



OPERATIONAL SERVICES DIVISION



COMMBUYS Phase II All-Liaison Kick-Off Meeting



March 30, 2014

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Agenda



COMMBUYS: Where we were and where we are going

Project Timeline and Key Dates

MMARS Interface

- Transactions
- User Roles
- Business Process Walkthrough and Illustration of New Functions

Updates

- Facilitating IT Purchases
- RPAs in COMMBUYS
- Thinking About Internal Controls
- Help Desk Coordination

Training Program

Q&A

Where We Were

The Landscape Before COMMBUYS

PROBLEM

Inefficient System with Limited Functionality

- Comm-PASS enabled bid posting only
- Was aging, expensive to maintain and needed to be retired
- User demand for a new solution

Non-Standard Purchasing

- Without a purchasing system, proliferation of inconsistent practices
- Absence of transparency in government purchasing

SOLUTION

Find a modern solution, combining purchasing and procurement in an online system that is cost effective, flexible, reinforces consistent practices, and enables transparency.

COMMBUYS Ph I came online March 24, 2014.



Where We Are

Ph I: Online Catalogs and Electronic Procurement

Enabling a Robust Supplier Community



Supporting Seamless Solicitations

Online solicitation, bidding, vendor verification, bid evaluation and award



Purchasing Starts Here



Buyer shops eCatalogs for goods or services; COMMBUYS creates requisitions

Phase I Accomplishments

Consolidated contract purchasing and online solicitations to capture detailed information about purchases and drive analysis.

- Implemented online solicitations, including online bid posting, response submission, evaluation and award
- Implemented online catalogs (line item and punch-out) and online ordering
- Automated purchasing workflow and approvals
- Provided advanced key-word search capability to find vendors, goods, and services
- Converted 348,047 documents from Comm-PASS to COMMBUYS

