

## **Supply Room Mandatory Contract**

### **Frequently Asked Questions**

**Updated February 23, 2015**

#### **Why are we doing this?**

The university must seek out methods to save funds and/or increase efficiencies. The university administration (included all division VPs) agreed the substantial discounts being offered through the use of this contract's Best Value List was an important cost saving vehicle for the university. The volume purchases allow for much deeper discounts. The university projects, based on past years purchases of office supplies, that we should save approximately \$100,000 per year. This assumes that everyone commits to following the guidance in their usage of this contract. In addition, other universities like UVA, Radford, and Mary Washington are also using this same contract, so moving forward as our combined volume increases JMU should receive additional savings.

The strategic decision to move to only one vendor also allows for increased efficiencies across campus and allows for significant improvement in data analysis and reporting.

#### **What is the benefit to me and my department?**

You will receive substantial savings on university wide commonly purchased office supplies. There is no more guess work for where you purchase office supplies. You no longer need to keep multiple office supply catalogs on hand. You no longer need to distribute office supply orders between vendors (some campus buyers were doing this to be fair to all). Supply Room is a certified Small, Woman-Owned business so purchases help the university to meet state required SWaM goals. Resource time required for processing reimbursement requests for office supply items should decrease substantially. There are no delivery fees or minimum order charges. Supply Room will deliver directly to the department, not just to a receiving dock and will take heavier items directly to the location of your choice. Supply Room offers price match with other "like" office supply companies (Staples, Office Max, Guy Brown, B-K Office, etc.) so you should never pay more for a *comparable* item.

#### **When does this start?**

March 1, 2015

#### **Is it possible this won't happen?**

No, a binding contract has been signed. Although there have been issues with the catalog and pricing models within the catalog we are continuing to work through those issues and expect no/minimal further delays.

#### **Have you communicated with the vendor I previously used?**

There has been no formal communication with any group of vendors. When establishing the use of any contract there is normally no notification to other vendors. However, we do realize this is a bit of a unique situation and Procurement Services does not want you to have to explain to a vendor the new contract. Our recommendation is just to inform any vendor that asks that the university has signed a

mandatory office supply contract and then refer them to Procurement Services for additional information. We will be happy to handle all their questions, concerns, or frustrations.

**What types of items are office supplies?**

A brief list of common items considered to be office supplies includes, but is not completely limited to: Glue sticks, multi-purpose spray adhesives, rulers, batteries, binders, dry erase boards and supplies, office tacks, calculators, calendars, clips/paper fasteners, writing instruments, blank CD/DVD, surge protectors, correction tape, desk accessories, desk sorters/trays, easels/pads, blank/inter-office envelopes, files/folders, filing accessories, blank labels, office scissors, common chalk, sheet protectors, staplers, scissors, tape, hole punchers, message books, and post-it notes.

**Will every item through Supply Room be deeply discounted?**

No, JMU and Supply Room completed a best effort data analysis of previous office supply purchases and formulated a list of 2,000 items that were either heavily purchased in quantity or were high dollar purchases. Those 2,000 items are the items being offered at the deepest discounts and will be reflected with a “C” within the Supply Room catalog. Other items will receive a minimum of a 22% discount and are available for price match (comparable items with a like office supply provider).

Unfortunately, items that were previously purchased through companies as “confirming orders” or “point of sale” and did not supply detailed information of the item were not able to be included in the analysis. However, as everyone does use the Supply Room for all of their office supply purchases we will be able to do better analysis of the spending habits and make sure the deepest discounts are appropriately applied to the items that will offer the university the most savings. The great thing about this contract is that it does allow us to adjust the 2,000 items receiving the most discount as our spending trends change.

You may only receive a 22% discount on an item we buy once or twice a year, but will receive much deeper discounts on those items that we (as a university) purchase more often. The biggest savings will come from finding and purchasing the items marked with a “C” in the catalog. Making some adjustments to the brand may be needed to receive the biggest savings.

