

Statewide Contracts

Commonwealth of Massachusetts



**Notes and Information
Statewide Contracts
&
OSD Programs**

Fall 2010

Operational Services Division
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TABLE OF CONTENTS

Welcome to the Operational Services Division Statewide Contract Information Booklet	1
How to Use This Book.....	3
About Statewide Contracts	5
Statewide Contract Programs.....	8
OSD Programs.....	9
OSD Publications	13
Information on OSD and OSD Designated Statewide Contracts.....	14
Animals and Related Supplies	14
Clothing, Uniforms and Related Supplies	16
Energy Commodities and Services	17
Facilities & Operations.....	20
Facilities & Environmental Services	23
Facilities – Janitorial Services	26
Food and Groceries and Related Services	27
Healthcare Commodities and Services	31
IT Hardware and Services	34
IT Software and Services.....	39
Office, Recreational, Educational Equipment, Supplies and Services.....	43
Professional Services – Human Resource and Legal Services.....	46
Professional and Institutional Services – Financial Services.....	48
Public Safety – Law Enforcement/Firefighting/EMS.....	48
Telecommunications & Data Equipment and Services.....	48
Vehicles and Related Services	48
Vehicles and Related Services	48
OSD Programs.....	48
Comm-PASS – Online Procurement Record System	48
Commonwealth Print Services	48
Environmental Purchasing Program	48
Massachusetts State Surplus Property Program.....	48
Quality Assurance, Training and Outreach.....	48
Small Business Purchasing Program (SBPP)	48
Supplier Diversity Program (SDP).....	48
Appendices	48
Appendix A – Listing of Eligible Entities	48
Appendix B – Procurement Directors / Managers	48
Infrastructure & Support	48
Information Technology and Office.....	48
Professional & Institutional Services.....	48
Fleet Management.....	48
Appendix C – Comm-PASS Guide.....	48
Appendix D – How to Use Statewide Contracts	48
Appendix E – Statewide Contract Categories.....	48
Appendix F – Procurement Acronyms.....	48
Appendix G – Statewide Contract List.....	48
Appendix H – Booklet Revisions.....	48
Animals and Related Supplies	48
Food and Groceries and Related Services	48
Healthcare Commodities and Services	48
IT Hardware and Services	48
IT Software and Services.....	48
Office, Recreational, Educational Equipment, Supplies and Services	48
Professional Services – Human Resource and Legal Services.....	48
Public Safety – Law Enforcement - Firefighting / EMT	48
Telecommunications & Data Equipment and Services.....	48

Welcome to the Operational Services Division Statewide Contract Information Booklet

[Back to TOC](#)

Operational Services Division (OSD) is the Commonwealth's central procurement agency whose primary role is to coordinate the procurement activity for commodities and services on Statewide Contracts and Commonwealth Executive Branch Departments.

Unless otherwise specified these Statewide Contracts are available for use by all eligible entities (See Appendix A) such as Commonwealth Legislative and Judicial departments, authorities, qualified not-for-profits, community colleges, state universities, municipalities and other eligible entities. The emphasis is on teaming with these eligible entities to enhance service delivery, to provide technical assistance and facilitate procurements. Continuously, OSD works aggressively to reduce the cost of purchasing when buying from Statewide Contracts, resulting in an estimated savings in FY'10 of \$51 Million Dollars! Many Statewide Contracts offer additional cost savings to eligible entities including Prompt Payment Discounts or \$ave\$mart opportunities. OSD is always looking for opportunities to improve Statewide Contracts. If you have any suggestions, please contact a [Procurement Manager](#) (See Appendix B).

Statewide Contracts are written agreements between the Commonwealth of Massachusetts and awarded contractors to provide a variety of commodities and services to Commonwealth departments and eligible entities. The agreements are the result of a competitive procurement process that includes an open and competitive solicitation posted on Comm-PASS, written responses, and a documented evaluation process. The process is completed in accordance with Procurement Regulations 801 CMR 21.00 requirements and guidelines. Many of our Statewide Contracts offer discounts for Prompt Payment Discounts or \$ave\$mart opportunities which represent an additional cost savings for our eligible entities!

Each Statewide Contract is managed by a professional Procurement Manager from the OSD and a Procurement Management Team which is comprised of diverse professionals from eligible entities whom volunteer to be part of the solution process and ongoing management of each Statewide Contract. Information about the Procurement Manager and team members is listed on the record's "Issuers" tab in Comm-PASS. This ensures that eligible entities such as commonwealth agencies, municipalities, authorities, public hospitals, schools, etc can access and receive the best quality of commodities or services available.

OSD is also responsible for the management and enhancement of the Commonwealth's eProcurement system, Comm-PASS www.comm-pass.com. On Comm-PASS you will find a complete list of Statewide Contracts as well as the most current information regarding all commodities and services available from OSD and other agencies. Appendix C contains a "Comm-PASS Guide" for finding Statewide Contract information on Comm-PASS. Each Statewide Contract includes an OSD Update which contains guidance for eligible buyers such as the terms, conditions and specifications. This information is located on the "Forms & Terms" tab in Comm-PASS.

The OSD Web Site www.mass.gov/osd will also provide information on Statewide Contracts and other OSD Programs and Services such:

- ▲ The Commonwealth Print Shop,
- ▲ Environmentally Preferable Products Program (EPP),
- ▲ Quality Assurance, Training and Outreach (QATO),
- ▲ Small Business Purchasing Program (SBPP),
- ▲ Supplier Diversity Office (SDO),
- ▲ Supplier Diversity Program (SDP),
- ▲ Surplus Property Program and much more

Details about using Statewide Contracts are listed in Appendix D of this booklet. If you should have questions or concerns regarding a contract, please contact the Procurement Manager identified in the booklet for further information. OSD provides training and outreach services free of charge to both the buying and selling community. Complete details may be found under the Quality Assurance, Training and Outreach section of this booklet. The Operational Services Division looks forward to working with all eligible entities to ensure our contracts meet your requirements.

How to Use This Book

[Back to TOC](#)

This booklet is designed to provide the reader with a broad overview of the commodities and services available for eligible entities on Statewide Contracts and information on the programs that OSD provides for eligible entities. Only the major Contracts for each category are listed. Readers are advised to refer to the [Comm-PASS](#) website for a complete list of Contracts. The booklet is organized into four sections:

Fact Sheets

This section provides the reader with brief information on Statewide Contracts, OSD Programs and Publications. The Statewide Contract Fact Sheet provides a brief overview on how Statewide Contracts are developed, managed and the benefits for eligible entities utilizing them. The Program section provides you with a brief overview of the OSD programs available for eligible entities. Complete details are found in the Program Section of this booklet. If you have additional questions once you review the program information, please contact the director listed for additional details.

Statewide Contracts

Statewide Contracts are organized into broad categories of goods and services such as Facilities, Food/Groceries Supply and Services, or Office Equipment, Supply and Services, etc. (See Appendix E). Each listing identifies the Procurement Manager and a description of the most commonly used the types of commodities and services covered, contract numbers, a brief informational section and a list of Frequently Asked Questions are also provided. Many Statewide Contracts include Environmentally Preferable Products which are indicated by  these items are energy efficient, less toxic, biodegradable and/or compostable, reduce waste, contain recycled content, and frequently save money. To learn complete details on a particular contract the reader should go to Comm-PASS and review the information for the Statewide Contract. If, after reviewing the on-line information you have additional questions you should contact the identified Procurement Manager. Details and guidance on how to use Statewide Contracts are listed in Appendix D of this booklet. The Operational Services Division is dedicated to working with all eligible entities to ensure our Statewide Contracts meet your needs. Please note that these listings only contain the most commonly used contracts. For a complete list of Statewide Contracts at the publishing of this booklet please see Appendix G.

OSD Programs

OSD provides several programs for eligible entities and interested bidders. This section of the booklet will provide you with details on these programs and information on events you can participate in. The OSD web site provides additional information on all these programs. If you wish additional details please contract the Program Director for the program you are interested in.

Appendix

The appendix is provided to the reader as reference and instructional material to assist you in utilizing Statewide Contracts and Comm-PASS. The information includes how to access and use Statewide Contracts and whom to call with questions. A list of revisions to this booklet may be found in Appendix H.

**PLEASE NOTE THAT THIS BOOKLET IS UPDATED ON A QUARTERLY BASIS AND IS AVAILABLE ON-LINE
AT THE OPERATIONAL SERVICES DIVISION WEBSITE www.mass.gov/osd**

About Statewide Contracts

[Back to TOC](#)

Operational Services Division (OSD)

OSD is the Commonwealth's central procurement agency whose primary role is to oversee the purchases of commodities and services for the Commonwealth's Executive Branch departments on Statewide Contracts we establish through a fair, open and competitive procurement process. Our goal is to provide the public purchasing community with contracts that represent best value in terms of price, quality and service. We place an emphasis on teaming with customers, including state departments, community colleges, state universities and municipalities to enhance service, delivery, to provide technical assistance and facilitate procurements. OSD also is responsible for the management and enhancement of the Commonwealth's web based e-Procurement system called Comm-PASS. www.comm-pass.com (see definition on page 11).

Definition of Statewide Contracts

Statewide Contracts are written agreements between the Commonwealth of Massachusetts and awarded contractors to provide a variety of commodities and services to Commonwealth Departments and eligible entities. The agreements are the result of a competitive procurement process that includes a fair open and competitive solicitation Request for Response (RFR) posted on Comm-PASS, written responses, and a documented evaluation process. The process is completed in accordance with Procurement Regulations 801 CMR 21.00 requirements and guidelines.

Purpose of Statewide Contracts:

Statewide Contracts are designed to support the fair open and competitive process while reducing and simplifying the administrative burden for department staff and vendors.

Duration of Statewide Contracts:

The Statewide Contract duration varies depending on the type of commodity or service. However, a typical Statewide Contract initial duration is one or two years with several one or two year options to renew, with a total duration of three years. Renewals are not automatic and the decisions regarding contract renewal are made by the Procurement Management Team in accordance with the initial Request for Response.

Development of Statewide Contracts:

Procurement Managers identify the statewide need for a commodity or service based on past usage or future needs. Once a specific need is identified a Procurement Management Team (PMT) is created. The Team is comprised of staff from departments, cities, towns, colleges, and municipalities etc who have an interest and/or expertise in the commodity or service. The Team creates a Request for Response (RFR) designed to cover the broadest base possible for identifying the commodities and/or services required. The RFR is posted on Comm-PASS for all interested parties to review. Responses are submitted according to the instructions in the RFR and are reviewed based on the evaluation criteria developed prior to the review process.

Procurement Management Team (PMT):

PMT members are selected on their knowledge and/or expertise in a specific area. If you would like to be part of a PMT, please contact the specific Procurement Manager who is in charge of that Statewide Contract. Each team member's expertise and assistance is valued to make a contract the best it can be in accordance with the defined needs of the stakeholders represented.

Management of Statewide Contracts:

The Procurement Manager, with assistance and support from the Procurement Management Team members, oversees all aspects of contract management for Statewide Contracts, including negotiating contract terms, renewing contracts, collecting and analyzing performance measure data, and addressing issues and concerns. Procurement Managers rely on team members to remain active throughout the length of the procurement.

Benefits of Using Statewide Contracts

Using Statewide Contracts assists department staff and eligible entities by reducing their administrative work because the procurement has already been completed. Also the evaluation process, contract negotiations and on-going contract management is handled by the Procurement Management Team. Statewide Contracts typically offer lower prices, volume discounts, prompt pay discounts and may include minority and women owned businesses, and environmentally preferable products.

Commodities and Services on Statewide Contracts

There are Statewide Contracts for virtually every commodity or service that a public entity might need to conduct their business or carry out their mission. Products purchased range from copy paper, pencils and personal computers, to vehicles, tires and fuel, building materials, medical supplies and food products, as well as thousands of other products. Services purchased include trade persons for general repair and maintenance (electrician, plumbing, locksmith, etc), temporary staff, court reporting/transcription, foreign language interpreters, training and numerous others. Statewide Contracts covering the purchase of all these products and services are organized into specific categories such as Facilities, Food/Groceries Supply and Services, or Office Equipment, Supply and Services, etc.

Eligibility to Use Statewide Contracts

Statewide Contracts are written to meet the needs of public purchasers, including but not limited to: Executive and Non-Executive Branch departments, municipalities, counties, public colleges and universities, public purchasing cooperatives, local schools, state facilities, public hospitals, certain non-profit organizations, independent authorities, political sub-divisions and other states. Eligibility may vary from contract to contract and eligible entities must refer to Commonwealth of Massachusetts procurement laws as well as internal policy for their particular entity.

Access to Statewide Contracts

Statewide Contracts are accessed by going to the Commonwealth e-Procurement system www.comm-pass.com (see definition on page 11). The search capacity in Comm-PASS allows you to conduct a search for a specific Statewide Contract or all active and inactive Statewide Contracts. Appendix C provides details on how to find contracts in Comm-PASS.

OSD Updates

Each Statewide Contract is described in this document. The OSD Update includes detailed information on how to use each Statewide Contract. The OSD Update is located on the "Forms and Terms" Tab in Comm-PASS for each Statewide Contract. If you have additional questions after reviewing the OSD Update please contact the identified Procurement Manager.

Statewide Contract Programs

[Back to TOC](#)

Supplier Diversity Program (SDP) formerly known as the Affirmative Market Program (AMP)

All Statewide Contracts offered after 2006 require awarded contractors to file an acceptable plan for partnering with a SDO-certified vendor through a Sub-Contract; Growth and Development Plan; Ancillary Spending Plan; Past Performance over two years; or other creative initiatives. These plans are required by Executive Order 390 when the Commonwealth plans to issue a contract with potential benefit of \$50,000 or more. To determine if the Statewide Contract vendor you are using has filed an AMP Plan: go to Comm-PASS, search for the Statewide Contract of choice and then view the different vendors who are available on that particular Contract. When viewing this section you will notice a symbol  which is a courthouse with columns on a gray background. This indicates the vendor has filed an acceptable AMP plan. If you do not see the icon, an AMP plan is not yet required for this contract. If you still have questions please contact the Procurement Manager listed in the Contract.

Environmentally Preferable Products and Services (EPP) Program

Since 1994, OSD has led the nation in efforts to incorporate sustainable, recyclable, reusable, low-toxicity, products and services in its Statewide Contracts. All Statewide Contracts offered after 2006 require awarded contractors to file an acceptable plan for partnering with a SDO-certified vendor through a Sub-Contract; Growth and Development Plan; Ancillary Spending Plan; Past Performance over two years; or other creative initiatives. These plans are required by Executive Order 390 when the Commonwealth plans to issue a contract with potential benefit of \$50,000 or more. To determine if the Statewide Contract vendor you are using has filed an AMP Plan: go to Comm-PASS, search for the Statewide Contract of choice and then view the different vendors who are available on that particular Contract. When viewing this section you will notice a symbol  which is the earth. This indicates the vendor offers EPP products or services. If you do not see the icon, EPP products and services may still be available. Check the OSD Update stored on the Statewide Contract's "Forms & Terms" tab. If you still have questions please contact the Procurement Manager listed in the Contract.

Prompt Payment Discount (PPD)

Many Statewide Contracts offer a PPD. To determine if the Statewide Contract you are using offers PPD go to Comm-PASS, search for the Statewide Contract of choice and then view the different vendors who are available on that particular Contract. When viewing this section you will notice a lightning bolt  symbol. This indicates this particular vendor has opted to take part in PPD. If you do not see a lightning bolt, PPD may still be available, look in an OSD Update, which can be found on the "Forms and Terms" tab in Comm-PASS. If you still have questions please contact the Procurement Manager listed in the Contract.

\$ave\$mart

The OSD \$ave\$mart Program is a partnership between OSD and Statewide Contract Vendors. The program creates additional cost savings and opportunities for all eligible entities utilizing Statewide Contracts. These opportunities could be in the form of reduction in cost for a limited time, free or reduced training opportunities, aggregate purchases and other offerings. To learn more go to the OSD Web Site (www.mass.gov/osd) and click on the \$ave\$mart logo.

OSD Programs

[Back to TOC](#)

Comm-PASS

OSD manages and maintains the Commonwealth Procurement Access and Solicitation System (Comm-PASS) is Massachusetts' sole online procurement record management system. Established in 1996 and completely replaced in 2004, it made Massachusetts the first state in the nation to provide bid access exclusively via the Internet! All records posted on this system are accessible via the Internet to anyone at no charge. All Public Entities within the Commonwealth may become a member of Comm-PASS Free of Charge, simply by contacting the Comm-PASS helpdesk. For more information please visit the Comm-PASS web site at www.comm-pass.com.



Commonwealth Print Services

The Commonwealth Print Services offers services to all Eligible Entities. They offer free cost estimates a graphic design specialist that can utilize your documentation to create a document or marketing materials that meet your need! All CPS jobs are delivered directly to your office. Please see the detailed information available in the OSD Program section of this booklet.

Connecting Your Business to the Commonwealth

A free training program for the business community is provided by the Operational Services Division (OSD), Supplier Diversity Program (SDP), and Supplier Diversity Office (SDO). During this one day event participants will learn the Commonwealth's procurement process for statewide contract for goods and services, where to find American Recovery and Reinvestment Act (federal stimulus funding) procurement and grant opportunities, Comm-PASS (the Commonwealths e-Procurement System), Marketing information for government entities, SDO Supplier Diversity Office certification and programs and services as well as the certification process, the AMP programs that support and provide training for SDO certified vendors and more!

Environmentally Preferable Products (EPPs)

The Environmental Purchasing Program at the Operational Services Division is responsible for coordinating the state's efforts to increase the purchase of environmentally preferable products (EPPs). EPPs are commodities and services that contain recycled materials, minimize waste, conserve energy or water, contain less toxic materials or provide other environmental or public health benefits. For more information please visit the EPP web page <http://www.mass.gov/epp>.



Pathways to Procurement

Pathways to Procurement is a free workshop designed for businesses who are interested in learning about the procurement process, where to find bidding opportunities and best practices when responding to a solicitation. These sessions are scheduled throughout the Commonwealth. A list of our upcoming sessions is available on the OSD web site.

Save\$mart

The OSD Save\$mart Program is a partnership between OSD and Statewide Contract Vendors. The program creates additional cost savings and opportunities for all eligible entities utilizing Statewide Contracts. These opportunities could be in the form of reduction in cost for a limited time, free or reduced training opportunities, aggregate purchases and other offerings. To learn more go to the OSD Web Site (www.mass.gov/osd) and click on the Save\$mart logo.

Small Business Purchasing Program

The Small Business Purchasing Program (SBPP) at the Operational Services Division is responsible for ensuring state compliance with Executive Order 523 designed to support the existence and growth of small businesses in Massachusetts by directing state spending for non-construction goods and services to eligible Massachusetts small businesses. For more information please visit the SBPP website www.mass.gov/sbpp.



STAR Exposition

Each year, typically in the spring, OSD conducts the STAR (Statewide Training And Resources) Exposition. This FREE trade show along with many Education Workshops is open to all Commonwealth employees from state agencies, cities and towns, schools, other political subdivisions and health and human services. This event brings together, under one roof, many of the state's Statewide Contractors who provide commodities and services. Join us for this FREE event offering breakfast, lunch, music, Education Workshops and more. <http://www.mass.gov/star>.



Supplier Diversity Office (SDO)

The Supplier Diversity Office formerly known as State Office of Minority and Women Business Assistance (SOMWBA) continues its rich and long tradition of service to minority and women owned businesses in the Commonwealth of Massachusetts. In addition to its service to minority and women business enterprises, the SDO has the responsibility to certify businesses that meet certain criteria. SDO certification is a marketing tool used to enhance a firm's ability to do business in public markets. Although certification does not guarantee that a business will be successful every time it bids, it may add a competitive edge to a bid. The Commonwealth of Massachusetts spends more than \$4 billion each year doing business with firms. More than \$240 million of this amount is targeted to SDO certified minority and women businesses. Becoming SDO certified can help firms seeking contracts with the government.

Supplier Diversity Program (SDP)

Formally known as the Affirmative Market Program (AMP), the Supplier Diversity Programs mission is to increase business opportunities for M/WBEs and diversify the workplace. For more information you can contact the Acting AMP Executive Director, Gladymar Parziale at 617-720-3146, the AMP Help Desk 617-720-3359 or you can e-mail amp@state.ma.us. Please visit the website at www.mass.gov/amp more detailed information is available in the OSD Program section of this booklet.

