

Bulk Purchasing Survey

Summary Report

December 13, 2017



The Regional Capital Assistance Teams conducted a survey to identify potential items and services that are of interest to all LHAs throughout the State of Massachusetts. The survey was administered using SurveyMonkey and the questions were collaboratively drafted by and between the three RCATs and DHCD.

The survey was conducted from August 31, 2017 to November 2, 2017. Invitations were sent to 182 email addresses. The email addresses were obtained from the RCAT Directors email distribution list. Of the 182 invitations, 139/76.37% were opened, 42/23.07% were unopened and 0 bounced. We received a total of 93 responses, 51.09% completed and 30/16.48% partial completions

Survey Results

Cells with the highest priority or score are highlighted.

Question 1. Please check the one that is most important to your Authority and you would prefer to see piloted first. Service Contracts; Service contracts are usually 1 year contracts that allow you to call upon the same contractor as needed. These contracts are advertised and procured with the objective of locking in a guaranteed price for labor and sometimes material. Service contract examples; Electrical Service, Plumbing Services, Vacant Unit Turnovers, Flooring, Fire Alarm Testing, etc. Bulk Purchasing Contracts; Bulk purchasing contracts are usually used to make large quantity purchases that provide economy of scale. These contracts are advertised and procured with the objective of purchasing the most commonly used items at the lowest possible price. Bulk purchasing examples; kitchen appliances, ice-melt, paint, smoke and carbon monoxide detectors, etc.

Service Contracts vs. Bulk Purchasing	Service Contracts	Bulk Purchasing
Central-West Region	76.92%	23.08%
	30	9
Northeast Region	74.29%	25.71%
	26	9
Southeast Region	73.47%	26.53%
	36	13
Total for all three regions	74.79%	25.20%
	92	31

Question 2. Please rate the following Bulk Purchasing contracts in order of importance, 1 being most important 7 being less important.

	1	2	3	4	5	6	7	Total	Score
Appliances									
Central-West Region	20.00%	25.00%	25.00%	15.00%	10.00%	5.00%	0.00%		
	4	5	5	3	2	1	0	20	5.15%
Northeast Region	37.50%	25.00%	0.00%	4.17%	25.00%	8.33%	0.00%		
	9	6	0	1	6	2	0	24	5.21%
Southeast Region	32.35%	17.65%	20.59%	11.76%	8.80%	0.00%	8.82%		
	11	6	7	4	3	0	3	34	5.18%
All Regions	30.76%	21.79%	15.38%	10.25%	14.10%	3.84%	3.84%		
	24	17	12	8	11	3	3	78	5.18%

Question 2 continued

	1	2	3	4	5	6	7	Total	Score
Ice-Melt									
Central-west region	27.78%	22.22%	16.67%	5.56%	5.56%	16.67%	5.56%		
	5	4	3	1	1	3	1	18	4.89%
Northeast region	12.50%	8.33%	16.67%	20.83%	20.83%	12.50%	8.33%		
	3	2	4	5	5	3	2	24	4.00%
Southeast region	21.21%	21.21%	27.00%	9.09%	9.09%	6.06%	6.06%		
	7	7	9	3	3	2	2	33	4.94%
All regions	20.00%	17.33%	21.33%	12.00%	12.00%	10.66%	6.66%		
	15	13	16	9	9	8	5	75	4.61%

Question 2. continued

	1	2	3	4	5	6	7	Total	Score
Paint									
Central-west region	21.05%	21.05%	10.53%	15.79%	5.26%	10.53%	15.79%		
	4	4	2	3	1	2	3	19	4.42%
Northeast region	21.74%	8.70%	21.74%	17.39%	17.39%	8.70%	4.35%		
	5	2	5	4	4	2	1	23	4.57%
Southeast region	21.88%	15.63%	9.38%	21.88%	21.88%	6.25%	3.13%		
	7	5	3	7	7	2	1	32	4.63%
All regions	21.62%	14.86%	13.51%	18.91%	16.21%	8.10%	6.75%		
	16	11	10	14	12	6	5	74	4.54%