**What if a member of my department purchases office supplies and then wants a reimbursement?**

Unless in an extraordinary circumstance (ie. The individual is out of the state/country and needs an item for their work) they should be bringing all requests for office supplies to the individual that handles purchasing for the department. That person should then order the supplies through Supply Room. We do not plan to reimburse individuals that make unauthorized purchases through other sources.

**What if a member of my department wants a specific item and Supply Room can't get the exact thing?**

If the Supply Room offers a comparable product we must purchase that product through the Supply Room. JMU faculty/staff need to be flexible in their requirements for office supplies. The Supply Room will work to get the same item or an item that is comparable. Items within the Best Value List will have the best pricing. Items not in the Best Value List will be offered at a minimum of a 22% discount. The Best Value List items can be adjusted from year to year to adapt to changes in spending habits. Purchasing all items through the Supply Room allow us to appropriately monitor and make decisions on which items we need to ensure the deepest discounts.

**What if my faculty or member of my department is out of state/country on JMU business and needs an office supply related item while on the trip?**

This is a special circumstance and they are able to purchase items while out of town as either point of sale (if they have their own SPCC) or for reimbursement. You must document you file with comprehensive notes on the situation, a copy of the receipt (which should have a location on it).

**What are valid exceptions and how to I document them?**

Supply Room does not offer the item or a comparable; document with response from Supply Room.

Department member is out of state/country and needs something; document with information that shows the location and any additional reasoning why the purchase could not have occurred here through Supply Room.

**Supply Room sells furniture, can I now buy furniture through the Supply Room?**

No, Virginia Correctional Enterprise (VCE) is the Mandatory Source for all furniture related items. This contract while Mandatory as well does not override the requirement set in place by the Commonwealth of Virginia to make all furniture purchases through VCE. However, if VCE provides a release for a specific item because they do not carry it, but Supply Room does carry it, we could attempt to source through the Supply Room (furniture will not be as deeply though because no furniture has been included in our Best Value List).

**What if I use items like batteries in a lab and code them as lab supplies are they still considered office supplies?**

Yes, regardless of how you choose to code the item for accounting purposes or where you will actually utilize the product it is still considered an “office supply” and must be purchased through this contract.

**Is every type of battery considered an office supply?**

No, when we refer to batteries as an office supply we are referring to the normal sized batteries of A, AA, AAA, 9 Volt, C and D. Specialty button batteries, power equipment batteries, and computer batteries are not considered office supplies.

**Is computer peripheral equipment considered office supplies?**

No, printers, computer cords, computer batteries, monitors, and the like are not considered office supplies. You can order these items through Supply Room as available, but you can also order them from other eVA registered, SWaM and/or contract vendors (Daly Computers, CDWG, Dell).

**Do I have to purchase break room supplies through Supply Room?**

No, paper towels, facial tissues, coffee and other break room supplies are not considered office supplies. You can order these items through Supply Room as available, but you can also order them from other eVA registered, SWaM and/or contract vendors as well as point of sale locally. ***Please Note: these items are not typically allowed to be purchased with state funds.*** You must ensure you are following the requirements of the Financial Procedures Manual. Please confirm that any break room supply purchase is acceptable through advance communication with Accounts Payable.

**Supply Room is licensed to sell promotional supplies and I required to purchase promotional supplies through them?**

No, the university already has nine established promotional supply contracts. Promotional Supplies are not considered “office supplies” and therefore will not be mandated to be purchased from Supply Room. We encourage the use of the negotiated/established promotional term contracts. However, if because you are purchasing other items through Supply Room and you would like to compare their prices with our promotional term contract vendors, that is fine. If pricing is better through Supply Room, you may order from them. They are CLC licensed and can print our logo for non-resale purposes.

