedule with the Eligible Entity and the Contractor. All orders **must** be delivered within **5** business days of receipt of a purchase order number (PO#), unless the ordering Eligible Entity agrees otherwise, or a special order is involved. If an item is out of stock, the Contractor **must** make every effort to supply the ordered item within the original delivery timeframe. If such arrangements cannot be made, the Contractor **must** make every effort to have the item delivered as soon as possible. Late deliveries or deliveries that cannot be made within the above guidelines may be canceled at no cost to the Commonwealth.

Delivery Requirements for the Department of Correction

The Contractor(s) must meet all Department of Correction security requirements applicable to each facility. Requirements may include but are not limited to inspection and search of all delivery vehicles including driver; cab and all contents thereof; locking gas or fuel caps, all drivers must pass a CORI background check. no split load deliveries where required; strict delivery time requirements and any other security requirements as deemed necessary by the department or institution. Contractors may be asked to deliver products outside the established delivery schedule to respond to emergency situations.

“Will Call”

“Will Call” orders are orders that are to be picked up by the Eligible Entity within 24 hours of request and the Contractor(s) will provide for “will call” orders if immediate delivery is necessary and the Contract User is willing to pick up the order. The Contractor(s) may be asked to provide emergency delivery and may charge a compensation rate for such deliveries.

Returns

Product will be inspected upon receipt of delivery by the Contract User. If a product fails inspection by the receiving facility delivery of the product will not be accepted and the Contractor(s) must replace it immediately at no additional expense to the facility.



Additional Information/FAQs

Customer Service

Contractor(s) will provide customer service to all users of the contract. That service must include the following components: All Contractor personnel answering the customer service line are well versed on all requirements of the Statewide Contract and able to easily answer user's questions about pricing, product, and service. If a Contractor receives a complaint about quality, a sample of the item must be collected immediately, inspected, and analyzed for quality within a reasonable time, at no additional cost to the Commonwealth.

Quality Assurance

It is important for Contract Users to know that Contractor(s) must monitor on a continuous basis, the quality of the products offered under this contract. Contractor(s) must have a self-inspection system that monitors, identifies, and corrects any deficiencies that may occur in the quality of the products furnished to the Commonwealth.

Sample Products for Evaluation

For evaluation purposes only, Eligible Entities may request from Contractor(s) samples of available contract products or published products on COMMBUYS.

Fuel Surcharge Provisions

Contractor(s) are NOT allowed to charge any additional fuel surcharges on any order received from Eligible Entities.

Geographic Coverage Area

Counties covered/excluded for each vendor are available on the Vendor List and Information Table.

Additional Information - Specific to Foodservice Equipment

Repair/Maintenance Services: Repair and maintenance services are an important component of the contract and Contractors must be able to provide access to repair and maintenance services, through their billing department only, for repairs to equipment they have sold or to other equipment that the requesting Eligible Entity currently has in house. Any Contractor(s) providing repair or maintenance service may not add any additional fees for processing payments to subcontractors providing repair services.

Facility Site Visit Requests: Contractors will be required to go to a facility upon request by any Eligible Entity to access, evaluate and determine the needs of the Eligible Entity as it relates to any Foodservice Equipment installation, maintenance and or repairs, etc.

Appliance Disposal Services: In Massachusetts there is a Waste Ban on white goods, which includes large appliances. Waste Bans restrict the disposal of certain materials from disposal facilities (see [MassDEP's Waste Ban Regulations Webpage](#) for more information). Contractors that offer removal services for appliances should offer the services at no additional cost to the buyer.

Ozone Depleting Substances: Contractors who offer disposal services for refrigerators or other equipment containing ozone depleting refrigerants must dispose of these items in compliance with the Environmental Protection Agency (EPA) Refrigeration Recycling Regulation Section 608 of the Clean Air Act, <http://www3.epa.gov/ozone/title6/608/608fact.html>

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If the Needed Product Can Not be Found

If a product and/or service cannot be found in the vendor's price sheet, it is recommended to contact the vendor directly to inquire if it is available for purchase on this contract. If the product and/or service meet the scope of the product category, the vendor may be able to add it to their product offerings. Include whether vendor needs prior approval to add to contract or not.

If the product is not listed in the scope of the product category, a buyer may contact the Strategic Sourcing Manager to inquire whether the product may be purchased.