Statewide Contract Educational Session

Statewide Contract Educational Sessions are conducted throughout the Commonwealth. These sessions provide information, education and training on specific Statewide Contracts. These sessions are free of charge and available for all eligible entities to attend. For a listing of current sessions please go to the Outreach [upcoming scheduled events](#) section of the OSD Web Site.

Statewide Contract Overview Sessions

OSD offers Overview Sessions to any eligible entity that has an interest in using, accessing or learning more about Statewide Contracts and Comm-PASS. They provide a broad overview of Statewide Contracts and Comm-PASS. These sessions are available free of charge for all eligible entities based on staffing resources. For more information you can contact Barbara Miller, Director of Quality Assurance, Training and Outreach 617-720-3148 or you can email Barbara.miller@osd.state.ma.us.

Surplus Property Program

The OSD Surplus Property Program includes items such as office equipment, computer equipment, furniture, vehicles, building materials and more that exceed a department's need. Items are available to departments, municipalities and certain non-profits. To find out more about this valuable program please visit our website at www.mass.gov/osd and click on the Surplus Property link.

Training

OSD offers training related specifically to Comm-PASS and Procurements in accordance with 801 CMR 21.00 regulations. For current course offerings please visit the OSD Training Website at www.mass.gov/osd. Training's may also be requested for a specific topic and on-site presentation and available based on resources. For more information you can contact Barbara Miller, at 617-720-3148 or email barbara.miller@state.ma.us.

OSD Publications

[Back to TOC](#)

Emergency Response Supplies, Services and Equipment Booklet

This booklet is designed to be a reference guide for departments to obtain specific supplies, services and equipment for emergency and non-emergency situations. Referenced at the beginning of the contract section is the “Emergency Standby Services” contract, which is only available under emergency situations, however, contractors may extend their services based on regional situations. It is available on-line at the OSD Home Page www.mass.gov/osd.

EPP Buyer Update

The EPP Update provides current information on environmental products and services. It is published by the staff in the Environmentally Preferable Products (EPP) Procurement Program and provides links to new Statewide Contracts for EPPs, information on upcoming events, environmental purchasing tips for office, facility or school, and answers to readers' questions. Subscription is available via our [online form!](#)

M/WBE Talk

The M/WBE Talk is a quarterly publication electronically published by the Supplier Diversity Program (SDP). Here you will learn about news and updates on the AMP Program, opportunities for upcoming events and information on recently developed AMP information and more! Interested parties can receive the publication via email by joining the AMP E-list and sending an e-mail to amp@state.ma.us or view it directly from our website at [AMP](#).

Massachusetts Statewide Contracts for Healthier Schools

This booklet is designed to help schools tap into the resources established by the OSD to achieve two goals: (a) help schools comply with the key environmental, health and safety regulations; (b) help schools go beyond compliance and make significant strides towards making their environment a healthier place for the students.

OSD Event Calendar

The [on-line OSD Event Calendar](#) provides one-stop shopping to learn about upcoming trainings, informational sessions and other events available for eligible entities from OSD. Visit the OSD web site for additional details!

OSD Procurement e-News: The OSD Procurement e-News is provided free of charge to any eligible procurement official and sent directly to their desktop! Information includes updates on Statewide Contracts, upcoming events, and what's new at OSD. To view the most current e-Newsletter please follow the link provided; [eNewsletter](#). To subscribe please send a blank email to osd_municipalities-sub@listserv.state.ma.us.

Recycled and Environmentally Preferable Products and Services Guide for State Contracts

This guide provides up-to-date details on existing state contracts for EPPs, including contract terms, vendor names and numbers, and pricing, when available. In addition, information on how to use state contracts, tips on writing green specs, definitions, and model buy recycled policies are included. Download or view a complete version at www.mass.gov/epp using the link titled, [Download Publications, Reports and Tools](#).

Information on OSD and OSD Designated Statewide Contracts

Animals and Related Supplies

Procurement Manager: Darcy Rowell (Procurement Director) and Ronald L Whitaker
Telephone Number: 617-720-3128
Fax Number: 617-727-4527
E-Mail Address: Darcy.Rowell@state.ma.us
Category Description: Live animals, veterinary services, feed, bedding and other associated supplies and services.

[Back to TOC](#)



MAJOR CONTRACTS

- ANI11 Veterinary Services (Darcy Rowell)
- ANI12 Animal Feed, Bedding & Related Supplies (Ronald L. Whitaker)

THINGS YOU NEED TO KNOW

The Procurement Management Team for the Live Animals and Related Supplies has developed each of these contracts as open enrollment with four different vendors available with each of the vendors offering Prompt Payment Discount.

ANI12 replaces ANI08 which covers supplies for domestic farm and wildlife animals. Related supplies include items such as, salt blocks, wormers and other medicines, shampoos, leather care items, supplements and fly spray. To get a full list of these items and more please review the OSD Update 03-03B on [Comm-PASS](#).

FAQ'S

Q. What if I want to use a Veterinarian that is NOT on the Statewide Contracts?

A. If the Veterinarian is not on the Statewide Contract and you are going to use them on an on-going basis commonwealth executive agencies are required to first get permission from the State Procurement Agent. Please follow directions on OSD Policy Memo 05-19 for this. Consider using a Veterinarian that is on the Statewide Contract and if you have any questions please contact the Procurement Team Leader

Q. What should I do if there are no veterinarians in my area?

A. The Veterinarians on the Statewide Contracts will go to your area unless it is not in the specifications of the contract. In that case you should contact the Procurement Manager to help you decide where you should look for assistance.

Q. What should I do if there is an emergency veterinarian issue?

A. As in any situation if you do not already have a veterinarian that you use currently and have an emergency, you need to take care of the emergency first then contact the Procurement Manager for assistance

Clothing, Uniforms and Related Supplies

[Back to TOC](#)

Procurement Manager: Darcy Rowell
Telephone Number: 617-720-3128
Fax Number: 617-727-4527
E-Mail Address: Darcy.Rowell@state.ma.us
Category Description: Clothing and apparel, uniforms, footwear and related accessories.



MAJOR CONTRACTS

→ **CLT06 Clothing, Uniforms, Footwear, Accessories and Hygiene Supplies**

THINGS YOU NEED TO KNOW

The Clothing Contract includes eleven (11) categories: Uniforms, Athletic Wear, Footwear, Hosiery, Hospital Wear (Health Care & Patient Care Apparel), Nightwear, Outerwear, Underwear, Hygiene, Clothing Rental and Miscellaneous Items. Hygiene supplies include, but are not limited to, personal care products such as soaps, hair care products, and feminine hygiene items. Miscellaneous items include, but are not limited to, dry cleaning services, embroidery, silk-screening, tailoring and other value added services/products. For complete details please review the OSD Update on the forms and terms tab in Comm-PASS

FAQ'S

Q. Can I use the contract to tailor the service to my facility?

A. Yes, you will meet with the vendor prior to establish your exact needs and what the vendor will need to do to ensure your needs are met.

Q. What options are available with the service?

A. You will be able to customize the program to fit your needs while using the buying power of the Commonwealth to control costs.

Energy Commodities and Services

[Back to TOC](#)

Procurement Manager: James Ferri
Telephone Number: 617-720-3168
Fax Number: 617-727-4527
E-Mail Address: James.Ferri@state.ma.us
Category Description: Fuel Commodities.



MAJOR CONTRACTS

→ ENE21 Propane

This contract contains TWO vendors:

- Air Gas East (Zones 1 and 4)
- E. Osterman (Zones 2, 3, and 5 - 8)

→ ENE22 No.2 Heating Fuel

This contract contains SIX vendors:

- East Coast Petroleum (Zone 1,4)
- DK Burke (Zones 2, 3)
- Global (Zone 5)
- East River Energy (Zone 6)
- FL Roberts (Zone 7)
- LR Sweatland (Zone 8)

→ ENE29 #4 and #6 Residual Fuel

This contract contains TWO vendors:

- Global Montello Group (Zones 1 - 4)
- Sprague Energy (Zones 4 - 6 and 8)

→ ENE31 Unleaded Gasoline

This contract contains ONE vendor:

- Global Montello Group (Zones 1 -8)

→ ENE32 Ultra Low Sulfur Diesel

This contract contains TWO vendor(s):

- Global Montello Group (Zones 1, 2,3,4,5,7&8)
- Taylor Oil (Zone 6)

→ ENE33 Bio Diesel

This contract contains ONE vendor:

- DK Burke (Zones 1 -8)

THINGS YOU NEED TO KNOW

ENEFY11 Daily Index Pricing

The Daily Index Pricing for FY11 is located at <http://www.comm-pass.com>. Search under contract No. ENEFY11. Daily commodity pricing for each day are located under the "Forms & Terms" tab.

Q. When should an entity contact vendors if they wish to join the #2 Heating Oil contract?

A. You should inquire about joining between July-September, prior to the upcoming heating season. Once the heating season starts (October), new accounts will only be added at the discretion of the vendor. To find out the details of the contract, first you should go to www.comm-pass.com and search for the ENE22 Contract, once in the information section you would look under the "Forms & Terms" tab to read the most current OSD Update regarding the use of the Contract, then go to the "Vendors" tab and select a vendor. New accounts are required to join for the entire heating season. This is not a fixed-price contract, as with all State Fuel contracts, it is market-based with prices changing daily. If you have any difficulty please contact the Procurement Manager for assistance.

Q. Can any Eligible Entity use the Vehicle Fuel contracts currently in place?

A. The fuel contracts are open to all Eligible Entities under the following conditions, Entities which elect to utilize these Contracts are required to purchase for twelve months. Each contract regarding fuel is awarded by a specific zone. You should first find out what zone you are currently in by your town. You can find out the information by going to the specific contract in www.comm-pass.com. You will find the OSD Update located under the "Forms and Terms" Tab. This document will provide you with information on zones, awarded vendors and current pricing. These are not fixed-price contracts, as with all statewide fuel contracts, they are market-based with prices changing daily.

Q. What if I need fuel for my boat and there are no vendors on Statewide Contract available in my area?

A. Fueling up at a boat dock are not covered under these Contracts. If the marina accepts the Statewide Fuel Card (PHH) Contract VEH33 departments may use this. If not, you will need to conduct your own procurement. The bulk fuel contracts require that the purchasing entity have fuel tanks, which the vendor can deliver to.

Facilities & Operations

Procurement Manager: Deb Combra
Telephone Number: 617-720-3139
Fax Number: 617-727-4527
E-Mail Address: Debra.Combra@state.ma.us
Category Description: Space leasing services; goods and services related to the maintenance and operation of physical plants and real property; goods management.



MAJOR CONTRACTS

- FAC28 Industrial/Commercial Equipment and Supplies
- FAC29 Tradespersons-Repair and Maintenance Services (<\$10,000) will be followed by FAC70 as of December 2010
- FAC47 Grounds keeping/Landscaping, Irrigation Systems, Tree Trimming, Catch Basin Cleaning and Snow Removal Services
- FAC57 Moving Services/Surplus Furniture Removal
- FAC58 Plumbing and Heating Supplies
- FAC62 Miscellaneous Rentals
- FAC64 Security, Surveillance and Access Control Systems NEW
- FAC71 Lawn & Grounds Equipment, Parts and Service (Betty Fernandez)

THINGS YOU NEED TO KNOW

NEW AMENDMENT: FAC29 Tradesperson Repair and Maintenance

Chapter 166 of the Acts of 2009, section 30, amended M.G.L. c.149, §44A(2) to allow for the use of sound business practices for the procurement of construction, reconstruction, installation, demolition, maintenance or repair of a building by a public agency, estimated to cost less than \$5,000. This amendment removes the previous requirement to solicit at least three written price quotations when procuring these services. Please note that your local rules may dictate more rigorous procedures for these contracts. The amendment also states that when procuring building construction of less than \$5,000 you must keep a record that, at a minimum, must include the name and address of the person from whom the services were procured. This amendment does not eliminate the requirement to obtain a payment bond for projects costing \$2,000 or more or the requirement to pay prevailing wage. Three quotes are still required for building construction projects estimated to cost between \$5,000 and \$10,000 – Effective November 24, 2009.

NEW STATEWIDE CONTRACT: FAC64 Security, Surveillance and Access Control Systems

This new statewide contract covers all your security, surveillance and access control needs with monitoring services, locksmiths, security cameras, lobby turnstiles, CCTV, vehicle access barrier, metal detectors, x-ray machines and locks. This contract is covered under the Prevailing Wage Law. Please make sure you receive a certified payroll form after completion of the project and prior to releasing any payments. Please keep the certified payroll form in your procurement file.

FAC57 Moving Services, State Surplus Disposal Services

All moving services is covered under the Prevailing Wage Law. Please make sure you receive a certified payroll form when the move is completed. Please keep the certified payroll form in your procurement file.

Q. Some vendors are charging fuel surcharges. Is this allowed?

A. No. While recent gas price increases have certainly impacted every gas consumer, there are no provisions in our Statewide Contracts except for the Statewide Contract OFF11 for express delivery services with United Parcel Service (UPS), which includes a capped surcharge and allows current Statewide Contractors to unilaterally pass along their increased fuel costs to contract users (http://www.ups.com/content/us/en/resources/find/cost/fuel_surcharge.html). To read the more of the letter please go to www.mass.gov/osd website and over to the right hand side you will see a link to a word document that states "Fuel Charge Advisory".

Q. When using the FAC29 contract, is there a charge when getting estimates?

A. No, when you contact a vendor and explain you are requesting on an estimate and have indicated you are using the Statewide Contract, the vendor must provide estimates FREE of charge.

Q. What should I do if I seek 3 quotes and no vendor responds on FAC29?

A. If there are not 3 vendors who provide the services you need or who cover your area, you must conduct your own procurement. If vendors simply do not respond, contact the Procurement Manager for assistance.

Facilities & Environmental Services

[Back to TOC](#)

Procurement Manager: Dmitriy Nikolayev
Telephone Number: 617-720-3351
Fax Number: 617-727-4527
E-Mail Address: dmitriy.nikolayev@state.ma.us
Category Description: Testing, Consulting and Related Services necessary for the assessment and mitigation of environmental concerns; commodities and services with environmental components for the maintenance and operation of buildings and real property.



MAJOR CONTRACTS

- FAC22 Electrical and Lighting Supplies and Equipment 
- FAC27 Building Materials and Supplies
- FAC33 Solid Waste and Recycling Services 
- FAC50 Integrated Pest Management 
- FAC53 Hazardous, Medical and Hard-to-Manage Waste Collection, Disposal and Emergency Response 
- FAC54 Recycled Plastic Lumber and Other Recycled and Plastic Lumber Products 
- FAC59 Green Cleaning Products, Programs, Equipment & Supplies  (MARCIA DEEGLER)
- FAC60 Environmental Diagnostic Testing and Monitoring Services 
- FAC63 Carpet & Flooring Products 
- FAC65 Water Treatment & Chemicals and Alternate Treatment Systems 
- FAC66 Outdoor Landscaping Application Products 

Designated Statewide Contract

- FAC55 Designated DEP Imprinted Trash Bags
- FAC56 Designated DCAM Demand Response Services 
- FAC61 Designated DEP Recycling Containers & Compost Bins
- FAC68 Designated DCAM Renewable & Alternative Energy Portfolio Standards Services

THINGS YOU NEED TO KNOW

Learn more about purchasing Environmentally Preferable Products (EPP) and services at www.mass.gov/epp.

Q. What is Integrated Pest Management (IPM)?

A. IPM is a systematic strategy for managing pests which considers prevention, avoidance, monitoring and suppression. Where chemical pesticides are necessary, a preference is given to materials and methods which maximize public safety and reduce environmental risk.

Q. Why do I need to implement IPM?

A. Pesticides, because they are toxic by definition, present a public health, safety and environmental concern. At the same time, the pests these chemicals control may also pose serious health risks or damage buildings or products. IPM has been found by many experts (from pest control contractors to environmental groups) to be the best means of balancing the need for pest control with the concerns of pesticide use.

In accordance with the Act Protecting Children and Families from Harmful Pesticides (Chapter 85 of the Acts of 2000), all Massachusetts schools, day care centers, and school aged programs are required to develop both an indoor and outdoor IPM plan. Furthermore, Executive Order 403, the Governor required that all state agencies adopt and implement IPM programs in all facilities owned and managed by the Commonwealth.

Facilities – Janitorial Services

Procurement Manager: Grace Poirier
Telephone Number: 617-720-3135
Fax Number: 617-727-4527
E-Mail Address: Grace.Poirier@state.ma.us
Category Description: Janitorial Cleaning Services related to Commonwealth and Eligible Entity facilities.

[Back to TOC](#)



MAJOR CONTRACTS

→ **FAC67 Janitorial Services, Environmentally Preferable**

THINGS YOU NEED TO KNOW

This Statewide Contract for Janitorial Services is posted on Comm-PASS and active for three years through 1/1/2013 for all Eligible Entities to use. This contract offers excellent opportunities for competitive pricing and savings. The implementation of this contract offers universal reduced percent mark ups over Prevailing Wages that is competitive for all Commonwealth public facilities.

FAQ'S

Q. How does this Statewide Contract meet the needs of all Commonwealth facilities and Eligible Entities?

A. To serve the needs of the Commonwealth, FAC67 has qualified vendors that received awards by specific Regions or Statewide coverage. The awards include small and large businesses that have met the requirements and standards through an RFR process that guarantees that their operations will protect human health, meet required safety standards and support sustainability in the environment. The “pricing” aspect of this contract relates to a mark up over State Prevailing Wages and each vendor provided competitive mark ups during the bid process. The mark up percent will be honored by each vendor for any RFQ requested by Commonwealth entities through and resulting site visits.

Q. As an end user how do I know that a Contractor for Janitorial Services is qualified?

A. Professional industry guidelines have been established for janitorial service and the PMT has established standards for Bidders to adhere to in accordance with such standards. While these standards are helpful it is suggested that hiring entities further determine the qualifications of any janitorial service hired for their specific project. The RFQ process further ensures that site visits and efficient work loading result in competitive responses.

Q. Are there green standards that this contract supports?

A. Yes, the Contractors under this Statewide Contract are cognizant and supportive of environmental standards for supplies, equipment used and practices that must take place under this contract.

Food and Groceries and Related Services

[Back to TOC](#)

Procurement Manager: Betty Fernandez
Telephone Number: 617-720-3133
Fax Number: 617-727-4527
E-Mail Address: betty.fernandez@state.ma.us
Category Description: Food & Groceries (i.e. meat, produce, dry commodities, water, paper and janitorial products) and related products such as dairy, bakery, and food service equipment and catering services.



MAJOR CONTRACTS

- **GRO12 Baked Goods**
- **GRO14 Prime Grocer** 
- **GRO15 Program Evaluator for Food, Grocery and Related Services**
- **GRO18 Bottled Water, Water Cooler Service and New Category Water Filtration Services** 
- **GRO21A General Catering** 
- **GRO21B General Catering with Conference Space** 
- **GRO21C General Catering, Conference Space, Hotel Room Accommodations** 
- **GRO22 Grocery Related Paper Products/Foodservice Supplies** 
- **GRO23 Dairy Products** 
- **GRO24 Foodservice Equipment, Institutional Commercial Grade – Large & Small with Related Maintenance and**
- **GRO26 Bottled Water, Emergency Bottled Water, Water Filtration Services and Reverse Osmosis with Related Supplies and Services** 

THINGS YOU NEED TO KNOW

The GRO12 Baked Goods statewide contract has been renewed through June 30, 2011 with Bimbo Foods, Inc. formerly known as Freihofer Sales Co. Inc.

The GRO26 Bottled Water, Emergency Bottled Water, Water Filtration Services and Reverse Osmosis with related Supplies and Services have been awarded to three contractors: Nestlé’s Waters, DS Waters and Atlas Waters System through April 30, 2012. All water components can now be purchased under this one statewide contract. Departments are encouraged to do a cost comparison of the required services before making a decision on which contractor to utilize.

GRO26 Bottled Water, Emergency Bottled Water, Water Filtration Services and Reverse Osmosis with related Supplies and Services Environmental Considerations for Compliance with EO 484 and EO 515 - Executive Order 484, Leading by Example (April, 2007) and Executive Order 515, Establishing and Environmental Purchasing Policy (October, 2009), both require agencies to make every effort to reduce water use and increase water use efficiency to the maximum extent possible. In an effort to assist agencies in complying with these orders, this contract includes a selection of products and/or options that will allow agencies to eliminate the bottled water method in many areas.