COMMBUYS Today

11,679 COMMBUYS orders totaling over \$54 million and **3,079 bids posted**

200 organizations using COMMBUYS today across state and local government

More than **513,774 catalog line items** available and 8 punch-out catalogs

10,044 vendors registered in COMMBUYS

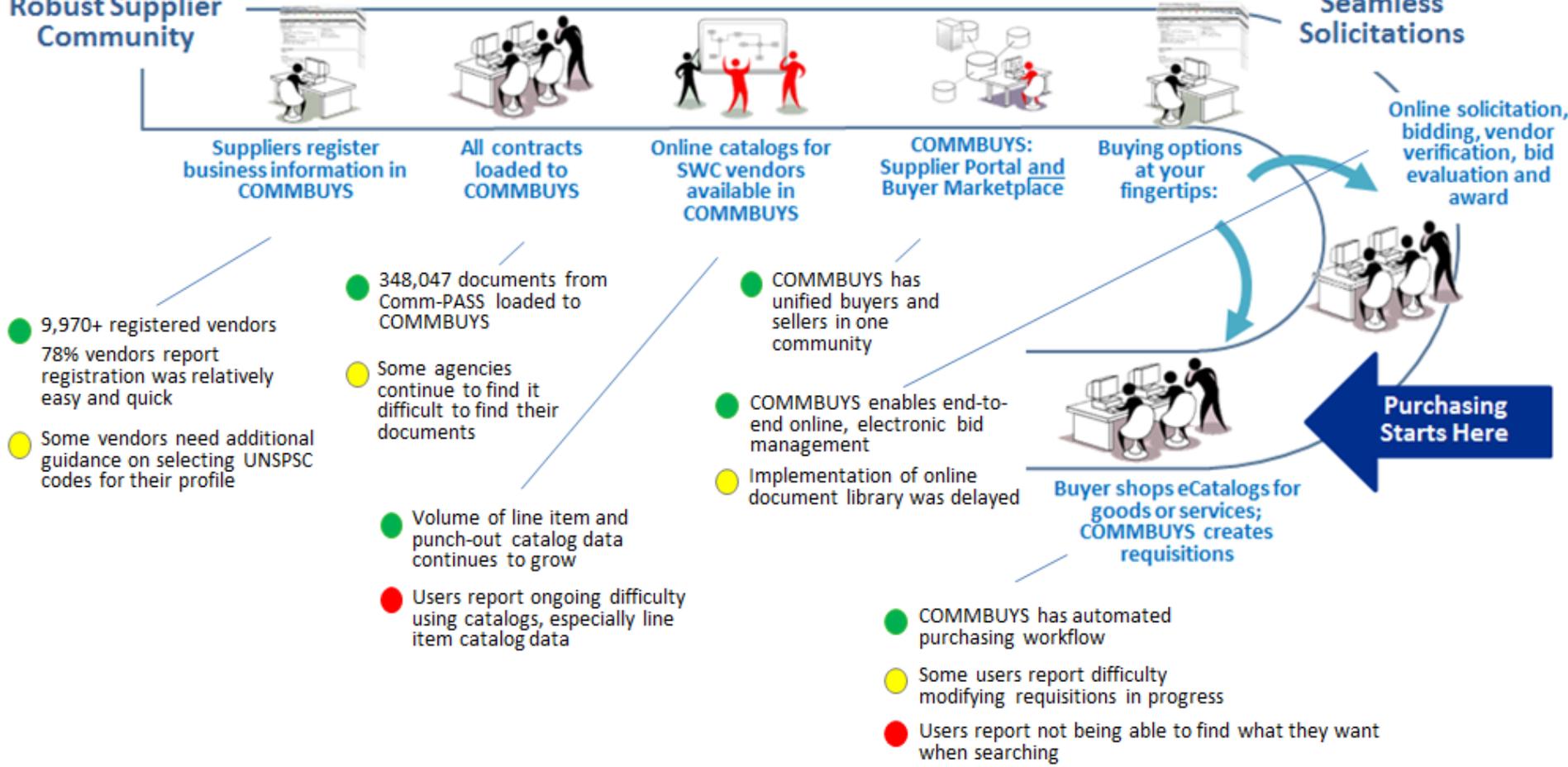
5,523 training sessions delivered

What We Learned

Additional Improvements Are Necessary

Enabling a Robust Supplier Community

Supporting Seamless Solicitations



What We Are Working On

Business Process Improvements Underway

Nine Business Process Improvement teams have formed to address user feedback and implement necessary changes to address user improve system usability for everyone.

ALL teams are open for customer participation.

Initiative	Goals
Catalog Continuous Improvement	Improve the set-up and data quality of the catalogs associated with statewide contracts and utilize that knowledge to identify and document best practices that Departments may use as they set up their contracts and catalogs.
Vendor Partnerships	Increase the number of vendors registered in COMMBUYS and participating on contracts to create a dynamic and healthy marketplace capable of meeting the increasingly diverse needs of public purchasers.
Mapping COMMBUYS to MMARS for Bill-to/Ship-to addresses	Ensure data consistency to provide COMMBUYS users the information they need to create and use accurate Bill-to/Ship-to addresses in COMMBUYS.
COMMBUYS Searching	To develop best practices for the searching functionality within the CB Market Center for end users. Target areas include: Searching for SWC/items on SWC, Searching for Vendors, Searching for open bids (RFRs), and Searching for Departmental Contracts/Items on Departmental Contracts.
Categorize Error and System Configuration	Improve error labeling for better tracking and reporting.
RPA Processing	Policy and usage guidance around using RPA functionality in COMMBUYS.
Reports for COMMBUYS Ph III	Establish the reports to be made available to the COMMBUYS customer base.
Stand-Alone COMMBUYS Set-up	Facilitate COMMBUYS adoption for non-MMARS using organizations.
System Recovery	Establish procedures to follow when the COMMBUYS system is down.

Where We Are Going Seamless Purchase Through Payment Plus Reporting

COMMBUYS

COMMBUYS real-time Interface to MMARS

MMARS

Purchasing

Order is created and sent for approval.



PO is reviewed, accounting data selected, and PO approved.

