



Procurement Policy Council

Meeting
July 29, 2009

1. Comptroller and Budget Information – Corey McCue and Jeff Mandel
2. BMWBO – Beth Nonemaker
3. Materials Updates – Walt Quade
4. Services Updates – Roxana Dietz
5. Supplier Presentation – Grainger - Andy Darpino
6. Other Procurement Updates – Cheryl Kleeman
7. Policy Updates – Cheryl Kleeman
8. Procurement Review – Paul Wolf
9. Supplier Outreach –Marge Lorigan
10. IT ITQ Agency References – Chuck Anderson
11. Training – Jeff Mandel

Appendices:

QA Procurement Review Schedule

Procurement Handbook, Part I, Chapter 7

SLAs

BOP Savings FY 08/09

Comptroller PO Review Checklists

- Provides general guidelines and requirements for PO review
- Structured to mirror the tabs in SRM/SAP

SRM Contract Audit Checklist					
Contract Number: _____					
HEADER DATA					
Basic Data					
Transaction Type _____					
Valid Dates _____ (from) _____ (to)					
Target Value _____					
Are the payment terms other than Net 30? (if yes, non-standard terms & conditions box should be checked)			Yes	No	N/A
Is the non-standard terms & conditions box checked?					
Display Changed Documents					
Is this a new contract?			Yes	No	N/A
Is this a changed contract?					
Documents					
Text Overview		Review all notes and text.			
Header Text					
Is this contract for a commodity?			Yes	No	N/A
Is this contract for a service?					
Does text adequately describe purchase?					
If a service, is service period stated?					
Overview of Attachments					
Is all supporting documentation attached?			Yes	No	N/A
If over \$10,000, is CRP attached?					
If over \$50,000 is STD-168 MBE/WBE signed & attached?					
Review contract for:					
Contractor's FID or SS number shown?			Yes	No	N/A
The effective date is NOT entered?					
Contains specific payment terms?					
Required clauses (DGS Handbook Ch. 43):					
Termination clause			Yes	No	N/A
Non-Discrimination/Sexual Harassment clause					
Integrity clause (MD 215.8)					
Offset provision					
Contractor Responsibility clause					
ADA clause (MD 215.12)					
Post Consumer Re-Cycle clause					
MBE/WBE/EZSB clause (maintain commitments/report utilization)					
Motor Vehicle Procurement Act (for vehicle leases only)					
Overview of Attachments (continued)					
Recommended clauses:					
Order of Precedence clause			Yes	No	N/A
Hold Harmless clause					
Records Retention clause					
Audit clause					
Integration clause					
Extension of contract					
ACH Payment					

Community of Practice (CoP) Project Approval Process

- Executive Order 2004-8 requires agencies to receive approval from the Office of Administration/Office for Information Technology (OA/OIT) prior to the issuance of IT procurement documents and/or requests.
- OA/OIT will review all procurements in excess of \$100,000 and will review all procurements, regardless of cost, when the procurement is of a product other than a named standard when a named standard exists.
- OA/OIT will also review all IT policy waiver requests.
- Any approvals/waivers in accordance with the Information Technology Bulletins (ITB's) must be attached to the Purchase Order.

Of special note:

- If an amendment takes a procurement over \$100,000, the amendment requires OA/OIT approval.
 - Once the \$100,000 threshold is reached, OA/OIT approval is required for ANY & ALL subsequent amendments.
- Procurements in excess of \$5 million require the approval of **Brenda Orth**, borth@state.pa.us

- Policy Questions can be directed to **Chad Firestone**,
chfireston@state.pa.us
- Specific Procurement Questions can be directed to:
Brian Ostella – Environment/Public Safety,
bostella@state.pa.us
- **Jim Antle** – General Government Operations,
jantle@state.pa.us
- **Rebecca Young** – Health & Human Services,
rebyoung@state.pa.us

The new online “Vendor Invoice Inquiry” is available by visiting the Office of the Budget home page at www.budget.state.pa.us

On the left hand side of the page, vendors should choose “Vendor Services” and then click on the link for “Vendor Invoice Inquiry”

Vendors will need to provide the following information:

- **Invoice Number – Enter the company’s invoice number as printed on the invoice**
- **Invoice Date – Enter the date of the invoice as printed on the invoice in the format MM/DD/YYYY**
- **Invoice Amount – Enter the amount of the invoice in dollars and cents**
- **SAP Vendor Number (optional) – Enter your six digit commonwealth-issued vendor number, if desired**

Vendor Invoice Inquiry input screen:

Vendor Invoice Inquiry

Invoice Number: *

Invoice Date: *

Invoice Amount: *

Vendor Number:

XpedX is searching for invoice # 9010479820:

Vendor Invoice Inquiry - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print Refresh

Address https://www.myworkplace.state.pa.us:448/sap/bc/webdynpro/sap/zf_wd_vend_inv_inq Go Links >>

Vendor Invoice Inquiry

Invoice Number: *

Invoice Date: *

Invoice Amount: *

Vendor Number:

Done Trusted sites

Result: Paid by Treasury: Check Number/PayDate

Vendor Invoice Inquiry - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address https://www.myworkplace.state.pa.us:448/sap/bc/webdynpro/sap/zf_wd_vend_inv_inq Go Links

Invoice Status

Invoice Number: 9010479820

Invoice Date: 06/04/2009

Invoice Amount: 1,605.00

Vendor Number: 102381

Vendor Name: INTERNATIONAL PAPER CO

Invoice Status: Paid by Treasury : Check#: 14554776 Bank: 57 Warrant#: 00000000203906 PayDate 07/21/2009

[Back](#)

Done Trusted sites

- After you have entered the required information listed above, select the Submit button. You will receive one of the following responses:
- **Invoice Received** - This means that your invoice has been received by the commonwealth and is ready for processing.
- **In Process** - This means that your invoice has been received by the commonwealth and is currently being reviewed for payment. This step must occur before the invoice is approved for payment.
- **Cleared for Payment** - This means that your invoice has been approved by the Office of the Budget and has been presented for payment. If your invoice remains in this status for more than two weeks, please see below under IF YOU STILL NEED HELP.
- **Paid by Treasury** - This means that your invoice has been paid. Specific payment details will be included such as payment date and payment method (check or Automated Clearing House).
- **The search criteria you entered did not result in any records found. Please email the Payable Services Call Center at RA-PSCPaymentInquire@state.pa.us with your invoice search requirements and your contact information for additional assistance.** – You may receive this response for any number of reasons. Your invoice may not have been received by the commonwealth; you may have entered incorrect data in a required field of the Vendor Invoice Inquiry report; your invoice amount may have been adjusted due to a billing error; or there may be another issue with your invoice that is preventing us from processing. If you receive this message, please re-examine the data you entered and try your search again. If you receive this message a second time, please e-mail the Payable Services Call Center with the search criteria you entered.

- **IF YOU STILL NEED HELP**

- If you have questions about our new invoice submission requirements, please take a moment to visit our **Procurement Vendor Information** page, or **Non-Procurement Vendor Information** page.
- For any questions that cannot be answered by using the new Vendor Invoice Inquiry service or visiting other sections of our Web site, please call our Payable Services Call Center . Our staff can assist you with a broad range of issues, such as obtaining and completing your W-9 form, stepping through the SRM registration process, and enrolling in our program to receive payments electronically.
- The call center is open from 8:00 a.m. to 4:30 p.m. weekdays (with the exception of state holidays):
 - Toll-free 877-HELP-363 (877-435-7363)
 - Local 717-346-2676
- You may also receive assistance via e-mail at:
 - **RA-PSCPaymentInquire@state.pa.us** - Use this e-mail address for payment inquiries that cannot be addressed through the Vendor Invoice Inquiry service.
 - **RA-PSC_Supplier_Requests@state.pa.us** - Use this e-mail address for requests related to W-9 forms, 1099 forms and other non-payment-related questions.

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF THE GOVERNOR
HARRISBURG



- Governor's letter regarding budget impasse sent to procurement suppliers on July 8
 - Government and businesses alike suffering debilitating effects of worst economic downturn since Great Depression
 - Commonwealth reliable customer for thousands of suppliers
 - Aware suppliers depend on Commonwealth's ability to pay, Commonwealth relies on suppliers providing goods and services
 - Requesting suppliers continue working with Commonwealth during budget deliberations
 - Commonwealth intends to make good on outstanding payments upon passing of budget
 - Good business relationship, based on mutual understanding and support; Commonwealth counting on suppliers continued cooperation and patience during budget impasse
 - Letter distributed via e-mail to procurement suppliers with payment activity during January 09 – June 09
 - Letter also posted on DGS website & Supplier Portal

Contracts

Agencies should be advised that while contracts can be entered into based upon contingent commitments, contracts should NOT be entered into unless:

- 1) The agency is very confident that monies must be appropriated for the supply, service or construction;
- 2) There can be no delay in entering into the contract since the agency has an immediate or ongoing need for the supply, service or construction; and
- 3) The agency understands that it may not be able to terminate the contract for non-appropriation (since we are currently in the new fiscal year) and, if termination is pursued, there could be substantial damages/costs which would be paid. As a general rule, agencies should delay entering into new contracts.

New PO's:

Any PO's processed against the FY 09/10 are considered to be contingently committed until the budget is passed. Comptroller Office indicates they will process FY 09/10 PO's. EPO's will not be treated any differently from a payment processing perspective.

Payment Schedule after Impasse:

- Processing and will continue to the point of creating the payment request file for Treasury.
- SAP has a mass unblock transaction that will enable unblocking all the invoices in the impasse block status at once.
- The only delay will be the time GBO requires to get the Expenditure Symbol Notification letters prepared for the 09-10FY appropriations and the time Treasury needs to load them to their system. The GBO-Treasury work could take 2-3 days after impasse lifted.