FAQ'S

- Q. My department is doing business with a local catering company how do we get them added to the contract list.**
- A. The solicitation GRO21 closed on 3/25/08 and we are no longer accepting responses from bidders and we are not adding any additional contractors to GRO21 contract list. It is strongly encouraged that all departments use the contractors listed under the statewide contract when and if catering services are needed.
- Q. Does user departments have to sign any additional agreements and/or contracts with contractors under the GRO21C Catering, Conference Space, and Hotel Room Accommodation when booking an event.**
- A. Departments are not required to sign any additional agreements and/or contracts with any contractors when booking an event but should evaluate the agreement and/or contract and determine if it is in the department's best interest to sign the agreement and/or contract when booking the event.
- Q. Should my department be paying for additional freight charges and fuel surcharges?**
- A. Contractors under on any statewide contract are not allowed to charge any additional freight and/or fuel surcharges. Departments should check invoicing carefully to ensure that additional charges are not included in their invoices.
- Q. What products can I purchase from the Prime Grocers (GRO14) contract?**
- A. The one stop shop Prime Grocers (GRO14) contract provides a variety of different products which include, canned goods, meats, deli meats, some fresh produce, some dairy and non-foods items (Please Note: the following items ARE NO LONGER AVAILABLE UNDER THIS CONTRACT SUCH AS paper products, plastic spoons, forks, knives, toilet paper, paper towels, paper dishes, trash liners, PLEASE SEE statewide contract GRO20 for a list of available products with pricing. Cleaning detergents and all other cleaning products are STILL available under the GRO14 contract. Monthly food and the annual non-food order guides are posted and available under the "Vendor" tab for departments on our Comm-PASS www.comm-pass.com web site.
- Q. Does the Prime Grocers (GRO14) contract still provide Paper Products such as toilet paper, paper towels, paper dishes, hot and cold cups, etc.?**
- A. There is a NEW Statewide Contract GRO22 that provides a large variety Grocery Related Paper Products/Foodservice Supplies.
- Q. Can I get this a Reverse Osmosis (RO) system installed in my building?**
- A. These systems can be installed in any building with a piped in water supply but the buildings manager must agree to the installation.
- Q. The water in my town has a lot of permanganate in it will the RO water system remove it?**
- A. The system will remove permanganates, lead, all bacteria, and most other contaminates.
- Q. How much money will it cost us to get a system installed?**
- A. There is no cost to have the system installed.
- Q. Will this cost us more money than the traditional water coolers with the 5 gallon bottle?**
- A. The water system will probably cost you less. To find out multiply the number of water bottles you use in a month x the cost per bottle. For the Water system select the monthly cost per cooler from the chart below multiply that x the number of coolers you will have. Compare the two amounts.

Healthcare Commodities and Services

Procurement Manager: Brian Putnam
Telephone Number: 617-720-3328
Fax Number: 617-727-4527
E-Mail Address: brian.putnam@state.ma.us
Category Description: Pharmaceuticals; Vaccines; Medical Commodities and Equipment; Dental Commodities and Equipment; Laboratory Products; Maintenance and Repair of Medical, Dental & Laboratory Equipment; Gases Medical, Laboratory & Industrial; Medical Lab Tests.

[Back to TOC](#)



MAJOR CONTRACTS

- **HSP27 GPO for Medical Commodities & Equipment**
- **HSP28 Medical Commodities**
- **HSP29 Laboratory and Monitoring Products**
- **HSP30 Gases Cylinder Related Equipment and Supplies**
- **HSP31 Dental Supplies Equipment and Related Services**
- **HSP32 Healthcare Equipment Furniture Furnishings and Related Services.**
- **MED22 Referenced Laboratory Testing**
- **MED25 Maintenance and Repair of Medical and Lab Equipment**
- **MED38 Pharmaceutical Prime Vending**
- **MED39 Pharmaceutical GPO**
- **MED41 Influenza Vaccine for the 2010 - 2011 Flu Season**

THINGS YOU NEED TO KNOW

HSP27, GPO for Medical Commodities & Equipment the GPO stands for Group Purchasing Organization. The Commonwealth selected MHA a private GPO to establish the costs of many products purchased from distributors on HSP28 the Medical Commodities Contract and to quote direct pricing from many equipment manufacturers through the HSP32 RFQ process for medical equipment with the manufacture being paid directly. MHA has thousands of hospitals as members and provides us with substantial additional collective purchasing power. This contract is not loaded in MMARS as no direct purchases are made from the GPO.

HSP28, Medical Commodities this Statewide Contract is for the procurement of medical and surgical supplies and low cost of disposable equipment routinely used in the provision of health care, exclusive of pharmaceuticals. This Contract provides State Net Price Lists with product descriptions and fixed prices for the majority of items a Purchasing Entity is likely to purchase. The State Net Price Lists for each Vendor is located under the Vendor Tab of Comm-PASS as attached Excel Files. For more detail about the Contract, please visit the OSD Update posted on [Comm-PASS](#) under the "Forms and Terms" Tab. The Comm-PASS Contract Document Number is HSP28.

HSP29, Laboratory & Monitoring Products this Statewide Contract is for the procurement of laboratory & monitoring products, equipment and related services that are used in clinical diagnostic, educational, forensic, environmental, and industrial applications.

HSP30, Gases Cylinder Related Equipment and Supplies This Statewide Contract has two Vendors: Airgas and AGP located in Everett. State Net Price Lists with prices and other pricing information for both Vendors are attached as files under the Vendor Tab of the Contract on Comm-PASS. The Net prices are fixed for 3 years. Overall HSP30 has lower pricing than the former gases Contract. The Contract also has no cylinder rental fees or hazmat charges. In addition to Medical gasses all types of scientific laboratory and industrial gases such as acetylene should be purchased from the Contract. Propane used to heat buildings may not be purchased from this Contract. Frozen Carbon Dioxide as Dry Ice may be purchased from Airgas. Equipment and Supplies used to handle, store and facilitate the use of gas cylinders may be purchased from the Contract. Further information is located on [Comm-PASS](#).

HSP31, Dental Supplies Equipment and Related Services This Statewide Contract is for the purchase of Dental Supplies, Equipment and Related Services that used in the provision of dentistry. Henry Schein received award in all 6 categories and can essentially supply everything needed in dentistry. The other vendor Door to Door Dental was awarded in Category 1 and can supply basic dental commodities. Please check the Contract area of Comm-PASS for details.

HSP32, Healthcare Equipment, Furniture, Furnishings and Related Services This Statewide has seven Vendors and is for the purchase of Healthcare Equipment, Furniture, Furnishings and Related Services used in all healthcare facilities and settings. This would include all types of equipment used in the provision of health care including physical occupational and rehabilitative therapy such as: hospital beds, exercise equipment, stretchers, operating room equipment, scopes, exam tables, wheelchairs, patient lifts, shower trolleys, bathing systems, EKG machines, defibrillators (AEDs), respirators, ventilators, crash carts, medicine carts, x-ray and radiology imaging equipment, scales, exam lights, phlebotomy chairs, ophthalmology equipment, bariatric equipment, related parts, etc. The inclusion of Healthcare Furniture would be furniture designed and suitable for use within a healthcare facility such as patient/client room furniture and furniture for use in common areas where patients/clients will be present. The inclusion of Healthcare Furnishings would include, but is not limited to, such items as cubicle curtains, window treatments, railings, lighting, signage or any type of furnishing used in a healthcare facility. Related services would include but are not limited to, design, installation, repair & maintenance agreements entered into at time of purchase. The SWC is divided into three separate and distinct categories with each category having its own Vendors and a distinct and separate acquisition process detailed in the OSD Update that must be followed. Category 1 – Healthcare Equipment, Furniture and Furnishings for general use. Category 2 – Custom Fitted Healthcare Equipment that is custom fitted to a specific patient/client such as custom fitted wheelchairs, custom fitted adaptive equipment. Category 3 – X-ray and Radiology Imaging Equipment. Please check the Contract area of [Comm-PASS](#) for details.

MED22, Referenced Laboratory Testing These are the tests that a healthcare facility sends out to a commercial lab for processing. Both UMass Memorial Medical Center and Quest Diagnostics are on the contract.

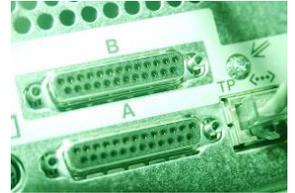
MED38, Pharmaceutical Prime Vending This Contract was effective August 1, 2009 and is with Cardinal Health. The former Contract was with AmerisourceBergen. The use of this contact is restricted to facilities having a licensed pharmacy.

MED41, Influenza Vaccine 2010 – 2011 Flu Season. For further information please check the Contract area of [Comm-PASS](#) for details.

IT Hardware and Services

[Back to TOC](#)

Procurement Manager: Darren R. Walz
Telephone Number: 617-720-3106
Fax Number: 617-727-4527
E-Mail Address: Darren.walz@state.ma.us
Category Description: PCs, Servers, Laptops, Information Technology Supplies, Accessories, Peripherals, IT Consulting, Integration, Networking and Services, Pager Services Also Printing, Furniture contracts.



MAJOR CONTRACTS

- ITC02 Information Technology Term Leasing
- ITC16 Category 1 – Information Technology Hardware Project Management
- ITC16A Categories 2-7 – Information Technology Hardware, Project Management, Integration and Maintenance
- ITC32/ITC45 Telecommunications/Data Infrastructure Low-Voltage Cabling
Expires on June 30, 2010 and will be replaced with ITC45 with an estimated Start Date of July 1, 2010.
- ITC36 Information Technology Computer Supplies & Accessories
- ITC44 IT Hardware, Computers, Laptops, Peripherals, NASPO/WSCA Agreement
- OFF20 Office, School and Library Furniture, Accessories and Installation, Statewide
- OFF22 Postage Equipment, Supplies & Service/Maintenance

Designated Statewide Contract

- ITC22 Designated DOE Data Entry Services (ITC22)

THINGS YOU NEED TO KNOW

ITC16a is being renewed to June 30, 2011 with Vendors posted under the "Vendor" tab in Comm-PASS. The companion document "ITC16a Contract and Contractor Profile" has been updated. This document is posted under the contract's Forms & Terms tab on Comm-Pass and provides details regarding the products and services allowed under ITC16a as well as exclusions.

ITC45 is replacing ITC32 beginning July 1, 2010. ITC45 will go for two (2) years, with one (1) option to renew for the final year.

ITC36 is a new, primary statewide contract for customers to procure the most commonly-purchased computer supplies and accessories at discounted pricing with quick turn-around response time. Some product overlap is allowed with existing statewide contracts (i.e. ITC16a, OFF19). However, items are not allowed under ITC36 that are offered as primary products on these (or successor) statewide contracts.

ITC44 is a participating agreement with the National Association of Procurement Officials (NASPO) and the Western States Contract Alliance (WSCA) for PC's, Monitors, Laptops, Printers, and other IT hardware equipment. Vendors are being added as we execute their individual agreements. This contract has a maximum end date of 2014 if all options to renew are exercised.

We invite you to consider participating on an IT Hardware Procurement Management Team. If you are interested or would like more information, please contact Darren R. Walz, IT Hardware Procurement Manager, by phone at 617-720-3106 or by email darren.walz@state.ma.us

Q. What contract can be used for purchasing computer supplies?

A. It is recommended that eligible entities use the new statewide contract ITC36 for purchasing computer supplies and accessories. There is a wide array of products available from two vendors who can provide the products at discounted prices and quick response. For convenience, eligible entities can also purchase some computer supplies and accessories from other statewide contracts. However, the PMT recommends that purchasers get quotes whenever possible from ITC36 vendors for such items.

Q. Can I purchase toner cartridges for my laser printer under ITC36 statewide contract?

A. No. Laser printers and supplies are excluded from ITC36 and are available under OFF16. However, thermal, dot-matrix, and inkjet printer supplies and accessories may be purchased under ITC36.

Q. How can my agency take advantage of ITC45 contract's Volume Purchase Discounts (VPD) offered by Contractors?

A. Some of the ITC32 Contractors have agreed to offer eligible entities additional discounts when the Commonwealth of MA total aggregate purchase volume reaches identified dollar (\$) thresholds on all services and products ordered with the particular vendor. The chart identifying the Vendor's VPD offering is included in the OSD Update. Your agency only needs to engage the particular vendor offering the VPD to take advantage of these additional savings.

Q. Can I use statewide contract ITC16a for low-voltage cabling services?

A. There is a Statewide Contract for Low-Voltage Cabling Products and Services – ITC45. Use this contract for all non-construction, low voltage cabling projects. However, ITC16a Category 6 Contractors may provide premises cable runs that are “incidental” to the total number of existing or proposed cable run installations purchased by the contracting Eligible Entity. “Incidental” cable runs is described as the total number of links to channel cable runs not exceeding ten percent 10% of the total number of existing or proposed cable run installations or \$2500, whichever represents the lesser \$ amount.

Q. What can I purchase on the IT Hardware and Services Contract?

A. The contract for IT Hardware and Services is divided into 2 major components, ITC16 and ITC16a. From ITC16a you are able to purchase goods or services that are related to Desktop PC's, Servers, Laptops, Hand-held computers or PDAs, Information Technology Supplies, Accessories, Peripherals, IT Consulting, Integration, Networking and Services. ITC16 is specifically for K-12 Schools & Libraries providing Project Management Contractors (Category 1) who supply complete IT solutions using hardware, software and services purchased from IT Statewide Contracts.

Q. Can printers be purchased from the ITC16a contract?

A. Laser, LED, solid ink, and networked printers are excluded from ITC16a statewide contract. These products are offered under statewide contract OFF16. Review the spreadsheet posted on Comm-PASS website under ITC16a contract's Forms and Terms tab entitled, “ITC16a Contract and Contractors' Profile” to determine whether a product is eligible under ITC16a.

Q. Who is eligible to use the IT Hardware and Services Contract?

A. ITC16A is open for general use by Eligible Entities as listed on Comm-Pass website under “Issuer's” tab for that contract number. This is generally all Massachusetts government entities and POS providers. ITC16 is Project Management Contractors (Category 1) who supply complete IT solutions using hardware, software and services purchased from IT Statewide Contracts for COMMONWEALTH OF MA PUBLIC SCHOOLS (K-12) and PUBLIC LIBRARIES (ONLY ELIGIBLE ENTITIES FOR THIS CATEGORY). A certified Form 470 is on file for ITC16 for E-rate purposes. The Form 470 application number is: 527120000462336.

Q. Can I purchase other brands of computers, servers, etc than what is on the contract presently?

A. No, the only items that are presently on contract are available directly from the awarded manufacturer/manufacturer representative for pricing quotes under the specific category required. Category 6 Contractors may provide ITC16a Hardware Equipment awarded for Categories 2, 4, 5 and 7. However, these products must be the identical models, brands and configurations offered under those categories by the manufacturers and at a price no higher than the eligible entity could obtain directly from those ITC16a Contractors. Review the spreadsheet posted on Comm-PASS website under ITC16a contract's Forms and Terms tab entitled, “ITC16a Contract and Contractors' Profile” to determine whether a product is eligible under ITC16a.

Q. Can I use ITC16 Category 1 contract?

A. The only entities eligible to use ITC16 Category 1 Project Management Statewide Contract are K-12 public schools and libraries.

Q. For OFF20, if a vendor is on the contract for a specific sub-category, can I order any furniture items within that sub-category?

A. No. Each vendor is awarded specific manufacturer brands that they can sell within a specific sub-category. Please refer to the document "OFF20 BiddersMfgAwardsBySubCategoryUpdate6_08" published on Comm-PASS (www.comm-pass.com) under the Forms & Terms tab for a listing by sub-category showing each vendor and the manufacturer brand(s) they were awarded and allowed to sell

IT Software and Services

[Back to TOC](#)

Procurement Manager: Marge MacEvitt
Telephone Number: 617-720-3121
Fax Number: 617-727-4527
E-Mail Address: marge.macevitt@state.ma.us
Category Description: Software and IT Services including consulting, software development, and other IT related services, but NO hardware.



MAJOR CONTRACTS

- ITS09 Reverse Auction Services
- ITS42 Software Reseller Contract (primarily packaged “Shrink Wrap” software)
- ITS19 Oracle Maintenance and Support
- ITS33/43 IT Services (Consulting and Other IT Services – Split up into four different contracts)

THINGS YOU NEED TO KNOW

ITS42, Software Reseller Contract

The contract replaced ITS14 on July 1, 2010. Contractors are Dell, SHI, (both ITS14 vendors) and En Pointe. Please review the OSD Update as some contract usage requirements have changed – for example, quotes must be requested from ALL THREE vendors for orders over \$2,000, except for Microsoft products, which may be obtained only from Dell.

ITS19 Oracle Contract

The contract has been renewed through June 30, 2011. The contract now includes a 47% discount on all Oracle licenses regardless of quantity purchased. All Massachusetts government agencies except municipalities can also use the GSA contract. Please the OSD Update for details. Oracle’s name has changed to Oracle America Inc. (Vendor Line 3 on MMARS).

ITS33/43, IT Services in **FOUR (4)** separate Contracts:

- » [ITS43 Technical Specialist](#) – Is for smaller companies, primarily doing project work – ITS33 was replaced by ITS43 Technical Specialists effective July 1, 2010.
- » [ITS33StaffAugCat1](#) – IT Services – Staff Augmentation General Purpose Contractors
- » [ITS33StaffAugCat2](#) – IT Services – Staff Augmentation Very Low Overhead Contractors

The above two contracts were extended through 12/31/2010, to allow time to procure the successor contract, ITS43 Staff Augmentation, which will combine both contracts.

- » [ITS33SolutionProviders](#) – Includes larger companies and is project-oriented. These companies provide systems and software development, systems integration, and many other services. This contract was renewed through 6/30/2011 and a PMT has been formed to procure the successor contract.

The OSD Updates for each of the categories give important information on how each of the contracts can be used, which you can find at www.comm-pass.com under the “Forms and Terms” Tab, – for example, most new Staff Augmentation positions must be advertised on Comm-PASS as an RFQ.

Q. How do I find a certain type of programmer or skill set from ITS33/43?

A. Specialties are listed for Technical Specialists and Solution Providers. This information is supplied on the spreadsheet attached to the "Vendor Listing" on the Vendor tab in Comm-PASS for these contracts. For Staff Augmentation, just identify your requirements and the contractors will look for suitable candidates.

Q. How do I find a vendor on ITS33/43 for the services I need?

A. First, determine whether you are looking for services which are in scope for ITS33. ITS33 covers only services which are primarily based on intellectual work done by information technology professionals. Excluded services include, but are not limited to, document scanning, document management, web hosting, automated network monitoring or any other service provided principally through an automated process, data entry, equipment maintenance, geographic data collection or other data collection which can be performed by non-IT professionals, standardized training courses, and application service provision. Many of these services are provided on Statewide Contracts; see the other IT Fact Sheets for more information. If the work is in scope for ITS33, determine whether you need Staff Augmentation services or Project-based Services. The difference is that with Staff Augmentation, you will pay an hourly rate for the hours worked by a contractor, and your agency will manage the contractor's activities. The contractor is paid by hours worked, not for accomplishments. With Project-based work, you establish specific deliverables and the cost of each deliverable. The vendor is only paid when the deliverable is accepted, regardless of how many hours they have worked. If you need Staff Augmentation services, use the templates found on Comm-PASS to post each opening. Instructions on posting are included on the "Forms and Terms" page for ITS23 Staff Augmentation General Purpose Contractors. (Agencies should change all references to ITS23 to ITS33.) If you need project-based services, select at least three companies from Technical Specialists, or Solution Providers, and request quotes from each. You may use the subcategory and/or specialty listings as described above, or choose companies based on other criteria. Vendors are not limited to providing the specialties they have listed, as long as the services are within scope for ITS33. The "Statement of Work" on the "Forms & Terms" tab may be used to describe the project. You will not have all the information needed to complete the form, but you can use it to organize what you do know.

Q. How can I find an ITS33 vendor on the state contract?

A. Go to www.comm-pass.com, and choose "Search for Contracts" (at the bottom of the screen). Enter "ITS33" as the document number, and select Search. A link will appear toward the top of the page; click the link. Multiple contracts will be listed. Select the eyeglasses next to the contract you wish to access, and then select the Vendor tab. Select the underlined "Vendor Name" column heading to sort the vendors alphabetically.