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Strategic Sourcing Team Members

- Josh Schonborg, Department of Mental Health
- Stephen D. Burnett, Department of Correction
- Michael Goldberg (inactive), Operational Services Division
- Christopher Gendreau, Department of Correction
- Ariola Molla (inactive), Operational Services Division

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Vendor List and Information*

Vendor	Master Blanket Purchase Order (MBPO) #	Contact Person	Phone #	Email	Categories	Geographic Coverage Area	Discounts (Prompt Pay Discount, Dock Delivery, Other)	SDO Certification Type	SDP Commitment Percentage	MBE MWBE WBE Veteran
Master Contract Record	PO-22-1080-OSD03-SRC3-24463	Michael Barry	617-720-3182	michael.barry3@mass.gov	N/A	N/A	N/A	N/A	N/A	N/A
Cat. 1 Solicitation-Enabled Record	PO-22-1080-OSD03-SRC3-24732	Michael Barry	617-720-3182	michael.barry3@mass.gov	N/A	N/A	N/A	N/A	N/A	N/A
Cat. 2 Solicitation-Enabled Record	PO-22-1080-OSD03-SRC3-24728	Michael Barry	617-720-3182	michael.barry3@mass.gov	N/A	N/A	N/A	N/A	N/A	N/A
Milhench Inc.	PO-22-1080-OSD03-SRC3-24470	Jade Madonna	508-995-8331	jade@milhench.com	Category 1 Foodservice Supplies	Statewide Including Islands	Prompt Pay Discount 1%-10 Days 1%-15 Days	N/A	10%	
US Foods Inc.	PO-22-1080-OSD03-SRC3-24469	Tom Egan	978-766-5050	Tom.egan@usfoods.com	Category 1 Foodservice Supplies Category 2 Foodservice Equipment	Statewide Including Islands	PPD 0.35% - 10 Days 0.20% - 15 Days	N/A	1%	
B&G Food Service Equipment, Inc.	PO-22-1080-OSD03-SRC3-24471	Leah Zacchini	781-467-0060	leah@bgrestdsupply.com	Category 2 Foodservice Equipment	Statewide Including Islands	Prompt Pay Discount ½%-10 Days Dock Delivery Discount – 1% Volume Purchase Discount – 1%	N/A	1%	WBE

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Janco Sales Services Inc.	PO-22-1080-OSD03-SRC3-24466	Edward Janini	508-230-2443	eddie@jancosales.com	Category 2 Foodservice Equipment	Statewide Except Berkshire, Franklin, Hampden, Hampshire Counties	Prompt Pay Discount 2%-10 Days Volume Discount – 2%	N/A	2%	
Singer Kittredge	PO-23-1080-OSD03-SRC3-26000	Jeff Mackey	800-423-7082 ext. 530	jmackey@singerequipment.com	Category 2 Foodservice Equipment	Statewide Including Islands	Prompt Pay Discount 1%-10 Days Volume Discount – 1%	N/A	2%	
Cook's Direct Inc.	PO-22-1080-OSD03-SRC3-24464	Terri Teclaw	630-821-0250	tteclaw@cooksdirect.com	Category 2 Foodservice Equipment	Statewide Except Dukes Nantucket Counties	Prompt Payment Discount 0.5% - 10 Days, 0.5% - 15 Days, 0.5% - 20 Days, 0.5% - 30 Days; please refer to the rate sheet for Volume Discounts	N/A	1%	
Fountainhead Service Group Inc.	PO-22-1080-OSD03-SRC3-24467	Jennifer St. Jean	781-221-7276	jennifer@fountainheadfs.com	Category 2 Foodservice Equipment	Statewide Including Islands	Prompt Payment Discount 0.5% - 10 Days Dock Delivery Discount - 0.5%	N/A	1%	

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Northshore Wholesale Marketplace	PO-22-1080-OSD03-SRC3-24468	Tim Abbot	978-982-0900	tim@nswmarketplace.com	Category 2 Foodservice Equipment	Statewide Including Islands	Prompt Payment Discount 1% - 10 Days, 1% - 15 Days, 1%- 20 Days.	N/A	2%	
Mansfield Paper Company Inc.	PO-22-1080-OSD03-SRC3-25324	Scott Parent	413-781-2000	rsp@mansfieldpaper.com	Category 1 Foodservice Supplies	Statewide Except Dukes Nantucket Counties	Prompt Payment Discount 1% - 10 Days	N/A	5%	VBE
Boston Showcase Company Inc.	PO-22-1080-OSD03-SRC3-25322	Andy Star	617-965-1103	andy@bostonshowcase.com	Category 1 Foodservice Supplies	Statewide Including Islands	Prompt Payment Discount 1% - 10 Days	N/A	1.01%	
Imperial Bag & Paper Co, LLC dba Imperial Dade (previously Eastern Bag)	PO-22-1080-OSD03-SRC3-25323	Susanne Trotta	800-972-9622 ext.2202	strotta@imperialdade.com	Category 1 Foodservice Supplies	Statewide Except Barnstable-East to Hyannis Dukes Nantucket Counties	Prompt Payment Discount 1% - 10 Days	N/A	5%	

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

**The Master MBPO is the central repository for all common contract files. Price files may be found in the individual vendor's MBPO.

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