Travel Expense Reimbursement:

- Agencies should continue to submit travel reimbursements. Treasury will continue to pay for expenses incurred last fiscal year.
 - Continue to enter expense reimbursement for this fiscal year.

Initial Contract Compliance Data Form



The STD-21 must be sent:

- Non-construction and Local Education Agency contracts \$50,000 +
- Construction contracts and grants \$100,000 +
- (DGS does Statewide & Invitation To Qualify vendors)

Preliminary Input if award of \$ is above threshold:

- Stand-alone Purchase Orders
- Competitive Sealed Bid
- Request for Proposal RFP
- Sole Source
- Grants & Local Ed Agency
- Intergovernmental Agreements
- Competitive Selection for Certain Services



Initiate STD-21 on contracts over \$50,000 for:

- Accountants
- Clergy
- Physicians
- Lawyers
- Dentists and
- Other Professionals

Do Initiate It

- Stand-alone PO
- Invitation For Bid PO
- Sole Source (agency)
- Emergency PO
- RFP awarded (agency)
- Grant Awarded
- Selected Services
- Construction &/or GESA (agency awarded)
- MOU award
- Intergovernmental Agreement under Act 57

Don't Initiate It

- Invitation For Bid (before PO)
- PO w contract reference
- PO against a contract
- Sole Source (DGS)
- RFP (DGS)
- Grant Received
- Statewide Contract (DGS)
- Construction/GESA (DGS)
- Invitation to Qualify (DGS)
- If DGS did contract for agency

Contract Number	Name of Contract	Type of Solicitation	Estimated Ann. Dollar Values	Contract End Date	Renewals Remaining	Number of Contracts	Agency	Commodity Specialist
6810-03	Calcium Chloride	IFB	\$1,000,000	6-2010	0	10	DOT	J. Halbleib
6810-12	Evaporated Salt	IFB	\$2,000,000	6-2010	0	10	DOT/D GS	J. Halbleib
2420-03	Heavy Duty Truck Parts	IFB	\$3,000,000	6-2010	2	8	ALL	S. Reinhold
440001396 0	Aftermarket Parts	IFB	\$3,000,000	6-2010	3	1	All	S. Reinhold
440000561 7	Diagnostic Equipment-Vehicles	IFB	\$500,000	6-2010	4	4	All	B Isenberg
440000492 0	Liquid Oxygen	IFB	\$400,000	6-2013	3	1	DCNR	E. Bollinger

Contract Number	Name of Contract	Type of Solicitation	Estimated Ann. Dollar Values	Contract End Date	Renewals Remaining	Number of Contracts	Agency	Commodity Specialist
6640-03	Specialty Gas	IFB	\$700,000	10-2009	0	4	All	L Bollinger
New	Dilution Control & Dishwashing	IFB	\$4,000,000	10-09	0	2	All	P Gabriel
4400001741	Handicap Vehicles	IFB	\$11,000,000	11-09	0	2	All	A Robinson
4600003160	Police Vehicles	IFB	\$24,000,000	11-09	0	9	All	A Robinson
4400003027	Pickup Trucks	IFB	\$13,000,000	11-09	0	13	All	A Robinson
4400001009	Vehicles	IFB	\$42,000,000	11-09	0	8	ALL	A Robinson
2310-02	H/D Trucks	IFB	\$37,000,000	11-09	0	2	ALL	R Isenberg
2310-07	HWY Support	IFB	\$8,000,000	11-09	1	4	DOT	R. Isenberg

Contract Number	Name of Contract	Type of Solicitation	Estimated Ann. Dollar Values	Contract End Date	Renewals Remaining	Number of Contracts	Agency	Commodity Specialist
NEW	Industrial Plumbing	IFB	\$1,000,000	N/A	N/A	N/A	All	J Henry
9120-02	Propane	IFB	\$100,000	10-09	0	1	DOT	G. Knerr
5680-02	Inlet Boxes	IFB	\$100,000	10-09	0	1	DOT	L. Vessella
460008855	Sheeting, Ink	IFB	\$900,000	10-09	0	1	CI	L Vessella
4600010838	Reflective Sheet	IFB	\$1,000,000	10-09	0	1	CI	L. Vessella
6675-02	Surveying	IFB	\$1,000,000	10-09	0	5	DOT	R Morse
6640-05	Optical Equip	IFB	\$100,000	10-09	0	5	CI	M Scott

- PPL rate cap expires January 1, 2010
 - Caps for other utilities expire 1/1/2011 (Allegheny, Met-Ed, PECO, Penelec)
- PUC projected increases as of June 30

	Met-Ed	PECO	Penelec	PPL	Allegheny
Residential	26.4%	-4.6%	22.0%	17.0%	14.2%
Commercial	29.6%	-9.6%	21.8%	21.1%	13.6%
Industrial	27.9%	-6.8%	25.4%	17.6%	16.6%

- DGS plan to mitigate cost increases
 - Shopping of electricity accounts through Penn State Facilities Engineering Institute
 - Similar to bidding method for natural gas accounts
 - Generate cost savings vs. utility rates
 - Event for PPL accounts planned for 10/2009
 - Wholesale electricity purchasing via the power grid
 - Other items
 - Electricity Curtailment Contract 4400004203 with Enerwise
 - In pilot stage, planned statewide rollout for next summer
 - Establishment of DGS Energy Council
 - Comprised of largest using agencies, initial meeting 8/5/05
 - Will discuss energy cost reduction and revenue generation ideas, contract structure, etc.

Contract Number Parent #	Name of Contract	Type of Solicitation	Contract Est Dollar Value (Annual)	Contract End Date mm/dd/year	Number of Contracts	Agency	Commodity Specialist
4400	Surplus/Scrap Metal	IFB	\$ -	12/31/09	1	PennDot	Lenhart, Elizabeth
4400000403	Temporary Typist Services	IFB	\$ 1,200,000	7/31/09	1	L&I	Williams, Emanuel
4400001275	Allentown State Hospital Lab Services	IFB	\$ 500,000	9/30/09	1	DPW	Braxton, Janice
4400001821	Torrance State Hospital Laboratory Testing Services	IFB	\$ 500,000	12/31/09	1	DPW	Braxton, Janice
4400003077	Mailroom Equipment Maintenance and Repairs	IFB	\$ 5,760	9/30/09	1	All	Bowers, Wanda
4400004253	Carachsoft - GSA PA (Symantec Software)	PA	\$ 1,000,000	11/09/09	1	All	Teprovich, Tom
4600005428	Titles and Salvage Certificates	IFB	\$ 214,000	10/31/09	1	PennDot	Noss, Toniann
7490-03	Mailroom Equipment and Supplies for all Equipment Not Covered under WSCA contract EPS050076	IFB-M	\$ 823,759	9/30/09	11	All	Bowers, Wanda

- General consulting ITQ
- Financial Audit ITQ
- Statewide Conferencing Services & Facilities Contract
- Statewide Waste Management Contract
- Uniform Rental Program Services
- Laundering Services
- Fire Extinguisher Maintenance Services
- Tree Trimming & Stump Removal Services
- Elevator Maintenance Services
- Conferencing Facility Services
- Credit Monitoring Services Contract
- IT Service Desk contract
- Cable/ Satellite Contract

Title 62 Commonwealth Procurement Code; Section 516:

- Delegation of authority from Secretary of DGS.
- Two types of emergency:
 - Threat to public health, welfare or safety.
 - Circumstances outside control – creating urgency of need which do not permit delay involved in using more formal competitive methods.
- Incumbent upon agency to obtain at least 2 quotes if practical.
- Right to Know:
 - Agency must keep record: Written determination of basis for the emergency, and selection of contractor.
- Rules of Protest Apply.
- On line posting – in development.
- Procurements < \$5k should not utilize doc type EPO and do not require DGS BOP approval
 - Between 07/08 – 05/09 142 EPO's < \$5k

EMERGENCY PROCUREMENT ("EP") APPROVAL REQUEST

Bureau Of Procurement



Whether of the following two conditions exist, an EP is not required and should not be requested:

1. Material / Service available from DGS existing contract
2. Estimated Cost of the material / service is within the Small, No-bid Procurement threshold identified in the Procurement Handbook, Part I, Chapter 7.

Agency request approved to proceed with an emergency procurement under Section 618 of the Commonwealth Procurement Code (82 Pa. C.S. §618).

Requesting Agency Information

Date:	<input type="text"/>
Agency / Bureau:	<input type="text"/>
Contact Person:	<input type="text"/>
Contact Address:	<input type="text"/>
Contact Tel #:	<input type="text"/>
Contact Email:	<input type="text"/>
Description of Material or Service:	<input type="checkbox"/> Material <input type="text"/>
	<input type="checkbox"/> Service <input type="text"/>
BAP Material Group:	<input type="text"/>
Estimated \$ Amount:	<input type="text"/>

Choose only one

Basis for the Emergency Purchase

<input type="checkbox"/>	Threat to public health, welfare, or safety
	Identify the threat: <input type="text"/>
	Provide a brief explanation of the need for the material and/or service: <input type="text"/>
	State the consequences if the procurement is not done on an emergency basis: <input type="text"/>
	Indicate whether verbal approval was obtained from DGS: <input type="checkbox"/> Yes <input type="checkbox"/> No
	<i>NOTE: If email approval was obtained, please attach a copy of the e-mail.</i>
	If "Yes" provide the following: a. Name of person granting approval: <input type="text"/> b. Date of approval: <input type="text"/>
<input type="checkbox"/>	Circumstances outside the control of the agency create an urgency of need, which does not permit the delay in using more competitive methods
	NOTE: Verbal approval will not be provided for this basis. Agency cannot proceed with emergency procurement on this basis until it receives the Emergency Procurement Approval Request Form signed or via e-mail by the Director, Commodity Management in the Bureau of Procurement (or designee).
	Identify the circumstances: <input type="text"/>
	Why are these circumstances outside of the control of Agency?: <input type="text"/>
	Provide a brief explanation for the urgent need: <input type="text"/>

EMERGENCY PROCUREMENT ("EP") APPROVAL REQUEST

Bureau Of Procurement

Documentation Required

For ALL EPs, provide the following information:

Brief description of selection process	<input type="text"/>		
Length of the EP (for Service Procurement)	<input type="text"/>		
Full supplier information (if known at time of submission or from)	Name	<input type="text"/>	
	Address	<input type="text"/>	
	Tel #	<input type="text"/>	
	SN#/Vendor #	<input type="text"/>	Total \$ Amount <input type="text"/>

For EP's that are NOT a threat to public health, welfare, or safety, provide the following information:

Include a list of the selected supplier, their contact information, and their quotations	<input type="text"/>
Funds have already been appropriated for this request (Yes/No)	<input type="text"/>
If applicable, what has been done previously to procure this material / service? (Also provide the previous SN#/TC number and/or Contract Number)	<input type="text"/>

NOTE: If an Agency only intends to select a quotation from one supplier, the following section, "SUPPLEMENTAL SINGLE SOURCE DOCUMENTATION" must be completed.

