



# COVID-19 Goods and Services Update

## March 18, 2020

OPERATIONAL SERVICES DIVISION

As a follow up to our [message of March 12](#), the Operational Services Division (OSD) is providing an 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 encourage you to reach out to OSD with COVID-19 questions using our dedicated inbox: [COVID19Purchasing@mass.gov](mailto:COVID19Purchasing@mass.gov).

### Important Procurement Information for Executive Agencies

OSD is releasing Executive Agencies from the obligation to obtain multiple quotes when seeking goods or services directly related to the COVID19 emergency when making purchases from a Statewide Contract (SWC) that typically would require obtaining multiple quotes. Agencies may work directly with a contractor who is able to provide the good or service as quickly and efficiently as possible to meet the emergency need. These transactions must be documented in the procurement file and note the relationship to the Governor's declared state of emergency.

### 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's March 12 message to buyers was provided to municipal organizations as a way to keep you informed of OSD's actions related to purchasing goods and services to help combat the COVID-19 virus. Therefore, municipal organizations are not obligated to follow the tiered hierarchy outlined in the March 12 communication.

We recommend 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.

### 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 Protection Equipment (PPE) categories provided on March 12. 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.

OSD also is reaching out to certain Supplier Diversity Office (SDO) certified vendors and vendors who participate in the Small Business Purchasing Program (SBPP) to determine if they are able to provide goods and services to help combat the virus. We expect to have the initial feedback from those vendors by the end of this week and will update the vendor listing accordingly.

### Bid Response Information

It is at the discretion of each agency to determine whether to extend the bid response deadline for a procurement currently posted on COMMBUYs. Agencies should consider the needs of the agency for the goods or services and whether the quality of the bid responses and amount of competition (quantity of bidders) may be diminished due to the impact of the state of emergency on bidders. Of course, if any of the goods or services are emergency in nature, that should be the primary determining factor for the agency.

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## Streaming/Conference Call Services

Demand for remote meeting services has increased as organizations look for tools to support their telecommuting workforce and public meeting requirements. Related services, covered under SWC [ITT46 Network Services](#), Category 4, include:

- Virtual Private Networking (VPN) services
- FTP services for large file sharing
- Audio and web conferencing
- Broadcast communications, video streaming, and online learning systems

Eighteen vendors support this category. Find contact information on pp. 12-14 of the [Contract User Guide](#).

In addition, streaming services may be available through one or more of the [ITS60 Cloud Services](#) vendors.

## OSD Help Desk

Please be aware that the OSD Help Desk staff is operating remotely and, during this time, we ask that you submit requests or questions via EMAIL at [OSDHelpDesk@mass.gov](mailto:OSDHelpDesk@mass.gov). If you choose to contact the Help Desk by leaving a voicemail message on the phone line, please be aware that their response to you may be delayed. Please note: when leaving a voicemail, you must provide your email address so that a Help Desk representative may respond to your inquiry. Please do not contact the OSD Help Desk for COVID-19 questions or information – use the COVID19Purchasing@mass.gov email for those issues.

## Commonwealth Print Services (CPS)

CPS, OSD's full-service print shop, is back in business starting today. To ensure social distancing, there will be a collection station located outside of their print shop for drop-off and pick-up of items. CPS may be reached via email at [cps@mass.gov](mailto:cps@mass.gov) and they are located on the Plaza Level at 1 Ashburton Place in Boston.

## MEMA

The [Massachusetts Emergency Management Association](#) (MEMA) may be reached by telephone at 508-820-2000. Representatives are available to answer calls on a 24/7 basis.

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## OSD Contact Information

- Commonwealth Print Services (CPS): [cps@mass.gov](mailto:cps@mass.gov)
- Local Government Enablement Team: [COMMBUYSEnablement@mass.gov](mailto:COMMBUYSEnablement@mass.gov)
- Office of Vehicle Management (OVM): [alex.giannantonio@mass.gov](mailto:alex.giannantonio@mass.gov), 617-720-3171
- OSD Training: [OSDTraining@mass.gov](mailto:OSDTraining@mass.gov)
- State Surplus Property Office (SSPO):- [osd\\_sspo@mass.gov](mailto:osd_sspo@mass.gov) or [theodore.bunnell@mass.gov](mailto:theodore.bunnell@mass.gov)
- Strategic Sourcing Services: For COVID-19 Issues- [COVID19@mass.gov](mailto:COVID19@mass.gov). Other Sourcing matters- Contact the appropriate Contract Manager.
- Special Education (SPED): [Jacqueline.brown@mass.gov](mailto:Jacqueline.brown@mass.gov)
- Supplier Diversity Office (SDO): Programs – [sdp@mass.gov](mailto:sdp@mass.gov) Certification- [webmaster.sdo@mass.gov](mailto:webmaster.sdo@mass.gov)
- Quality Assurance Reviews: [janice.chen@mass.gov](mailto:janice.chen@mass.gov)
- UFR: [Ufrefilehelp@osd.state.ma.us](mailto:Ufrefilehelp@osd.state.ma.us), or [steven.unhao@mass.gov](mailto:steven.unhao@mass.gov), or [marie.imbert@mass.gov](mailto:marie.imbert@mass.gov)

## Important Links

- [OSD's Statewide Contract User Guides](#)
- [OSD's Emergency Response Supplies, Services and Equipment Contact Information](#)
- [COMMBUY'S 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.