Q. Can I purchase directly from a software vendor if they offer a lower price than Dell (formerly ASAP)?

A. Usually not, but there are sometimes exceptions. If another company offers a significantly better price, contact Marge MacEvitt, by e-mail with the exact name of the software, the manufacturer name, "model number" and version of the software, Dell's cost, and the lower cost you were offered. Marge will contact Dell to see if they can lower their price. If not, and the amount is significant, use the process defined in the 05-19 OSD Policy Memorandum to request permission to buy "off contract." If granted, you will need to use the appropriate procurement method to obtain the software. Executive departments must include copies of this e-mail in their procurement files. If the amount spent over the useful life of the product will be over \$50,000, you will have to post the procurement on Comm-PASS.

Q. What should I do if I post a Staff Augmentation opening on Comm-PASS and receive no viable responses?

A. Contact Marge MacEvitt, the Procurement Manger e-mail. Include the document number of the posting. She will investigate why no companies responded, and if it is the case that no ITS33 vendors can meet your requirements, you will receive an e-mail to that effect. You can then conduct the appropriate type of procurement to fill the opening; executive departments must keep a copy of this e-mail in their procurement files. If the reason no companies provided viable responses was that the maximum Rate Card rate allowed for the employment classification was too low, agencies may contact Ellen Wright (ellen.wright@state.ma.us) to obtain a Rate Card waiver.

Office, Recreational, Educational Equipment, Supplies and Services

[Back to TOC](#)

Procurement Manager: Debb Carty
Telephone Number: 617-720-3321
Fax Number: 617-727-4527
E-Mail Address: debra.carty@state.ma.us
Category Description: Office, Recreational and Educational Equipment, Supplies and Services.



MAJOR CONTRACTS

- **OFF15 Printing Services (Offset, Photocopy, pre- and post-press production) and Mail Services**
- **OFF16 Photocopiers, Printers and Facsimile Multifunctional Equipment, Supplies and Services**
- **OFF17 Film, Photographic, Audio and Videographic Services**
- **OFF24 Art & Instructional School Supplies**
- **OFF27 Document Solutions – Micrographic and Imaging Equipment & Services**
- **OFF28 Office Supplies, Recycled Paper and Recycled Envelopes**
- **OFF30A - Box Sales of Audio, Video, Studio Production, Presentation Equipment and Systems, Peripherals, Supplies and Accessories**
- **OFF31 Small Package Delivery Services**

THINGS YOU NEED TO KNOW

The contract OFF16 (Photocopiers, Printers and Facsimile Multifunctional Equipment, Supplies and Services) is being renewed through April 30, 2011.

FAQ'S

Q. Do I have to get three quotes from Contractors on OFF15 Printing contract?

A. If you are an Executive Agency, the State Purchasing Agent (designated supervisor of state printing) directs that you use the in-house Commonwealth printing departments for production copying and printing. All other eligible entities are strongly encouraged to follow this process as well. The process is that the Agency will get quotes from (3) OFF15 Contractors (1 quote from each of the (2) in-house Contractors – Commonwealth Print Services (CPS) and MA Correctional Industries (MassCor) and (1) additional quote from another OFF15 Contractor. Another option is that an Agency may elect to go directly to one of the two in-house printers without obtaining (3) quotes.

Q. When I need to lease equipment on OFF16 for copiers, printers and facsimiles, do I need to sign their lease agreement?

A. No. You must sign the OFF16 equipment confirmation form located under the forms and terms tab for OFF16 on the contract side of Comm-PASS. You can attach the internal lease document for the contractor to process but you do not sign their paperwork.

Q. For equipment leased on OFF27 (Category 1A – Microfiche and Microfilm Equipment or Category 2A - Imaging Equipment), do I need to sign the Contractor's lease agreement?

A. No. You must sign the OFF27 equipment confirmation form located under the forms and terms tab for OFF27 on the contract side of Comm-PASS. You can attach the internal lease document for the contractor to process but you do not sign their paperwork.

Q. Where do I find all the prices for the vendors?

A. Most Office Contracts will have the pricing either under the vendor tab in Comm-PASS of the particular vendor's detailed Vendor Information view or on a website dedicated to the contract (website link found on the particular vendor's detailed Vendor Information view in Comm-PASS).

- Q. I use UPS for deliveries but don't always have daily shipments, can I still have UPS pick up my shipment instead of having to use the UPS Drop Box? If so, is there a charge for this service?**
- A.** With the Smart Pickup option on OFF31, you can process a shipment and have it picked up the same day with no service charge (shipping charges still apply). Please refer to the OSD update under the OFF31 contract on Comm-PASS (www.comm-pass.com) for detailed instructions or contact your UPS Account Manager for details on using the Smart Pickup option.
- Q. Is data stored on the hard drives of the copiers? If so, what steps can be taken to ensure this data is erased?**
- A.** Hard drives on digital copiers do store data and steps need to be taken to ensure that data is erased when the copier is returned to the vendor at the end of lease/life. Also depending on the type of data and access controls at each copier location, an entity might want to consider securing the data on the hard drive while the copier is on site. There are several options for securing data that is stored on the hard drives of digital copiers. Details regarding these options are included in the OSD Update located on the Forms & Terms tab under the OFF16 contract on www.comm-pass.com.

Professional Services – Human Resource and Legal Services

[Back to TOC](#)

Procurement Manager: Grace Poirier
Telephone Number: 617-720-3135
Fax Number: 617-727-4527
E-Mail Address: grace.poirier@state.ma.us
Category Description: Service contracts for our professionals who work for the Commonwealth are the focus of the Professional Services category. There are three subdivisions: Human Resources, Finance Services, and Legal Services. Professional Services includes many Statewide Contracts that are OSD designated to specific departments.



MAJOR CONTRACTS

- **PRF06 Management Consultant, Program Coordinator, and Planner Services**
- **PRF30 Foreign Language Interpretation (In-Person) and Translation Services**
Over-the-Phone (OTP) Interpretation Services are available under ITT09.
- **PRF33 Marketing and Advertising Design & Development (SMALL-dollar annual spend UP TO \$5M)**
- **PRF34 Temporary Help Services**
- **PRF35 Court Reporters**
- **PRF36 Promotional Incentives Acquisition Services**
- **PRF41 Event Planning Services**
- **PRF43 Training Services**

Designated Statewide Contract

- **PRF32 designated EOHED Marketing and Advertising Design & Development (LARGE-dollar annual spend MORE THAN \$5M)**

THINGS YOU NEED TO KNOW

PRF06, Management Consultant, Program Coordinator, and Planner Services, was renewed until December 31 2010. In the mean time the Procurement Management Team (PMT) is drafting a new Statewide Contract (PRF46). If you would like to see a vendor included in the upcoming contract please let them know that the upcoming solicitation will be posted in Comm-PASS in the following months.

PRF33, Marketing and Advertising (Under \$5M annually), is an excellent contract with a number of vendors having extensive experience. Consider one of these vendors for developing your branding, promote your special services, conduct surveys and determine the effectiveness of your campaigns. Be sure to secure quotes from more than one as they are competitive. Review your needs and have your selected vendor interact with other statewide contractors.

PRF34, Temp Help Services Contract, is enabled with the Quick Quote Functionality. It is a clear, fast, and easy process. OSD offers one-on-one training, job aids, and assistance with Quick Quote. Let us know if we can help you use the Quick Quote Functionality.

PRF35, Court Reporters is a Statewide Contract for Court Reporting Services including, but not limited to, depositions; arbitration hearings; judicial hearings; administrative hearings; public hearings; conferences and conventions; annual meetings; and board of director meetings. Services may be required at, but not limited to, the following various locations: state offices, courthouses, attorneys' offices and correctional facilities. Transcription services purchased from this Contract may be part of the above mentioned court reporting services or may be purchased separately.

PRF41, Event Planning Services now covers and supports departments and eligible entities seeking to conduct almost any type and size of event: specific social events, non-specific events, small events, large events, events with and events without exhibitors, fundraising occasions, training events, professional exams, award ceremonies of all size, graduation ceremonies,

and support for internal staff when the needs exceeds their bandwidth: they need HELP and the dollars are few. This is the contract.

PRF43, Training Services is also intended to provide Training Services to public employees and workers in training areas that are not highly specialized. This contract provides Training Services in the areas of Information Technology Training and Professional Development Training. The contract has four training service categories: Category-I Information Technology Trainings; Category-II Professional Development Trainings; Category-III Instructional Design and Course Development; and Category-IV Content Delivery. The delivery of Training Services may be provided as instructor-led, e-learning or blended learning or any method in the future that a vendor and the PMT agrees to. Trainings maybe provided at the requestors facility or at the vendors.

FAQ'S

Q: Can a court reporter charge for postage or delivery?

A: No, delivery is included in the established rates. This is covered in Section 7, E of the Request for Response (RFR).

Q: What is the minimum attendance fee when a transcript is produced?

A: The minimum attendance fee with the production of transcript is \$150.00. This is in addition to the per page cost of producing the transcript. This is covered in Section 7, E of the Request for Response (RFR).

Q: May a statewide contractor for Temporary Help Service charge a fee if the person has been hired?

A: In Section 3.2.1.9 of the RFR it states, "If the Person has worked 60 consecutive billable days, as a result of services provided from this contract, then there is no billable fee to the Commonwealth, or eligible entity.

Q: May a Statewide Contractor for transcription services under PRF35 charge an extra amount for knowledge of technical language?

A: No. In Section 7, E, Rates, the RFR states:" The PMT requests that you submit the rates that you will charge the Commonwealth taking into account market rates. Your rates should be presented on the form entitled 'Bidder Response Part 5'. These rates, as submitted, should be viewed as ceiling rates and may be negotiated downward in individual cases, by prior written agreement of both parties (e.g. the Contractor and the Commonwealth Agency or Department). These rates as submitted cannot be charged to entities within the Massachusetts Court System. Transcription Services Rates for the Massachusetts Court System provided pursuant to Mass. R. App. P. 8(b) (3) shall be \$3.00 per page and \$0.75 per page per copy for the required number of copies paid for by the Commonwealth, unless changed by Court Rule or by statute. Stenographic services for the Massachusetts Court System are governed by Massachusetts General Laws, Chapter 221, Section 88."

Q. What exactly does the "Marketing" Contract cover?

A. This can cover a broad area, including but not limited to Formative Research, Creative Development, Media Planning, and Public Relations. You are able to locate more specific information in the Commonwealth's e-procurement system Comm-PASS at www.comm-pass.com

Q. Is a Request for Quote mandatory?

A. Best practice is to receive at least 3 quotes from the vendors on the Contract in order to negotiate the best price for a specific task. For most Professional Service Contracts establishing a Statement of Work (SOW) is highly suggested as it identifies who is responsible for what and what the deliverables are as well as when they are due.

Q. If I need to purchase signs for my parking lot or for inside my building, is the Marketing Contract the contract I would use to find a vendor?

A. Presently there isn't a Statewide Contract that would cover this type of purchase.

Q. If we are developing an event but our staff person is overwhelmed with projects can we use PRF41, Event Planning for support even if the dollars are low?

A. Yes there are some vendors who would rather handle small events so contacting them would be an excellent idea.

Q. Is it possible to secure the support of an Event Planner for a graduation when they are planned twice in two different locations around the State?

A. Yes, PRF41 was clear in addressing this matter and there are a few possibilities both with an event planner and a company responsible for the tents, tables and other supplies.

Professional and Institutional Services – Financial Services

[Back to TOC](#)

Procurement Director: Bill Funk
Telephone Number: 617-720-3329
Fax Number: 617-727-4527
E-Mail Address: william.funk@state.ma.us
Category Description: Service contracts for our professionals who work for the Commonwealth are the focus of the Professional Services category. There are two subdivisions that are covered here: Finance and Legal Services. Professional Services includes many Statewide Contracts that are OSD designated to specific departments.



MAJOR CONTRACTS

Designated Statewide Contracts

- **PRF05designatedOSC Electronic Payment Services**
Expires on June 30, 2010 and will be replaced with PRF44designatedOSC with an estimated Start Date of July 1, 2010.
- **PRF08designatedOSC Audit & Ancillary Accounting Services**
- **PRF16designatedITD Fixed Rate TELP Services**
- **PRF19designatedOSC Credit Card Services**
- **PRF28designatedOSC Debit Collection Services**
- **PRF37DesignatedTRE Lockbox and ACH Credit/Debit Services**
- **PRF38designatedOSC Accounts Receivable Credit Recovery Services**
- **PRF40designatedTRE Payment Card DUA Child Support**

THINGS YOU NEED TO KNOW

- **PRF31 Finance and Legal (TELP – Tax-Exempt Lease/Purchase) (DARREN WALZ)**
The solicitation remains in negotiations with the intention of an award. When the contract is awarded, it will be transferred to Grace Poirier as the Procurement Manager.

FAQ

None at this time

Public Safety – Law Enforcement/Firefighting/EMS

[Back to TOC](#)

Procurement Manager: Ronald L. Whitaker
Telephone Number: 617-720-3112
Fax Number: 617-727-4527
E-Mail Address: ron.whitaker@state.ma.us
Category Description: Public Safety equipment, supplies and services, including Homeland Security, Rescue, Firefighting and Emergency equipment and supplies.



MAJOR CONTRACTS

- **FAC45 Locks, Accessories and Related Equipment**
- **FAC51 Security Services and Fence Rentals**
- **FIR03 Fire/EMS, Police Equipment, Supplies and Services (BETTY FERNANDEZ)**
- **HLS01 Hazardous Incident Response Equipment (HIRE)**
- **LAW08 Explosive Ordinance Detection and Disposal Equipment**
- **LAW09 Chemical Agents and Less than Lethal Munitions and Weapons, Ammunition and Accessories**
NEW category added to this contract
- **LAW11 Body Armor Vests (Darcy Rowell)**

THINGS YOU NEED TO KNOW

OSD has consolidated LAW04 into LAW09 to provide for all law enforcement needs!

The HLS01 Contract will help you meet your Federal needs when spending during an emergency. If you need Emergency Response Equipment and are using grant money supplied by the Federal Government you can use the HLS01 Contract and this will fulfill the requirement. This contract is sometimes referred to as the “HIRE” contract, this acronym stands for “Hazardous Incident Response Equipment.”

There is an Emergency Response & Supply Document available for you to view at www.mass.gov/osd. This document provides an overview of Statewide Contracts, which would be useful in an emergency and/or disaster situation.

FAQ'S

Q. Why after so long is a vendor that I have been using no longer on the Statewide Contract list?

A. When Statewide Contracts come up for renewal, vendors must re-bid to be part of a Contract. Sometimes vendors choose not to re-bid or simply do not meet the qualifications for the new Contract. Understanding that it can be sometimes challenging choosing someone new, please be advised these new vendors are chosen due to their responses and best value.

Q. Is there a contract that covers electronic or security systems?

A. These items are an incidental item and could be purchased through a current vendor if available but the price would need to be negotiated with the vendor specifically. If this is not possible another options is to create your own RFR.

Telecommunications & Data Equipment and Services

[Back to TOC](#)

Procurement Manager: Laurie Allen
Telephone Number: 617-720-3304
Fax Number: 617-727-4527
E-Mail Address: Laurie.allen@state.ma.us
Category Description: Telecommunications equipment and services including, PBX, Voice, Data, Cellular and Internet services. , 2-way radio and Internet access & hosting services.



MAJOR CONTRACTS

- ITT09 Communication Network Services (Voice, Data and Cellular)
- ITT40 Two-Way Radio Equipment and Services
- ITT37 Internet and Hosting Services
- ITT18 Centrex Services
- ITT29 Converged Enterprise Communications Systems and Services
- ITT30 Paging Devices & Services

Designated Statewide Contracts

- ITT12 designated ITD Shared Tenant Switch (PBX)
- ITT19 designated ITD Remote Access and Virtual Private Networking Services

THINGS YOU NEED TO KNOW

The ITT contracts cover your communications needs for voice and data, telecom equipment and internet services, utilizing land lines and/or airwaves. Due to the rapid pace of change in the telecommunications industry, visit www.comm-pass.com for the most current information.

OSD is currently seeking interested buyers or users of ITT09 to serve on the Procurement Management Team (PMT) for the solicitation for the contract to replace ITT09. Please contact Laurie Allen for further information.

FAQ'S

Q. Why do I have a Property Tax Recovery Charge on my phone bill?

A. This charge is not allowed under the contract. If this charge appears on your invoice you should notify the vendor in writing that you are disputing this charge and request a corrected invoice. See the question regarding incorrect invoices, below.

Q. How does the pricing work for contract ITT09?

A. There are more than 23 cost tables in the ITT09 contract. Each pricing is specific to the type of service you are inquiring about (i.e. local, long distance, data and cellular).

Q. How can I make sure that I am using the statewide ITT09 contract?

A. You do this by simply submitting a CNS Service Request Form to the appropriate carrier authorized to provide specific services under contract. You can find the CNS Service Request form and appropriate guidance on the OSD website under "Forms & Terms".

Q. Why do I have a Universal Fee on my phone bill?

A. This fee is charged to everyone in the nation. With the exception of local telephone service provided by Verizon, the ITT09 Statewide Contract is exempt from this fee due to the negotiated price. If you are a user of this contract, your agency or entity is exempt from paying these charges.

Q. What if my phone bills have incorrect charges?

A. Document the billing errors on a monthly basis and submit it to the vendor. A correct invoice must be received within 60 days of the date of dispute; otherwise the vendor will assume responsibility for the charges.

Q. How do I know that I am receiving the correct pricing from statewide contract ITT09?

A. Upon request, vendors are required to provide explanations of their invoices in layman's terms. Your ITT09 vendor should be able to show where each charge is located in their Cost Tables published on [Comm-PASS](#).

Vehicles and Related Services

[Back to TOC](#)

Procurement Manager: Ronald L. Whitaker
Telephone Number: 617-720-3112
Fax Number: 617-727-4527
E-Mail Address: ron.whitaker@state.ma.us



Category Description: Road Materials.

MAJOR CONTRACTS

Road Materials

- VEH72 Furnish & Delivery of Sodium Chloride (Road Salt)
- VEH85 Washed Sand
- VEH86 Alternative Snow and Ice Products 
- VEH87 Pre-Mixed Sodium & Calcium Chloride, Furnish and Delivery
- VEH90 Liquid Calcium Chloride, Furnish and Delivery

FAQ'S

- Q. When thinking about the winter months for my city/town, when should I consider contacting a vendor to price out sand/salt for roadways?**
- A.** The best time to begin thinking about using the Sodium Chloride (road salt) Contract is in May or June. You should contact Ronald L. Whitaker the Procurement Manager at 617-720-3112.

Vehicles and Related Services

[Back to TOC](#)

Procurement Manager: Lauren Wides
Telephone Number: 617-720-3178
Fax Number: 617-727-4527
E-Mail Address: lauren.wides@state.ma.us



Category Description: Vehicles (Gas, CNG, Bi-Fueled Gas and CNG, Hybrid) and related supplies and services and highway-related products and services.

MAJOR CONTRACTS

- **OVM02 Vehicle Rentals**
- **OVM03 Motor Oil, Re-refined Motor Oil, Antifreeze and Bio-based and Other Lubricants**
- **OVM05 Purchase of Vehicles: Gasoline, Hybrid and Other Alternative Fuel Vehicles**
- **OVM06 Recycled Glass Beads**
- **VEH77 Scrap Tire Disposal Services**  (PAUL GUERINO)
- **VEH80 Traffic Safety Products**
- **VEH82 Windshield Glass Replacement**
- **VEH83 New tires, Retreads, Retreading and Total Tire Management**
- **VEH84 Fuel Cards**
- **VEH84A Vehicle Maintenance Management and Accident Subrogation**
- **VEH89 Motorized Vehicle Parts**

THINGS YOU NEED TO KNOW

OVM02 Vehicle Rentals is available for use to all departments of the Commonwealth, including all constitutional offices, the legislature and judiciary, cities, towns, municipalities, counties, political subdivisions of the Commonwealth, including schools, commissions, institutions of higher education and quasi-public agencies. This is the new contract which replaces VEH61. Renters should review the OSD Update posted on www.comm-PASS.com for all updated contract terms. A new national agreement with Enterprise has been reached for rental vehicles in various locations throughout the country. Details of this program can be found in the Program Summary posted on www.comm-PASS.com. Vehicle reservations may be made online via the OVM website in under "Reserve an Enterprise Car." If you have questions on this contract please contact Lauren Wides, Procurement Manager, Office of Vehicle Management at 617-720-3178. Commonwealth Departments - Please note that the MMARS number corresponding to this Contract is OVM02A.

