

June 26, 2014

## Changes Coming July 1 - Procurement of Services Threshold Increasing

Changing July 1: The threshold when a Documented Quote is required for the procurement of **services** is increasing from \$25,000 to **\$50,000**.

This change will result in increased efficiency, savings in time and resources, and increased potential for small business concerns to more easily provide services. In addition, it brings CU in line with the thresholds of several of our peer institutions. Note that we still have the flexibility to conduct a Documented Quote at lower thresholds if it's in the best interest of the University.

Not changing: The threshold when a Document Quote is required for the procurement of **goods** remains \$10,000.

## PSC Hosts Sustainability Event

On June 9, the PSC was pleased to host a Sustainability Summit, attended by 21 staff members with sustainability responsibilities across all CU campuses.

The featured speaker was Dr. Roger McFadden, Vice President and Senior Scientist from Staples, who delivered a presentation entitled, "Small Things Make a Big Difference – Making an Orderly Transition to Safer Chemicals, Materials, Products and Processes." Dr. McFadden is the creator of the Staples exclusive line of Sustainable Earth cleaning products.

Attendees participated in a discussion on the current and future state of sustainability with an emphasis on green cleaning chemicals and ecological sustainability. Several CU departments were recognized for their transition to using green chemicals. The summit also provided time for robust Q&A and networking sessions.

Thanks to all who participated and helped!

## PSC Staff News: Introducing Ian Best

Ian Best recently joined the Contracts Services team as our newest Contract Administrator. A Colorado native, Ian received his undergraduate degree from Colorado State University and his J.D. from the University of Oregon.

Prior to joining CU, Ian was the Director of Contract Services in the Chancellor's Office of the Oregon University System. There he worked on procurement contracts, very similar to his responsibilities here.

Ian enjoys the Colorado outdoors, particularly hiking and biking. We're glad he decided to return to Colorado and join the PSC team.

Welcome, Ian!

**Fiscal Year-End Resources**  
Available online at:  
[www.cu.edu/controller/finance/](http://www.cu.edu/controller/finance/).

## CU Marketplace Survey Reminder

Tell us what you think: The survey will remain open through Thu, July 3, at 6:00 p.m.:

[www.surveymonkey.com/s/CUMarketplace](http://www.surveymonkey.com/s/CUMarketplace)

## Staples Customer Satisfaction Survey

In April 2014, the PSC conducted a satisfaction survey regarding Staples. While the survey was open to everyone, we specifically invited 2,042 people to participate based on their ordering activity with Staples over the previous 12 months. We're pleased to report that 427 people (21%) responded.

Survey questions focused on customer service, product selection, ordering, delivery, billing, pricing, the Staples catalog in the CU Marketplace, and sustainability. The overwhelming majority of respondents indicated they were satisfied/very satisfied with Staples in all areas measured by the survey:

- The highest satisfaction ratings were given for the delivery process and delivery personnel
- Also scoring well (above 3 on a 4-point scale) were Customer Service, product selection, ordering, billing, pricing, and the catalog
- Over 80% of respondents indicated that they had never experienced any issues in the areas of customer service, nor had they experienced ordering, delivery, or billing errors

While satisfaction levels were very high, a few specific issues emerged from the survey, including low confidence in non-O.E.M. ink and toner products, concern about excess packaging, and challenges with backorders and third-party shipment. The PSC is working with Staples to address these points.

We learned some interesting things from the survey:

- 65% of respondents place orders on at least a monthly basis. (Note: The PSC recommends placing orders on a monthly schedule since this reduces packaging waste and helps keep overall costs down.)
- 87% of respondents indicated that they seldom or never use shopping lists. (Shopping lists reduce the amount of time needed when placing orders for frequently purchased products.)
- While 80% of respondents stated that sustainability is a consideration, price continues to outrank sustainability in most purchasing decisions.
- 94% of respondents are aware that the Staples contract for office supplies is mandatory
- 16% of respondents are now purchasing facilities products from the Staples catalog

Thanks to all who participated! Your feedback provides valuable information and helps the PSC continue to strengthen the CU-Staples relationship.