Approved PO sent to MMARS

Encumbering

Approved PO is received in MMARS.



PC, CT, MA, or GAE transaction is created in MMARS and funds are encumbered.

Receiving



Order placed with vendor; order delivered.

Transaction confirmation sent to COMMBUYS



Order is received in COMMBUYS.

Invoicing



Invoice for received order is created and approved.

Approved Invoice sent to MMARS

Payment

Approved Invoice received in MMARS



PRC or GAX transaction is created in MMARS and payment sent to vendor.



Why Now?

To remove the last obstacle to adoption

- ✓ Completes the full purchasing workflow
- ✓ Addresses user demand to implement the linkage to MMARS and eliminate duplicate data entry
- ✓ Realizes the vision for full transaction transparency and audit trail
- ✓ Users have had a year to learn and use Ph I features for their purchasing and procurement activities
- ✓ Extensive training and user support is in place

Now is the time.

Agency Readiness

Requires collaboration between project team members and agency contacts.

At the Project

Who?

- SMEs from OSD and CTR
- COMMBUYS Functional Team members
- Trainers
- CM Coordination
- Help Desk (OSD & CTR)

Connecting through:

- Briefings
- Liaison meetings
- Training
- Outreach
- Email communications
- Online toolkit

At the Agencies

Who?

- CFOs and CPOs
- COMMBUYS Org Admins
- Departmental Security Officers
- Liaisons with Functional Expertise (Purchasing and Procurement, Finance and Accounting, User Access and Security)

Readiness Calendar

Mar


 All-Liaison Kickoff
 Mon 3/30
 9:30-11:30 am

Apr


 Purchasing/Procurement
 Liaison Mtg #1
 Mon 4/13, 9-10:30 am


 Finance/Accounting
 Liaison Mtg #1
 Mon 4/13, 10:30 am-noon


 Security/User Access
 Liaison Mtg #1
 Fri 4/17, 9:30-11:30 am


 Purchasing/Procurement
 Liaison Mtg #2
 Tue 4/21, 9-10:30 am


 Finance/Accounting
 Liaison Mtg #2
 Tue 4/21, 11-12:30 pm


 Security/User Access
 Liaison Mtg #2
 Wed 4/29, 9:30-11:30 am

May


 Purchasing/Procurement
 Liaison Mtg #3
 Thu 5/7, 9-10:30 am


 Finance/Accounting
 Liaison Mtg #3
 Thu 5/7, 11-12:30 pm


 Security/User Access
 Liaison Mtg #3
 Wed 5/13, 9:30-11:30 am


 All-Liaison Meeting
 Tue 5/26
 9:30-11:30 am

Jun

COMMBUYS Ready for
 FY16 Encumbering



Liaison Readiness Email Messages 

Vendor Readiness Email Messages 

User Acceptance Testing 



Training (Classroom Training, Webinars, Webcasts, Drops In Sessions)

MMARS Interface

Components and Attributes

The connection between COMMBUYS is an **interface** subject to standards and certification process of the Comptroller. The difference between this and other interfaces is that it will happen in real time, not in an overnight batch cycle.

MMARS Transactions Included in the Interface

- For purchasing: PC, CT, MA, and GAE
- For payment: PRC and GAX

User Roles Impacted

- Basic Purchaser
 - ✓ PO approvers must select accounting data as part of the PO review and approval process
 - ✓ Purchasers will enter receipts against orders in COMMBUYS
- Accounts Payable (new roles)
 - ✓ AP users will enter invoices into COMMBUYS
 - ✓ AP approvers will take action that requests a payment from MMARS



MMARS Interface (continued)

Components and Attributes



User Access and Security

- How roles are maintained in each system
- Means for validating MMARS permissions to encumber and pay
- Expected user experience
- Org Admin/DSO coordination



