

An Update from the President's Office Admin & Finance Division

UMass Boston F&A Meeting
November 18, 2025



University of Massachusetts

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Agenda

- **Holiday Office Hours**
- **Jaggaer / BuyWays Enhancements**
- **Questions**



Update: Office Hours and the Holiday Season

UPST Office Hours

- **When:** Weekly on Tuesdays from 11 AM – 12 PM
- **Registration:** [Register for one or all available](#)
- **Holiday Schedule:** - No Office Hours Scheduled:
 - 12/23/2025
 - 12/30/2025

Concur Office Hours

- **When:** Weekly on Mondays from 3pm to 4pm
- **Registration:** [Drop-In](#)
- **Holiday Schedule:** No Office Hours Scheduled:
 - 12/22/2025
 - 12/29/2025

Reach Out

- A&FSupport@umassp.edu
- Call 774-545-8778
- Submit [Support Request Assistance Form](#)
- Visit [website](#) for resources and/or ask our Chatbot Buddy

Jaggaer / BuyWays Enhancements

Administration and Finance | UMass President's Office



BuyWays (Jaggaer) Updates and Enhancements

Improved end-user experience and data collection for compliance purposes are driving these updates.

Launched

- Monday, November 17, 2025

Support Resources

- [Jaggaer 25.3 Change Highlights](#)
- [September Coffee Hour Recording](#)
- [UPST Office Hours: Every Tuesday from 11 AM – 12 PM](#)
- Email A&FSupport@umassp.edu or call 774-545-8778

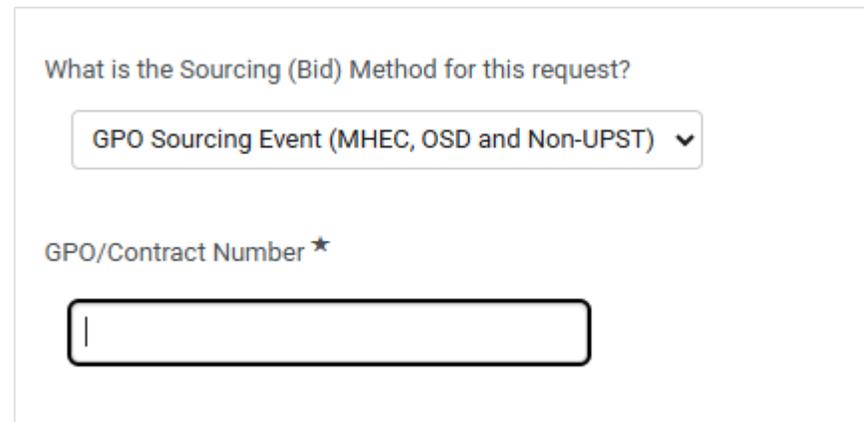
Update Highlights

- The BuyWays solution provider, Jaggaer, along with UPST, has released updates to the BuyWays platform.
- The updates aim to optimize the end user experience while enhancing data collection for compliance and reporting purposes.
- After assessing any potential impact on the UMass system, we found that there will be **minimal effect on your daily use of BuyWays.**

Contract Request Form Change #1

Contract Details Section: Request Information

- New Dropbox option available for contracts over \$50K – “What is the Sourcing (Bid) Method for this request?”
- The dropdown options now include “**GPO Sourcing Event (MHEC, OSD, and Non-UPST).**”
- Selecting this option will require you to provide the **GPO/Contract Number.**



What is the Sourcing (Bid) Method for this request?

GPO Sourcing Event (MHEC, OSD and Non-UPST) ▼

GPO/Contract Number *

Contract Request Form Change #2

Contract Details Section: Request Information

- New Checkbox Available “Have the documents, associated with this request, been reviewed by any of the following groups?”
- The checkbox item is “**UPST Sourcing**” as an option. By selecting you will need to attach the approved emails.

Have the documents, associated with this request, been reviewed by any of the following groups? 

- Office of the General Counsel (OGC) Office of Management (OOM) - (UMass Chan Only) Information Security (InfoSec) UPST Sourcing
 No prior review

Contract Request Form Change #3

Risk Questionnaire Section: Request Information

- New Question: "Does the product use or market features like AI, machine learning, natural language processing, computer vision, or predictive analytics?"
- If "Yes" is selected, complete and attach the [HECVAT form](#) before proceeding.
- Your campus IT security team will review and approve the completed forms as part of the contract process.

▼ AI & Machine Learning

Does the product use or is marketed as using features like AI, machine learning, natural language processing, computer vision, or predictive analytics? *

Yes No

Products that use AI and or Machine Learning require additional review prior to execution or purchase. To facilitate the review the University requires the supplier to provide a HECVAT. HECVAT stands for Higher Education Community Vendor Assessment Toolkit. The HECVAT is a framework developed by the higher education community to help institutions evaluate the security risks associated with third-party software and service providers. A link to the HECVAT can be found here: <https://www.educause.edu/higher-education-community-vendor-assessment-toolkit> A completed HECVAT must be uploaded in the Attachments section of the request

Please confirm a completed HECVAT has been uploaded

Recording: [Managing AI-related Risks through the Procurement Process](#) (Starts at 25:28, from September 18, 2025 session)

Upcoming Jaggaer Maintenance Notification

BuyWays provider, Jaggaer, has published dates for an upcoming maintenance.

January 2026 - Jaggaer Maintenance

Timing: Friday, January 16 @ 7:00 pm EST until Monday, January 19 @ 11:00 pm EST

Type: Additional maintenance to ensure performance and reliability in addition to scheduled releases

- Updates are scheduled after hours; you will experience downtime with BuyWays over the course of the dates below.
- UPST will continue to work with Jaggaer to review, plan, and address any potential impact on the UMass system.
- Information regarding changes, transitions, or downtime will be communicated via email and on the [UPST website](#), if necessary.

We're Here to Help!



Email A&FSupport@umassp.edu



Call 774-545-8778



Attend Office Hours for [UPST](#) and [Concur](#)



[Support Request Assistance Form](#)



Visit: <https://www.umassp.edu/access>



Ask our [Chatbot Buddy](#)

Questions