Question 2. continued	1	2	3	4	5	6	7	Total	Score
Smoke and carbon monoxide detectors									
Central-west region	20.00%	10.00%	15.00%	25.00%	10.00%	15.00%	5.00%		
	4	2	3	5	2	3	1	20	4.40%
Northeast region	12.50%	16.67%	12.50%	33.00%	0.00%	16.67%	8.33%		
	3	4	3	8	0	4	2	24	4.25%
Southeast region	5.88%	14.71%	14.71%	17.65%	29.41%	8.82%	8.82%		
	2	5	5	6	10	3	3	34	3.88%
All regions	11.53%	14.10%	14.10%	24.35%	15.38%	12.82%	7.69%		
	9	11	11	19	12	10	6	78	4.18%

Question 2. continued	1	2	3	4	5	6	7	Total	Score
Hot water heaters									
Central-west region	9.52%	9.52%	23.81%	14.29%	23.81%	9.25%	9.25%		
	2	2	5	3	5	2	2	21	4.00%
Northeast region	4.17%	16.67%	16.67%	4.17%	16.67%	25.00%	16.67%		
	1	4	4	1	4	6	4	24	3.46%
Southeast region	8.82%	17.65%	11.76%	5.88%	5.88%	38.24%	11.76%		
	3	6	4	2	2	13	4	34	3.56%
All regions	7.59%	15.18%	16.45%	7.59%	13.92%	26.58%	12.65%		
	6	12	13	6	11	21	10	79	3.67%

Question 2. continued	1	2	3	4	5	6	7	Total	Score
Interior door									
Central-west region	5.00%	5.00%	0.00%	10.00%	15.00%	30.00%	35.00%		
	1	1	0	2	3	6	7	20	2.45%
Northeast region	0.00%	0.00%	8.70%	0.00%	21.74%	17.39%	52.17%		
	0	0	2	0	5	4	12	23	1.96%
Southeast region	0.00%	0.00%	3.13%	6.25%	12.50%	28.13%	50.00%		
	0	0	1	2	4	9	16	32	1.84%
All regions	1.33%	1.33%	4.00%	5.33%	16.00%	25.33%	46.66%		
	1	1	3	4	12	19	35	75	2.08%

Question 2 continued	1	2	3	4	5	6	7	Total	Score
Light fixtures and bulbs									
Central-west region	14.29%	9.52%	14.29%	9.52%	23.81%	4.76%	23.81%		
	3	2	3	2	5	1	5	21	3.17%
Northeast region	13.04%	21.74%	26.09%	17.39%	0.00%	8.70%	13.04%		
	3	5	6	4	0	2	3	23	4.52%
Southeast region	14.71%	14.71%	17.65%	26.47%	11.76%	5.88%	8.82%		
	5	5	6	9	4	2	3	34	4.41%
All regions	14.10%	15.38%	19.23%	19.23%	11.53%	6.41%	14.10%		
	11	12	15	15	9	5	11	78	4.03%

Question 3. Please list any additional items that your Authority would be interested in collectively purchasing in bulk.

- Batteries for smoke detectors _____
- Bathroom vanities, sinks and faucets. _____
- Plumbing supplies. _____
- Not interested in bulk purchasing. _____
- Paper goods and trash bags maybe _____

Question 4. Does your Authority have the ability to store bulk items?

Piloting Service Contracts vs. Bulk	YES	NO
Central-West Region	33.33%	66.67%
	9	18
Northeast Region	50.00%	50.50%
	13	13
Southeast Region	56.76%	43.24%
	21	16
Total for all three regions	49.42%	54.02%
	43	47

Question 5. Please rank the following Service contracts 1-6, number 1 being the most important and 6 being the least. The following services were generally identified as some of the most commonly used.

