

MRO001 Contract User Guide

MRO001: Floorcoverings and Accessories, Floorcovering Installation, Maintenance and Repairs

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Contract Term	<ul style="list-style-type: none"> • Current Contract Term: July 1, 2025 – June 30, 2030 • Maximum End Date: June 30, 2030. No renewal option.
MMARS MA#	MRO001* Note: *The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).
Quote Requirements	Quotes are required for purchasing. See the Quote Response and Requirements section for guidelines.
Vendor List	See Vendor List and Information for eligible vendors on this contract.
Updates	This Contract User Guide replaces the previous FAC98 Contract User Guide.

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Contract Summary

MRO001–Floorcoverings and Accessories, Floorcovering Installation, Maintenance and Repairs: This Statewide Contract (SWC) covers the purchasing of carpeting, hard surface flooring, related products and accessories, and installation, maintenance, and repair.

The MRO001 contract establishes a partnership with vendors capable of supplying a comprehensive product catalog that encompasses environmentally and climate-preferable options. This includes products that assist the Commonwealth in achieving [Net Zero emissions by 2050](#) and furthers the Commonwealth’s efforts to combat climate change and protect vulnerable communities. It incorporates products that improve energy and water efficiency, acceleration of the decarbonization of fuels, reduce toxicity, promote sustainable manufacturing, and make recycling of products and supplies easier to meet [Executive Order 594](#) and the [Green Communities Program](#).

This contract contains only products that meet or exceed the minimum mandatory specifications as outlined in **Attachment A: MRO001 Mandatory Environmental Specifications and Desirable Environmental Criteria**, which can be found in the Master Contract Record.

This contract also supports the following:

- Minority Business Enterprise (MBE)
- Minority- and Women-Owned Business Enterprise (MWBE)
- Women Business Enterprise (WBE)

Note: This contract can 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.

Link to Master Blanket Purchase Order (MBPO) with Request for Response (RFR): [PO-26-1080-OSD03-SRC02-36663](#)

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Benefits and Cost Savings

Contract Categories

This contract includes three (3) categories of products and services listed as follows:

- **Category 1:** Carpet—Carpet products in this category includes carpet tile, broadloom, flocked, area rugs, mats, adhesives, and other related products and accessories.
- **Category 2:** Hard Surface Flooring—Products in this category includes resilient flooring (all types, including vinyl, linoleum, cork, rubber, ceramic tile, wood flooring (all types, including engineered wood flooring and solid wood [pre-finished or unfinished], bamboo, and cork), laminate flooring, stone, adhesives, and other related products and accessories.
- **Category 3:** Installation, Maintenance and Repair—This category is for construction, reconstruction, alteration, installation, demolition, maintenance, or repair services and, if needed, associated materials. This category also includes a turn-key service option. Turn-key service is a comprehensive service where a company handles every aspect of a flooring project, from selecting the flooring materials to complete installation, essentially providing a ready-to-use floor where the customer only needs to "turn the key" (turn-key) to start using it; this includes design, material supply, site preparation, installation, and may include post-installation maintenance.

Note: All products in Category 1 and Category 2 must be supported by third-party certifications and meet all applicable building codes, with particular attention to International Building Code (IBC) [Section 804 Interior Floor Finish](#) requirements and environmental specifications. The Request for Response (RFR) provides detailed specifications for each product category. This document is located within the Master Contract Record.

Category 3: Turn-Key Service (Installation, Maintenance and Repair)

If an Eligible Entity requests a complete flooring service (turnkey), the vendor must, at no extra cost, measure the area, help the client choose the materials, and provide a job estimate that includes at least the following details:

- Flooring product pricing
- Installation pricing
- Materials/supplies

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Contractors must be approved vendors capable of supplying and installing all required flooring materials (carpet and hard surface) to provide comprehensive turn-key services.

The pricing specified in Category 1 and Category 2 shall be strictly adhered to and may not be increased for turn-key service.

Who Can Use the Contract

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](#), 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

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Pricing Options

Note: The price files and Manufacturer Suggested Price Sheets are accessible through public view in COMMBUYS; therefore, buyers can access the price files and vendor catalogs without needing to sign into a COMMBUYS account.