Supplemental Single Source Documentation Required

This section of the EP APPROVAL REQUEST Form is only required to be completed if the following is applicable:

1. Category of Emergency is due to "Circumstances outside the control of the agency create an urgency of need, which does not permit the delay in using more competitive methods."
2. It is not practical for the agency to obtain two or more quotes.

Explain why it is not practical to obtain two or more quotes for this emergency procurement.	<input type="text"/>
Do you anticipate circumstances necessitate single source procurement? If yes, provide details.	<input type="text"/>

Changes

Department Of General Services			
EMERGENCY PROCUREMENT ("EP") APPROVAL REQUEST			
Bureau Of Procurement			
If being a a motor, what is the tire number and why? If yes, please explain.		<input type="checkbox"/>	
Are there compatibility requirements or completion requirements? If yes, please explain.		<input type="checkbox"/>	
<p>NOTE: If the purpose of the emergency procurement is to prevent a lapse in contracted services and/or to bridge equip between an expiring contract and a new contract, one of the following must be completed.</p>			
If the emergency I/C Contract is being issued to the incumbent contractor on an expiring contract, indicate whether pricing, and terms and conditions shall remain in effect for the emergency procurement. If not, provide justification for changes.		<input type="checkbox"/>	
If the emergency I/C Contract is being issued to a supplier that has been selected for a new contract to be awarded, indicate how the pricing, and terms and conditions for the emergency procurement were negotiated.		<input type="checkbox"/>	
If neither the above is applicable, explain why the emergency supplier was selected.		<input type="checkbox"/>	
Requesting Authority (Agency Head or Deputy reviewing and approving this request):		Requesting Authority signature complete (must occur with the Agency EP request to ensure the role of and/or service).	
Name	<input type="checkbox"/>	Date	<input type="checkbox"/>
Signature	<input type="checkbox"/>	Initials	<input type="checkbox"/>
<p>INSTRUCTIONS: Upon DGS approval of your Emergency Procurement Request, submit your completed Emergency Procurement Approval Request Form and your approval email from the DGS Chief Procurement Officer (or designee) by your EPO in SRM. Notify DGS with the EPO Number for final approval in SRM.</p> <p>Whenever changes are made to a previously approved EPO, it will trigger a "re-release" in SRM workflow. When this occurs, an email must be sent to the DGS approving authority requesting a new release. The email request must include the changes made to the EPO which triggered SRM workflow. Include the EPO number in the subject line.</p> <p>In no case may the expiration date of an EPO be extended without approval from DGS, and the approval must be obtained from DGS prior to the expiration date of the EPO. Any services performed after the expiration date may be considered unauthorized.</p> <p>A record listing of an emergency procurement must be maintained by an agency for a minimum of three years from the date of final payment under the contract. This record shall contain a copy of this form.</p>			

Changes

Changes

GRAINGER®

FOR THE ONES WHO GET IT DONE



Procurement Council Meeting

July 29, 2009

- Strategic Sourcing - MRO Overview
- Process Cost Reduction
- Inventory Efficiencies
- Grainger On-Site Solutions
- Grainger Consulting Services

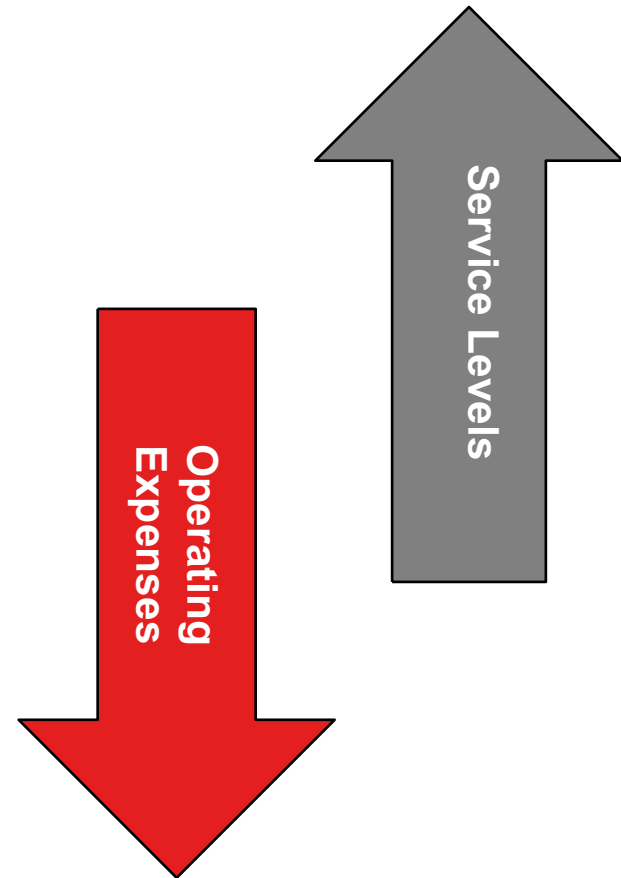


Maximize supply chain performance while reducing the total cost of ownership

- Strategic Sourcing
- Reduce Purchasing Costs
- Improve Efficiencies for all Business Functions

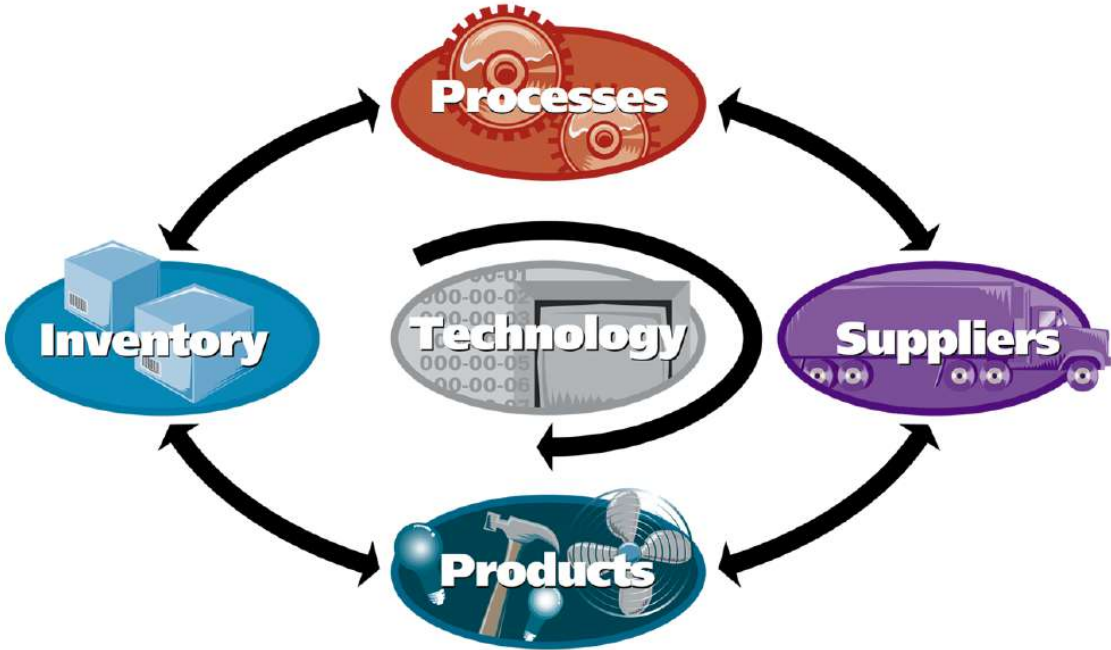


Provide solutions to reduce total procurement MRO cost *while* improving service levels to lower operating expenses