OVM03 Re-Refined Motor Oil, Remanufactured Antifreeze and Bio-based and Other Lubricants, is available for use to all departments of the Commonwealth, including all constitutional offices, the legislature and judiciary, cities, towns, municipalities, counties, political subdivisions of the Commonwealth, including schools, commissions, institutions of higher education and quasi-public agencies. This Contract has been renewed through September 30, 2011.

OVM05 Purchase of Vehicles: Gasoline, Hybrid and Other Alternative Fuel Vehicles is available for use to all departments of the Commonwealth, including all constitutional offices, the legislature and judiciary, cities, towns, municipalities, counties, political subdivisions of the Commonwealth, including schools, commissions, institutions of higher education and quasi-public agencies.

OVM06 Recycled Glass Beads will expire on December 31, 2010. OSD will not be renewing this contract.

VEH77 Scrap Tire Disposal Services

Contract is available for use to all departments of the Commonwealth, including all constitutional offices, the legislature and judiciary, cities, towns, municipalities, counties, political subdivisions of the Commonwealth, including schools, commissions, institutions of higher education and quasi-public agencies. The purpose of this contract is for the removal of surplus scrap tires (with or without rims) and tire shreds. For more information, please contact Procurement manager Paul Guerino by phone at 617-720-3146 or by email at paul.guerino@mass.mail.state.ma.us.

Published by Operational Services Division www.mass.gov/osd
For current information visit Comm-PASS www.comm-pass.com

FAQ'S

Q. If I need to purchase a new vehicle which contract should I be using?

A. There only Statewide contract available for the purchase of vehicles is OVM05. This Contract contains all of the gasoline vehicles, as well as hybrid and other alternative fuel vehicles (CNG/E85 flex fuel) that are currently available for purchase.

Q. OVM05 contains many accessories options for the vehicles on Contract. Which of these can be incorporated into an OVM lease?

A. Purchasers can find a comprehensive listing of vehicle accessories and options on www.comm-pass.com, under the "Vendors" tab. The items on this list that are highlighted in yellow can be incorporated into an OVM lease.

Q. What services are covered by the fuel card from Wright Express?

A. The fuel cards are fuel-only. No other purchases will be authorized for these cards. Additionally, no maintenance services can be paid for using the Wright Express card.

Q. Is there a separate card for Maintenance?

A. The Vehicle Maintenance contract was awarded to Fleet Response. There are no cards. However, Fleet Response provides folders, which fold down to fit into a glove box. These folders contain information on your Preventative Maintenance, service providers and contain the Fleet Response contact information.

Q. Why do I see a \$1.50 fee on my Enterprise invoices?

A. This is a Vehicle Licensing Fee which has become a part of our new Contract. Renters are responsible for payment of this fee.

Q. Under the Contract OVM02 with Enterprise, what are the geographic boundaries of this agreement?

A. The terms of OVM02 are applicable to all of Massachusetts, New Hampshire, Maine, and Rhode Island as well as Northern Connecticut.

OSD Programs

Comm-PASS – Online Procurement Record System

[Back to TOC](#)

e-Procurement Director: Joan Matsumoto
Telephone Number: 617-720-3109
Help Desk: 1-888-MA-STATE
Fax Number: 617-727-4527
E-Mail Address: comm-pass@state.ma.us



PROGRAM DESCRIPTION

The Commonwealth Procurement Access and Solicitation System (Comm-PASS) is Massachusetts' sole online procurement record management system. Established in 1996 and completely replaced in 2004, it made Massachusetts the first state in the nation to provide bid access exclusively via the Internet! All records posted on this system are accessible via the Internet to anyone at no charge.

As required by the State Purchasing Agent, all executive departments post their solicitations for goods and services, including human and social services valued at more than \$50,000, and the resulting contracts, if awarded. Many departments post even when values are lower than \$50,000 to increase competition and leverage record management tools.

As required by Massachusetts public construction law, awarding authorities post notices not less than two weeks prior to bid opening dates for any project valued at \$10 million or more or which involves a Construction Manager at Risk (CMR). Again, many awarding authorities are posting notices for projects under the \$10 million threshold.

Any public purchasing organization in Massachusetts may use Comm-PASS to post and manage their procurement records online at no cost. That's FREE data storage, FREE Internet exposure for bids, FREE reporting tools! Training and support are also FREE!

Open Access Promotes Best Value

OSD's goal in using Internet-based, data management systems is to create transparency in the public procurement process, to increase competition and business opportunities among vendors, to eliminate bidding and contracting redundancy and administrative costs, and to produce contracts that create best value for Commonwealth taxpayers.

Through Comm-PASS, eligible public purchasers can locate Statewide Contracts which allow them to avoid a bidding process to purchase goods and services, including human and social services, at state-negotiated pricing.

Subscription-Based Access to Value-Added Vendor Tools Pays for the System

Vendors are not required to subscribe to Comm-PASS or register with the Commonwealth prior to accessing any posting on the site or prior to submitting a bid for goods and services, including human and social services.

However, vendors may elect to pay an annual subscription of \$275 a year to receive access to Smart Bid tools which increase administrative efficiency, reduce time and expenses associated with traditional paper-bid responses, and improve exposure to public purchasers.

Q. Do I have to pay to look at records, post records, or respond to bids?**A.** Comm-PASS is free!

- Select the appropriate record tab from the main navigation bar to access search tools
- Browse to access every record in a specific category or posted by a specific organization
- Search to conduct a more specialized search based on statewide status, document number, and more

Q. Why would vendors pay \$275 each year? Is that fee mandatory?**A.** Subscribing does not confer any status upon a vendor. It merely enables Smart Bid tools that provide subscribers with:

- Automatic email notifications for new and amended solicitations or contracts matching their custom areas of interest
- Online bid responses capability which eliminates paper bid-package printing and delivery costs
- Listing in the Business Directory which increases exposure to public purchasers seeking qualified vendors

Q. Which public purchasers are required to use this system by law or regulation?**A.** Two groups of public purchasers are required to post specified records:

- All [Executive Agencies of the Commonwealth](#) including the central purchasing agency, Operational Services Division, must post every solicitation for goods and services, including human and social services, with an estimated value of \$50,000 or more (Massachusetts General Law(MGL) [c. 7, § 22](#); [c. 30, § 51](#), [c. 30, § 52](#); [801 CMR 21.00](#)). Per MGL [c. 7, § 22](#); [c. 30, § 51](#), [c. 30, § 52](#); [801 CMR 21.00](#) and [808 CMR 1.00](#), Executive agencies are encouraged to post solicitations valued at less than \$50,000 on Comm-PASS.
- All public awarding authorities in Massachusetts must post not less than two (2) weeks before the deadline for submitting responses:
 - ▲ Solicitations for building projects with estimated construction costs greater than \$10 million, [MGL c. 149, § 44D½](#) & [MGL c. 149, §44D¾](#) and,
 - ▲ Requests for pre-qualifying general contractors and pre-qualifying subcontractors for said building projects,
 - ▲ Solicitations for building projects employing a Construction Management (CM) at risk firm, [MGL c. 149A, § 5\(e\)](#); and,
 - ▲ Requests for selecting the CM at risk and Trade Subcontractor for said building projects, MGL, c. 149A, § 8 (d).

For complete descriptions, see [MGL c. 149, §§ 44A – 44M](#) and [MGL c. 149A](#) .

Q. I have a lot of questions about this system. Where can I get more information?**A.** Anyone interested in Comm-PASS is encouraged to go to www.comm-pass.com and explore the site. To access information and FAQ's, select the Related Links tab and then select the Comm-PASS Resource Center link.

Commonwealth Print Services

[Back to TOC](#)

Director: Glenn Kendal
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E-Mail Address: CPS@state.ma.us



Category Description Photocopying and offset printing of documents such as booklets, reports, business cards, printed self-addressed envelopes.

THINGS YOU NEED TO KNOW

Commonwealth Print Services (CPS) provides print services for all towns, cities, state agencies, and non-profit organizations. Some organizations have relied on CPS for over three decades for their print needs. CPS provides:

→ **Free Cost Estimates**

You can find out how much to budget, or how much it will cost to print your document before it is printed – cost estimates are always free!

→ **Customer Service**

The goal at CPS is to satisfy every customer, every time!

→ **Layout & Design**

CPS Graphic technicians will take your hard-copy or electronic files and create a document to meet your vision. You only need to prepare the text. Let our graphic technicians do the work for you!

→ **Printing & Photocopying**

Go color! Research shows that readers respond better to text that is presented in color. Customers have a choice of standard black ink photocopying or full color! For documents such as flyers or posters CPS offset printers can print in color and on a variety of color stock paper.

→ **Post Press**

The presentation of your document reinforces the image you would like to present for your agency. Consult with the CPS Graphic technicians to customize what you would like to do. Documents can be stapled, folded, cut, three hole punched, bound and shrink wrapped.

→ **Deliver**

All CPS jobs can be delivered directly to your office for your convenience.

FAQ'S

Q. What is the cost of CPS services?

A. CPS prices are competitive with the prices of commercial vendors. In addition CPS will work with organizations to respect their budget limitations.

Q. Does CPS provide any extra services?

A. Yes. CPS will layout and design your final copy; the printed materials can be delivered to your office; under special arrangements, extra copies of printed materials can be stored at CPS.

Q. How do I obtain services from CPS?

A. The easiest way is to email your request or final copy files to CPS@state.ma.us. You may also call 617-720-3340; or stop by the CPS office on the Plaza level of One Ashburton Place.

Environmental Purchasing Program

[Back to TOC](#)

Director of Environmental Purchasing: Marcia Deegler
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EXECUTIVE ORDER AND PROGRAM DESCRIPTION

On October 27, 2009, Governor Patrick issued Executive Order #515 that Establishes an Environmental Purchasing Policy for the Commonwealth in recognition of the fact that through the procurement of environmentally preferable products (EPPs), the state can directly reduce the environmental and health-related impacts of its consumption, lower life-cycle costs, promote local economic development, and serve as a model for businesses, institutions, and individual residents. Building on the success achieved by the EPP Procurement Program over the years, the EO is aimed at strengthening current efforts and expanding the impact to other areas. See details and a copy of the Executive Order on the EPP website under the “Welcome” link, at <http://www.mass.gov/Eoeea/docs/eea/lbe/Executive%20Order%20515.pdf>.

The Environmentally Preferable Products Procurement Program at the Operational Services Division is responsible for coordinating the state’s efforts to increase the purchase of environmentally preferable products (EPPs) which are competitively priced, high performance products and services that can be obtained from over three dozen statewide contracts. Under the Program’s leadership, the Commonwealth’s purchases have increased from an estimated \$5 million to close to \$200 million in FY2009. Purchasing EPPs also saves hundreds of thousands of dollars annually while reducing the state’s impact on the environment and public health.

EPPs are products and services that have a lesser or reduced effect on human health and the environment when compared to competing products or services that serve the same purpose. They may include, but not be limited to, items that:

- Contain recycled materials
- Minimize waste
- Conserve energy and/or water
- Consist of fewer toxic substances
- Reduce the amount of toxic substances disposed or consumed
- Protect open-space
- Lesson the impact to public health or the environment in other ways.

ONGOING ACTIVITIES

→ The EPP Procurement Program:

- » Works with the various purchasing teams at OSD to research EPPs in the marketplace, draft performance specifications for those products and incorporate them onto Statewide Contracts wherever it is appropriate;
- » Provides educational assistance and technical expertise to state agencies and political subdivisions regarding the issues surrounding EPP procurement;
- » Develops tools to track both the economic and environmental benefits of using EPPs and annually reports on the Commonwealth’s progress;
- » Conducts outreach to the business community concerning the benefits of offering EPPs to state buyers and the marketing advantage of including the use of such goods and services in a company’s overall operations;
- » Participates on interagency teams to promote environmental purchasing and implement sustainable initiatives;
- » Plays a leadership role on a national level in working with other state and local governments to advance environmental procurement and practices, influence manufacturers and suppliers and move markets in a sustainable direction.
- » The program is based at OSD and is funded in part by the Massachusetts Executive Office of Energy and Environmental Affairs and Department of Environmental Protection.

RESOURCES

Check out our website www.mass.gov/epp and obtain:

- » Details on the 2009 Executive Order 515 and Fact Sheets on related Toxics Use Reduction Task Force efforts:
- » A wealth of information on EPPs and how they can save energy, water, and money;
- » Current contract info and links to EPP statewide contract pages on www.Comm-PASS.com;
- » Free downloadable copies of our publications and resource materials, such as:
 - Guide to Recycled and EPPs on Massachusetts State Contracts
 - EnviroCalc – the electronic tool to calculate cost savings and environmental benefits of your purchases
 - Subscription access to our electronic newsletter, EPP Buyer Update
 - Links to other states and their EPP purchasing experience.

OUTREACH AND EDUCATION OPPORTUNITIES

→ Annual **GreenSTAR** Exposition – May!

- » Meet vendors! Ask questions! Get free samples! Mark your calendar for the annual GreenSTAR (Statewide Training And Resources) Exposition at the BCEC in Boston, MA in the spring! 400 exhibitors, the majority of which offer EPPs, 1200+ attendees, 20 interactive workshops, networking, prizes, free parking and all meals! The event is FREE to public employees. Help us plan it! If you have any ideas to suggest or share for upcoming shows we would love to hear them!
- » *EPP Buyer Update*: On-Line newsletter! Visit the EP website at www.mass.gov/epp to subscribe to the bi-monthly EPP Buyer Update that offers readers timely discussions of environmental issues, news on upcoming statewide contracts, cost saving opportunities through green purchasing and much more!

→ Win an award!

- » Every year, two state agencies, two municipalities, and two businesses for outstanding efforts in purchasing EPPs and promoting sustainable practices. Contact us or check the EPP Program website, and/or Leading by Example website www.mass.gov/envir/Sustainable for details!

Q. What EPPs does Executive Order 515 require my agency to purchase?

- A.** Executive Order #515 applies to executive offices, boards, commissions, agencies, departments, divisions, councils, bureaus, and offices, now existing and hereafter established and requires those entities to purchase EPPs whenever such products and services are readily available, perform to satisfactory standards, and represent best value, consistent with 801 CMR 21. Agencies and others are also directed to consider the "total cost of ownership" when making such purchases, including all costs associated with the production, purchase, transportation, use, operation, and disposal of such products or services.

Some of the product areas designated by the EO include energy efficient products, less toxic products – particularly green cleaning products, items with recycled content, various bio-based commodities, organics and locally grown foods and more. In addition, recycling all waste products possible is another requirement. Many state contracts are available for such services and numerous vendors offer take-back and recycling options as well for the products they are representing. Please see details of EO #515 at the link provided above.

Q. Can purchasing EPPs save me money?

- A.** Absolutely, cost savings associated with EPPs may occur at various levels; the point of purchase, during the use of the product or during the operation of equipment and/or at the time of disposal. Here are just a few examples:
- » Energy efficient (Energy Star) lighting and equipment can significantly reduce your electric bills, green cleaning products traditionally do not cost any more than harsh chemical cleaners, but they have been shown to reduce the risk of health issues and accidents to workers, thus indirectly saving money in lost work time and insurance payments.
 - » Hybrid (gas/electric) vehicles increases your MPG, saving money at the pump
 - » Remanufactured toner cartridges can save buyers anywhere from 30-60% off of the purchase price of original equipment manufacturer brands
 - » Retread tires cost on average 30 to 50 percent less than comparable new tires.

Q. Who else is buying EPPs and are they saving money?

- A.** All Executive State Agencies are now purchasing energy efficient compact fluorescent (CFL) light bulbs and light emitting diode (LED) products for most lighting applications:
- » Keefe Technical School in Framingham, MA installed an ionization system in their 294,000 gallon indoor swimming pool and now save \$1725 per year on chlorine costs, while obtaining improved water clarity and odor
 - » Executive Office of Health and Human Services reused and custom retrofit workstations from a closing office and installed them in a new location for a savings of \$1650/station
 - » UMass Boston installed devices on all campus drink and snack vending machines and are realizing a savings of 40-50% in high traffic areas and 30% in low traffic areas
 - » In FY 2006, Commonwealth Agencies and political subdivisions purchased an estimated 30,000 compact fluorescent light bulbs (CFLs). Compared to conventional incandescent light bulbs, CFLs use 3 to 4 times less energy. As a result, CFLs will save the departments that bought them nearly five million kilowatt-hours of electricity, which translates into nearly \$690,000 in energy savings.
 - » The Commonwealth of Massachusetts has increased their overall purchase of EPPs from an estimated \$5.2 million in 1994 to over \$200 million dollars in FY09 because they represent the "best value" in many cases.

Massachusetts State Surplus Property Program

[Back to TOC](#)

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Category Description The responsibility of the Massachusetts State Surplus Property Office is to ensure that the Commonwealth realizes maximum benefit from surplus personal property by regulating the manner how surplus property is transferred and/or disposed from State Agencies.

THINGS YOU NEED TO KNOW

All Massachusetts State Agencies, political subdivisions and non-profit organizations licensed by the State are eligible to participate in the State Surplus Property Program. (SSPO)

SSPO publishes a Surplus Property Memorandum on the SURPLUS link at www.mass.gov/osd this lists all available surplus equipment. Items listed are first offered to State Agencies on a first-come, first-serve basis. Transfers between State Agencies are done free-of-charge. After 30 days, all remaining items are then offered to all political subdivisions and non-profit organizations for a small administrative fee.

Items not transferred to State Agencies, political subdivisions or non-profit organizations are offered for sale to the general public, either by a sealed solicitation via the e-procurement system (www.comm-pass.com) or sold at public auction.

If you would like more information, please [visit the surplus website](#) at or contact Paul Guerino at 617-720-3146

Quality Assurance, Training and Outreach

[Back to TOC](#)

Program Director: Barbara Miller
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Category Description The Quality Assurance, Training and Outreach Division at Operational Services work to support and educate all eligible entities and interested bidders on all OSD Programs and Services.

TRAINING

Commonwealth employees with procurement responsibilities can take advantage of the free Procurement training opportunities by Operational Services Division. Comm-Pass training is offered to all eligible entities who have elected to become members of the Comm-PASS Community. Training is also offered to Businesses that are interested in learning about the procurement process for Statewide Contracts. Classes are scheduled in various locations throughout the Commonwealth, and on-site sessions are available based on resources and availability. Our training programs include:

On-line Training

→ **Learning & Education About Procurement (LEAP)**

LEAP is an OSD on-line training resource which provides eligible entities a resource to expedite their procurement activities, while ensuring you have the information you need to make wise choices. Here you will find information on Statewide Contracts, Comm-PASS, job aids and more!

→ **Web Casts**

Look for OSD Web Casts coming soon in calendar year 2010!

Comm-PASS Training

OSD provides a variety of Comm-PASS FREE training programs for both the buying (Buy Smart) and selling (SmartBid) community.

→ **For the Buying Community**

» **Comm-PASS Administrator Training**

Creation and management of the purchasing organizations user roles, approval workflows, document libraries and notifications.

» **Comm-PASS User Training**

Covers procurement record creation, posting, and management for solicitations and contracts via Comm-PASS and user profile management, approval processes, and document modifications.

» **Comm-PASS Working Session**

Designed to provide one-on-one assistance for our buying community on establishing a department, posting a solicitation or contract as well as other assistance.

→ **For the Selling Community**

» **On-Line Bidders Training**

Statewide Contracts now require the bidders to submit bids electronically via Comm-PASS. This training provides the bidder training on the on-line submission tools.

» **SmartBid Tools**

Available in 2010 our SmartBid class will provide our SmartBid subscribers a course on how to use all your SmartBid tools efficiently and effectively.

Procurement Training

→ **Procurement Basics**

This three hour training provides an overview of purchasing under 801 CMR 21.00. This training touches on the following key topics for new or seasoned staff: Procurement Information Center (PIC), Nine Procurement Principles, Six Competitive Procurement Exceptions, Statewide Contracts and Components of a RFR and more!

→ **Procurement Exceptions**

This 90 minute training will review the six procurement exceptions, their effective utilization and documentation. This training would be beneficial to new employees, as well as experienced procurement staff.

→ **Statewide Contracts**

This two and a half hour training will begin by introducing how Statewide Contracts are established and the benefits to using them. Participants will learn tips on how to search for a commodity or service using the Commonwealth's eProcurement system, Comm-PASS. Components of a Statewide Contract and all related fields will be reviewed and discussed as a portion of this training.