	1	2	3	4	5	6	Total	Score
Fire alarm testing								
Central-west region	34.62%	7.69%	15.38%	11.54%	26.92%	3.85%		
	9	2	4	3	7	1	26	4.00%
Northeast region	15.38%	7.69%	26.92%	15.38%	19.23%	15.38%		
	4	2	7	4	5	4	26	3.38%
Southeast region	27.03%	24.32%	18.92%	13.51%	2.70%	13.51%		
	10	9	7	5	1	5	37	4.19%
All regions	23.00%	14.60%	20.22%	13.48%	14.60%	11.23%		
	23	13	18	12	13	10	89	3.86%

Question 5. Continued

	1	2	3	4	5	6	Total	Score
Electrical services								
Central-West Region	16.00%	40.00%	28.00%	12.00%	0.00%	4.00%		
	4	10	7	3	0	1	25	4.48%
Northeast region	24.00%	4.00%	24.00%	24.00%	8.00%	16.00%		
	6	1	6	6	2	4	25	3.36%
Southeast region	19.44%	25.00%	27.78%	25.00%	2.78%	8.33%		
	7	9	10	6	1	3	36	4.17%
All regions	19.76%	23.25%	26.74%	17.44%	3.48%	9.30%		
	17	20	23	15	3	8	86	4.00%

Question 5. Continued

	1	2	3	4	5	6	Total	Score
Flooring replacement services								
Central-west region	23.08%	7.69%	15.38%	19.23%	23.08%	11.54%		
	6	2	4	5	6	3	26	3.54%
Northeast region	4.00%	32.00%	8.00%	20.00%	24.00%	12.00%		
	1	8	2	5	6	3	25	3.36%
Southeast region	11.11%	16.67%	13.89%	27.78%	25.00%	5.56%		
	4	6	5	10	9	2	36	3.44%
All regions	12.64%	18.39%	12.64%	22.98%	24.13%	9.19%		
	11	16	11	20	21	8	87	3.45%

Question 5. Continued	1	2	3	4	5	6	Total	Score
Plumbing services								
Central-west region	22.22%	29.63%	25.93%	18.52%	0.00%	3.70%		
	6	8	7	5	0	1	27	4.44%
Northeast Region	32.00%	32.00%	12.00%	8.00%	8.00%	8.00%		
	8	8	3	2	2	2	25	4.48%
Southeast Region	37.84%	27.03%	18.92%	8.11%	8.11%	0.00%		
	14	10	7	3	3	0	37	4.78%
All Regions	13.46%	29.21%	19.10%	11.23%	5.61%	3.37%		
	28	26	17	10	5	3	89	4.57%

Question 5. Continued	1	2	3	4	5	6	Total	Score
Vacant unit turnover services								
Central-west region	8.33%	8.33%	4.17%	33.33%	37.50%	8.33%		
	2	2	1	8	9	2	24	2.92%
Northeast region	24.00%	12.00%	12.00%	16.00%	20.00%	16.00%		
	6	3	3	4	5	4	25	3.56%
Southeast region	5.41%	5.41%	10.81%	16.22%	43.24%	18.92%		
	2	2	4	6	16	7	37	2.57%
All regions	11.62%	8.13%	9.30%	20.93%	34.88%	15.11%		
	10	7	8	18	30	13	86	3.02%

Question 5. Continued	1	2	3	4	5	6	Total	Score
Lawn care services								
Central-west region	0.00%	0.00%	12.50%	12.50%	8.33%	66.67%		
	0	0	3	3	2	16	24	1.71%
Northeast region	4.00%	12.00%	16.00%	16.00%	20.00%	32.00%		
	1	3	4	4	5	8	25	2.68%
Southeast region	0.00%	0.00%	10.81%	16.22%	18.92%	54.05%		
	0	0	4	6	7	20	37	1.84%
All regions	1.16%	3.48%	12.79%	15.11%	16.27%	51.16%		
	1	3	11	13	14	44	86	2.08%

Question 6. Please list any additional services that your Authority would be interested in obtaining a service contract for.

1. Pest control. _____
2. Snow removal. _____
3. Emergency time response. _____
4. Trash disposal. _____
5. Elevator service. _____
6. Central monitoring of fire alarms. _____
7. Tree trimming and removal. _____
8. VCT flooring strip-wax-buff. _____
9. Community building & common area cleaning. _____

Question 7. How much does your Authority spend on each of the following items in a given year?

