

The Operational Services Division (OSD) of the Commonwealth of Massachusetts is sending this message to all Statewide Contract (SWC) vendors in response to Governor Baker's declaration of a state of emergency in response to the outbreak of the coronavirus (COVID-19) and the Commonwealth's need for certain products and services to help mitigate the impact of the virus.

Over the last week, OSD reached out to SWC vendors authorized to sell products and services currently in high demand to ascertain their capability to fulfill orders. These include:

- Disinfecting Hand Soaps
- Disposable gloves
- Hand sanitizers
- Masks
- Paper towel products
- Portable hand washing stations
- Sanitizing cleaning services
- Sanitizing wipes

As authorized contractors are reporting significant shortages or no inventory and to meet the Commonwealth's need for these items, we are asking all SWC vendors to [complete a survey](#) to help us identify those SWC vendors who may be able to provide these products and services outside of the scope of their current contracts. We are expecting SWC vendors to make every effort to complete this COVID-19 survey **no later than 4:00 p.m.** on Friday, March 13, 2020.

In our [communication with buyers](#), we will authorize public buyers to purchase these defined items using a tiered approach:

- Tier 1. **Authorized Statewide Contractors:** Statewide Contractors listed for that category of product/service as outlined in the applicable [Statewide Contract User Guide](#).
- Tier 2. **Other Statewide Contractors:** Current Statewide Contractors that are able to provide specified products and services outside of the scope of their OSD SWC. Please contact your OSD Contract Manager to advise if you are able to provide these items and would like to be listed as a Tier 2 vendor, and identify the products or services.
- Tier 3. **Other Vendors:** In situations where an emergency or the anticipation of an emergency due to a shortage of products occur, a State Agency may obtain the items or services from other sources.

#### **Additional Guidance**

- OSD will continue to update the [COVID-19 Product and Services Provider List](#) based on our continued outreach to Statewide Contract vendors. To assist in this effort, it would be helpful if vendors updated their OSD Contract Manager with any pertinent information related to product availability.
- Buyers will be encouraged to place orders for needed items. Vendors are asked to **notify buyers** about backordered items and include expectations about when/if the order will be filled. It is expected that buyers will be updated about their order status at least biweekly as the backorders persist.
- This approach to securing product shall remain in effect for the duration of the 30-day emergency declared by Governor Baker on March 10, 2020. OSD will revisit the end date to

determine if this approach will remain in effect beyond the 30-day emergency period and issue an extension, if necessary.

- If you have COVID-19 questions, email your OSD Contract Manager, [copyinggary.lambert@mass.gov](mailto:copyinggary.lambert@mass.gov) and our dedicated COVID-19 email: [COVID19purchasing@mass.gov](mailto:COVID19purchasing@mass.gov).

One additional note: In accordance with the directive from Governor Baker, OSD is evaluating our vendor Training Schedule to determine which training sessions may be converted to a webinar/virtual format and which will be rescheduled. Learn more here [provide link to training page].

OSD looks forward to working with you to meet the needs of our customers as we work through the supply chain issues caused by COVID-w19.