- **Vendor Price File:** All vendors have been provided with a Microsoft Excel file outlining their awarded pricing, including approved manufacturers and the awarded discount percentage off MSRP for their base price. If a vendor does not have a manufacturer listed in their awarded price file, the vendor must contact the [Category Manager, richard.levesque@mass.gov](mailto:richard.levesque@mass.gov) to get the manufacturer added before they can sell their products on **MRO001**. If a vendor is not honoring their discount pricing from the price file, then the customer should contact the [Category Manager, richard.levesque@mass.gov](mailto:richard.levesque@mass.gov).
- Price Sheets include the disclosure of chemicals and ingredients, EPD, HPD, PCRC, and 3d party certification/standards.
- **Fixed Pricing:** Pricing is fixed but further negotiations can be made.
- **Ceiling/Not-to-Exceed:** The contract's published pricing, including discounts, is a maximum price or 'not-to-exceed' limit and can be subject to further negotiation.
- **Discount from Manufacturers Suggested Retail Price (MSRP):** For Category 1 and Category 2, contract pricing is a specified discount off the MSRP catalog price. A Volume Discount is available, based on the quantity or size of the purchase. See [Additional Discounts](#) for more information.

Note: Product pricing may be found on the [vendor information](#) page, where links to all the vendor's MBPOs are provided.

Quote Response and Requirements

Quotes, not including construction services, should be awarded based on best value. The following guidance applies for purchasing products only:

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- For purchases of \$10,000 and above, Buyers are required to solicit quotations from all eligible vendors and obtain a minimum of three (3) responses. This ensures a competitive bidding process and helps the Buyer find the best possible value for their purchase. A “no bid” response is considered an acceptable response.
- For purchases under \$10,000, soliciting quotes is at the discretion of the Buyer. However, before making a purchase, Buyers should consult with their Chief Purchasing Officer or equivalent authority.
- Quote solicitation is **not** required for existing flooring replacement where the original manufacturer's product is necessary and only one vendor offers that product.

Quotes for Construction Project Services under \$50,000

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

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

Note: Services provided under this contract (i.e. construction services) are limited to \$50,000 or less per engagement (job/project); multi-year maintenance and service agreements are limited to \$50,000 over the life of the contract. All Service Agreements must be established and agreed to by Vendor and Buyer as to what is included and expected as part of the Agreement (i.e. quarterly service/inspections/certifications).

Quotes for Construction Project Services Greater than \$50,000

If soliciting quotes for a construction project involving labor costs that will be greater than \$50,000 in construction related labor, Eligible Entity must go out to Public Bid. Tradesperson contracts cannot be used for labor costs exceeding \$50,000.

Note: OSD does not provide guidance on construction law.

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Purchase Options

The following options are available for this contract:

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

The purchase options available under this contract are as follows:

- **Quote Solicitation:** Buyers can solicit quotes from multiple vendors (see the [Vendor MBPO Listing](#), award vendors, and place orders through COMMBUYS. A solicitation-enabled contract allows the buyer to solicit quotes from vendors who have Master Blanket Purchase Orders (MBPOs) or Statewide Contracts in COMMBUYS. The buyers can create a solicitation-enabled bid using a release requisition, converting the requisition to a bid, and then requesting quotes from eligible vendors.

See the [How to Request Quotes from Vendors on Statewide Contracts](#) job aid for more details.

- **Direct Purchase of Non-Fixed Price Item (\$0 Line Item) on Vendor's MBPO:** Applicable to products and services may require customized quoting. See the [Vendor MBPO Listing](#) for a list of eligible vendors. The Buyer can create a Release Requisition in COMMBUYS, submit the requisition for approval in COMMBUYS, and then send the vendor a Release Purchase Order.

See the [How to Make a Statewide Contract Purchase in COMMBUYS](#) job aid for more details.

For a description on how to complete this purchase in COMMBUYS, see the [How To Record a Contract Purchase Previously Made \(RPA Release\)](#) job aid.

Note: MMARS and COMMBUYS do not interface. Payment request and invoice must be reported in both MMARS and COMMBUYS.

Extend Beyond (Performance and Payment That Goes Beyond Contract End Date)

The extend beyond period is primarily used to aid the transition between an expiring contract and its replacement by allowing time for new agreements to be established with newly awarded vendors.

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For extend beyond, the following stipulations are in place:

- **For Category 3 only:** Buyers **cannot** enter into any written agreement that will go more than three (3) months beyond the maximum end date of the contract. Existing services may be completed and payments made during this period.
- **For all categories:** No new agreements, including leases, rentals, or service contracts, may be made after the contract's expiration.