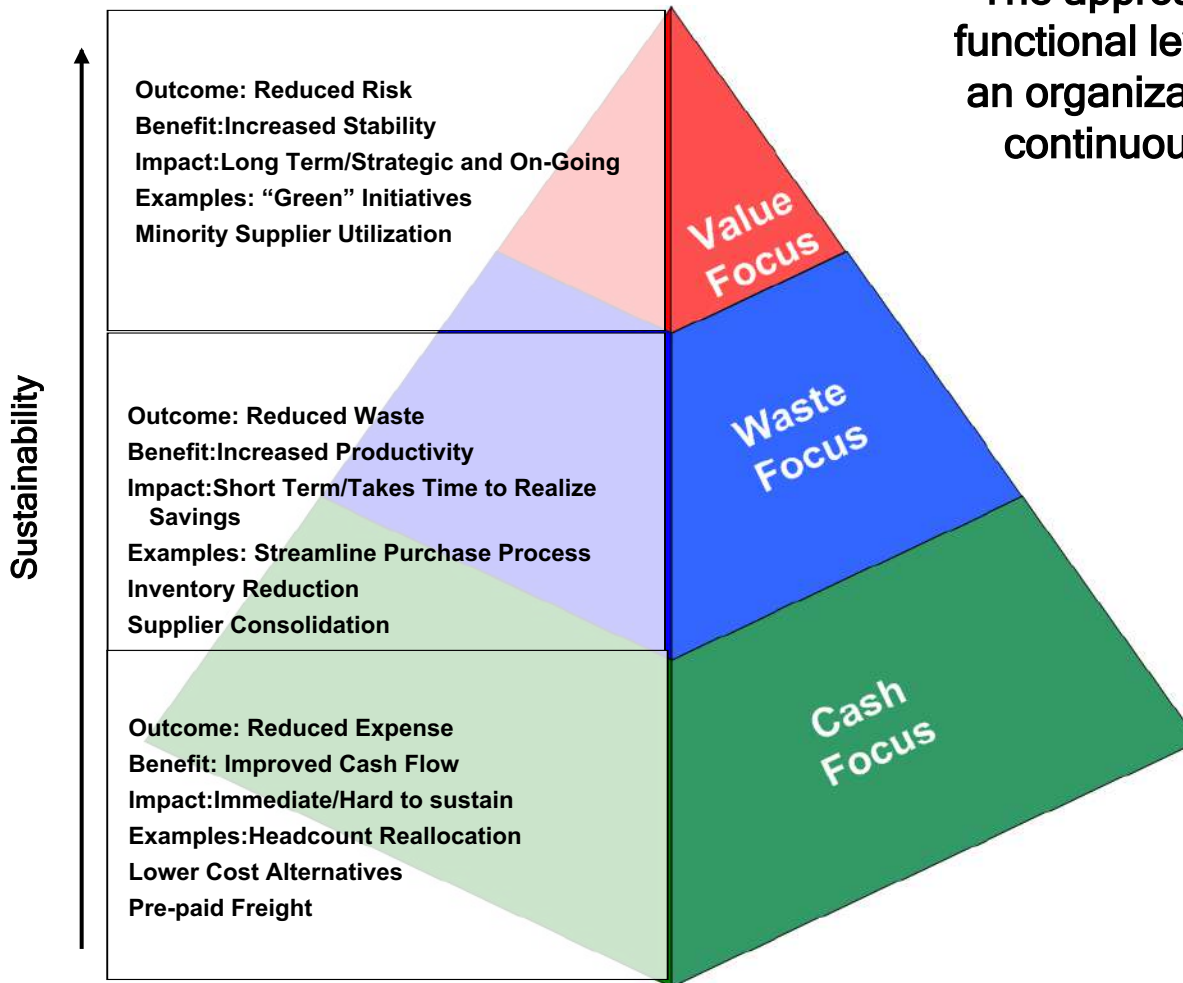


...partnering is the key

Facilities maintenance cost drivers consist of...



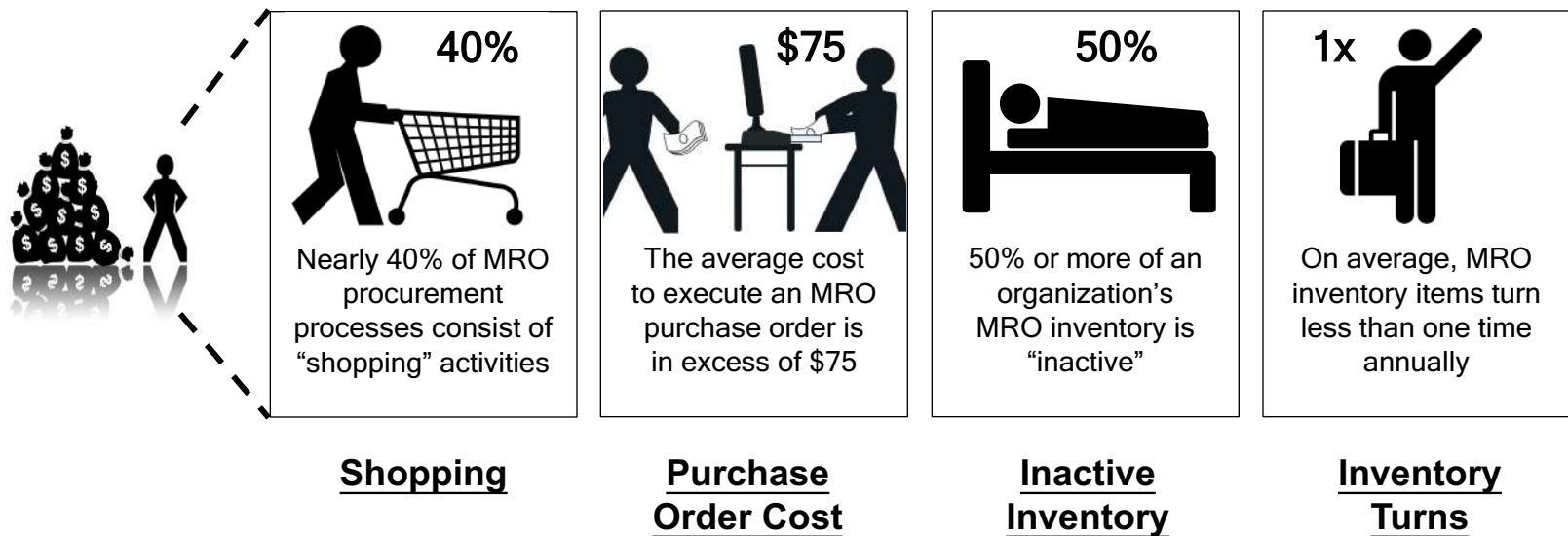
Making a change to one affects others.



The approach utilized at a functional level migrates as an organization evolves its continuous improvement efforts.

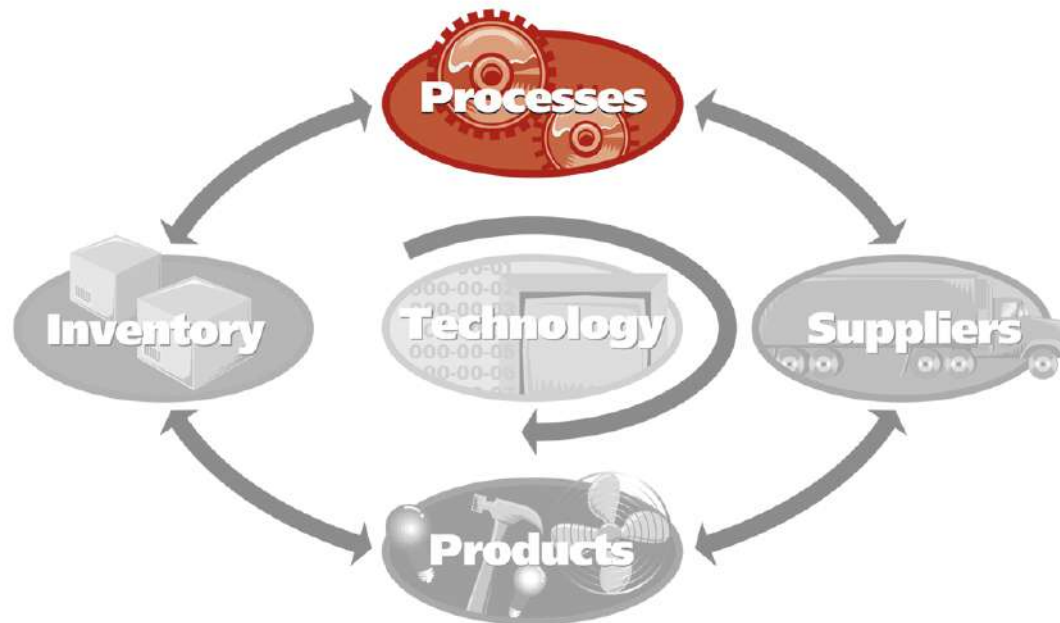


MRO offers a substantial opportunity for continuous improvement...

