



**OPERATIONAL
SERVICES DIVISION**
Commonwealth of Massachusetts

Vendor Training

Whether you are a seasoned Statewide Contract Vendor who needs a refresher, someone just starting to think about conducting business with the Commonwealth of Massachusetts, or somewhere in between, the Operational Services Division's (OSD) Training Unit is here to help with a catalog of free training courses designed to set you up for success.

Our course offerings acclimate businesses to state procurement and COMMBUYS — our purchasing and procurement portal. To learn more, visit mass.gov/osd and select [Locate OSD Training](#) or email us at OSDTraining@mass.gov.

Training Catalog

COMMBUYS Essentials

This hands-on class provides vendors with the tools needed to use COMMBUYS. Among the topics covered are navigating the portal, searching for bid solicitations, identifying commodity codes for the vendor profile, and responding to bid opportunities.

How the State Buys Goods and Services

Designed for vendors who are new to state procurement and interested in learning how to do business with the state. This workshop includes a summary of the state's goods and services procurement process and related programs including: Environmentally Preferable Products (EPP) Procurement Program, Climate Environmental Practices (CEP) form, Supplier Diversity Program (SDP), and Small Business Purchasing Program (SBPP). A live demonstration shows where to find bidding opportunities and other resources in COMMBUYS.

How to Locate and Respond to Bids in COMMBUYS

The webinar features a demonstration of the process for locating and responding to contracting opportunities (i.e., bids) in the COMMBUYS system. The topics covered include how to: search for and review bids; use the Bid Q&A tool; create and submit a quote response; and withdraw, reopen, and resubmit a quote.

Organizational Design and Maintenance for Seller Administrators

Participants are guided through the process of updating their COMMBUYS vendor accounts to best reflect their organizations' business practices and goods and services offered.

Understanding Elements of Bid Solicitation

This class reviews and explains the Request for Response (RFR), the main document of a bid solicitation, and its link to goods and services procurement opportunities. In addition to gaining experience with relevant terminology, required forms, and RFR format, participants will learn how to access these documents in COMMBUYS.



Training for Current Statewide Contract Vendors Only

COMMBUYS Seller Guide

Statewide Contract Vendors learn how use COMMBUYS to get the most out of their contracts. Topics include an overview of catalog types, responding to Statewide Contract Requests for Quotes (RFQs), and managing COMMBUYS account setup to optimize business process flow.

Marketing Your Business to Public Purchasers

Vendors learn how to promote their status as an awarded Statewide Contract Vendor to state agencies and other public entities. This class shares online resources to find potential customers and guidelines for developing a marketing strategy for the public sector.

Videos for All Vendors

COMMBUYS Vendor Registration

Signing up for a COMMBUYS business account is an essential first step in doing business with the Commonwealth. This quick video walks you through the steps.

[Access the COMMBUYS Vendor Registration video.](#)

How to Locate and Respond to Bids in COMMBUYS

This video series provides instructions on several activities of interest to vendors. View one or all of these segments: Locating and responding to bids; Using the bid Q&A feature; Creating a quote response; Revising a Quote response. [Access the How to Locate and Respond to Bids in COMMBUYS video.](#)

Seller Account Maintenance in COMMBUYS

This video provides Seller Administrators guidance to update and maintain their COMMBUYS business profile.

[Access the Seller Account Maintenance in COMMBUYS video.](#)

Additional Resources

OSD offers step-by-step guidance for using COMMBUYS. Link to these resources at mass.gov/OSD: Select [Locate OSD Training](#). Under Vendor Resources, select [Job Aids for Vendors Using COMMBUYS](#).

For COMMBUYS assistance, contact the OSD Help Desk, Monday to Friday, 8 a.m. to 5 p.m. (888) MA-State (627-8283) or email OSDHelpDesk@mass.gov.

Contact OSD Training at OSDTraining@mass.gov.

Disclaimer: Attendance at OSD training classes or COMMBUYS registration does not constitute a guarantee of obtaining business from or through the Commonwealth of Massachusetts.