Business Process Walkthrough

Purchasing from a Contract

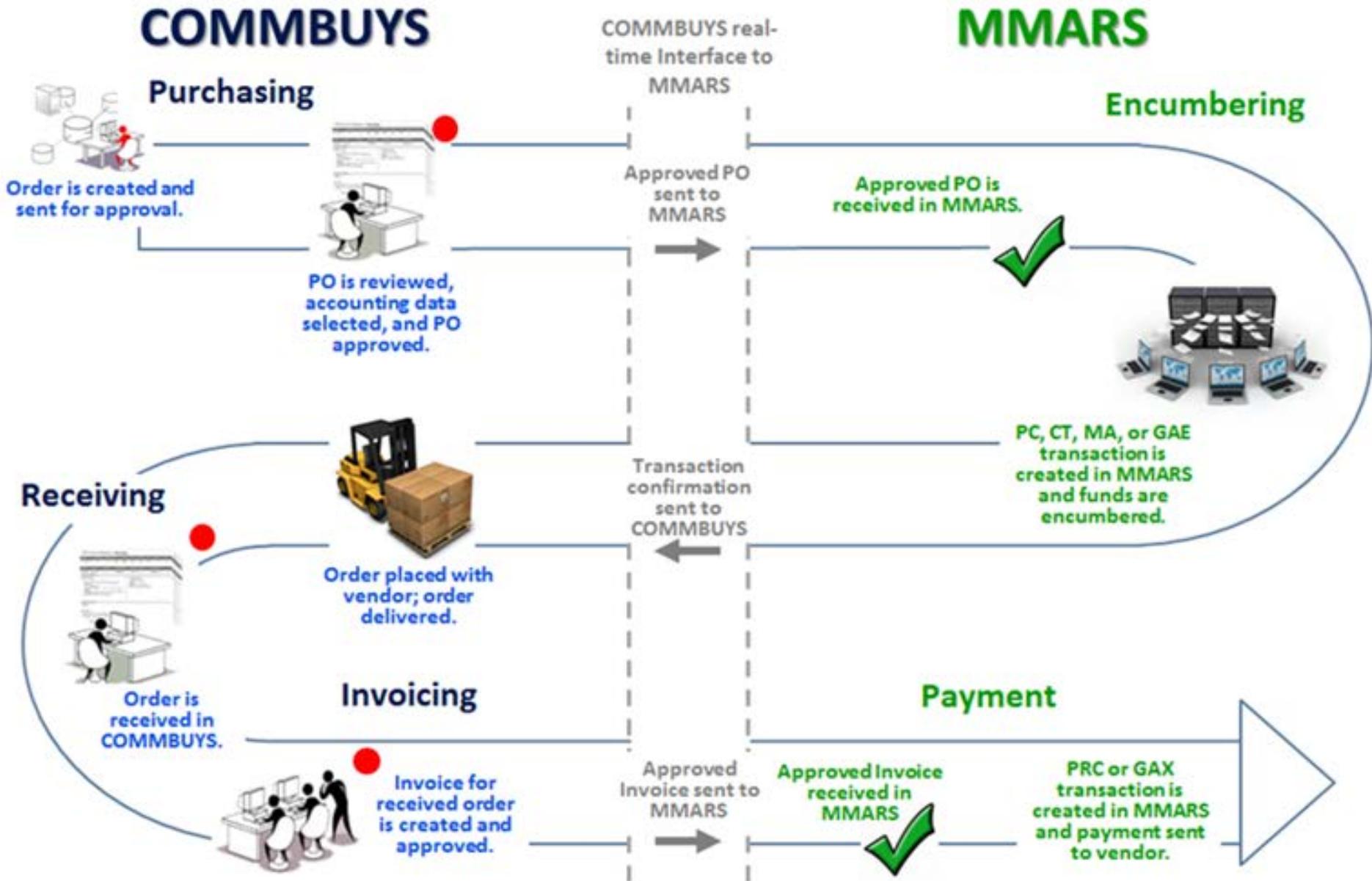


Overview of Simplified Workflow

Illustration/Screen Shots of New Functions

- PO approval to generate an encumbrance
- Receiving an order
- Entering and approving an invoice to generate a payment