→ **RFR Process and Workshop**

This one day Workshop incorporates an introduction and overview of the four stages in the Request for Response (RFR) Process; Introduction, Planning, Researching and Writing and includes break out sessions where participants will be separated into Procurement Management Teams (PMT) to discuss and create an RFR. This is a good opportunity to bring both general and specific questions regarding RFR development.

Business Training

→ **Pathways to Procurement**

This three hour workshop is for businesses who are interested in learning about the Procurement Process for Statewide Contracts. Participants will learn how the procurement process works, where to find opportunities as well as some marketing tips for selling to public entities.

→ **Connecting Your Business to the Commonwealth**

A free training program for the business community is provided by the Operational Services Division (OSD), Supplier Diversity Program (SDP), and the Supplier Diversity Office (SDO). During this one day event participants will learn the Commonwealth's procurement process for statewide contract for goods and services, where to find American Recovery and Reinvestment Act (federal stimulus funding) procurement and grant opportunities, Comm-PASS (the Commonwealth's e-Procurement System), Marketing information for government entities, SDO programs and services as well as the certification process, the SDP programs that support and provide training for SDO certified vendors and more!

→ **SDP Training**

The Supplier Diversity Program offers a number of training for the business community. For complete details on SDP training please go to the Supplier Diversity Program section in this booklet.

To learn more about OSD training opportunities visit the OSD Web Site www.mass.gov/osd and click on the link to the Events and Training Section.

OUTREACH

Outreach services provide eligible entities with information on Statewide Contracts, Comm-PASS and other OSD Programs and Services. We are available to meet with and provide eligible entities and organizations presentations on OSD services. Additionally the outreach team facilitates the exchange of information between OSD and other purchasing entities on a variety of issues including Procurement Management Teams, future Statewide Contract needs and contract management issues. The Outreach Team is currently offering two programs for eligible entities.

Statewide Contract Educational Sessions

The OSD Outreach team also organizes Statewide Contract Educational Sessions throughout the Commonwealth. These sessions provide information, education and training on specific Statewide Contracts. These sessions are free of charge and available for all eligible entities to attend. To learn more about these sessions please visit the OSD web site.

Statewide Contract / Comm-PASS Overview Session

Statewide Contract Educational Sessions presentations provide a broad overview of Statewide Contract including how they are developed, how to use and find them. These sessions are available free of charge for all eligible entities based on staffing resources.

Participation in Association Meetings, Events, Ect.

OSD offers a host of professionals prepared to speak on numerous subjects of concern to eligible entities and the business community involving OSD's' Statewide Contract's, Comm-PASS and our Programs and Services. Our presentations will be based on your area of interest. Speakers are available to all eligible entities such as government agencies, schools, professional organizations and interest groups. To request a speaker, please contact Barbara Miller, Director of Quality Assurance, Training and Outreach. Please note that availability will be based on timing and resources available.

QUALITY ASSURANCE PROGRAM

The purpose of the Quality Assurance program is to assist departments in achieving and maintaining compliance with 801 CMR 21:00 and the accompanying procurement policies and procedures and to monitor departments on a routine basis. To accomplish this Quality Assurance Team conducts routine reviews with departments throughout the year. These reviews assess the departments' compliance with procurement regulations. The reviews identify specific departmental needs as well as statewide issues needing clarification, the information is analyzed to determine if delegations changes are needed, improvements are necessary, or if additional statewide training is needed. Using the assessment as a starting point, the Team assists departments in developing a realistic plan to improve procurement practices, if necessary. The reviews are conducted in several ways depending upon their purpose. Some reviews are conducted on-site at the purchasing departments, while others can be accomplished without a site visit.

The type and frequency of contact varies by department and is determined by the Quality Assurance Team. The type of contact also depends upon the issue(s). Departments requiring significant assistance may set up regular meetings in order to maximize the benefits of the assistance. Departments may request a Quality Assurance review at any time.

Categories evaluated by the Quality Assurance Team may include, but is not limited to the following:

- Supplier Diversity Program (SDP)
- Small Business Purchasing Program (SBPP)
- Comm-PASS Overall Compliance including compliance to the Policy document, 60-Day Rule, and Quick Quotes
- Incidental Purchases (INP)
- Procurement File Review (PFR)
- RFR Minimum requirements (RFR)
- Statewide Contract Utilization (SWC)
- Federal American Recovery and Reinvestment Act Funds compliance (ARRA)
- ANF Contract Reduction Directive (CRD)
- Contract Employees (CE)

Once a Quality Assurance review has been completed, the Team may recommend changes to delegation or identify specific areas that need to be addressed. The results of the review are shared with the Chief Fiscal Officer and documentation is maintained in the OSD Quality Assurance file.

FAQ'S

Q. How can I find a listing of all upcoming OSD events?

A. OSD has an [on-line event calendar](#) that will provide you with up-to-date information on up-coming events.

Q. Can anyone attend the Procurement classes offered by OSD?

A. Our classes are offered to Commonwealth Executive Department and those departments conforming to 801 CMR 21:00.

Q. Is there a charge for you classes?

A. There is no charge for our classes.

Q. How would I request to have an on-site session?

A. On-site sessions are scheduled based on staffing and resources. If you are interested in an on-site session please contact Barbara Miller at 617-720-3148 or Barbara.miller@massmail.state.ma.us

Small Business Purchasing Program (SBPP)

[Back to TOC](#)

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PROGRAM DESCRIPTION AND EXECUTIVE ORDER

On June 29th, 2010, Governor Patrick issued Executive Order #523 to establish the Small Business Purchasing Program (SBPP) for the Commonwealth in recognition of the importance of Massachusetts small businesses and the impact and challenges the latest recession has placed on them. The mission of the SBPP is to direct Executive Department spending for non-construction goods and services to program-eligible businesses. The Operational Services Division, the Commonwealth's central procurement and contracting office, is responsible for SBPP development and implementation including policies, training, capacity-building, and annual benchmarks. To view or to download a PDF copy of Executive Order 523 please visit: <http://www.mass.gov/Eoaf/docs/osd/sbpp/eo523.pdf>.

Upon issuance of the this policy, Departments will take steps to direct notification and award of all non-construction procurements valued between \$5,000 and \$150,000 to businesses identified in Comm-PASS as small business program participants. The SBPP will not include procurements for vertical or horizontal construction since both are covered under statutes outside OSD's authority, [MGL c. §149, 44A-H](#), and [MGL c. §30, 39M](#) respectively.

Compliance with Executive Order 523 requires that procurements between:

- » \$5,000 and \$50,000: must be awarded to an eligible small business assuming sufficient capacity in Comm-PASS
- » \$50,001 and \$150,000: must provide SBPP participating bidders with a 10% evaluation score preference when evaluating their bid responses

What is a small business?

An SBPP-eligible business is a business entity, including its affiliates, which:

- currently employs a combined total of 50 or fewer full-time equivalents (FTEs);
- has gross revenues of \$15 million or less, based on a three-year average;
- is independently owned and operated;
- has been in business for at least one year;
- is organized/registered to do business in Massachusetts;
- has its principal place of business in Massachusetts; and,
- accepts the SBPP participation agreement through Comm-PASS SmartBid.

Are you SBPP-eligible?

If you answered yes to *all* the items above, you can participate in the SBPP! Visit: www.mass.gov/sbpp to get started.

PROGRAM BENEFITS

There are many benefits for SBPP participation including:

→ **Contract Opportunities:**

Targeted contract opportunities with all Executive Departments conducting procurements of goods and services between \$5,000 and \$150,000

→ **A \$275 Savings**

A one-time fee waiver for a single, one-year subscription to SmartBid, which provides account holders with automatic email notification of Executive Department procurement opportunities as well as quick and easy online submission of bids for resulting contracts. This savings is also a commitment from the Commonwealth that small businesses will have access to all available contracting opportunities.

→ **Inclusion in a Business Directory**

Placement in a searchable, central directory of businesses through which a small business can market their goods, services, and experience directly to purchasing agents who may not be familiar with their company.

→ **FREE Training**

Access to FREE training about the SBPP, the Commonwealth's procurement process, and the Commonwealth's eProcurement system, Comm-PASS

→ **Small Business Website**

Access to a user-friendly web presence with information targeted to the small business community

RESOURCES & TRAINING

SBPP website (www.mass.gov/sbpp) will be updated regularly to provide information and links that are important and of interest to the Massachusetts Small Business community. Explore the website to find informational webinars and instructional job aids that you can use anytime. Or, access information about instructor-led small business training sessions to learn about the SBPP eligibility requirements, expanding opportunities for small businesses to compete for state contracts, and accessing information using the Commonwealth's e-procurement system known as Comm-PASS.

Both SBPP-eligible vendors and Executive Department purchasers can access training materials about the program for immediate review as well as registration information for in-person training sessions.

→ **SBPP Training for Program Eligible Vendors**

To effectively participate in the Small Business Purchasing Program, OSD encourages your program-eligible company to access free training resources including on-line training tools and instructor led training sessions designed to explain the program, provide access to Comm-PASS, the Commonwealth's eProcurement system, and offer technical assistance and mentoring services.

→ **Small Business Purchasing Program – SmartBid Training Description**

This one day workshop provides an overview of the Small Business Purchasing Program and the SmartBid Subscription Services. The instructor-led training provides participants with an interactive, online learning experience which includes managing the vendor's profile, setting email notification preferences, editing contact information, managing the Desktop and using quick links.

→ **Registration**

Please register for SBPP – Comm-PASS SmartBid & Free Form Quick Quote training via the Office of Supplier Diversity [On-line Registration Application](#). Be sure to include your email address on the registration form to receive session notifications. If you are trying to register for a class not listed on this web site, please send an email to osdtraining@state.ma.us.

→ **SBPP Training for Executive Department Purchasers**

Executive Departments are expected to comply with the procurement requirements of the Small Business Purchasing Program beginning July 1, 2010 regardless of your procurement vehicle. Requirements to post all small procurements on Comm-PASS are in effect only AFTER a department completes OSD training scheduled in coordination with your chief fiscal officer or designee.

Q. Why is construction excluded from the program?

A. The SBPP is managed by the Commonwealth's Operational Services Division (OSD), which oversees the procurement and management of contracts for goods and services under 801 CMR 21.00. The SBPP does not include vertical or horizontal construction procurements since both are covered under statutes outside OSD's authority, MGL c. 149, §44A-H and MGL c. 30, §39M, respectively.

Q. What does "RESTRICT AWARD to small businesses for bids between \$5,000 and \$50,000" mean?

A. Assuming that there is sufficient capacity, eligible small businesses should only be competing with other small businesses for small procurements. Executive Departments are now required to target notification of small procurements (between \$5,000 and \$50,000) to small businesses identified as such on Comm-PASS and to award a contract to the small business that submits the "best value" response. This should translate into more contract opportunities for eligible SBPP companies.

Q. What does it mean that eligible small businesses will receive a "10% EVALUATION PREFERENCE for bids between \$50,001 and \$150,000"?

A. Executive Departments will now give SBPP-eligible bids a 10% preference in the evaluation process. For example, if the evaluation criteria totals 80 points as a result of "best value" defined as a combination of price, years of experience, business references, and prompt payment discounts offered, SBPP-eligible companies will receive an additional 10%, or 8 points, when their bid response is evaluated.

Q. What is the SBPP Agreement?

A. Companies that are SBPP-eligible must agree to comply with the following program terms or face sanctions including, but not limited to, loss of their SmartBid subscription:

- provide true and accurate program information through the SmartBid account's My Profile features;
- update the SmartBid account's My Profile information to ensure accurate and complete program information;
- provide additional information upon request to support the program eligibility information provided; and,
- allow the Commonwealth to audit any of its business records pertaining to the program.

Q. How do I get a waiver if I already paid for SmartBid this year?

A. Your company will receive the single, one-time fee waiver at the time of your SmartBid account's scheduled renewal prior to June 30, 2011, as long as your company is still SBPP-eligible and no waiver has previously been granted to any other SmartBid account with your company's tax identification number (Federal Employer Identification Number or Social Security Number).

Q. I am an SBPP-eligible small business. Does that mean I can be added to a Statewide Contract?

A. No. During the Program's first year, the SBPP will only apply to Executive Department procurements for non-construction commodities and services valued between \$5,000 and \$150,000. In year two, the program will be expanded to include Statewide and Executive Department procurements valued over \$150,000. However, at no point is a business "automatically" eligible to be added to a SWC.

Q. When can I expect purchasing activity?

A. It is important to understand state buying cycles. The state's fiscal year starts July 1 and ends June 30; however, there will be a gradual, six-month rollout of SBPP participation by Executive Departments. This means that opportunities may not become available until the fall.

Supplier Diversity Program (SDP)

[Back to TOC](#)

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THINGS YOU NEED TO KNOW

What is the SDP?

The Supplier Diversity Program (SDP), formerly known as the Affirmative Market Program (AMP), was established in 2010 to promote supplier diversity in public contracting. The SDP is housed under the Massachusetts Supplier Diversity Office (SDO) within the Operational Services Division. The program instituted policies to encourage the award of state contracts in a manner that develops and strengthens certified Minority and Women Business Enterprises (M/WBES). Our mission is to increase business opportunities for M/WBES.

All contractors interested in doing business with the State are strongly encouraged to develop creative initiatives to help foster business relationships with certified M/WBES in the public market place. A vendor's certification status serves as a marketing tool and is valuable in the contracting process for all. The SDP provides ongoing training and marketing opportunities for certified Minority and Women Owned Enterprises. In addition, to increase the use of M/WBES in statewide purchasing, the Supplier Diversity Program has a liaison in each of the Executive Branch departments and is responsible for tracking participating departments' procurement expenditures with M/WBES.

SDP Objectives Are:

- Stimulates economic growth
- Assists M/WBE capacity building
- Creates jobs for the local community
- Works with small and disadvantage businesses
- Supports Massachusetts vendors
- Educates and empowers M/WBES
- Provides outreach and training services
- Promotes M/WBES in public procurement

How Does SDP Work?

Procurement policies and guidance is provided to the Executive Branch departments and participating state entities to assist them in implementing SDP targets for all procurements regardless of size. For example, state agencies conducting small procurements (greater than \$5,000 but less than \$50,000) which are not posted on COMM-Pass, must include a certified M/WBE in their bidding process. However, the small procurement posted on Comm-PASS is exempt from this requirement because all M/WBES can easily access them on line.

All bidders for large procurements (\$50,000 and over) and statewide contracts, regardless of their certification status, are required to submit a completed SDP plan form as part of their response for evaluation. It is required that Supplier Diversity Program participation accounts for no less than 10% of the total points in the evaluation. Higher evaluation points may be awarded to SDP plans that show more commitments for use of certified vendors in the primary industry directly related to the scope of the RFR, subcontracting expenditures and partnerships for the purpose of contracting with the Commonwealth. HOWEVER, no bidder will be awarded a statewide contract unless and until they agree to commit to an SDP plan.

SDP Website

Procurement information for both vendors/bidders and departments is provided to assist in the procurement and contract process. Information is updated regularly and posted including the Department Coordinators list; M/WBE primes on statewide contracts, activities, events, and spend tracking reports for department www.mass.gov/amp.

SDP Department Benchmarks

All executive branch departments and participating entities set benchmarks for spending each fiscal year individually with certified MBEs and WBEs. SDP tracks departmental spending with both certified primes and subcontractors for all procurements. In the spring the SDP publishes its Fiscal Year Annual Report which highlights the successes and challenges departments faced in meeting their spending benchmarks.

FY09 SDP Expenditures

- » In FY09, combined M/WBE expenditures in commodities and services increased by \$34,571,140 from FY08 showing a 6% increase totaling \$ 583,508,844
- » MBE expenditures in FY09 increased by 4% above previous year spending totaling \$ 214,072,838.
- » WBE expenditures in FY09 increased by 8% above previous year spending totaling \$369,436,006

FY09 Prime Spending

- » FY09 MBE prime spending showed an increase of 2% from FY08 totaling \$197,011,592
- » FY09 WBE prime spending an increase of 7% from FY08 5 totaling \$352,538,063

M/WBE Sub-Contractor Tracking

- » FY09 M/WBE subcontractor participation totaled \$33,959,189 which represents a 17% increase from FY08
 - FY09 MBE subcontracting increased 34% from FY08 totaling 17,061,246
 - FY09 WBE subcontracting increased 3% from FY08 totaling 16,897,943

SDP Services & Statewide Events for M/WBEs

→ **The Annual Fiscal Year Kick Off Statewide Event: Meet the “M/WBE Vendor”**

If you are an M/WBE who would like to do business with State Agencies you should not miss this yearly event at the State House in September! This is a great opportunity to: Meet and network with SDP Coordinators, OSD Procurement Directors and Team leaders & other key department decision makers. Present yourself to Prime Contractors on statewide contracts looking to establish business partnerships with M/WBEs. Introduce your business to our SDP Business Advisory Board and become informed on SDP initiatives and events. To learn more about procurement opportunities with the Commonwealth or for registration information about this event go to www.mass.gov/amp under the program service page.

→ **Procurement Workshops**

» **SDP Introduction & Overview of Benefits, Services & Resources for M/WBEs**

The SDP invites all Minority and Women-Owned Businesses interested in learning how to maximize their certification status, find opportunities for SDP partnerships and market as an SDP participant to state entities. All M/WBE vendors in goods, services, health and human services, construction and design are welcomed to join us. Location is the Operational Services Division, One Ashburton Place, Room 1017, Boston. This workshop is offered once every month. This is a 2-hour workshop.

» **How to Submit an Effective SDP Plan**

Workshop is designed to provide certified and non-certified bidders with the necessary information, resources, and tools to complete an SDP plan and to gain best practice approaches to submitting SDP Plans for all types of solicitations. This is a 2-hour workshop.

» **SDP How to Effectively Navigate Comm-PASS**

This workshop is geared to both Minority & Women Business Entrepreneurs (M/WBEs) who are interested in effectively navigating Comm-PASS. This 2-hour training will cover FREE access tools to find:

- Bidding opportunities,
- Sub-contracting opportunities,
- Warm leads among buyer communities, and
- Market to potential bidding partners who seek SDO-Certified businesses.

Additionally, Fee-based SMARTBID tools will also be covered and include the following:

- Submit bids for OSD Statewide Contracts online (no more paper, copying, collating and delivery expenses),
- market to potential buyers even without a contract award,
- market goods and services beyond your Contract award(s), and
- Get ready for Quick Quote!

To register for any of the SDP workshops, first time users will need to create an account in the Performance and Career Enhancement (PACE) Learning Management System. For instructions on creating an account, please download the [PACE Job aids](#) and follow the step-by-step directions to register through the [PACE Learning Management System](#). Please follow this link: http://www.mass.gov/Eoaf/docs/osd/mwbe/login_muni.doc. If you have questions regarding any of the workshops, please send an email to sdp@state.ma.us.

→ **Two Intermediate Vendor Procurement Workshops for M/WBES**

A team of 8 procurement specialists review the four contracting areas including Goods, Services, Construction, and Design. This training is designed for M/WBES ready to participate in the procurement process as primes or subcontractors. This is a 5-hour meeting scheduled in the Fall and Spring.

→ **Advanced Business to Business Workshop**

This workshop is sponsored by the SDP Business Advisory Board designed for M/WBES familiar with the bidding process. This is a 4-hour meeting scheduled in January.

→ **New Meet & Greet Initiative**

The purpose of this initiative is to provide assistance to Procurement Managers, Prime Contractors and M/WBES in meeting SDP objectives throughout the procurement and contract award process by facilitating a forum that will meet the specifics of each contract and individual concerns of each contractor. This will be a great opportunity to gain technical information for SDP approaches including potential matchmaking through networking. In partnership with OSD Procurement Managers and SDP Department Coordinators this activity will be scheduled when required.

→ **Vendor Outreach & Education**

Maria Gonzalez-Walker is available to meet with vendors one-on-one in our Boston office as well as in groups and provide training statewide. Contact SDP Help Desk at sdp@state.ma.us for more information.

→ **Free Business to Business Mentoring Program**

The SDP Business Advisory Board is available to assist in the area of marketing, procurement strategies, sharing resources and providing guidance to M/WBES. This program mentored in FY08 43 SDO certified Minority and Women-owned businesses and in FY09 a total of 46. The participation form can be found on our website at www.mass.gov/amp.

→ **SDP for Departments Training Series**

This workshop provides state department procurement staff, fiscal staff and SDP Coordinators with best practices information and skills necessary to create effective SDP approaches in the procurement process. For more information please visit our website at www.mass.gov/amp.

