



OPERATIONAL SERVICES DIVISION

COVID-19 Goods and Services Update

April 15, 2020

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Important Links

As a follow up to our [message of March 18](#), the Operational Services Division (OSD) is providing the following update for all buyers in response to the Coronavirus (COVID-19) outbreak and the Commonwealth's need for certain personal protective equipment (PPE) and other products and services to help mitigate the impact of the virus. We will provide similar updates as needed and we encourage you to reach out to OSD with COVID-19 questions using our dedicated inbox: COVID19Purchasing@mass.gov.

Important Procurement Information for Executive Agencies¹

Effective March 24, Secretariat Chief Procurement Officers (SCPOs) were instructed to inform their agencies to stop purchasing the *Critical PPE items* listed below until further notice. The PPE Procurement Task Force is making all purchases of these *Critical PPE items* on behalf of agencies.

Critical PPE Items

- N95/N99 masks (respirators)
- Surgical/Procedure masks
- KN95s
- Surgical Gowns
- Face Masks with Integrated Shields
- Powered Air Purifying Respirators
- Goggles
- Nitrile Gloves
- Protective Suits/Gowns
- Booties/Shoe Covers
- Head Covers
- Hand Sanitizer
- Sanitizing Wipes

How to Request Critical PPE for an Executive Branch Agency

To request any of the critical PPE items listed above, Agency Chief Procurement Officers (ACPOs) shall send all Critical PPE order requests to their SCPO, who will complete an order request on an authorized Massachusetts Emergency Management Agency (MEMA) form and send it to SEOC.DepOSResources@gmail.com for fulfillment and cc: COVID19Purchasing@mass.gov.

¹ This does not apply to local government entities, state-run hospitals and nursing homes, or the Department of Correction.

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Once MEMA receives the requests for items which they have in stock, they will reach out to the agency to arrange a time and place for pick up. Please note that there is more demand than supply for most items.

Direct Purchasing for Non-Critical PPE Items

Agencies may continue to make direct purchases for the following *Non-Critical PPE* items from established Statewide and/or Departmental contracts:

- Disinfecting Hand Soaps
- Paper towel products
- Portable hand washing stations
- Sanitizing cleaning services
- Other non-PPE

PPE Purchasing Guidance

During these challenging times, pricing for Critical and Non-Critical PPE items has been changing at a rapid pace. We recommend buyers take the following actions when obtaining price quotes from vendors for *Non-Critical PPE* goods and services:

1. Ensure that the quote is in writing (or electronic form) and that it includes an expiration date/time.
2. Confirm with the vendor that the price is firm until the expiration date and ask for instructions to lock in that pricing.
3. If possible, lock down the delivery date.
4. Direct vendors to immediately communicate changes related to pricing and delivery dates; prior to order fulfillment.
5. Cancel orders as needed if pricing seems inordinately high.
6. If you suspect price gouging, here are guidelines from the [Massachusetts Attorney General](#).

Important Procurement Information for Local Governments and Other Eligible Entities

Municipal organizations, though eligible to utilize OSD's Statewide Contracts, are not required to do so. OSD recommends following your organization's procurement policies and procedures and the 30B requirements to acquire the goods and services needed to combat the COVID-19 virus. Questions should be directed to your local legal counsel and the [Office of the Inspector General](#) regarding 30B matters.

Municipal organizations must work with their Local Emergency Management Director or Board of Health to obtain PPE items. Please do not contact MEMA directly for these goods.

Once MEMA receives the requests for items which they have in stock, they will reach out to the municipality to arrange a time and place for pick up. Municipalities should be aware that there is more demand than supply for most items.

MEMA Guidance Regarding PPE Distribution

On April 14, MEMA issued guidance for prioritizing and optimizing use of Personal Protective Equipment. Read more [here](#).

Vendor Resources

OSD is in contact with our Statewide Contract (SWC) Vendors to identify potential sources for needed products and services. As expected, the list of [SWC Vendors](#) has expanded to include products and services beyond the Personal Protective Equipment (PPE) categories and it soon will include Supplier Diversity Office (SDO) certified vendors and vendors who participate in the Small Business Purchasing Program (SBPP) that are able to provide PPE items.

The contact information for each vendor and links to the Contract User Guides are noted on Tab 1 of the spreadsheet and subsequent tabs show product categories. It is expected that this list will grow as additional products are identified and additional vendors respond to OSD's continuous outreach to SWC Vendors.

Free Remote Meeting Services through ITS60/ITT46 Vendor

CherryRoad Technologies, a vendor on Statewide Contract [ITS60](#) – Cloud Solutions and [ITT46](#) – Network Services, is offering two remote meeting services at no cost for 90 days:

Product Name	Description
GoToMeeting	Allows users to run meetings remotely, enabling group or one-on-one meetings with face-to-face video, audio, screen sharing, high-definition webcam sharing, and transcripts.
GoToWebinar	Enables users to host large-scale events, internal communications events, and training with capacity of up to 3,000 attendees for live events and 10,000 attendees for recorded events.

Take Advantage of this Offer

- Eligible Entities interested in the 90-day, free-of-charge offer should contact CherryRoad Sales by email at AN_sales@cherryroad.com or by phone at (978) 275-1600, extension 2, no later than June 30, 2020.
- A CherryRoad Account Manager will review the services and license counts needed by the Eligible Entity and register the services with LogMeIn, the meeting software provider.
- A sales quote with Terms and Conditions will be sent to the buyer for acknowledgement and signature.
- LogMeIn will contact the Eligible Entity directly for activation which will occur within 2-4 days following order confirmation.
- The CherryRoad Account Manager will contact the buyer at the end of 60 days to review their account usage and answer any questions they may have about the service. Buyers have the option to purchase meeting services after the no-cost period ends. With no action by the buyer, meeting services will conclude after 90 days.

Important Links

- [OSD's Statewide Contract User Guides](#)
- [OSD's Emergency Response Supplies, Services and Equipment Contact Information](#)
- [COMMBUYS Job Aids for Buyers](#)
 - o [How to Create a Bid Amendment](#) (to change Bid Opening dates)

OSD appreciates your patience as we try to address concerns, identify needed resources, and disseminate information.