WORKFLOW EXAMPLE: Purchasing from a Contract



COMMBUYS PO Review and Approval



Accounting Distribution on PO

UNSPSC Code Browse | My Account | Customer Service | About

Current Organization: Operational Services Division

Home | Items | Documents | Vendors | Quick Buy | Find It

Release Requisition RQ-15-1080-OSD01-OSDEP-00000005886

General | Items | Vendors | Address | **Accounting** | Routing | Attachments | Notes | Reminders | Summary

Total Extended Amount = 0.00 Unapplied Distribution Amount = 0.00

Delete All	Fiscal Year	Budget FY*	Period*	Accounting Template	Fund	Sub Fund	Object	Sub Object	Department	Unit	Appr	Location	Sub Location	Activity	Sub Activity	Function	Sub Function	Reporting	Sub Reporting
<input type="checkbox"/>		2015	5		0200		U03			0100	17903000								
Account Code: 2015-5--0200--U03---0100-17903000-----OSD024-																			

i If using Save Based on Dollars, entered dollar amounts may be adjusted during Rebuild for All Items to ensure proper item account transactions.

Save Based on Dollars | Save Based on Percentages | Rebuild for All Items | Reset

Internal Administrator | Organization Administrator | Vendor Administrator

March 13, 2015 4:56:58 PM EDT

Paul Short

Status: 3PI - In Progress

Sub Task	Task Order	Program	Phase	Percent	Dollars
				100.0	0.00
Total:				0.0	0.00

COMMBUYS PO Review and Approval

Accounting Summary

Item Information										
Item # 1 : For the purchase of pharmaceutical industry machinery, equipment and related supplies. 1RI - In Progress										
UNSPSC Segment-Family: <u>23-15-18</u> Pharmaceutical industry machinery and equipment and supplies <u>23-15-18-00</u> Pharmaceutical industry machinery and equipment and supplies <u>23-15-18-00-0000</u> Pharmaceutical industry machinery and equipment and supplies										
Blanket/Contract #/Line #	Qty	Minimum Order Quantity	Unit Cost	Net Unit Cost	UOM	Discount %	Total Discount Amt.	Tax Rate	Tax Amount	Total Cost
PO-14-1080-OSD01-OSD10-00000001217 / 2	2.0	0.0	\$220.00	\$220.00		0.00%	\$0.00		\$0.00	\$440.00
Manufacturer: _____ Brand: _____ Model: _____ Make: _____ Packaging: _____ Service From Date: _____ Service To Date: _____										
Account Code									Amount	
2015-5--0200--U03---0100-17903000-----OSD024-									\$440.00	

Receiving

Receipt Item Detail

Receipt # 0000142 (In Progress) - Purchase Order # PO-14-1080-OSD01-OSD10-00000001237:687

General **Items** Attachments Notes Summary [Back to PO](#)

General Notes

PO Item #: 1 Receipt Item #: 1 PO Item Status: 3PS - Sent
 Receipt Method: Quantity Date Received: (MM/DD/YYYY) 03/26/2015 06:04:13 PM Received By: PHI Project
 PO Item Description:
 TAB CONVERTER,ET,,75",MULTIUSE

PO Item Receiving Summary

Unit Cost	UOM	Ordered Quantity Receipt Total(PO Receipts Total)	Received Quantity Receipt Total(PO Receipts Total)	Returned Quantity Receipt Total(PO Receipts Total)	Canceled Quantity Receipt Total(PO Receipts Total)	Net Received Quantity Receipt Total(PO Receipts Total)	Remaining Quantity
\$56.09	BX - Box	2.0	Received Qty: 0.0(0.0) Qty Adj: 0.0(0.0) 0.0(0.0)	Returned Qty: 0.0(0.0) Qty Adj: 0.0(0.0) 0.0(0.0)	Canceled Qty: 0.0(0.0) Qty Adj: 0.0(0.0) 0.0(0.0)	0.0(0.0)	2.0

Receipt Item Receiving/Return Details

Receipt Type	Quantity	Comment (max 250 characters) Required for Receipt Type Return
Receiving	<input type="text" value="0.0"/>	<input type="text"/>
Return	<input type="text" value="0.0"/>	<input type="text"/>

i Received/returned/canceled quantity of receipts in status "SCC - Canceled" and "SCRT - Returned" is ignored when calculating received/returned/canceled quantity for a PO item.

