I. Organizational Structure:

Contracting & Purchasing Services
Organizational Chart

Tom Trionfi
Director
Contracting & Purchasing Svcs.
PA-6

Debra Goodwin
Coordinator
Contracting & Purchasing Svcs.
PA-4

Patti Jasko
Sr. Specialist Clerk
OP-5

Linda Richter
Office Manager
Central Mailroom
PA-2

Mike Viers
Manager
University Stores
PA-4

Tom Ridley
SAP Financial Systems Analyst
PA-3

Patti Jasko
Sr. Specialist Clerk
OP-5

Debra Goodwin
Coordinator
Contracting & Purchasing Svcs.
PA-4

Janel Dolan
Administrative Clerk
OP-6

Linda Richter
Office Manager
Central Mailroom
PA-2

Jeff Peavey
Coordinator
Moving & Delivery
PA-3

Trevis Moore
Coordinator
Payable Accounting
PA-3

Susan Watt-Smith
Sr. Buyer
PA-3

Jessica Thompson
Mailroom Specialist
ST-3

Don Gould
Warehouse Worker I
SM-4

Keturah Torres
Administrative Clerk
OP-6

Tammy Campbell
Administrative Clerk
OP-4

Lorinda Moss
Mailroom Specialist
ST-3

Brian Boge
Warehouse Worker I
SM-4

Kim Wilson
Warehouse Worker II
SM-6

Diana Yarmuth
Sr. Specialist Clerk
OP-5

Paul Mayerczak
Warehouse Worker II
SM-6

Scott Yuncker
Warehouse Worker I
SM-4

Nina McQuiston
Sr. Specialist Clerk
OP-6

Susan Watts-Smith
Sr. Buyer
PA-3

Brad Brookens
Warehouse Worker II
SM-6

Elaine Carol
Sr. Specialist Clerk
OP-5

Jennifer Brown
Sr. Buyer
PA-3

Jerry Rogers
Warehouse Worker II
SM-6

Dong Khuu
Warehouse Worker II
SM-6

Tom Ridley
SAP Financial Systems Analyst
PA-3

Jennifer Bronz
Sr. Buyer
PA-3

Trevis Moore
Coordinator
Payable Accounting
PA-3

Keturah Torres
Administrative Clerk
OP-6

Nina McQuiston
Sr. Specialist Clerk
OP-6

Paul Mayerczak
Warehouse Worker II
SM-6

Brad Brookens
Warehouse Worker II
SM-6

Elaine Carol
Sr. Specialist Clerk
OP-5

Jennifer Brown
Sr. Buyer
PA-3

Jerry Rogers
Warehouse Worker II
SM-6

Dong Khuu
Warehouse Worker II
SM-6

Troy Lusk
Warehouse Worker I
SM-4

Kim Wilson
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Brad Brookens
Warehouse Worker II
SM-6
II. Executive Summary of the Major 2013 - 2014 Accomplishments:

1. Undertook a second major roll-out of the Activepay program to increase vendor enrollment and ACH enrollments. All vendors in the AP vendor master file who were paid within the last 4 years were contacted for enrollment. Marketed Activepay as the primary, preferred payment method by including this on the C&PS website, in the terms in bid documents, contracts and purchase orders. Established a process for vendor enrollment as part of our purchase order and vendor create processes. We also expanded the Activepay Program by using the distributed card for purchasing point of sale transactions to capture rebates.

2. Completed eight (8) department relocations

3. Completed 26 on-line auctions with sales revenue over $80,000

4. Realized $100,000 in direct savings from negotiated MRO contracts

5. Completed campus-wide printer standardization policy for desktop printers in collaboration with CMU IT DCSC group. Standardizing on desktop printers and encouraging the use of the Multi-Function Ricoh units will provide significant cost savings to the University.

6. Negotiated Car Share Agreement with Enterprise Rent A Car to provide hourly on campus vehicles for students and staff at CMU. Students and staff can sign up on line, reserve vehicles and rent a vehicle for short term trips with immediate availability. Vehicle, insurance, gas is all included in the hourly rate. The program will be promoted over the course of the summer and vehicles will be available at the start of the fall term.

7. Continue to meet with local state and government agencies to promote collaborative purchasing agreements. Currently the City of Mt. Pleasant and Mt. Pleasant Schools utilize CMU’s copier program. Met with officials at the City of Mt. Pleasant to set them up on CMU’s office supply agreement with Office Depot. Will be meeting with Central Michigan Health Dept, Mt. Pleasant Schools and Charter Township of Union to discuss adding to this agreement as well as the copier agreement and postal services.

8. Realized over $8,000.00 in cost savings by bidding Microfilm to Imagenow conversion to CMU Clarke Library. Other quotes were $13,000 higher than bid submitted by CMU Clarke Library who has equipment to provide services at a much lower cost and records do not need to be taken off campus.

9. Completed large audio visual bid project in coordination with Michigan Tech. University and CMU Health Professions. The collaboration was to provide a means for students and faculty to participate in an active learning environment utilizing high definition video conferencing technology remotely in classroom and lab environment.
10. Completed bid for the Microsoft Campus software, CDW was awarded the business and pricing is locked in for 3 years.