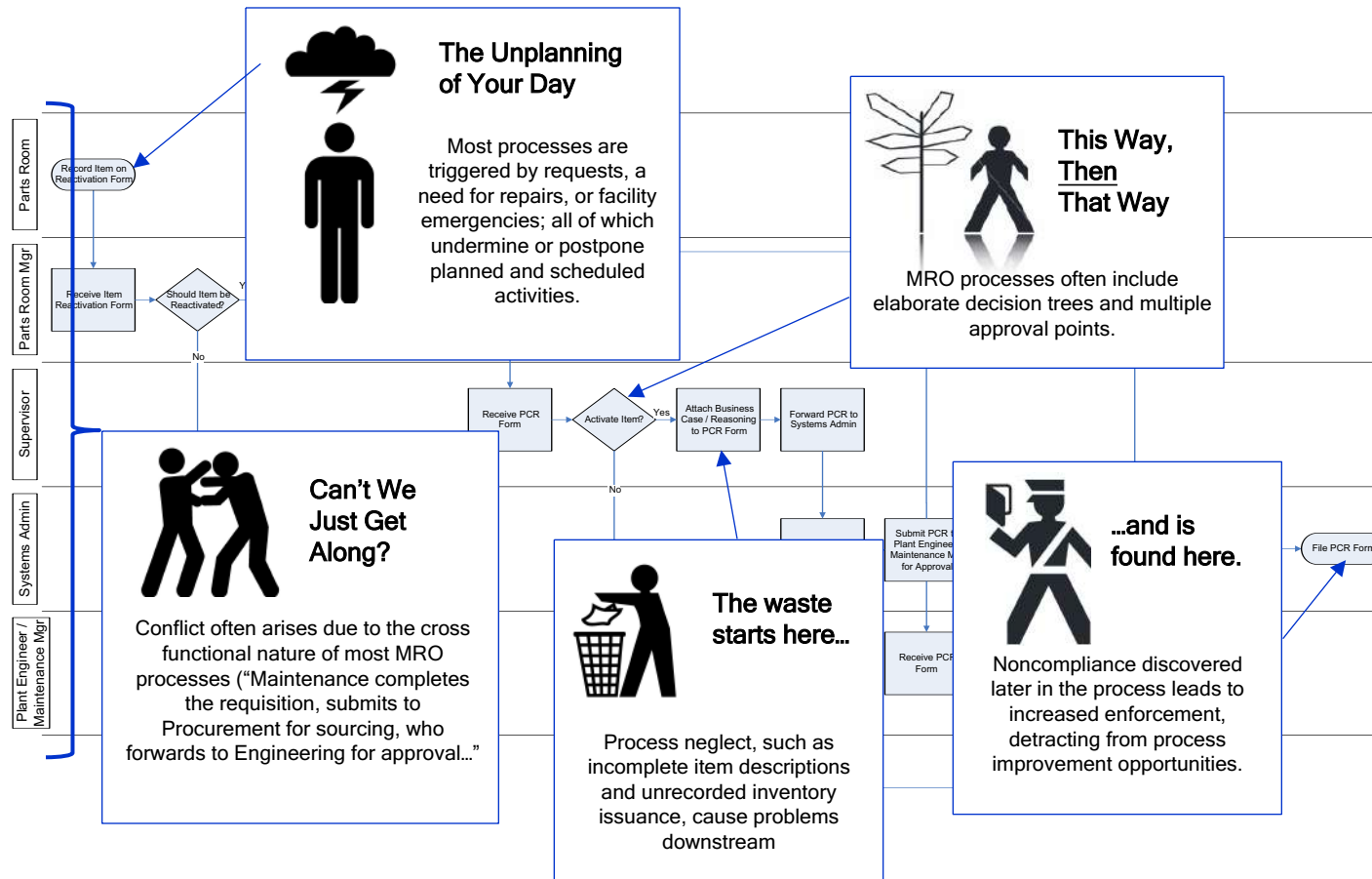


Source: Grainger Consulting Services

Process Cost Reduction



Navigating one's way through MRO processes can prove to be a task unto itself...



STATE OF PENNSYLVANIA

Channel Utilization

71% of orders placed electronically in 2008/2009
Nearly 1M in process savings!!!

Order Channel



Order Method	2008	Q1 2009
Grainger.com	18,007	4,332
ePro / EDI	7,857	2,182
Phone / Fax / Branch	10,566	2,630
Total	36,430	9,144

Utilization of an electronic order management solution can save up to 50% in process costs.

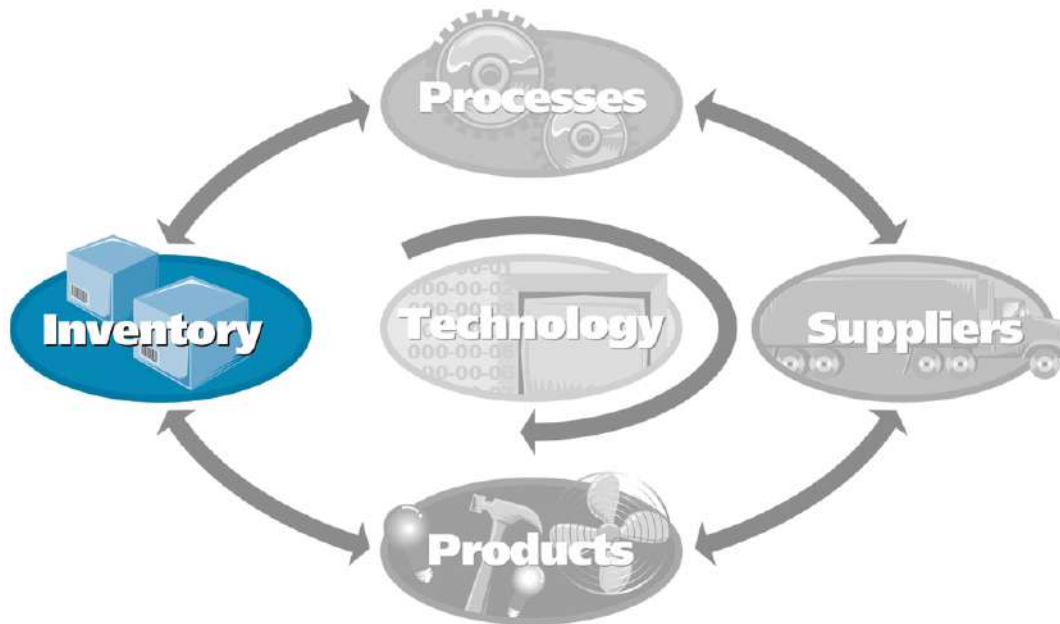
Delivery Channel



Ship Method	2008	Q1 2009
Shipped	33,093	8,426
Will Call	1,463	326
Counter	1,878	393
Total	36,430	9,144

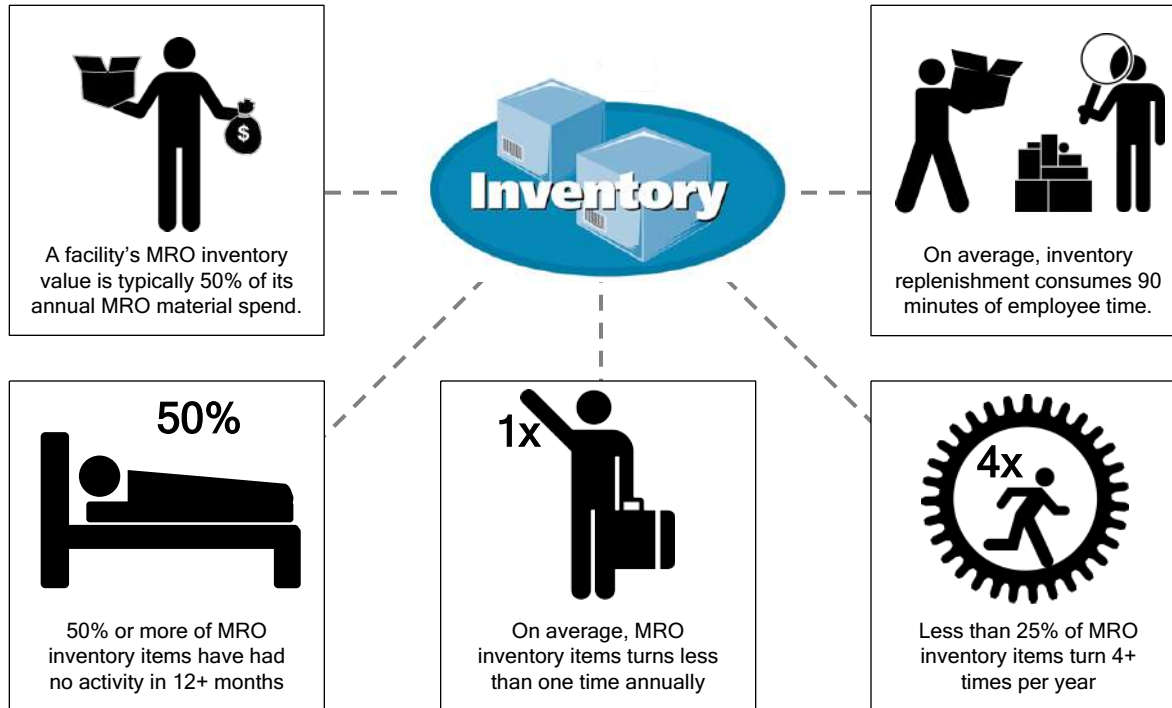
Consolidating orders and leveraging delivery channels can drive business productivity.

Improve Efficiencies









Research indicates there is a substantial opportunity for improvement within MRO inventory...



Improve Your Inventory Management by Leveraging Solutions From Grainger

		Grainger Solution			
Customer MRO Need					
	InventoryScan	KeepStock	On-Site Specialist	On-Site Branch	
	<ul style="list-style-type: none">• Self managed inventory (CMI)• Streamline replenishment• Automate ordering and approval processes• Reporting and Usage Monitoring	<ul style="list-style-type: none">• Vendor managed inventory (VMI)• Monitoring of on-hand levels• Streamline replenishment and approval process• Reporting and Usage Monitoring	<ul style="list-style-type: none">• Vendor on-site support• Inventory management support - VMI• Spot-buy product identification support• Stockroom product identification support	<ul style="list-style-type: none">• Vendor on-site support• Inventory management support - VMI• Spot-buy product identification support• Supplier owned inventory on-site supporting the stockroom	



- Consulting team dedicated to supporting customer MRO supply chain projects
- Work with customers to provide a comprehensive baseline analysis
- Identify opportunities for improvement and recommend strategy / tactics
- Primary Focus:
 - Purchasing Process Improvement
 - Stockroom/Inventory Management
 - Total Cost Savings Programs

Site Opportunities- Where's The Fit?