→ **Meet the Vendor Series**

During the fiscal year monthly coordinator's meetings with department coordinators M/WBES are scheduled to present and introduce their business in an intimate group setting. Call the SDP Help Desk at sdp@state.ma.us.

→ **SDP Help Desk**

The SDP Help Desk offers information, guidance and support on the Supplier Diversity Program for businesses, state departments, local governmental entities and the public at large. Contact SDP Help Desk at sdp@state.ma.us

→ **SDP RFR Language**

Educating prime contractors on the importance of the SDP and the development of subcontracting relationships and partnerships with M/WBES:

- » Working with OSD Procurement Managers and Department SDP Coordinators to develop successful comprehensive approaches in all their procurements.
- » The Procurement SDP RFR Template Language was created to facilitate partnerships for participation and use of certified vendors on statewide contracts.
- » Policies are developed for departments that strengthen and maximize use of certified vendors on all types of contracts.

Appendices

Appendix A – Listing of Eligible Entities

[Back to TOC](#)

LIST OF ELIGIBLE ENTITIES

While all Executive branch departments are required to use Statewide Contracts for purchases, Statewide Contracts are also open for use by many other public and quasi-public purchaser eligible entities, such as cities and towns, may need to execute their own contract documents where appropriate; however, they are not required to conduct a separate competitive procurement since ALL Statewide Contracts are the result of a competitive procurement.

- » Cities, towns, districts, counties and other political sub divisions
- » Executive, Legislative and Judicial Branches of government 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
- » Public institutions of higher education
- » Public purchasing corporative
- » Non-Profit, UFR certified organizations that are doing business with the Commonwealth
- » Other states and territories with no prior approval bu the state Purchasing Agent required
- » Other entities when designated in writing by the State Purchasing Agent

Appendix B – Procurement Directors / Managers

INFRASTRUCTURE & SUPPORT

[Back to TOC](#)

<p>Darcy Rowell Director of Infrastructure & Support (617) 720-3128 darcy.rowell@state.ma.us</p>	<p>Supervises the following Procurement Groups:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Animals Clothing Energy Environmental Services Facilities</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Homeland Security Public Safety Groceries Vehicles</p> </td> </tr> </table>	<p>Animals Clothing Energy Environmental Services Facilities</p>	<p>Homeland Security Public Safety Groceries Vehicles</p>
<p>Animals Clothing Energy Environmental Services Facilities</p>	<p>Homeland Security Public Safety Groceries Vehicles</p>		
PROCUREMENT MANAGER	CATEGORY AND BRIEF DESCRIPTION		
<p>Betty Fernandez (617) 720-3133 Betty.fernandez@state.ma.us</p>	<p>Food – Groceries and related products, Equipment and services - Food preparation products & equipment, Prime grocer, Food auditing services, Catering, Dairy products, Baked commodities, Bottled water.</p> <p>Public Safety/Law Enforcement Equipment, Supplies and Services – Fire fighting equipment only.</p>		
<p>Darcy Rowell (617) 720-3128 darcy.rowell@state.ma.us</p>	<p>Animals and Animal Supplies – Veterinary services and general supplies.</p> <p>Clothing – Clothing, uniforms, footwear, accessories and hygiene supplies.</p> <p>Public Safety/Law Enforcement Equipment, Supplies and Services – Body armor.</p>		
<p>Deb Combra (617) 720-3139 Debra.combra@state.ma.us</p>	<p>Facilities (Materials, Repairs, and Operations) – Commodities and services related to the maintenance and operation of physical plants & property (e.g., building materials, trade work, lawn & grounds equipment, etc.).</p>		
<p>Dmitriy Nikolayev (617) 720-3351 Dmitriy.nikolayev@state.ma.us</p>	<p>Environmental Services – Hazardous waste disposal and testing services, etc.</p> <p>Facilities – Outdoor Landscaping, Building Materials, Toilets and Composting Products.</p>		
<p>James Ferri (617) 720-3168 james.ferri@state.ma.us</p>	<p>Energy (Utilities and Fuels) – Electricity, natural gas, distillate oil, residual oil, gasoline, diesel fuel, propane and utility bill audits.</p>		
<p>Ron Whitaker (617) 720- 3112 Ron.Whitaker@state.ma.us</p>	<p>Vehicles and Highway Related Services- Road materials (sand, salt, etc.)</p>		

INFORMATION TECHNOLOGY AND OFFICE

[Back to TOC](#)

<p>Tim Kennedy Director of IT and Office Procurement (617) 720-3107 Tim.kennedy@state.ma.us</p>	<p>Supervises the following Procurement Groups:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Education IT Software Recreation</p> </td> <td style="width: 50%; vertical-align: top;"> <p>IT Services Office Telecommunications</p> </td> </tr> </table>	<p>Education IT Software Recreation</p>	<p>IT Services Office Telecommunications</p>
<p>Education IT Software Recreation</p>	<p>IT Services Office Telecommunications</p>		
PROCUREMENT MANAGERS	CATEGORY AND BRIEF DESCRIPTION		
<p>Darren Walz (617) 720-3182 Darren.walz@state.ma.us</p>	<p>Information Technology, Hardware – Computers, peripherals, related hardware, network integration, and support services.</p>		
<p>Debb Carty (617) 720-3321 Debra.carty@state.ma.us</p>	<p>Office, Recreational, Educational Equipment, Supplies and Services – Office, Paper and Envelope supplies, Photocopier, Laser Printer, Facsimile Equipment and supplies, Film, Photographic, Audio and Videographic Services. Copy, Offset Printing and Mailing services, Micrographic and Imaging equipment, supplies and services, Art & Instructional School Supplies.</p>		
<p>Marge MacEvitt (617) 720-3121 Marge.macevitt@state.ma.us</p>	<p>Information Technology, Software & Services – Software, IT services (Technical Specialists, Staff Augmentation, Solution Providers, Business Process Reengineering, Software Publishers, and Reverse Auctions).</p>		
<p>Laurie Allen (617) 720-3304 laurie.allen@state.ma.us</p>	<p>Telecommunications – Voice, data, Internet and radio communication, equipment and services, and paging services.</p>		

PROFESSIONAL & INSTITUTIONAL SERVICES

[Back to TOC](#)

<p>William Funk Director of Professional & Institutional Services (617) 720-3329 William.funk@state.ma.us</p>	<p>Supervises the following Procurement Groups: Facilities – Janitorial Services Healthcare Products Marketing, Advertising, Public Relations, Event Planning & Pharmaceuticals Professional Services Promotional Incentives</p>
<p>PROCUREMENT MANAGERS</p>	<p>CATEGORY AND BRIEF DESCRIPTION</p>
<p>Brian Putnam (617) 720-3328 Brian.putnam@state.ma.us</p>	<p>Hospital, Laboratory, Dental Supplies and Equipment – Medical Equipment, Beds, Furnishings, Dental, Laboratory, treatment and monitoring equipment. Medical, Laboratory and Industrial Gases.</p> <p>Laboratory Products (Institutional Services) – Services related to Laboratory supplies. Testing, reagents, equipment, chemicals, education, and training.</p> <p>Medicine and Medical Services – Pharmaceuticals, services related to medical care, personal client specific medical items and prosthetics, and Medical and Surgical Commodities.</p>
<p>Grace Poirier (617) 720-3135 Tess.francisco@state.ma.us</p>	<p>Financial Services (Professional Services) – Services related to financial disbursement and collection of monies by Commonwealth financial professionals. Corporations may provide electronic payment processing, cost recovery services, debt collection, tax-exempt lease purchases and other financial services to professionals who work for Massachusetts government.</p> <p>Legal Support Services (Professional Services) – Services or personnel related to law. Service areas include legal services, client legal services and legal research tools. Agencies or individual persons may provide contracted work for court reporters, court transcription services, investigators, inspectors, reviewers, paralegals, polygraph examiners, title examiners, arbitrators, and mediators.</p> <p>Human Resources (Professional Services) – Services or personnel related to the provision of Human Resource professionals. Agencies or individual persons may provide contracted services in the following areas: management consultants, writers, performers/actors, temporary help, archivists/librarians, interpreters/translators, records managers, training, meteorologists, and marketing</p> <p>Facilities – Janitorial Services (Only) – Janitorial (cleaning) Services for Commonwealth and Eligible Entity facilities.</p>

FLEET MANAGEMENT

[Back to TOC](#)

<p>Daniel Bowen Director Fleet Management (617) 720-3337 Daniel.Bowen@state.ma.us</p>	<p>Supervises the following Procurement Group; Vehicles and Related Services</p>
<p>PROCUREMENT MANAGERS</p>	<p>CATEGORY AND BRIEF DESCRIPTION</p>
<p>Lauren Wides (617) 720-3178 Lauren.wides@state.ma.us</p>	<p>Vehicles and Related Services – Fuel Cards and Management Services, Vehicle Maintenance, Hybrid Vehicles, Vehicle Rentals, Motor Oil, Antifreeze & other Lubricants, Various Passenger and Light Duty Trucks, Gas, Traffic Safety Products and Windshield Replacement, Tires, and Motorized Vehicle Parts.</p>

Appendix C – Comm-PASS Guide

[Back to TOC](#)



1. NAVIGATE TO COMM-PASS

- » www.comm-pass.com; OR,
- » www.mass.gov/osd
 - Review Online Services menu
 - Select Comm-PASS option

2. CONDUCT BUSINESS MENU

- » Select the Contracts tab from the main navigation bar
- » Select the Search for Contracts option

3. SWC SEARCH CRITERIA

- » Select the Statewide Contract checkbox
- » Select the ACTIVE option from the Document Status drop-down menu
- » Select any SEARCH button on the page
- » System searches for all Active Statewide Contracts

4. ACCESS SEARCH RESULTS

- » Select the results link THERE ARE # CONTRACT(S) FOUND THAT MATCH YOUR SEARCH CRITERIA
- » Don't see it? Look between SEARCH FOR CONTRACT and SEARCH BY KEYWORD labels

5. SORT THE LIST

- » Active SWCs are presented in order of earliest End Date in a sortable table.
- » To re-sort by goods and services Category, select the DOCUMENT NUMBER header

6. PRINT THE LIST

- » Use your usual print commands
 - Select FILE menu, PRINT; OR,
 - Select PRINT icon
- » If all pages print, go to Step 7
- » If one page prints, repeat print commands for each results page
- » REGULARLY UPDATE PRINTED LISTS FOR NEW, MODIFIED OR EXPIRED STATEWIDE CONTRACTS

7. UNDERSTANDING STATEWIDE CONTRACT DOCUMENT NUMBERS

- » SWCs are numbered using a prefix reflecting the general area of goods and services covered and include the following:
 - ANI – Live animal supplies and services
 - CLT – Clothing/Footwear
 - ENE – Energy/Fuel/Utilities
 - FAC – Environmental Services
 - FAC – Facility Maintenance/Repair
 - FIR – Fire/EMS
 - GRO – Food/Groceries
 - HLS – Homeland Security
 - HSP – Healthcare/Toiletries
 - HSS – Human/Social Services
 - ITC – IT Hardware
 - ITS – IT Software & Services
 - ITT – IT Telecommunications
 - LAW – Safety/Enforcement/Protection
 - MED – Healthcare
 - OFF – Office/Recreation/Education
 - OVM – Fleet Maint/Repair
 - PRF – Professional Services
 - SSP – State Surplus Property
 - VEH – Vehicles/Trans./Road Maint

8. CHOOSING THE RIGHT STATEWIDE CONTRACT

- » The next time someone makes a request, review all Document Titles by goods and services index above.
- » If you locate a likely Contract, navigate to the record by following Steps 1-5.
- » REVIEW YOUR SEARCH RESULTS FOR NEW OR EXPIRED SWCS
- » Select the View icon (eyeglasses) to access and review entire Contract record

9. YOUR RESPONSIBILITIES AS AN ELIGIBLE PURCHASER

- » COMPLY with all applicable procurement laws, regulations, policies, procedures, and practices.
- » PRINT, READ, AND FOLLOW OSD UPDATES BECAUSE THIS DOCUMENT:
 - Serves as the official Statewide Contract usage guide
 - Specifies products, pricing, discounts, warranties, delivery terms, billing, exception guidelines, and more
 - Specifies if prior authorization from the Issuer is required to purchase
- » REVIEW VENDOR INFORMATION found on the “Vendor Tab” which includes all contact information along with pricing information, if available
- » COMMUNICATE VIA EMAIL* with the OSD Procurement Manager after careful review of the OSD Update:
 - IF making a purchase that meets Large Volume benchmark set in OSD Update.
 - IF you have any questions about the Contract requirements or terms.
 - IF you are unable to resolve conflicts with a Statewide Contract Vendor.

* Procurement Manager Information is provided on Contract record’s Issuer(s) tab.

* Enter the Contract’s Document Number in the Subject line of the email.

- » PROTECT YOUR ORGANIZATION:
 - USE THE STATEWIDE CONTRACT’S DOCUMENT NUMBER on all your purchasing documents including but not limited to:
 - ▲ Requests for Quotes
 - ▲ Purchase Orders
 - ▲ Order Receipts
 - ▲ Payment Vouchers/Checks
 - Ask the awarded Vendor to use the Statewide Contract Document Number on all:
 - ▲ Quotes
 - ▲ Confirmations
 - ▲ Packing Lists
 - ▲ Invoices

10. MGL c. 30B

- » TRANSACTIONS FOR THOSE GOODS AND SERVICES SPECIFIED UNDER STATEWIDE CONTRACT COMPLY UNDER MGL C. 30B WHEN PURCHASERS EITHER:
 - Buy from a Statewide Contract Vendor; OR,
 - Request quotes only from Statewide Contract Vendors and buy from the lowest bidder

11. STATEWIDE CONTRACT FAC29 – TRADESPERSON(S)

- » TRANSACTIONS FOR SERVICES SPECIFIED UNDER FAC29 DO MEET MGL C. 30B REQUIREMENTS WHEN PURCHASERS BOTH:
 - Limit transactions to expenditures between \$0 and \$10K; OR,
 - Request quotes from three Statewide Contract Vendors awarded in specified category and buy from the lowest bidder
- » TRANSACTIONS FOR SERVICES SPECIFIED UNDER FAC29 DO NOT MEET MGL C. 30B REQUIREMENTS WHEN PURCHASERS EITHER:
 - Accept any quotes from vendors not awarded on FAC29 or the specified FAC29 category; OR,
 - Exceed \$10K on a purchase.
- » IF YOU DISCOVER INADEQUATE COVERAGE IN A TRADE CATEGORY, PLEASE ALERT THE FAC29 PROCUREMENT MANAGER VIA EMAIL (see Section 9.d. above)

12. ABOUT STATEWIDE CONTRACT VENDORS

- » All awarded Statewide Contract Vendors appear on the record's Vendor(s) tab
 - REVIEW Vendor Name information:
 - ▲ For ease of use, select column title to sort alphabetically
 - ▲ Comment field may include contract restrictions to specified goods and services, and/or geographic zones, as detailed in OSD Updates
 - REVIEW Active? status:
 - ▲ Ensure value is YES prior to purchase
 - ▲ NO indicates purchases should NOT be made using this Vendor for some reason, e.g., unable to handle additional volume, renewal forms not processed, etc.
 - ▲ Status can change, so check this value prior to each transaction
 - REVIEW Programs icons:
 - ▲ "mouse" over an icon to determine certifications or incentives
 - ▲ SELECT Details icon (eyeglasses) to access further information and attached files, if any

13. CONSIDER JOINING THE PURCHASING COMMUNITY

- » ALL MASSACHUSETTS PUBLIC PURCHASING ENTITIES ARE ELIGIBLE TO JOIN THE COMM-PASS BUYSMART COMMUNITY
 - MEMBERSHIP IS FREE AND INCLUDES:
 - ▲ FREE access to procurement document creation and management tools
 - ▲ FREE posting of bid announcements, bid packages, requests for information or quotes, contracts, and more
 - ▲ FREE data reporting tools
- » SELECT THE JOIN TAB FROM THE COMM-PASS MAIN NAVIGATION BAR TO ACCESS FURTHER INFORMATION AND TO REQUEST BUYSMART MEMBERSHIP

Appendix D – How to Use Statewide Contracts

[Back to TOC](#)

It is each purchasing entities responsibility to become an educated purchaser by reviewing the information provided for each Statewide Contract on [Comm-PASS](#). It is important that, as a purchaser, you understand your procurement laws, regulations and requirements as well as what is required from the contractor and where you have flexibility to negotiate within the contract specifications. Under any scenario, purchasers should consider the following best practices when using a Statewide Contract.

Assess Your Needs

Prior to seeking quotes from contractors, all purchasers should assess their need for a specific commodity or service based on a variety of factors. For example, Statewide Contracts may include language that offers more competitive pricing for higher volume purchases. You may wish to contact other departments or cities/towns to identify similar purchasing needs and, if they exist, aggregate your joint purchase.

Familiarize Yourself with the Statewide Contract

It is the responsibility of each purchaser to understand what is and is not available from each Statewide Contract. The simplest way to access contract information is by reading the most recent OSD Update(s) and Request for Response (RFR). OSD Updates contain guidance for using contracts effectively, new contractors, and/or performance reporting which may impact your decision. Always remember to check to determine if the vendor status to ensure YES before you contract with a vendor.

Identify the Statewide Contract Number

When speaking with representatives from a Statewide Contractor be sure to identify the number of the Statewide Contract your are purchasing form. The Statewide Contract number should also be included on all correspondence to the vendor including, but not limited to RFQ's, RFR, Purchase Orders, etc.

Negotiate

Many Statewide Contracts contain rates that represent the ceiling or the highest rates that can be charged to the Commonwealth. Eligible Entities often have a choice of contractors on Statewide Contracts from which to select, with a range of rates, added value features and prompt payment discount options. Eligible Entities are strongly encouraged and, depending on the guidance contained in the OSD Update, may be required to request quotes from at least three qualified contractors. These contractors should be provided with specifications of what is needed in order to see what "best value" can be negotiated for the situation.

Take Advantage of Prompt Payment Discounts (PPD)

Many of OSD's Statewide Contracts contain PPD terms. All discounts offered can be taken in cases where the payment date is within the number of days specified. OSD has standardized the prompt payment discount terms on all Statewide Contracts, requiring that bidders submit their discounts based on a 10 day, 15 day, 20 day and 30 day turnaround for payment.

Document to protect your organization

While OSD is responsible for maintaining the procurement file for Statewide Contracts relating to the competitive bid process and ongoing contract management, each purchaser is responsible for maintaining documentation of its transactions and experiences using Statewide Contracts as required by their particular Procurement Laws and Regulations. When speaking with representatives from a Statewide Contractor be sure to identify the number of the Statewide Contract you are purchasing from. The Statewide Contract number should also be included on all correspondence to the vendor including, but not limited to RFQ's, Purchase Orders, etc.

Documentation may include, but is not limited to, the following:

- Pre-planning documents, including activities related to contractor selection and negotiation.
- Copies of all invoices, including rejected invoices and notices to contractors with an explanation for each return
- An accounting of all payments made
- Copies of written notices, faxes and other correspondence with the contractor
- An agreement documenting the receivables and deliverables within a statement of work, including information related to any service disputes, any complaints, and their respective resolutions
- Any reports submitted by the contractor
- Any other relevant information about the contractor and its performance

Communicate with OSD

Your experience using Statewide Contracts is important to us! If you have questions or comments on a particular Statewide Contract, please contact the Procurement Manager or Procurement Director. There may be instances where you believe you can get a better deal from a company that is not on Statewide Contract, please let us know. Statewide Contractors want to be competitive and are often motivated to either meet or beat a competitor's offer. Also, let OSD know if you are planning a large purchase. OSD can often consolidate demand and leverage volume to obtain more attractive pricing. Comments about your experience using a Statewide Contract should be directed to the appropriate Procurement Manager, via telephone or e-mail as listed in the Comm-PASS Contract records Issuer(s) tab.

Appendix E – Statewide Contract Categories

[Back to TOC](#)

All Statewide Contracts contain a prefix that reflects the general area of commodities and/or services they cover:

ANI	Live Animals and Related Supplies
CLT	Clothing and Footwear
ENE	Energy, Fuel and Utilities
FAC	Environmental Services
FAC	Facility Maintenance/Repair
FIR	Fire and EMS
GRO	Food and Groceries
HLS	Homeland Security
HSP	Healthcare Products, Laboratory Products, Dental Products
HSS	Human and Social Services
ITC	Information Technology Hardware
ITS	Information Technology Software & Services
ITT	Information Technology Telecommunications
LAW	Public Safety, Law Enforcement and Protection
MED	Medicine & Medical Services, Laboratory Services
OFF	Office, Recreation and Education
PRF	Professional Services: Human Resources, Financial, Legal and Training
SSP	State Surplus Property
VEH	Vehicles, Transportation and Road Maintenance

Appendix F – Procurement Acronyms

[Back to TOC](#)

This is a list of commonly referred to acronyms used in procurement and contracting activities.