Save & Continue

Save & Exit

Reset

Cancel & Exit

Invoicing

Invoice General Screen

Invoice #: DEF100246 Vendor #:00001695 Vendor Group #:01 Status: 411 - In Progress

[General](#) | [Items](#) | [Credits](#) | [Subcontractors](#) | [Accounts](#) | [Routing](#) | [Attachments](#) | [Notes](#) | [Reminder](#) | [Change Order](#) | [Summary](#) | [Back to PO](#)

Invoice number: DEF100246 Invoice Status: 411 - In Progress
 Invoice Type: 3 way matching Invoice Description *: Auto-generated RPA Invoice
 Invoice Date *(MM/DD/YYYY): 03/14/2015 Effective Date *(MM/DD/YYYY): 03/14/2015
 Payment Amount: \$4,200.00 Handling Code:
 Paid-BankId/CheckNbr: Payment Date *(MM/DD/YYYY): 03/17/2015
 Payment Terms: 0 Payment Discount: 0.0 %
 Payment Terms Day: 0 Misc Amount: \$0.00
 Alternate Id:
 Is use Tax required and not already on the PO? *: No
 MMARS Open Order #:
 Entered By: PHI Project Freight Amount: \$0.00
 Entered Date: Credit Amount: \$0.00
 Last User Updated: PHI Project Last Date Updated: 03/14/2015

Purchase Order Information

PO #: PO-15-1080-OSD01-OSDEP-00000002104:3 PO Description: RPA Demo 2
 Buyer: PHI Project
 PO Amount: \$4,200.00 Remaining To Invoice: \$4,200.00

Vendor Information

Vendor: 00001695 - ManpowerGroup US Inc. Address Grp: 01
 Tax ID #: *****0696 Vendor Remit-to Address: General Mailing Address - Susan Fontana Manpower 93 Franklin Street...
 Susan Fontana
 Manpower
 93 Franklin Street
 Boston, MA 02110
 US

Invoice Item Detail

Invoice #: DEF100246 Vendor #:00001695 Vendor Group #:01 Status: 411 - In Progress

[General](#) | [Items](#) | [Credits](#) | [Subcontractors](#) | [Accounts](#) | [Routing](#) | [Attachments](#) | [Notes](#) | [Reminder](#) | [Change Order](#) | [Summary](#) | [Back to PO](#)

Invoice Item #/ PO Item #	Item Description false							
	PO Item Status	PO Item Amount	Previous Invoice Amount	Permit To Pay	Invoice Amount	Discount %	Original Pay Amount	Final Pay <input checked="" type="checkbox"/>
1	Manpower Clerical Services (Net Unit Cost: \$25.00)							
	3PCR - Complete Receipt	\$4,200.00	\$0.00	\$4,200.00	4200.00	0.0%	\$0.00	<input checked="" type="checkbox"/>
	Service From Date (MM/DD/YYYY): <input type="text"/>		Service To Date (MM/DD/YYYY): <input type="text"/>		Invoice Amount Total: \$4,200.00			

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Facilitating IT Purchases

- New feature allowing approval path set-up by object code

RPAs in COMMBUYS

- Requests for Payment Authorization (RPA) are used to record purchases **after the fact** and will result in payments in COMMBUYS Ph II.

	RPA (Open Market RPA)	Release RPA
Used for	Non-contract purchases (e.g. emergency purchases)	Contract purchases that cannot be pre-ordered (e.g. utilities, telecom, retail, etc.)
Availability	Available today	Available in Phase II

Guidance, jobs aid and training available in May will cover RPAs of both types.