- Procurement Process has several steps, hand-offs, and functional areas involved
- Lengthy cycle times to receive product
- Non-compliance to SRM utilization
- Large supply base with high frequency of off-site order pick-ups
- Poor inventory management practices
 - Large amount of slow and/or obsolete inventory
 - Absence of formal stocking and re-order process
 - Inventory not tracked on a system to monitor usage and performance
 - No line of sight to “inventory stashes” that build in Trades areas

GRAINGER®

FOR THE ONES WHO GET IT DONE

Process Analysis Highlights

November 20, 2006

Process Findings and Opportunities for Improvement

By automating the unplanned process and consolidating purchase orders, the Commonwealth can reduce the cost of unplanned purchases over 60%

Data Point	Unplanned	Unplanned with Changes	V%
# of Primary Steps	78	29	-62%
# of Approvals	10	1	-67%
Technology Support	MS2000 Excel	SAP	
Avg.Transaction Time (min.)	125.6	74	-36%
# of Annual Transactions	6,300	3,780	-40%
Average Cost per Transaction	\$51	\$29	-37%
Total Process Costs	\$321,426	\$109,620	-62%
PO Cost with Errors and Exceptions	\$64	\$32	-45%

Grainger Consulting Services Engagements



Benefits of Strategic Sourcing

What You Want

Minimize **Inventory**
Investment



Optimize **Productivity**



Leverage MRO Spend



**Competitive total cost
for MRO**



How Grainger Helps

We hold over \$1 Billion in products
at our 9 DC's and 440+ branches

Inventory Solutions; E-Commerce;
Green solutions; Energy reduction

Aggregate spend to maximize your
cost savings with one supplier for
over 266K items

**Reduce the total cost
for MRO**



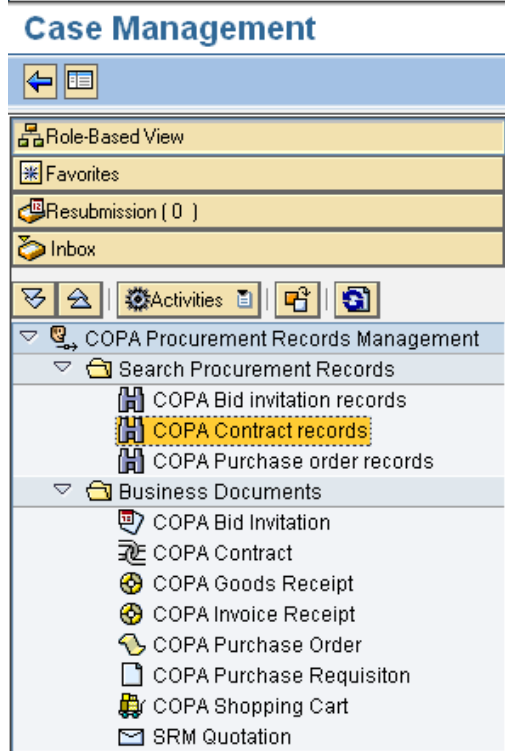
- Font issues remain in “Contract Definitions” section
- Custom Clauses
 - BOP looking to lock down editable clauses to resolve copy and paste error
 - Display statement directing suppliers to attachments (Appendices) for custom clauses
- User guides require revision
 - Mandatory utilization of Doc Builder will occur upon corrections to user guides
- Revision to Solicitation section of Doc Builder
 - Users now have ability to edit the website field
 - eMarketplace will remain as the default website

Master Data Management (MDM) Catalog

Went live June 15, 2009

Minor issues with searching – All resolved

No new issues reported



Records Management (RM)

- Functionality
 - Electronic management of records
 - Real time replication into RM
 - Creation of manual attachments
 - Extensive search functionality
- Piloting with BOP and Fish & Boat
 - Tentative go-live date: August 10, 2009
 - Approximately 30 days
- Full implementation announcement to follow
 - ½ day Instructor led training

Contract Classification naming process started 6/17/09

Naming process

Commodity Specialist creates contract

Assigns partial UNSPSC code with simple description

Examples of contract names would include:

4323 – Software including Microsoft Select

1019 - Pest control products

7210 - Pest control

4321 - Computer equipment & accessories

4412 – Office supplies



To learn more about the coding structure, visit www.unspsc.org

To search for a contract, select find contract and click on “Extended Search”

The screenshot shows a search interface with three tabs: "Find Contract", "Find Template", and "Find Hierarchy". The "Find Contract" tab is active. Below the tabs, there are four input fields: "Contract Number", "Contract Name", "Status", and "Timeframe". The "Contract Number" field has a yellow arrow icon to its right. Below these fields are two buttons: "Start" and "Extended Search".

Enter your 4 digit UNSPSC code subset. In this example, we are searching for *4323*, which is software and click on “Start”. This will bring up any contract using the “4323” subset of the UNSPSC code.

The screenshot shows the same search interface as above, but with search criteria entered. The "Contract Name" field contains the text "*4323*". The "Status" field has a dropdown arrow. The "Timeframe" field has a dropdown arrow. The "Purchasing Organization" field has a blue icon and a yellow arrow. The "Purchasing Group" field has a blue icon and a yellow arrow. The "Product" field has a blue icon and a yellow arrow. The "Item Description" field is empty. The "Product Category" field has a dropdown arrow. The "Valid From" field has a calendar icon. The "Valid To" field has a calendar icon. The "Created by" field has a blue icon. The "Close-Out Status" field is empty. Below these fields are two buttons: "Start" and "Simple Search".

EUPs available on DGS website

- **Evaluated Receipt Settlement (ERS) (5-14-09)**
 - Guide to Evaluated Receipt Settlement
 - Attachment 1 - ERS Suppliers Criteria for Determination
 - Attachment 2 - ERS R/3 Contract Set-Up
 - Attachment 3 - ERS R/3 PO Set-Up
 - Attachment 4 - ERS SRM PO Set-Up
 - Attachment 5 - ERS Supplier Set-Up
 - Attachment 6 - View ERS Invoice Receipt
 - Attachment 7 - Creating an ERS Credit memo in R/3
 - Attachment 8 - Creating an ERS Credit memo in SRM
 - Attachment 9 - Reversing a Goods Receipt for which an Invoice Receipt Exists
- **MDM Catalog**
 - Master Data Management Catalog Basic Overview (6/25/09)
 - Master Data Management Catalog "Action Canceled" Error Message (07/17/09)



SRM P-Card Functionality

- SRM p-card functionality was not working
- Problem has been resolved
- Agencies can once again place p-card orders in SRM

MDM Catalog “Action Cancelled” Error Message Update

- EUP has been revised (7-17-09)
- Additional steps added which users can perform to eliminate error

Dell/ASAP SRM Punch-out Catalog

- Contract 4400004230, Software including Microsoft Select
- Dell/ASAP
- SRM punch-out catalog now functioning
- P-card enabled

Procurement Handbook

Part 1 - Policies & Guidelines

■ Chapter 1 - General Provisions

■ Chapter 2 - Definitions

■ Chapter 3 - Responsibilities

■ Chapter 4 - Contract Use, Need & Authorization

■ Chapter 5 - Contracting Process

■ Chapter 6 - Methods of Awarding Contracts

■ Chapter 7 - Thresholds & Delegations

■ Chapter 8 - Selecting Type of Contract

■ Chapter 9 - Statewide Requirements Contracts

■ Chapter 10 - Contract Formats

■ Chapter 11 - Multiterm Contracts

■ Chapter 12 - Agency Construction in Leased Facilities

■ Chapter 13 - Specifications

Part I

Chapter 07, Thresholds (website does not reflect approved changes)

Section A: Threshold matrix revised

Section A.1.: Language added explaining how to determine if a procurement falls within a delegated threshold

Section B.3.: Leasehold construction threshold increased to \$15,000

Chapter 12, Agency Construction in Leased Facilities (7-14-09)

Section C: Threshold increased to \$15,000

Chapter 18, Contract Payments (7-15-09)

Section A.6.: Text revised to read “. . . cannot be used . . . DGS statewide requirements contracts unless the contract specifies that it is p-card accepted/enabled.

Chapter 27, Procurement Card (7-15-09)

References to EBPro removed

Section B.4.(a) (2): Removed references to specific suppliers' contracts and directed users to eMarketplace

Chapter 29, Procurement of Furniture, Fixtures, and Equipment for Public Universities (7-15-09)

New chapter

Procurement Handbook	
Part 1 - Policies & Guidelines	
Part 2 - Procurement of Supplies Procedures	
<ul style="list-style-type: none"> ▪ Chapter 1 - Small No-Bid Procurements 	
<ul style="list-style-type: none"> ▪ Chapter 2 - Small Informal Bid Procurements 	
<ul style="list-style-type: none"> ▪ Chapter 3 - Delegated, Formal Competitive Sealed Bidding 	
<ul style="list-style-type: none"> ▪ Chapter 4 - Competitive Sealed Bidding 	
<ul style="list-style-type: none"> ▪ Chapter 5 - Sole Source Procurements 	
<ul style="list-style-type: none"> ▪ Chapter 6 - Emergency Procurements 	
<ul style="list-style-type: none"> ▪ Chapter 6a - Modified Emergency Procurement of Production materials for Correctional Industries 	
<ul style="list-style-type: none"> ▪ Chapter 7 - Competitive Sealed Proposals (RFP Process) 	
<ul style="list-style-type: none"> ▪ Chapter 8 - Procurement from Effective DGS Statewide Requirement Contracts 	
<ul style="list-style-type: none"> ▪ Chapter 9 - Off Contract Procurements 	

Part II

Chapter 03, Delegated Formal Competitive Sealed Bidding (7-16-09)
SAP references were corrected.