**I usually buy copy paper through the copy center, can I still do that?**

Yes, please continue or start to buy your copy paper through the Copy Center. The Copy Center actually has a separate agreement with Supply Room (so it does still come from them) for paper and can get even deeper discounts than you can purchase through Supply Room directly. The Copy Center will handle all the ordering for you. In addition when you order through the Copy Center you don’t have to worry about entering the order in eVA or reconciling your SPCC transaction, because they will just bill your department directly. Anytime you can purchase through the Copy Center you are strongly encouraged to do so. They offer a variety of printing services, now including printed envelopes, letterhead, and business cards.

**I sometimes buy items through the bookstore on my Duke card, can I still do that?**

Yes, you can continue to buy items through the Bookstore. If the item is an unprinted office supply item we would encourage you to purchase that item through Supply Room; however, any printed/specialty item is fine and they, along with the Copy Center or Storeroom would be the only sources we would encourage you to use for those “need it right now” situations.

**I get items like batteries through the JMU Storeroom, can I still do that?**

Yes, the JMU Storeroom will be purchasing all of their stocked office supply items through Supply Room.

**I know you don’t want office supplies being purchased point of sale (as we must go through Supply Room), but can I buy non-office supply related items point of sale?**

Yes, if the item is not an office supply item you can still do point of sale purchases as usual. Examples:

- 1) I purchase for a grant that needs toys for young children. Yes, you can purchase point of sale.
- 2) I purchase specialty art supplies from places like Larkin Arts. Yes, you can purchase point of sale.
- 3) I purchase various food items for feeding live animals, performing experiments, or for dietary coursework. Yes, you can purchase point of sale.

**What if Supply Room really doesn’t have what I need and they don’t have any comparable item?**

If it is an office supply item, you should contact Supply Room and ask them if they can provide the specific or a closely comparable item. If they respond that they cannot provide the item or a comparable, please document your file and then you may purchase from another appropriate source.

**What if it is an item that Supply Room carries, but I wouldn’t normally code it 131200/131300?**

Regardless of how you code it, you still have to purchase through Supply Room if it is normally considered an office supply (see list above for examples).

**Where should I buy Dell toner cartridges?**

Dell brand toner cartridges can continue to be purchased through Dell. Other items you can find within the Dell punch-out can also continue to be purchased directly through Dell.

**Where should I buy other printer toner cartridges?**

Other toner cartridges should be purchased through Supply Room, if they can supply the type compatible to the printer (HP, etc.). If Supply Room does not carry it then you should consider other eVA registered and SWaM or contracted vendors for your purchase. Daly Computers, CDWG, and others.

**If I get toner through the vendor I am leasing equipment from, do I now have to buy from Supply Room?**

No, if you have a leased printer/copier and toner and other supplies are included within your lease for “free” you should continue to get the toner through that source.

**Are there delivery fees?**

No, Supply Room charges no delivery fee.

**When can I expect delivery?**

Supply Room makes every attempt to stock common items in their warehouse. If you have your order placed by 5 p.m. you should receive delivery the next business day. Special order items will have a longer delivery period, depending on when the manufacturer can get the items to Supply Room.

**What if I or members of my department don't comply?**

Procurement Services in coordination with AP will be reviewing purchases and identifying potential non-compliance. Initially, Procurement Services will work with the individual on record for making the purchase (eVA end user, SPCC card holder, etc.) in attempt to understand if there were extraordinary circumstances that validate the purchase or to make sure the individual understands the non-compliance. Repeat offenders for actual non-compliance will then be escalated within the department. Ultimately, campus departments and individuals in those departments only have authority to make small dollar purchases because Procurement Services has authorized that delegation. Should a department have any continued non-compliance with purchasing rules, that department risks losing their delegation entirely and would not be able to make any purchase on their own until such time as Procurement would chose to return the delegation. It is very important for any department that enjoys the flexibility of being able to process their own small dollar purchases to follow all Procurement Services policies, including the use of Mandatory Sources.