Internal Control Plans

An internal control plan documents controls not enforced by a system

What an IC Plan Is

- A high-level, department-wide summarization of risks and controls for all of its business processes.
- Supported by lower level detail, communicated throughout the department, and continuously monitored and updated.
- Unique to a department but based on the same framework – the organization’s mission statement, goals and objectives.

What an IC Plan Is NOT

- Detailed daily activities
- Every objective and risk event
- Detailed Risk Assessment
- Strategic Plan
- Policies and Procedures
- Disaster Recovery Plan

Internal Control Plans (continued)

COMMBUYS and MMARS both rely on systemic security controls

- Departments may choose to implement further restrictions implemented through Department policy, not by system security.
- These restrictions must be documented and referenced in the Department's internal control plan.

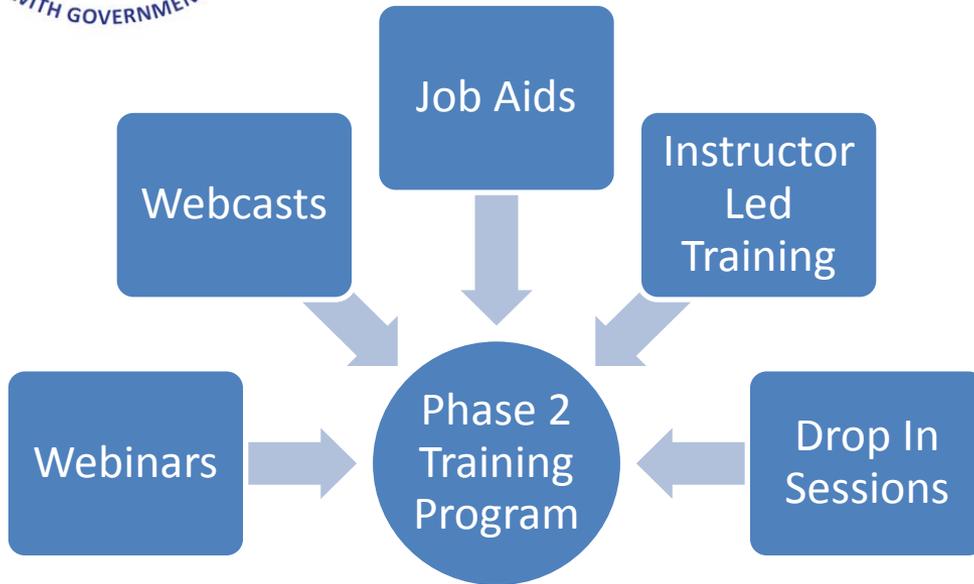
Updating Security Procedures

- OAs and DSOs need to review and coordinate security access.
- Ensure that MMARS users have the appropriate roles and DHS A flags – match those to COMMBUYS approval paths in order to enable uninterrupted business process.

Help Desk Coordination

- Planning underway to coordinate COMMBUYS and CTR Help Desk
 - ✓ Plan for team cross-training to broaden knowledge-base
- Development of triage protocol for Tier 1 and 2 support
- Publication of guidance to all users so that they know where to call/email for help

Training Program



- Training will be offered in Boston and across the Commonwealth
- Updated information available at <http://www.mass.gov/anf/budget-taxes-and-procurement/procurement-info-and-res/osd-training-events-and-outreach/>
- MMARS training is also being updated to reflect COMMBUYS

For Buyers:

- Supplemental training for experienced Purchasers and Org Admins
- New classes and job aids for Accounts Payable roles in COMMBUYS
- Updated training classes and job aids for all COMMBUYS user roles
- Outreach meetings and drop-in sessions for hands-on support
- Additional training on catalog set-up, COMMBUYS searching and other topics

For Vendors

- Training classes, webcasts and job aids on topics including:
 - ✓ How to register in COMMBUYS
 - ✓ Seller Profile Set-Up and UNSPSC Codes
- Option to offer webinars to Departmental contract vendors to review vendor registration process





Contacts



COMMBUYS Readiness

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