Chapter 05, Sole Source Procurements (3-30-09)
Section B.5.: No Bid Letter (Reporting of Political Contributions) Template was revised by the Department of State. A link to the new form was added to the chapter.
Section B.1.: Number of days the source justification form will be posted to the DGS website was changed from 7 to 10.
Section D.2.g.: Sole Source approval workflow corrected. (7-15-09)

Chapter 07, Competitive Sealed Proposals (6-3-09)
Section C.3, 4, & 18: Language added regarding Notice of Forthcoming Procurements, Request for Delegation & BMWBO Disadvantaged Business RFP/RFQ Submittal Information Form

Procurement Handbook

Part 1 - Policies & Guidelines

Part 2 - Procurement of Supplies Procedures

Part 3 - Procurement of Services Procedures

Chapter 1 - Small No-Bid
▪ Procurements of Services

Chapter 2 - Small
▪ Informal Bid Service Procurements

Chapter 3 - Delegated
▪ Formal Competitive Sealed Bidding

▪ Chapter 4 - Competitive Sealed Bidding

Chapter 5 - Sole Source
▪ Procurements of Services

Chapter 6 - Emergency
▪ Procurements of Services

▪ Chapter 7 - Competitive Sealed Proposals (RFP)

Chapter 8 - Competitive
▪ Selection Procedures for Certain Services

Chapter 9 - Procurement
From Effective DGS
▪ Statewide Requirements Contracts for Services

Part III

Chapter 05, Sole Source Procurements (3-30-09)

Section B.4.: No Bid Letter (Reporting of Political Contributions)

Template was revised by the Department of State. A link to the new form was added to the chapter.

Section B.1.: Number of days the source justification form will be posted to the DGS website was changed from 7 to 10.

Chapter 07, Competitive Sealed Proposals (7-17-09)

Chapter text replaced with notice to refer to Part II, Chapter 07.

Procurement Handbook

Part 1 - Policies & Guidelines

**Part 2 - Procurement of
Supplies Procedures**

**Part 3 - Procurement of
Services Procedures**

**Part 4 - Procurement of
Design & Construction
Services**

■ Chapter 1 - Capital
Projects

Chapter 2 - Small No-Bid
■ Procurement of
Construction

Chapter 3 - Small,
■ Informal Procurements
of Construction

Chapter 4 - Delegated
■ Formal Competitive
Sealed Bidding of
Construction

Chapter 5 - Sole Source
Procurements of
■ Construction with an
Estimated Cost
Exceeding \$3,000

Chapter 6 - Emergency
■ Procurements of
Construction

■ Chapter 7 - Competitive
Sealed Proposals (RFP)

Part IV

Chapter 02, Small No-bid Procurement of Construction (6-23-09)

Section A.3.: No-bid threshold was corrected to show \$5,000 instead of \$3,000

Section A.4.: Leasehold construction threshold increased to \$15,000

Section B: Advancement account language corrected.

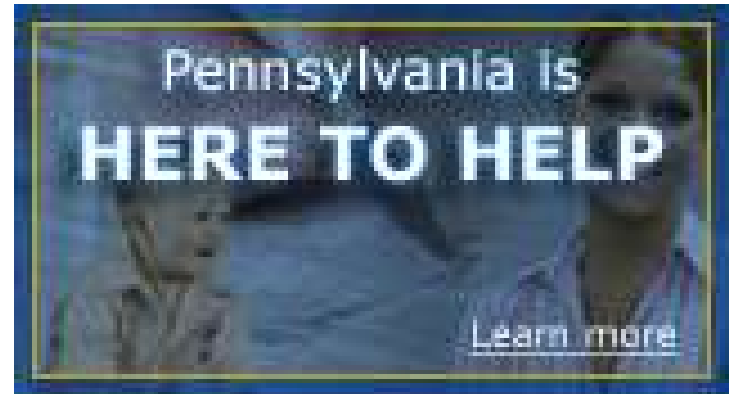
QA Procurement Review Update

- QA Successfully Completed the pilot program with the Dept of State and the Dept of L&I
- Appendix includes a tentative Agency review schedule

- Supplier Development and Support promotes “*Doing Business with the Commonwealth*” through:
 - ✓ supplier education and training
 - to assist suppliers to navigate the complexity of state government contracting;
 - build strategic alliances and partnerships to facilitate an improved understanding of Commonwealth procurement policies and practices

- Provide personnel as:
 - ✓ speaker
 - ✓ trainer

- Audience:
 - ✓ suppliers
 - ✓ agencies
 - ✓ legislators
 - ✓ associations
 - ✓ educational forums and seminars



- Education, Training, Infrastructure
 - ✓ *“How to do Business with the Commonwealth”*
 - Registration
 - Payable Services
 - eMarketplace
 - Advertisement of future procurement opportunities
 - Finding opportunities
 - Supplier portal
 - How to bid on opportunities
 - Literature, brochures, websites
 - Coordination/liaison with BMWBO and COSTARS

- **Penn State Supply Chain Management** – Due to low enrollment, DGS will discontinue the Penn State Offering. This will not occur until all students have obtained their certification.

- **Line-Item Reconciler Course**

As you know, DGS Bureau of Procurement provided training for PO Line Item Reconcilers prior to the Office of the Budget's Finance Transformation project Go Live on May 11, 2009. Post Go-Live, we have recently enhanced the course materials and are now ready to provide hands-on training for both new and current users who are mapped to the role.

Please visit DGS BOP's Training Community Calendar at ww.dgs.state.pa.us/procurement for future LIR trainings.


NOTE: This training is **only** for invoices related **POs**.

- **Purchasing Agent Certification**

In order to achieve your certification, you must have completed the following courses:

- **SRM Fundamentals Course**
- **SRM Create & Maintain Purchase Order Course**
- **SRM Create & Maintain Solicitations & Contracts**
- **Protest WBT**
- **Procurement Policy & Processes for Certified Pennsylvania Purchasing Agent Course**
- **Knowledge Check following CPPA Course**

NOTE: It is the responsibility of the Purchasing Agent to monitor their training to make sure they have taken all required courses.



pihb

the central non-profit
agency that markets
and sells products
made and services
performed by persons
with disabilities through
member agencies in
Pennsylvania

Supplies Manufactured & Services Performed by Persons with Disabilities (PIBH) Web-Based Course is

NOW AVAILABLE!!

and administered via E-LMS.

**Difficulties with self-enrollment
contact Millie Colon (717) 346-3841;
e-mail micolon@state.pa.us**

Purchasing Agent Recognition

Certificates have been mailed to Agency Deputies of Administration for presentation to the individuals who have completed all necessary training to obtain their CPPA (Certified Professional Purchasing Agent) certification. To date, 40 Purchasing Agents have been certified.

■ **Those individuals who received their certification are:**

- **Angela Anderson** – PA State Police
- **Cheryl Baker** – PA Game Commission
- **Terri Benzel** – Public Utility Commission
- **Carol Cramer** – Department of General Services
- **Joyce Detweiler** – PA Milk Marketing Board
- **Dawn Eves** – Department of Public Welfare
- **William Funk** – Department of Public Welfare
- **Keary Grove** – Department of Health
- **David Kern** – Department of Public Welfare
- **Meredith Klinger** – Department of State
- **Nikki Koser** – Department of Public Welfare
- **Karen Leavitt** – PA State Police
- **Lisa MacIntyre** – PA Emergency Management Agency
- **MaryAnn McKinney** – Department of Labor & Industry
- **Bobbi Mercer** – PA Game Commission
- **Tami Myers** – Department of Public Welfare
- **Amy Paladino** – PA State Police
- **Kristina Robbins** – Department of Public Welfare
- **Peter Salvatore** – PA Insurance Department
- **Mandi Shadle** – SERS
- **Sally Shaffer (Bistline)** – PA Board of Probation and Parole
- **Jamie Smolen** – PA Emergency Management Agency
- **Julie Snader** – Department of State
- **Debra Spertzel** – PA Insurance Department
- **Michelle Stanton** – Department of Public Welfare
- **Cathy Walters** – PA Human Relations Commission
- **Gloria Wilbur** – Department of Public Welfare



NOTE:
The next Procurement Policy & Processes – Purchasing Agent Course will be held on October 19-22, 2009.

- **Commodity Specialist Recognition**

Certificates have been presented to the individuals who have completed all necessary training to obtain their CPCS (Certified Professional Commodity Specialist) certification. To date, 11 have completed the Commodity Specialist certification.

- **Those individuals who received their certification are:**

- **Danielle Bonner** – Department of General Services
- **Barbara Cain** – Department of General Services
- **Margaret Juran** – Department of General Services
- **Sheryl Kimport** – Department of General Services
- **Elizabeth Lenhart** – Department of General Services
- **Kathy Lewis** – Department of General Services
- **Roxann MacAvoy** – Department of General Services
- **Lilly Mangan** – Department of General Services
- **Susan Reinhold** – Department of General Services
- **Michelle Scott** – Department of General Services
- **Kay Whitsel** – Department of General Services



NOTE: The August 10-14, 2009 Procurement Policy & Processes – Commodity Specialist class is full. The next class will be held on November 16-20, 2009.