Setting Up a COMMBUYS Account

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

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

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.

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

Buyers can 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](#) home page, enter **MRO001** in the search tool and select **Blankets** from the drop-down list.

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2. Click 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, click on the applicable Purchase Order (PO) link. MBPO opens for the selected PO and the attachments can be found in the **Agency Attachments** or **Vendor Attachments** section.
4. All standard contract documents are within the Master Contract Record. Access them directly by clicking this link: [Master Blanket Purchase Order PO-26-1080-OSD03-SRC02-36663](#).

Finding Vendor-Specific Documents

If applicable, to find vendor-specific documents, including Contract User Guide, RFR, specifications, SOW, price sheets and other attachments, see the links to the individual vendor MBPOs on the [Vendor Information](#) page, and follow these steps:

1. On the [Vendor Information](#) page, under the **Master Blanket Purchase Order #** Column, click on 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, click on the desired document link.

Statement of Work (SOW) Requirements

The Buyers must complete a detailed SOW when soliciting quotes.

The following are examples of required information on the SOW (your agency may require more details):

- Scope of services
- Deliverables dates
- Location of service
- Detailed budget
- Estimated total costs
- Number of staff
- Rate(s) per hour

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Construction and Construction-Related Labor Requirements

This contract covers construction, reconstruction, alteration, installation, demolition, maintenance, and repair work, including associated materials. The Eligible Entity is responsible for consulting with legal counsel to determine if installation work qualifies as construction under G.L. c. 149 or G.L. c.30, § 39M.

Please see the following construction and construction-related labor requirements:

- Purchasing entities are responsible for compliance with applicable construction law requirements. Information concerning specific 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 OIGProcurementSupport@mass.gov.
- For further information about the public construction bidding laws, please contact the Attorney General's Office Bid Unit by email at AGOBidUnit@mass.gov. Visit the Attorney General's [Public Construction](#) web page to learn more about Public Bidding Laws. **Note:** Operational Services Division (OSD) does not provide legal guidance on construction law.

Construction Threshold

Please see the following requirements:

- Construction services 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.

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- If you receive a response indicating that the vendor does not want to bid, that can count toward one of your three responses.
- After conducting the Request for Quote (RFQ) process and you do not receive two actual dollar quotes, contact the [Category Manager, richard.levesque@mass.gov](mailto:richard.levesque@mass.gov).
- For construction materials and labor estimated to cost less than **\$10,000**, a Buyer may 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

Contractors must comply with the Prevailing Wage Law, as administered by the [Massachusetts Department of Labor Standards](#).

For this contract, the following prevailing wage requirements apply to Category 3–Installation, Maintenance and Repair:

- 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) and are applicable to both union and non-union employers and employees.
- All employees of contractors performing work covered by this contract must be paid at least the prevailing wage rates for work performed in or on public buildings or public works.
- Buyers must request a prevailing wage schedule from the [Department of Labor Standards](#) (DLS) online or by calling the DLS Prevailing Wage Program at: (617) 626-6953.
- On public works projects, wages listed on the wage schedule must be paid to all employees, regardless of whether they work for the prime contractor, a sub-bidder, or any subcontractor.
- The wage schedule applies to all project phases, including final cleanup. Contractors solely responsible for final cleanup must adhere to the wage schedule.
- To ensure apprentices are paid at the lower apprentice rates in Massachusetts, they must be registered with the Massachusetts Division of Apprentice Standards (DAS). All apprentices must carry their apprentice ID during work hours. If a worker is not registered with DAS, they must be paid the “total rate” listed on the wage schedule regardless of experience or skill level.

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- Pursuant to M.G.L. Ch 149 § 27B, all contractors and subcontractors must submit accurate weekly payroll records directly to the Eligible Entity. Non-compliance can lead to criminal charges or civil penalties. Non-compliance with certified payroll record requirements may lead to suspension or termination of eligibility for participation in this statewide contract.
- Chapter 149 § 27B requires certified payroll records to include, for each employee, their name, address, occupational classification, hours worked, and wages paid. In addition to the information provided, a copy of each apprentice's ID card is required.
- All workers on contracts exceeding \$10,000 must complete a minimum 10-hour Occupational Safety and Health Administration-approved (OSHA-approved) construction safety and health course. Contractors must submit documentation proving successful completion of OSHA 10-hour training along with the first certified payroll record for each worker listed. Example of certified payroll record (report form): <https://www.mass.gov/doc/weekly-certified-payroll-report/download>.
- Chapter 149, § 27B mandates that contractors and subcontractors submit a statement of compliance, including a certified payroll, to the awarding authority within 15 days of project completion.
- 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).
- 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.