Flooring replacement services	None	< \$10,000	> \$10,000	> \$50,000	> \$100,000	Total	Weighted average
Central-west region	3.85%	57.69%	38.46%	0.00%	0.00%		1.96%
	1	15	10	0	0	26	
Northeast region	11.54%	42.31%	42.13%	3.85%	0.00%		1.92%
	3	11	11	1	0	26	
Southeast region	10.53%	52.63%	36.84%	0.00%	0.00%		1.89%
	4	20	14	0	0	38	
All regions	8.88%	51.11%	38.88%	1.10%	0.00%	0.00%	1.92%
	8	46	35	1	0	90	

Question 7. Continued

Fire alarm testing and repair service	None	< \$10,000	> \$10,000	> \$50,000	> \$100,000	Total	Weighted average
Central-west region	3.85%	80.77%	15.38%	0.00%	0.00%		1.96%
	1	21	4	0	0	26	
Northeast Region	0.00%	88.89%	11.11%	0.00%	0.00%		2.00%
	0	24	3	0	0	27	
Southeast Region	0.00%	92.11%	7.89%	0.00%	0.00%		2.00%
	0	35	3	0	0	38	
All regions	1.00%	87.91%	10.98%	0.00%	0.00%		1.99%
	1	80	10	0	0	91	

Question 7. Continued

Vacant unit turnover services	None	< \$10,000	> \$10,000	> \$50,000	> \$100,000	Total	Weighted average
Central-west region	50.00%	26.92%	23.08%	0.00%	0.00%		1.50%
	13	7	6	0	0	26	
Northeast region	37.04%	25.93%	29.63%	7.41%	0.00%		1.70%
	10	7	8	2	0	27	
Southeast region	34.21%	34.21%	26.32%	5.26%	0.00%		1.71%
	13	13	10	2	0	38	
All regions	39.56%	29.67%	26.37%	4.39%	0.00%		1.64%
	36	27	24	4	0	91	

Question 7. Continued

Electrical services	None	< \$10,000	> \$10,000	> \$50,000	> \$100,000	Total	Weighted average
Central-West Region	0.00%	80.77%	19.23%	0.00%	0.00%		2.00%
	0	21	5	0	0	26	
Northeast region	3.70%	55.56%	40.74%	0.00%	0.00%		1.96%
	1	15	11	0	0	27	
Southeast region	2.63%	76.32%	21.05%	0.00%	0.00%		1.96%
	1	29	8	0	0	38	
All regions	2.19%	71.42%	26.37%	0.00%	0.00%		1.97%
	2	65	24	0	0	91	

Question 7. Continued

Plumbing and heating services	None	< \$10,000	> \$10,000	> \$50,000	> \$100,000	Total	Weighted average
Central-West Region	0.00%	69.23%	30.77%	0.00%	0.00%		2.00%
	0	18	8	0	0	26	
Northeast Region	3.70%	44.44%	48.15%	3.70%	0.00%		2.00%
	1	12	13	1	0	27	
Southeast region	5.26%	50.00%	44.74%	0.00%	0.00%		1.95%
	2	19	17	0	0	38	
All regions	3.29%	53.84%	41.75%	1.09%	0.00%		1.98%
	3	49	38	1	0	91	

Question 7. Continued

Elevator services	None	< \$10,000	> \$10,000	> \$50,000	> \$100,000	Total	Weighted average
Central-west region	68.00%	20.00%	12.00%	0.00%	0.00%		1.32%
	17	5	3	0	0	25	
Northeast region	55.56%	33.33%	7.41%	3.70%	0.00%		1.48%
	15	9	2	1	0	27	
Southeast region	59.46%	35.14%	5.41%	0.00%	0.00%		1.41%
	22	13	2	0	0	37	
All regions	60.67%	30.33%	7.86%	1.12%	0.00%		1.40%
	54	27	7	1	0	89	

Question 7. Continued

Ice-melt	None	< \$10,000	> \$10,000	> \$50,000	> \$100,000	Total	Weighted average
Central-west region	11.54%	84.62%	3.85%	0.00%	0.00%		1.88%
	3	22	1	0	0	26	
Northeast region	7.41%	88.89%	3.70%	0.00%	0.00%		1.93%
	2	24	1	0	0	27	
Southeast region	7.89%	92.11%	0.00%	0.00%	0.00%		1.92%
	3	35	0	0	0	38	
All regions	8.00%	81.00%	2.00%	0.00%	0.00%	91.00%	1.91%