11. Negotiated an additional 15% off the purchase price of the Mobile Clinic Vehicle which amounts to a savings of $53,520.00.

12. Created several new QTP (Mercury Quick Test Professional) scripts to assist multiple departments to be more efficient when entering data into SAP (e.g. ORSP, Accounting Services).

13. Provided trouble shooting for PNC credit card payment process which included the configuration of two new payment methods (e.g. Q and F) to assist in the process of paying and reconciling.

14. Updates for the Purchasing department including a new "MA" document type, update to GR slip, IDOC process efficiencies and vendor minority reporting.

15. Evaluated and implemented a new mail delivery route, saving time, eliminating travel time and allowing for additional stops (CMED-Research Lab and CMED South) and allowing for additional stops (Biosciences) as the campus continues to expand. Also, allowing for the additional service of afternoon deliveries of Express, Certified and Registered Mail that is received from the USPS in the afternoon.

III. Table of Operational Data

Purchasing:
- Processed 139 non-PO contracts that totaled $22,500,000. Twenty (20) of these were new.
- Processed 6880 POs valued at $42,300,000 with an average value of $6,150.
- The efficiency rating (expenses versus spend) for Purchasing is: .0095 which places it in the top tier of university purchasing departments.
- MBWE Spend: $1,500,000

Payables:
- Processed 50,900 invoices totaling $156,700,000 and obtained vendor discounts of $15,500. The average invoice was $3,100.
- Processed 4,295 ACH vendor payments totaling $41,500,000.
- Processed 15,000 checks and an additional 115 manual “rush” checks.
- Processed 1099-Misc forms (700)
- Active Pay: 1312 vendors enrolled
University Stores:

<table>
<thead>
<tr>
<th>Completed Moving Requests</th>
<th>2130</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stores’ Line Items Filled</td>
<td>25,400</td>
</tr>
<tr>
<td>Stores Annual Sales</td>
<td>$1,450,000</td>
</tr>
<tr>
<td>Tagged Assets</td>
<td>33,400</td>
</tr>
<tr>
<td>Tagged Asset Value</td>
<td>$126,700,000</td>
</tr>
</tbody>
</table>

Mailroom:
- Processed (metered) over 787,754 pieces of outgoing mail.
- Processed 4,755 UPS packages
- Sorted 521 trays of incoming letter mail (approximately 315,000 letters)
- Sorted 2,605 tubs of incoming flat mail (magazines, newspapers, sales catalogs and flats)

IV. **Significant Personnel Changes**

Hired a new Web Coordinator; Trevis Moore. Also made Trevis the Coordinator of Payable Accounting and moved Jennifer Bronz to full-time Senior Buyer

V. **Fundraising/Revenue Generation**

University Stores generated from their monthly and annual Sales; **$196,000**. Purchasing’ consortium/collaborative efforts generated revenue of **$100,000**. Central Mailrooms collaborative work efforts generated revenue of **$43,000**. Payable Accounting generated from their Active Pay rebate **$180,000**.
VI. SWOT

1. **Strengths:**
   - Operational Efficiencies
   - Experienced and Knowledgeable staff
   - Very good relationships established with other departments and staff
   - Strong service orientation

2. **Weaknesses:**
   - Difficulty in keeping current and complying with external (governmental, IRS) requirements.
   - No staffing flexibility to accommodate new expectations of customers.
   - Low priority “designation” for IT resources.
   - Slow system response time which affects productivity
   - New Website
   - New demands for services from (Facilities, Research and CMED) out paces ability to respond.
   - Diversity of commodity responsibilities makes it difficult to develop "expert" product knowledge in all areas.

3. **Opportunities:**
   - Additional collaborative service opportunities with external partners that have the potential to generate revenue.
   - Business Warehouse/Business Intelligence being implemented slowly for FI reporting –will provide an opportunity to learn new reporting methods
   - Improved Imaging product with potential for front-end imaging and a workflow process for problems/approvals
   - Addition of the College of Medicine presents opportunities with regards to the procurement of new types of specialized equipment and services.

4. **Threats:**
   - Continuous University Expansion – New Buildings and Programs without the addition of operational staff. (Medical School, Rose Center, Education Building, Residence Halls, Dinning areas, Ronan)
   - Budget reductions and bumping which potentially jeopardizes the employment of knowledgeable, experienced employees who have lower seniority.
   - Lack of planning and collaboration on purchases that could be aggregated. The result could be less duplication and monetary savings.
VII. Progress toward 2013-2014 Goals

1. Initiate Equipment Inventory System (RFID) at CMU – project research and evaluation continues for the 2nd year. Completed but didn’t receive support to move forward
2. Increase the vendor enrollment in ActivePay. Increased enrollment by four (4) times
3. Increase the number of distributed data entry areas that scan into ImageNow. Include these areas in developing a front end imaging program. Added four (4) more departments
4. Continue to cross-train staff and redistribute workload. Ongoing; redistributed some PO work to NPO clerk.
5. Re-establish the “contracting authority” training. Offered two training sessions
6. Establish “master agreements” for Environmental, Health and Safety. Completed
7. Continue to update internal policy and procedures. Ongoing
8. Increase revenue from outside entities. Added Isabella County for mail processing and working with them for office supplies and copiers.
9. RFPs for golf facility; CMED development strategy. Completed
10. Rebid the “rental car” contract. Additionally conduct an RFP for an hourly rental car program using the “zip” and “we” car concepts from Avis and Enterprise, respectively. Completed. Enterprise’s Carshare program will be available this Fall.