Questions & Answers

- QA Procurement Review
- Procurement Handbook, Part I, Chapter 7
- SLA's
- BOP Savings FY 08/09

Agency	Business Area	Start Date	Finish Date	Weeks to do Review	Agency Procurement Liaison
Governor's Office	99	6/1/09	7/3/09	6.00	Paula Wilcox (William Bentzel)
Patient Safety Authority	83	6/1/09	7/3/09	6.00	Kelly L. Hubler
PA Gaming Control Board	65	6/1/09	7/3/09	6.00	Steve Wilson (Amanda Graham)
Transportation	78	7/6/09	9/11/09	10.00	Darlene Sellers
State Police	20	7/6/09	9/11/09	10.00	MaryAnn Ulrich
Corrections	11	7/6/09	9/11/09	10.00	Debra Capasso
Public Welfare	21	7/6/09	9/11/09	10.00	Dan Boyd
PA Port Authorities	88	9/14/09	10/23/09	6.00	Gloria Ralston
Ethics Commission	40	9/14/09	10/23/09	6.00	Cynthia Lynch
PA Infrastructure Investment	33	9/14/09	10/23/09	6.00	Kathlyn Domitrovich
PA Municipal Retirement Board	71	9/14/09	10/23/09	6.00	Wanita Hoke
Environmental Protection	35	10/26/09	12/18/09	8.00	Bill McDade
Conservation & Natural Resource	38	10/26/09	12/18/09	8.00	Michelle Flynn
Liquor Control Board	26	10/26/09	12/18/09	8.00	Debbie Brinser
Labor & Industry	12	10/23/09	12/18/09	8.00	Deb Noggle
Environmental Hearing Board	37	12/21/09	1/29/10	6.00	Katherine Graeff & Jean Clegg
Lieutenant Governor	28	12/21/09	1/29/10	6.00	Jennifer Glass
PA Public Television Network	34	12/21/09	1/29/10	6.00	Kelly L. Hubler
Banking	75	12/21/09	1/29/10	6.00	Lauree Fidler
Revenue	18	2/1/10	3/26/10	8.00	Mary K. Breen
Health	67	2/1/10	3/26/10	8.00	Lori Diehl
Executive Offices	81	2/1/10	3/26/10	8.00	Lisa Osman (PCCD) and Kelly Hubler and Kim Garner (GC) Coleen Zettlemoyer (OIG)
Military & Veterans Affairs	13	2/1/10	3/26/10	8.00	Ann Kimmel

Agency	Business Area	Start Date	Finish Date	Weeks to do Review	Agency Procurement Liaison
State Tax Equalization Board	36	3/29/10	5/7/10	6.00	Gregory Schöffler Nicole Porr
Milk Marketing Board	27	3/29/10	5/7/10	6.00	Joyce Detweiler
Aging	10	3/29/10	5/7/10	6.00	Roderick Weaver
Civil Service	32	3/29/10	5/7/10	6.00	Bernadette Hatok
Probation & Parole	25	5/10/10	7/2/10	8.00	Deb Basehore
Attorney General	14	5/10/10	7/2/10	8.00	Sheri Phillips
Agriculture	68	5/10/10	7/2/10	8.00	Michael Mesaris
General Services	15	5/10/10	7/2/10	8.00	Mary Masland
PA Securities Commission	66	7/5/10	8/13/10	6.00	Sue Flickinger
State Employees' Retirement System	70	7/5/10	8/13/10	6.00	Mandi Shadle
PA School Employees' Retirement	72	7/5/10	8/13/10	6.00	Terrienne P. Mirarchi
PA Emergency Management	31	7/5/10	8/13/10	6.00	Jill Dimpsey
Public Utility Commission	17	8/16/10	9/24/10	6.00	Terri Benzel
State Department	19	8/16/10	9/24/10	6.00	Julie Snader
Game Commission	23	8/16/10	9/24/10	6.00	Cynthia Marencic
Education	16	8/16/10	9/24/10	6.00	Wendy Kenyon (Lawanza Poteat)
Insurance	79	9/27/10	11/5/10	6.00	Peter J Salvatore
Community & Economic Develop	24	9/27/10	11/5/10	6.00	Bob Fortney
Historical & Museum Comm.	30	9/27/10	11/5/10	6.00	Tobi Gilson
Fish & Boat	22	9/27/10	11/5/10	6.00	Gay Cartwright

**Part I Chapter 07
Thresholds and Delegations**

A. Thresholds – General. The following not to exceed thresholds apply for procurements by all Commonwealth Agencies for which DGS is to act as the purchasing Agency:

Materials	Dollar Threshold	Services	Dollar Threshold	Construction	Dollar Threshold
No Bid No Documents Agency	< \$5,000	No Bid No Documents Agency	< \$5,000	No Bid No Documents Agency	< \$5,000
Informal Bid 3 Quotes Agency	\$5,000.01 - \$10,000	Informal Bid 3 Quotes Agency	\$5,000.01 - \$10,000	Informal Bid 3 Quotes Agency	\$5,000.01 - \$10,000
Formal Method Agency	\$10,000.01 - \$20,000	Formal Method Agency	\$10,000.01 - \$250,000	Formal Method Agency	\$10,000.01 - \$100,000
Formal Method DGS	>\$20,000	Formal Method DGS/Agency Delegated	> \$250,000	Formal Method DGS	> \$100,000

1. The estimated dollar value of the “original” contract period is the dollar amount the agency should consider when determining whether or not a purchase falls within a delegated procurement threshold. The agency should not factor in renewal option years and amounts when making this determination.

a. An agency should not set an “original” contract period at a shorter time frame with the intention of keeping the contract within a delegated dollar threshold.

3. For agency leasehold construction improvements, agencies are authorized to procure, on a no-bid basis, up to \$15,000 (see [Part I, Chapter 12, Agency Construction in Leased Facilities](#)).

CWOPA
Department of General Services
Performance Scorecard
Rolling 12 months

Business days turn around average

Service Level Commitment	Division	Commitment Days	2008 Jul	2008 Aug	2008 Sep	2008 Oct	2008 Nov	2008 Dec	2009 Jan	2009 Feb	2009 Mar	2009 Apr	2009 May	2009 Jun
Sole Source	Materials	20 refused or 60 approved	32.00	21.00	0.00*	29.00	44.00	21.00	35.00	30.00	27.00	24.00	20.00	0.00*
	Services	15	9.00	12.00	11.00	9.00	7.00	10.00	14.00	5.00	0.00*	1.00	0.00*	0.00*
EPO's	Services	2	0.24	0.39	0.30	0.50	0.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00
EPO's	Materials	2	0.00	0.00	0.01	0.00	0.00	0.79	0.00	0.00	0.00	0.00	0.00	0.00
Delegations	Services	5	5.16	4.09	6.21	3.25	3.89	4.71	5.31	7.75	5.82	4.38	2.40	3.17
PIBH Review	PIBH	30	7.85	12.82	10.20	20.00	16.55	11.67	16.86	13.81	10.11	21.11	8.76	8.60
Material Masters	Q & A	2	2.90	2.38	2.04	1.90	2.40	1.57	2.03	1.71	1.50	1.65	1.31	1.77

SRM		2008 Jul	2008 Aug	2008 Sep	2008 Oct	2008 Nov	2008 Dec	2009 Jan	2009 Feb	2009 Mar	2009 Apr	2009 May	2009 Jun
CSC Phone Calls	Agency Support (SRM)	332	379	344	282	369	191	259	253	213	185	335	274
	% Answered	79%	76%	82%	87%	91%	86%	90%	87%	86%	88%	89%	87%
	Supplier Service Center (Registration)	827	1045	1058	979	1195	615	1058	922	1097	874	793	591
	% Answered	75%	69%	78%	79%	75%	70%	72%	77%	67%	78%	81%	79%
SRM Remedy Tickets Closed SLA	Urgent	52.6%	45.5%	36.4%	50.0%	100.0%	0.0%	0.0%	33.3%	0.0%	5.6%	100.0%	0.0%
	High	19.6%	13.9%	10.0%	31.8%	10.0%	33.3%	0.0%	13.3%	10.5%	15.4%	0.0%	16.7%
	Medium	31.0%	21.1%	37.1%	46.3%	32.3%	43.7%	57.1%	46.9%	43.6%	55.8%	50.0%	22.2%
	Low	51.5%	38.3%	55.3%	63.9%	49.4%	60.0%	54.9%	54.4%	38.9%	43.0%	35.4%	47.8%
MSSC Catalogs Loaded	Total Count												172
Punch Out contracts	Total Count												7
Suppliers enabled with ERS	Total Count			2	2	2	5	5	5	5	5	5	5
Suppliers with Auto-PO	Total Count												82
Cycle Time PR to PO	Days	0.0	0.0	0.0	7.2	5.5	4.8	4.7	4.3	4.9	5.0	4.9	4.0
Suppliers Registered in SRM	Total Count	13,482	14,337	15,210	16,203	17,031	17,817	18,835	19,764	20,902	21,954	23,132	24,559

Value/Savings Information	2008 Jul	2008 Aug	2008 Sep	2008 Oct	2008 Nov	2008 Dec	2009 Jan	2009 Feb	2009 Mar	2009 Apr	2009 May	2009 Jun
Materials	6,026,545	75,081	2,672,416	360,505	1,533,593	444,517	777,999	9,240,241	232,370	197,580	**0	73,496
Services	2,391,099	150,179	13,093,222	41,810	2,545,646	**0	343,550	380,529	3,398,704	864,653	189,075	15,456
Grand Total	8,417,644	225,260	15,765,638	402,315	4,079,239	444,517	1,121,549	9,620,770	3,631,074	1,062,233	189,075	88,952
Cumulative total	8,417,644	8,642,904	24,408,542	24,810,857	28,890,096	29,334,613	30,456,162	40,076,932	43,708,006	44,770,239	44,959,314	45,048,266

* Represents no sole source submittals
** No contracts entered

VALUE TRACKER

Total Savings Goal for 2008-09 \$41,500,000

Fiscal Year 2008-09

Date	7/1/2009
Materials	21,634,343
Services	23,413,923
Total Savings	45,048,266



\$ 45 M	109%
\$ 43 M	104%
\$ 41 M	100%
\$ 39 M	94%
\$ 37 M	89%
\$ 35 M	85%
\$ 33 M	80%
\$ 31 M	75%
\$ 29 M	70%
\$ 27 M	65%
\$ 25 M	60%
\$ 23 M	56%
\$ 21 M	51%
\$ 19 M	46%
\$ 17 M	41%
\$ 15 M	36%
\$ 13 M	31%
\$ 11 M	27%
\$ 9 M	22%
\$ 7 M	17%
\$ 5 M	12%
\$ 3 M	7%



Jun	100%
May	92%
Apr	83%
Mar	75%
Feb	67%
Jan	58%
Dec	50%
Nov	42%
Oct	33%
Sep	25%
Aug	17%
Jul	8%

