

**Strategic Sourcing of Office Supplies**  
Supporting the University's Cornerstone Strategic Plan – Organizational Excellence\*

**FACT SHEET**

**Strategic Sourcing** is an approach that combines the purchasing of commonly-used supplies, equipment, and services in order to achieve more favorable pricing and more effective service.

**WHY**

- Office supplies cost the University more than \$3M annually.
- To leverage combined buying power for low cost, high-quality products, and superior customer service.
- Following an in-depth analysis, anticipated savings on everyday office supplies are expected to exceed on average +20%. Additional implementation fees received from the vendor will be allocated to strategic plan initiatives.

**WHAT:**

- **The Supply Room Companies** is *now* the University's office supply vendor for common office supplies: toner, paper, binders, file folders, storage and shipping materials.
- The Supply Room is already a provider of choice for more than half of the University and has a reputation of outstanding customer service.



Look for the New "BEST VALUE" icon in UVA Marketplace

The Supply Room - Comparison of Pricing			
Item	Average Price FY14	Best Value Price	Savings
3M Pop-Up Notes, 3x3, 18 Pack	\$18.45	\$13.19	<b>29%</b>
3M Dry Erase Board 72x48	\$260.74	\$174.84	<b>33%</b>
HP304A Laser Toner, 3-Pack	\$412.85	\$271.16	<b>34%</b>
Swinger Optima 40 Electric Stapler	\$137.88	\$58.59	<b>58%</b>

**WHEN:** Starting September 1st, purchases of common office supplies will be made through The Supply Room. Department purchasers will receive training and additional information in September. The contract applies to all units and schools in the University academic division (excludes the Medical Center).

**HOW:**

- Purchasers will buy supplies as they do today - utilizing the UVA Marketplace catalog. The Marketplace catalog will display the Supply Room's *BEST VALUE* icon for 500+ frequently purchased items at the top of the page. These supplies are under contract and provide the greatest savings.
- All purchases from the Supply Room will be exempt from eVA fees, further reducing departmental costs and the effort of reconciliation.
- If a purchaser needs a specialty item not listed in the UVA Marketplace, the purchaser contacts the Supply Room to determine if a similar or alternate item can be accommodated and if not, then the purchaser will purchase from another vendor.
- Department feedback on vendor quality and performance will drive vendor improvement efforts.
- Departments will receive office supply expenditure reports.
- Procurement and Supplier Diversity Services will monitor institutional spend to ensure adherence and continuous improvement of the office supply purchasing process.

## **BENEFITS:**

### **1. One stop shopping – Easy to use!**

- One vendor for basic office supplies, including HP ink and toner
- **Best Value items are already negotiated; no time wasted on price comparisons**
- UVA Marketplace catalog: Shopping from an online catalog allows users to view photos, compare items, add to cart, and checkout. No more data entry in non-catalog forms!

### **2. Great quality and service**

- Next day delivery of in-stock office supplies
- Customer satisfaction as rated by the University community
  - Bi-annual review of vendor performance
- Reliable source / Quality personal service
  - Dedicated University Supply Room representatives

#### **Key Vendor Metrics**

- 1. Maintain a 4 star customer service rating**
- 2. Next day delivery of in-stock supplies  $\geq$  95%**

### **3. Increased value and decreased cost**

- Price Match Guarantee for lesser priced items sold by similar office supply vendors, such as Staples or Office Max
- Greater discounts on HP ink and toner
- Savings from lower pricing and no eVA fees provide more funds for the Department
- Vendor implementation fees provide funding for University strategic academic initiatives



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*\*Supporting the University's Cornerstone Strategic Plan:*  
Pillar 5: Steward the University's Resources to promote academic excellence  
Strategy 14: Organizational Excellence

**Organizational Excellence:** is a formal program at the University, established as part of the University's Cornerstone Strategic Plan, that seeks opportunities to enhance the University's stewardship of all its resources — from financial to facilities to technological to human resources — and align its processes, technology and people to support institutional priorities. For more information visit: <http://www.organizacionalexcellence.virginia.edu/>