Question 7. Continued

Paint	None	< \$10,000	> \$10,000	> \$50,000	> \$100,000	Total	Weighted average
Central-west region	7.69%	88.46%	3.85%	0.00%	0.00%		1.92%
	2	23	1	0	0	26	
Northeast Region	0.00%	96.15%	3.85%	0.00%	0.00%		2.00%
	0	25	1	0	0	26	
Southeast Region	0.00%	94.74%	5.26%	0.00%	0.00%		2.00%
	0	36	2	0	0	38	
All regions	2.22%	93.33%	4.44%	0.00%	0.00%		1.97%
	2	84	4	0	0	90	

Question 7. Continued

Appliances	None	< \$10,000	> \$10,000	> \$50,000	> \$100,000	Total	Weighted average
Central-West Region	0.00%	80.00%	20.00%	0.00%	0.00%		2.00%
	0	20	5	0	0	25	
Northeast Region	0.00%	77.78%	22.22%	0.00%	0.00%		2.00%
	0	21	6	0	0	27	
Southeast Region	0.00%	86.84%	13.16%	0.00%	0.00%		2.00%
	0	33	5	0	0	38	
All Regions	0.00%	82.22%	17.77%	0.00%	0.00%		2.00%
	0	74	16	0	0	90	

Question 7. Continued

Snow removal	None	< \$10,000	> \$10,000	> \$50,000	> \$100,000	Total	Weighted average
Central-west region	24.00%	52.00%	24.00%	0.00%	0.00%		1.76%
	6	13	6	0	0	25	
Northeast region	48.15%	33.33%	18.52%	0.00%	0.00%		1.52%
	13	9	5	0	0	27	
Southeast region	55.26%	36.84%	7.89%	0.00%	0.00%		1.45%
	21	14	3	0	0	38	
All Regions	44.44%	40.00%	15.55%	0.00%	0.00%	0.00%	1.58%
	40	36	14	0	0	90	

Question 7. Continued

Septic system pumping	None	< \$10,000	> \$10,000	> \$50,000	> \$100,000	Total	Weighted average
Central-west region	65.38%	26.92%	7.69%	0.00%	0.00%		1.35%
	17	7	2	0	0	0	
Northeast region	44.44%	48.15%	7.41%	0.00%	0.00%		1.56%
	12	13	2	0	0	27	
Southeast region	35.14%	59.46%	5.41%	0.00%	0.00%		1.65%
	13	22	2	0	0	37	
All Regions	46.66%	46.66%	6.66%	0.00%	0.00%		1.52%
	42	42	6	0	0	90	

Question 8. Does your Authority currently use any of the State-wide contracts offered on Commbuy's through O.S.D.?

	YES	NO
Central-West Region	15.38%	84.62%
	4	22
Northeast Region	37.04%	62.96%
	10	17
Southeast Region	31.58%	68.41%
	12	26
Total for all three regions	25.74%	74.25%
	26	75

Question 9. Would your Authority participate in using contracts if procured and offered by the RCAT program?

	YES	NO	Not Sure
Central-West Region	55.56%	3.70%	40.74
	15	1	11
Northeast Region	75.00%	0.00%	25
	21	0	7
Southeast Region	73.68%	0.00%	26.32
	28	0	10
Total for all three regions	68.81%	1.07%	19.35
	64	1	18

Question 10. Would your Authority have interest in participating in a grouping of multiple small modernization projects? Grouping small projects together with neighboring PHAs to develop economies of scale. These projects would have the same scope of work, bid together and would be completed by one contractor over a period of time.?

	YES	NO
Central-West Region	88.89%	11.11%
	24	3
Northeast Region	80.00%	20.00%
	20	5
Southeast Region	81.58%	18.42%
	31	7
Total for all three regions	83.33%	16.66%
	75	15

Please provide any additional suggestion, comments or information on how a bulk purchasing and/or a procurement program would best help your Authority.

1. I LOVE RCAT!!!
2. Currently order ice-melt through Plymouth County; works well for us
3. Additional bulk purchasing i.e.: cleaning supplies, paper towels, toilet paper. Possibly vehicle gas & heating oil - we partner with the town on these procurements but other LHA's may not.