VIII. Primary Goals for 2014-2015

1. Investigate a money card option for non-vendor payments (i.e. non-employee reimbursements) that would eliminate the need for obtaining acch information for payment, eliminate check printing and loss eliminating escheats for this category of payment. This should reduce some of the workload that has come about as a result of ACH enrollments and reduce check printing and supply costs.
2. In conjunction with the web applications person and SAP analyst, investigate development of web page entry of NPOs for departments. This would have the potential of being used by all campus departments and not be limited to only those using imaging (similar to the req process).
3. Implement extended withholding. This will provide AP with flexibility to address withholding requirements that are currently pending with the IRS if they are passed (independent contractor voluntary withholding).
4. University Stores warehouse barcode system update Windows XP discontinuation forced system update of hardware and software.
5. Review to better understand our software purchases to see if they can be combined for better cost savings and reduce duplication.
6. Support upcoming projects like CMED East and Bioscience building project and assisting to making sure timelines are met.
7. Develop a procedure to replace all existing Blanket Purchase Orders that include services with Service Agreements. Each work release against the service agreement will require a department work order, thus attaining a higher degree of accountability for department spend with vendors. Service Agreements with
specific terms and conditions relating to the services to be provided will result in fewer potential liability issues for the University.

8. Continue to monitor printer/MFD purchases and work with departments to assure adherence to the Printer Standardization Policy with the goal to decrease the amount of devices on campus and realize cost savings by utilizing purchasing contracts already established.

9. Continue to work with outside agencies (Charter Township of Union, City of Mt. Pleasant, Central Michigan Health Dept. etc.) to extend CMU purchasing agreements (Office Supplies, equipment etc.) where feasible which will provide long term cost savings by pooling equipment purchases to take advantage of quantity purchases when contracts are re-bid.

10. Complete the PO IDOC improvements with IT assistance to make the entire process more efficient.

11. Complete PO processing improvements that will assist in combining University Stores contract PO’s into fewer PO’s per each vendor.

12. Grants-research and understand underutilized delivered functions and ways to improve the efficiency of the grant process.

13. Analyze present systems and procedures to integrate additional functionality, correct problems, streamline processes, write new reports and utilize Mercury QTP for system efficiencies.

14. Work with IT resource for the data warehouse requirements for MM/FI/FA/GM &PM reporting.

15. Implementation of SAP budgeting software for higher education (if this is determined to be a University goal).

16. Update mailing system software in an effort to remain compliant with the USPS, and continue to receive discounted rates for Priority and parcel mail.

IX. Primary goals for next five years


2. Standardizing on more commodities. Department’s make decisions based on personal preferences rather than functionality requirements based on operational necessity. Standardizing and encouraging/persuading all departments to participate would result in enhanced total cost savings including but not limited to product cost, maintenance cost and compatibility efficiencies across campus. Examples:
   - Vehicle purchases/leases, standardize on a specific level of vehicle (mid-size sedan and options).
   - Office/Word Processing Software
   - Copiers
   - Fax machines
   - Printers

3. Development of a vendor portal implemented that would allow vendors to:
   - Access their account information (e.g., invoices processed, invoices paid, check amount, check number, etc) 24/7.
   - Update account information online such as address, phone/fax number, etc., and eventually expand use of the portal. This would
reduce the number of phone calls and provide staff time to work on more complicated tasks.

4. Improve recycling of electronics, computers & mobile devices
5. Improve Computer Sanitizing Process prior to public sale for enhanced security of data.
6. Seek further opportunities to collaborate with Saginaw Chippewa Indian Tribe and Union Township and other public entities.
7. Development of a paperless delivery system with digital signature capability that operates in collaboration with SAP.
8. Explore new services to be offered to CMU departments by the Central Mailroom.
9. Assist in increasing the productive utilization of Payable Accounting pay by credit card program and ensure that the process runs efficiently.
10. Implementation of SAP budgeting software for higher education (if this is determined to be a University goal)
11. Continue to look at feasibility at implementing front-end Imaging and other automation options so workflow can be used for routing problems invoices, getting necessary approvals, etc.
12. Update major equipment forklifts & keep warehouse technology current.
13. Improve Surplus Sale Building – currently not weather tight, no restrooms, no running water, no heat.
14. Expand the ActivePay program by using a combination of distributed card payments, single use cards, push programs.
15. Continued attempts to automate AP systems.

VIII. Contingencies/Risk to Achieving those Goals and Strategies to Address

1. Costs and human resources required to implement
2. Senior management support
3. Campus-wide support
4. Limited (IT) resources
5. Aging workforce
6. IRS regulations
7. Federal Granting Agency Regulations