ACRONYM	MEANING
A&F or ANF	Executive Office for Administration and Finance
AG, AGO or OAG	Office of the Attorney General
AMP	Affirmative Market Program
BSOB or BSB	Bureau of State Office Buildings
Comm-PASS	Commonwealth Procurement Access and Solicitation System
CTR or OSC	Office of the State Comptroller
DBE	Disadvantaged Business Enterprise
EFT	Electronic Funds Transfer
EOHHS	Executive Office of Health and Human Services
EPP	Environmentally Preferable Products
FAD	Fiscal Affairs Division
FEIN	Federal Employer Identification Number
FOI or FOIA	Freedom of Information Act
GSA	Government Services Administration
IG, IGO or OIG	Office of the Inspector General
ITD	Information Technology Division
ITP	Intent to Publish
LEA	Local Education Authority
MBE	Minority Business Enterprise
MMARS	Massachusetts Management Accounting and Reporting System
MIS	Management Information Systems
M/WBE	Minority- and Women-Owned Business Enterprise
NASPO	National Association of State Procurement Officials
OAG, AG or AGO	Office of the Attorney General
OSA	Office of the State Auditor
OSC or CTR	Office of the State Comptroller
OSD	Operational Services Division
OSSP	Office of State Surplus Property
OVM	Office of Vehicle Management
QQ	Quick Quotes
PIC	Procurement Information Center
POS	Purchase of Service
PTC	Procurement Team Coordinator
PTL	Procurement Manager
PMT	Procurement Management Team
QA	Quality Assurance
RFI	Request for Information
RFQ	Request for Quotations
RFR	Request for Response
SBPP	Small Business Purchasing Program
SDO	Supplier Diversity Office
SDP	Supplier Diversity Program
SOMWBA	State Office of Minority and Women Business Assistance
SWC	Statewide Contract
STAR	Statewide Training And Resources Exposition
T & C or Ts & Cs	Commonwealth Terms and Conditions including for Human and Social Services
TIN	Tax Identification Number
UFR	Uniform Financial Report or Uniform Financial Statements and Independent Auditor's Report
WBE	Women Business Enterprise
WTO/GPA	World Trade Organization/Government Procurement Agreement

Appendix G – Statewide Contract List

[Back to TOC](#)

The following is a listing of all Statewide Contract Listing as of 6/25/10. Please note that Statewide Contracts are updated frequently and will change prior to the next revision of this publication. Readers are advised to go to Comm-PASS to find a complete listing of current Statewide Contracts.

Statewide Contract Number	Statewide Contract Titles	Procurement Manager	Telephone Number
ANI11	Veterinary Services (ANI11)	Brian J. Kearnan	508-422-3334
ANI12	Animal Feed, bedding and related supplies	Darcy Rowell	617-720-3128
CLT06	CLOTHING, UNIFORMS, FOOTWEAR, ACCESSORIES AND HYGIENE SUPPLIES	Darcy C. Rowell	617-720-3128
ENE21	Statewide Contract for Propane	James Ferri	617-720-3468
ENE22	No. 2 Heating Oil Contract	James Ferri	617-720-3468
ENE23-Biodiesel	Category 3-Biodiesel Fuel	James Ferri	617-720-3468
ENE23-Ultra Low Sulfur Diesel	Category 2- Ultra Low Sulfur Diesel Fuel	James Ferri	617-720-3468
ENE28	Contract for Natural Gas - Limited User	James Ferri	617-720-3468
ENE29	No.4 & No.6 Residual Heating Fuel	James Ferri	617-720-3468
ENE30	Statewide Contract for Electricity	James Ferri	617-720-3468
ENE20	Unleaded Gasoline	James Ferri	617-720-3468
ENEFY10	Energy Contracts Pricing Index for FY2010	Max Feldpausch	617-720-3105
ENEFY11	Energy Contracts Pricing Index for FY2010	Max Feldpausch	617-720-3105
FAC22	Electrical And Lighting Supplies And Equipment (FAC22)	Dmitriy Nikolayev	617-720-3351
FAC27	Building Materials and Supplies (FAC27)	Dmitriy Nikolayev	617-720-3351
FAC28	Industrial/Commercial Equipment and Supplies	Deborah Combra	617-720-3139
FAC29	Tradespersons - Repair and Maintenance	Max Feldpausch	617-720-3105
FAC33	Solid Waste and Recycling Services (FAC33)	Dmitriy Nikolayev	617-720-3351
FAC47	Grounds-keeping/Landscaping, Irrigation Systems, Tree Trimming, Catch Basin Cleaning and Snow Removal Services	Deborah Combra	617-720-3139
FAC50	Integrated Pest Management (IPM)	Dmitriy Nikolayev	617-720-3351
FAC53	Hazardous, Medical and Hard-to-Manage Waste Collection, Disposal and Emergency Response	Dmitriy Nikolayev	617-720-3351
FAC54	Recycled Plastic Lumber and Other Recycled Plastic and Rubber Products	Dmitriy Nikolayev	617-720-3351
FAC55designatedDEP	Imprinted Plastic Trash Bags, Recycled (FAC55designatedDEP)	Brian LaValle	617-348-4076
FAC55designatedDCAM	Demand Response Services	Dmitriy Nikolayev	617-720-3351
FAC57	Moving Services, State Surplus Disposal Services	Deborah Combra	617-720-3139
FAC58	FAC 58 Plumbing, Heating and HVAC Supplies	Deborah Combra	617-720-3139
FAC59	Green Cleaning Products, Programs, Equipment & Supplies	Marcia Deegler	617-720-335
FAC60	Environmental Diagnostic Testing and Monitoring Services	Dmitriy Nikolayev	617-720-3351
FAC61designatedDEP	Recycling Containers and Compost Bins	Dmitriy Nikolayev	617-720-3351
FAC62	FAC62 Miscellaneous Rentals	Deborah Combra	617-720-3139

Statewide Contract Number	Statewide Contract Titles	Procurement Manager	Telephone Number
FAC63	Carpet and Flooring Products and Installation	Dmitriy Nikolayev	617-720-3351
FAC64	Security Surveillance and Access Control Systems	Deborah Combra	617-720-3139
FAC65	Water Treatment Chemicals and Systems	Dmitriy Nikolayev	617-720-3351
FAC66	Landscaping and Outdoor Application Products	Dmitriy Nikolayev	617-720-3351
FAC67	Janitorial Services - Environmentally Preferable	Grace Poirier	617-720-3135
FAC71	Lawns & Grounds Equipment, Parts and Services	Dmitriy Nikolayev	617-720-3351
FAC72	Security Services and Fence Rental	Deborah Combra	617-720-3139
FIR03	Fire/EMS Equipment & Supplies/Related Services/ Repairs	Betty Fernandez	617-720-3133
GRO12	Baked Goods	Betty Fernandez	617-720-3133
GRO14	Prime Grocer(s)	Betty Fernandez	617-720-3133
GRO15	Program Evaluator F/Food, Grocery & Related Serv	Betty Fernandez	617-720-3133
GRO21A	Catering Services	Betty Fernandez	617-720-3133
GRO21B	Catering With Conference Space	Betty Fernandez	617-720-3133
GRO21C	Catering Services-Conference Space-Hotel Rooms	Betty Fernandez	617-720-3133
GRO22	GROCERY RELATED PAPER PRODUCTS/FOODSERVICE SUPPLIES	Betty Fernandez	617-720-3133
GRO23	Dairy Products	Betty Fernandez	617-720-3133
GRO24	Foodservice Equipment - Institutional Commercial Grade, Large and Small with Related Maintenance and Repair Services	Betty Fernandez	617-720-3133
GRO26	Bottled Water, Emergency Bottled Water, Water Filtration Services, Reverse Osmosis with available Services and Supplies	Betty Fernandez	617-720-3133
HLS01	Hazardous Incident Response Equipment	Ronald L Whitaker	617-720-3112
HLS02designatedMEMA	Disaster Debris Monitoring Services	Tina Urato	508- 820-1423
HLS03designatedMEMA	Disaster Debris Management Services	Tina Urato	508- 820-1423
HSP27	GPO for Medical Commodities & Equipment	Brian Putnam	617-720-3328
HSP28	Medical Commodities	Brian Putnam	617-720-3328
HSP29	Laboratory & Monitoring Products: Clinical/Diagnostic, Educational, Forensic, Environmental & Industrial	Brian Putnam	617-720-3328
HSP30	Gases Cylinder - Related Equipment & Supplies	Brian Putnam	617-720-3328
HSP31	Dental Supplies Equipment and Related Services	Brian Putnam	617-720-3328
HSP32	Healthcare Equipment, Furniture, Furnishings and Related Services	Brian Putnam	617-720-3328
ITC02	IT Hardware--Operational Term Leasing (ITC02)	Darren Walz	617-720-3106
ITC10DESIGNATEDITD00	Firewall Software, Hardware, and Services	Annemarie Kates	617-626-4437
ITC16	IT Hardware Services, Computers and Servers (ITC16) Category 1	Darren Walz	617-720-3106

Statewide Contract Number	Statewide Contract Titles	Procurement Manager	Telephone Number
ITC16A	IT Hardware (ITC16a) Computers, Mobile Equipment, Servers, Storage and Services	Darren Walz	617-720-3106
ITC22DesignatedDOE	Data Entry Services (ITC22)	Mary Anne Siok	781-338-3300
ITC36	IT Computer Supplies and Accessories	Darren Walz	617-720-3106
ITC44	IT Hardware, Computers, Laptops, Peripherals, NASPO/WSCA Agreement	Darren Walz	617-720-3106
ITC45	Telecommunications/Data Infrastructure (ITC32) (Non-construction related, low-voltage Cabling) Services and Maintenance	Darren Walz	617-720-3106
ITS09	Reverse Auction Services	Marge MacEvitt	617-720-3121
ITS17	IT Disaster Recovery Services	Annemarie Kates	617-626-4437
ITS19	Oracle Software and Services Contract	Marge Macevitt	617-720-3121
ITS31DESIGNATEDITD	STATEWIDE CONTRACT FOR IT INTERNS	Jennifer Magrone	617-660-8300
ITS33SolutionProv	IT Services - Solution Providers	Marge MacEvitt	617-720-3121
ITS33StaffAugCat1	IT Services - Staff Augmentation General Purpose Contractors	Marge MacEvitt	617-720-3121
ITS33StaffAugCat2	IT Services - Staff Augmentation Very Low Overhead Contractors	Marge MacEvitt	617-720-3121
ITS34DESIGNATEDITD	Assistive Technology Testing	Larry Gilmond	617-626-4492
ITS38DESIGNATEDITD	Information Technology Independent Research Services	Gillian Lockwood	617-626-4531
ITS39designatedENV	ESRI GIS Software and Services Contract	Neil MacGaffey	617-626-1057
ITS38DESIGNATEDITD	Information Technology Independent Research Services	Gillian Lockwood	6617-26-4531
ITS42	Software Reseller RFR	Marge MacEvitt	617-720-3121
ITS43 Technical Spec.	IT Services - Technical Specialists	Marge MacEvitt	617-720-3121
ITT09	Communication Network Services Procurement, ITT09	Tim Kennedy	617-720-3107
ITT12DESIGNATEDITD	PBX Tenant Services (Shared Switch), ITT12	Raymond Fortier	617-626-4644
ITT18	Centrex Services and Equipment, ITT18	Tim Kennedy	617-720
ITT19DESIGNATEDITD00	Remote Access and Virtual Private Networking Services	Annemare Kates	617-626-4437
ITT29	Converged Enterprise Communication Systems, Services & Equipment	Tim Kennedy	617-720-3107
ITT30	Paging Devices and Services (ITT30)	Tim Kennedy	617-720-3107
ITT37	Internet Hosting and Access Services	Tim Kennedy	617-720-3107
ITT40	Two-Way Radio Systems, Equipment & Services	Tim Kennedy	617-720-3107
LAW08	Explosive Ordinance Detection and Disposal Equipment	Ronald L. Whitaker	617-720-3112
LAW09	Firearms, Ammunition, Related Training Products, Services and Accessories	Ronald L Whitaker	617-720-3112
LAW11	Body Armor	Darcy C. Rowell	617-720-3128
MED22_Contract	Referenced Lab Services Statewide	Brian Putnam	617-720-3328
MED25	Maintenance & Repair of Medical and Lab Equipment	Brian Putnam	617-720-3328
MED38	Pharmaceutical Prime Vendor	Brian Putnam	617-720-3328
MED41	Influenza Vaccine for the 2010 - 2011 Flu Season	Brian Putnam	617-720-3328
OFF15	OFF15 - Printing Services (Offset, Photocopy, pre- and post-press production) and Mail Services	Debra Carty	617-720-3321

Statewide Contract Number	Statewide Contract Titles	Procurement Manager	Telephone Number
OFF16	OFF16 - Photocopiers, Printers, Facsimile/Multifunctional Equipment, Supplies and Services	Debra Carty	617-720-3321
OFF17	OFF17 - Film, Photographic, Audio and Videographic Services and Related Supplies	Debra Carty	617-720-3321
OFF20	OFF20 - Office, School and Library Furniture, Accessories and Installation, Statewide	Darren Walz	617-720-3106
OFF21	OFF21 Digital Duplicating Equipment, Supplies and Services	Tim Kennedy	617-720-3107
OFF22	OFF22 - Multi-State Postage and Mail Processing Equipment, Accessories, Services and Supplies	Darren Walz	617-720-3106
OFF24	OFF24 - Art & Instructional School Supplies	Debra Carty	617-720-3321
OFF27	OFF27 - Document Solutions, Microfiche, Microfilm and Imaging Equipment, Software, Supplies and Services	Debra Carty	617-720-3321
OFF28	OFF28 - Office Supplies, Recycled Paper and Envelopes	Debra Carty	617-720-3321
OFF30	Audio, Video, Studio Production, Presentation Equipment and Systems, Peripherals, Supplies, Accessories and Related Services	Tim Kennedy	617-720-3107
OFF30A	OFF30A - Box Sales of Audio, Video, Studio Production, Presentation Equipment and Systems, Peripherals, Supplies and Accessories	Debra Carty	617-720-3321
OFF31	Small Package Delivery	Debra Carty	617-720-3321
OVM02	Short-term Rental of Various Light Duty Vehicles	Lauren Wides	617-720-3178
OVM03	Re-Refined Motor Oil, Remanufactured Antifreeze, and Bio-Based and Other Lubricants	Lauren Wides	617-720-3178
OVM04	Fleet Management Software System	Lauren Wides	617-720-3178
OVM05	Purchase of Vehicles: Gasoline, Hybrid and Other Alternative Fuel Vehicles	Lauren Wides	617-720-3178
OVM06	Recycled Glass Beads	Lauren Wides	617-720-3178
PRF05designatedOSC	Electronic Payment Processing Services	Patricia Davis	617-976-2332
PRF06	Management Consultant, Program Coordinator, and Planner Services	Grace Poirier	617-720-3135
PRF08designatedOSC	Non-Financial Ancillary Audit and Accounting Services	Monica Middleton	617-973-2617
PRF28DesignatedOSC	Statewide Contract for Debt Collection Services	Tim O'Neill	617-973-2424\
PRF30	Foreign Language Interpretation (In-Person) and Translation Services	Grace Poirier	617-720-3135
PRF32designatedEOHED	Marketing & Advertising--Design and Development [large dollar annual spend (\$5M and more)]	Diane Roberts	617-973-8500
PRF33	Marketing and Advertising--(Under \$5M annual) Design & Development--[Small-dollar annual spend (up to \$5M)]	Grace Poirier	617-720-3135
PRF34	Statewide Temporary Help Services	Grace Poirier	617-720-3135
PRF35	Court Reporter/Transcription Services	Grace Poirier	617-720-3135

Statewide Contract Number	Statewide Contract Titles	Procurement Manager	Telephone Number
PRF36	Promotional Incentives Acquisition Services	Grace Poirier	617-720-3135
PRF37DesignatedTRE	Lockbox and ACH Credit/Debit Services	Robin Hayes	617-367-6900
PRF40DESIGNATEDTRE	ELECTRONIC PAYMENT CARD	Robin Hayes	617-367-6900
PRF41	Event Planning Services	Grace Poirier	617-720-3135
PRF43	Training Services	Grace Poirier	617-720-3135
SSP1011	Sale of scrap metals	Paul Guerino	617-720-3146
VEH77A	Scrap Tire Disposal Services	Paul Guerino	617-720-3146
VEH80	Traffic Safety Products	Lauren Wides	617-720-3178
VEH82	Windshield Glass Replacement, Vehicles	Lauren Wides	617-720-3178
VEH83	New Tires, Retreads/ Retreading and Total Tire Management Program	Lauren Wides	617-720-3178
VEH84	Fuel Card & Fuel Management Services	Lauren Wides	617-720-3178
VEH84A	Vehicle Maintenance Management Services & Accident Subrogation Services	Lauren Wides	617-720-3178
VEH85	Washed Sand, furnish and delivery	Ronald L Whitaker	617-720-3112
VEH86	Alternative Snow and Ice Products	Ronald L Whitaker	617-720-3112
VEH87	Pre-Mixed Sodium and Calcium Chloride	Ronald L Whitaker	617-720-3112
VEH89	Motorized Vehicle Parts	Lauren Wides	617-720-3178
VEH90	Liquid Calcium Chloride	Ronald L Whitaker	617-720-3112
VEH91	Furnish & Delivery of Sodium Chloride (Road Salt)	Ronald L Whitaker	617-720-3112

Appendix H – Booklet Revisions

[Back to TOC](#)

Fall 2010		
Page 11	Energy Commodities and Services	Updated “Contract Listing” Updated “FAQ’s” Updated “Things You Need to Know”
Page 13	Facilities & Environmental Services	Updated “Major Contracts”
Page 15	Facilities & Operations	Updated “Major Contracts”
Page 18	Food and Groceries and Related Services	Updated “Contract Listing” Updated “FAQ’s” Updated “Things You Need to Know”
Page 22	IT Hardware and Services	Updated “Things You Need to Know”
Page 25	IT Software and Services	Updated “Things You Need to Know”
Page 27	Office, Recreational, Educational Equipment, Supplies and Services	Updated “Contract Listing” Updated “FAQ’s” Updated “Things You Need to Know”
Page 29	Professional Services – Human Resource and Legal Services	Updated “Things You Need to Know”
Page 32	Public Safety – Law Enforcement - Firefighting / EMT	Updated “Major Contracts”
Page 35/36	Vehicles And Related Services	Updated Contracts Updated “Things You Need To Know”
	Small Business Purchasing Program	OSD Program section updated to include New SBPP program
Summer 2010		
Page 5	Animals and Related Supplies	Updated Contract Managers
Page 9	Facilities & Environmental Services	Updated “Major Contracts”
Page 11	Facilities & Operations	Updated “Major Contracts” Updated “Program Resources Outreach” Updated “Programs and Education”
Page 14	Food and Groceries and Related Services	Updated “Contract Listing” Updated “FAQ’s” Updated “Things You Need to Know”
Page 16	Healthcare Commodities and Services	Updated “Major Contracts” Updated “Program Resources Outreach” Updated “Programs and Education”
Page 18	IT Hardware and Services	Updated “Things You Need to Know”
Page 21	IT Software and Services	Updated “Things You Need to Know”
Page 23	Office, Recreational, Educational Equipment, Supplies and Services	Updated “Program Resources Outreach” Updated “Programs and Education”
Page 24	Professional Services – Human Resource and Legal Services	Updated “Things You Need to Know”
Page 27	Public Safety – Law Enforcement - Firefighting / EMT	Removed FAC45 – Locks, Accessories and Related Equipmnet – this is now a category on FAC64
Page 28	Telecommunications & Data Equipment and Services	Updated Contract Managers Updated “Contract Listing” Updated “Things You Need to Know”
Page 31	Vehicles and Related Services	Updated “Contract Listing” Updated “Things You Need to Know”
Page 33	Supplier Diversity Program	Updated Program information