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).

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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. See [Information for apprentices](#) to learn more.

Supplier Diversity Program (SDP) Requirements

Please see the following guidelines:

- Vendor SDP commitment percentages can be found on the [vendor list](#) table.
- Executive Departments should use diverse and small businesses to the extent possible based on contract terms, [Supplier Diversity Office \(SDO\)](#), and departmental policies, laws, and regulations.
- In cases where all other factors are equal, and particularly when adhering to a best value approach, the department will favor the vendor with a stronger SDP commitment
- The SBPP applies to small procurements (under \$250,000 annually), while the 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 SDP businesses through the [Statewide Contract Index](#). See the **Programs (SDO and SBPP)** tab on the index (scroll to view the tab).
- For more information, see [Best Value Evaluation of SDP Plan Forms: A Guide for Strategic Sourcing Teams](#).

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 (SWC). The vendor is required to provide the Operational Services Division (OSD) or the Eligible Entity with certified copies of each subcontractor's insurance policies. These policies must meet the same insurance coverage levels required of vendors under the Request for Response (RFR).

Shipping, Delivery, and Returns

For shipping, delivery, and returns, please follow these guidelines:

- If necessary, vendors can deliver products to the installer, marked for the correct recipient.
- The vendors must coordinate the time of delivery with the Eligible Entity. The vendor is responsible for delivery coordination, even if they use a separate delivery company.
- Delivery charges are authorized under this contract. Awarded vendors must disclose all delivery charges as a separate line item. The Purchasing Entity must authorize all such delivery charges, in writing, prior to the execution of any agreement.
- The vendors must include any lift gate charges in their product pricing. Lift gate charges are the responsibility of the awarded vendor. Liftgates are used during delivery when there is no loading dock or when cargo is too heavy to be loaded or unloaded by hand.
- Delivery is Free on Board (FOB) destination. FOB destination means delivered and unloaded to all the Commonwealth departments, cities, towns, and political subdivisions within the Commonwealth of Massachusetts, with all charges for transportation and unloading prepaid by the contractor(s).
- Delivery for stock items is next day, and for non-stock items, all efforts are to be made for the items to be delivered within two (2) days.
- **Returns:**
 - All products must carry a return policy. Return policies must be clearly stated and provided to the Eligible Entity prior to an order being placed.
 - Vendor must agree to accept returns of normally stocked products within 90 days of delivery at no cost to the buyer, including return shipping, in cases of product defects, non-conformance, or vendor error.

Repairs and Services Warranties

For repairs and services warranties, please refer to these guidelines:

- To ensure efficient on-site repairs, vendors must send a qualified service person with a well-equipped service vehicle, including tools and common replacement parts, to diagnose equipment issues and facilitate timely repairs.

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- All products must carry a valid commercial warranty.
- The warranty for the Commonwealth shall be the manufacturer's standard warranty starting from the date of acceptance by the Purchasing Entity.
- At a minimum, all carpet must have a ten (10) year warranty from the date of Certificate of Agency Use and Occupancy.

Additional Discounts

Vendors in this statewide contract offer the following discounts, which can vary for each vendor:

Note: Vendor discounts are detailed in the [vendor list](#) table and the price files within each vendor's Master Blanket Purchase Order [MBPO or Master Contract Record [PO-26-1080-OSD03-SRC02-36663](#)].

- **Prompt Pay Discount:** A percentage discount given to the buyer if the invoice is paid within a specified time, in accordance with the [Commonwealth's Bill Paying Policy](#).
- **Dock Delivery Discount:** A discount is provided if product is delivered directly to the loading dock.
- **Volume Discount:** A discount is provided for the buyer if a certain volume of product or service is purchased.

Emergency Services

Vendors on this contract may be 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.

Vendor Performance

For vendor performance, please make note of the following:

- Provide actionable feedback on vendors for this contract to optimize performance. Click [Procurated](#) for input. On the Procurated website page, select an OSD contract, click **Select**, and then click **Provide a Review** for the applicable vendor listed.

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- Buyers are encouraged to reach out to the [Category Manager, richard.levesque@mass.gov](mailto:richard.levesque@mass.gov) if vendors are not meeting their contractual obligations and buyers may be surveyed for vendor performance feedback.
- Contractors will be evaluated on their current performance and may be asked to work with the Commonwealth towards improvement.
 - If Contractor performance is unacceptable but can be corrected, the Contractor will be given the opportunity to develop and implement a corrective action plan, working collaboratively with OSD and the relevant purchasing entities.
 - If the Contractor's performance is inadequate or breaches the RFR terms, including attachments and agreements, the OSD Category Manager may issue a warning, add vendors, implement a corrective action plan, or suspend/terminate the contract.
- Contractors 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.

For additional performance measures, refer to [Appendix A](#).

General Procurement Guidelines and Best Practices

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

- Buyers should inform vendors to reference Contract **MRO001** on all their 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 traveling, 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 [Category Manager, richard.levesque@mass.gov](mailto:richard.levesque@mass.gov) for guidance on this).
- Vendors must notify buyers of product substitutions.

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Adding a Product or Service

To add a product to the list of eligible products sold under this contract or additional service(s) offered, buyers must contact their [Category Manager, richard.levesque@mass.gov](mailto:richard.levesque@mass.gov) for approval. The new products requested must comply with the established specifications and scope of the contract.

Environmentally Preferable Products (EPP)

As per the terms of this contract, approved vendors providing carpet, hard surface flooring, adhesives and carpet cushion in Categories 1 and 2 are required to provide products that carry mandatory third-party certifications and standards. The required specifications may be found in the Master MBPO [PO-26-1080-OSD03-SRC02-36663](#) in the document titled Attachment A: MRO001 Mandatory Environmental Specifications and Desirable Environmental Criteria, under Agency Attachments.

It is the intent of this contract to offer safer products, as outlined in the table found on page 2 of this attachment that recommends floor covering types as “Preferred/Acceptable/Avoid or exclude recommendation”.

In the price sheets, all vendors are required to disclose specific chemicals and ingredients of concern, whether product has obtained an EPD, HPD specs, PCRC and whether a product has obtained a third party certification or standard as required in Attachment A: MRO001 Mandatory Specifications and Desirable Criteria document., detailed their labeling capabilities, and specify whether each product line has an Environmental Product Declaration (EPD) and/or a Health Product Declaration (HPD). Look for the vendor price sheets in the attachments section of their Master Blanket Purchase Order (MBPO) on COMMBUYS to find qualifying products. Direct links to each vendor’s MBPO are provided within the [Vendor List and Information](#) section. Contract users are welcome to contact the vendors and the [Category Manager, richard.levesque@mass.gov](mailto:richard.levesque@mass.gov) for information on obtaining EPP Products.

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RETURNS/RECYCLING/DISPOSAL

All products must carry a return policy. Return policies must be clearly stated and provided to the eligible entity prior to an order being placed. The Contractor must clean up and remove any and all debris and packaging material resulting from its work at the Purchasing Entity's premises on a daily basis. Upon completion of installation, the Contractor must leave the Purchasing Entity's premises clean, orderly and ready for immediate use.

Collect and Recycle

Category 3 vendors have the service ability to collect and recycle products removed during installation. For flooring, vendors must ensure that it is recycled or properly disposed and meets the Massachusetts Department of Environmental Protection's Waste Ban for Treated and Untreated Wood and Wood Waste.

Manufacturer Takeback Program for Carpet:

Carpet manufacturers should provide a takeback program to recycle products at the end of their useful life.

Luxury vinyl tile (LVT): which contains Polyvinyl chloride (PVC or "vinyl") may be provided, subject to the approval of the SST. Contractors must disclose the use of such materials consistent with the terms of this RFR. If Bidders intend to offer LVT under this RFR, Bidders must list LVT on their price sheets and include all third party-certifications and standards, HPDs, and/or EPDs satisfactory to the Commonwealth Category Manager. The SST will determine the criteria for the inclusion of LVT on this Statewide Contract, and will determine whether to approve, in their sole discretion, these products for inclusion in this contract.

Instructions for MMARS Users

When placing orders with a contractor, Massachusetts Management Accounting and Reporting System (MMARS) users **must** reference the contract ID number **MRO001*** (the asterisk is required when referencing the contract) in the applicable field in MMARS. For MMARS technical support and job aids, contact the Comptroller Help and Support Desk at 617-973-2468 or at this link Comptroller.Info@mass.gov.

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Vendor List and Information (TBD)

Vendor*	Master Blanket Purchase Order #	MBE MWBE WBE Veteran	Contact Person	Phone #	Email	Categories	SDP Commitment Percentage
[Master Contract Record] [Master MBPO] (All contract documents)**	PO-26-1080-OSD03-SRC02-36663	N/A	N/A	N/A	N/A	1,2,3	N/A
Category 1 Carpet - Solicitation Enabled (use this to solicit quotes for Category 1)***	PO-26-1080-OSD03-SRC02-36659	N/A	N/A	N/A	N/A	1	N/A
Category 2 Hard Surface Flooring - Solicitation Enabled (use this to solicit quotes for Category 2)***	PO-26-1080-OSD03-SRC02-36660	N/A	N/A	N/A	N/A	2	N/A
Category 3 Installation, Maintenance and Repair - Solicitation Enabled (use this to solicit quotes for Category 3)***	PO-26-1080-OSD03-SRC02-36662	N/A	N/A	N/A	N/A	3	N/A
Atkinson Carpet Installation Co., Inc.	PO-24-1080-OSD03-OSD03-36515	WBE	Andrea Hood	978-374-8333	andrea@atkinsoncarpet.com	1,2,3	6%
Jeff Ollivierre DBA New Bedford Floor Co.	PO-24-1080-OSD03-OSD03-36508	MBE	Cecil M. Lopes	508- 996-0103	clopes7465@aol.com	1,2,3	5%
State Contract Carpet Co. LLC	PO-24-1080-OSD03-OSD03-36518		David Hage	617- 276-2446	david.hage@statecarpet.com	1,2,3	1%

*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.

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UNSPSC®

The United Nations Standard Products and Services Code® (UNSPSC®) for MRO001 are listed as follows:

- **30-16-17** Flooring
- **52-10-00** Floor Coverings
- **52-10-15** Rugs and Mats
- **72-10-27** Flooring Service
- **72-15-25** Floor Laying Services

Appendix A: Performance Measures

Vendor performance may be evaluated based on the following:

Performance Indicator	Description	Goal	Performance Target	Calculation	Review Frequency
Project Completion Time	Measures whether the work is completed or delivered on schedule. Vendors must ensure that project milestones are achieved on or before the due date. Meet standard lead times.	100%	Must meet milestone targets at 95% of better	<ul style="list-style-type: none"> • Request feedback from buyers • Review Statement of Work • Review Lead Times vs Delivery Date • MMARS report 	Annual with SST

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Performance Indicator	Description	Goal	Performance Target	Calculation	Review Frequency
Delivery Standards	Percentage of orders delivered on time and without errors.	100%	Must meet a standard of delivering 95% or better of error free orders	Solicit Buyer Feedback	Annual with SST
Quality of Service	Measures the satisfaction level of the Eligible Entities (Buyers). Buyer feedback provided directly to the Category Managers or through OSD Help Desk or Procurated (the online vendor ratings program)	Zero (0) complaints	4+ points Procurated scores (out of 5) or no poor satisfaction buyer complaints	Solicit Buyer Surveys for feedback, Vendor ratings to be reviewed by Procurated Rating Program	Quarterly
Responsiveness to Quotes	Vendors must respond to buyer requests for quotes. No response is considered non-compliant	100%	98% of RFQ's receive a response	Total number of acknowledged COMMBUYS quotes divided by the total number of COMMBUYS quote requests received	Quarterly

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Performance Indicator	Description	Goal	Performance Target	Calculation	Review Frequency
OSHA 10 Standards	Vendors must comply with Osha 10 regulations	100% compliance	<p>Avoid multiple violations within a calendar year</p> <p>Utilize OSHA violation search tool</p>	<p>Vendor must notify violations to OSD category manager</p> <p>More than 1 violation in one year is considered non-compliant and grounds for suspension</p> <p>https://www.osha.gov/ords/mis/establishment.html</p>	Annual with SST

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Appendix B: Geographical Service Areas

Vendors awarded contracts are required to service requests from their contracted county. An awarded vendor may be removed from the county if they refuse to service an area on multiple requests. Awarded vendors may only service counties that they were awarded.

These are the Massachusetts counties covered:

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

Map of counties: https://www.sec.state.ma.us/divisions/cis/download/maps/County_Map.pdf

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