

Procurement Newsletter

June 2018

Toner Scam Alert

It has come to our attention that ink and toner cartridge telephone scams are on the rise again! This is a reminder to all campus employees who purchase printer ink and toner for their office – and all employees in general – to be cautious of sales calls asking for printer information by telephone, as this is likely a scam.

Please remember these tips for protecting yourself against scams:

- » Do not provide information about your printer, especially inquiries about model or serial numbers
- » If you receive bills for goods or services that you didn't order, you're not obligated to pay, even if the product was already delivered
- » When you receive a shipment or invoice, be sure it corresponds with the goods and services you've ordered and the prices you were quoted
- » Be skeptical of "cold" or unsolicited calls; recognize and resist high-pressure sales tactics
- » Ask supply representatives for their name, company name, and telephone number. If they're vague or if they hesitate, hang up!

Contact Procurement Services if you have any questions or concerns: procurement@iastate.edu or 515-294-4860.

For more information about common scams, visit our website at: <https://www.procurement.iastate.edu/home/scams>

Our Mission

The mission of the Iowa State Procurement Services Department is to provide efficient, timely and effective assistance to faculty, staff, and students.

Please contact us with any questions or concerns by contacting a staff member directly, emailing procurement@iastate.edu or calling 515-294-4860.

Upcoming Events

July 10 9:00am

Purchasing Card Orientation
Administrative Services Building

July 11 10:30am

cyBUY User Training
Administrative Services Building

July 26 8:30am

Requisitioning System Training
Administrative Services Building

Tips for Purchasing Software

What do you need to know when purchasing new software?

Here is a quick checklist of questions to consider before submitting a purchase request to help avoid delays.

Is this software currently being used on campus?

Contact your department IT representative to find out if the software is in use on campus. The ITS Security group can inform you if your software has been reviewed – this requires entering a ticket into the RFC system.

Can you describe in two sentences the business purpose of the software?

This should include the primary purpose for purchasing the software, what funds will be utilized and whether the software will be utilized for a business, research or academic purpose. This information will aid Procurement and IT when assessing the purchase and implementation process.

How will the software be installed?

Software is generally installed one of three ways:

- » On a specific computer (ex. On your office or lab computer)
- » On a virtualized server on the ISU campus (ex. Software hosted by an ITS server)
- » Within a cloud or SaaS based environment (ex. “hosted services” such as Canvas, Box, etc.)
- » Identifying this will determine the process necessary for approving the purchase.

How many people will use the software?

Have a general idea of the number of licenses needed, the total number of users and the type of users who will have access to the software (i.e. faculty, staff, students or graduate assistant/post doc).

Will sensitive information be entered or collected by the software?

Does the software collect or transmit any Personally Identifiable Information (PII) or other sensitive data including but not limited to: usernames, passwords, contact information, social security numbers, biometric data, student ID numbers, Treasurer account data, credit or debit card number, ISU account number, personal health information, etc.? Learn more about IT Security standards, guidelines, support and services at <https://security.it.iastate.edu/> or contact itsecurity@iastate.edu.

Does the software require you to accept any terms, conditions, or license agreements?

Procurement must review all agreements of this type. Keep in mind, there are often links or references to terms within a quote or order form that must be reviewed prior to purchase. When in doubt, contact the Procurement Services Department for assistance. **Warning! Even free software generally has some sort of license agreement or terms of use.**

Procurement contacts for software purchases are Jamie Albertsen [jamiea@iastate.edu](mailto:jamiaea@iastate.edu) and Eric Johnson emj@iastate.edu.

Chat Feature Trial

Procurement Services is using a chat feature for cyBUY as a 30-day trial. The chat feature will be available on <https://www.procurement.iastate.edu/cybuy/faq> as well as a few pages in Access+ under the cyBUY tabs. The chat feature will be found in the lower right-hand corner of the browser window. At the beginning of the chat session, the application will ask for your name and email address. This chat will be great for quick questions, but if the question requires further investigation, we are able to email you with follow up information using the email address you provide. Feel free to send chats on the weekend, your chat questions will be answered on the following business day. At the end of each chat session, you will be asked to rate the help you received and provide comments.



This chat feature will be available for 30 days. After the 30 day trial period, we will decide if we will continue with the subscription based on the usage and the comments we receive.

For questions about cyBUY please call 515-294-8577, email cyBUY@iastate.edu, or **chat!**

Martin Bros.

Iowa State University procures the majority of the food served on campus from Martin Bros Distributing Company. Based out of Cedar Falls, Iowa, this local, family-owned company has been the Prime Food Vendor for ISU for the past seven years.

The most recent contract that began July 1, 2016, and was completed in conjunction with The University of Iowa and The University of Northern Iowa so that all three institutions could pool their purchases together in order to maximize savings for each institution. Because of the new contract, ISU stands to save more than \$1,000,000 over the life of the Contract.



New Travel Agency Contracts

Contracts were awarded to two new full service travel agencies. The university transitioned from Travel and Transport (T&T) to Corporate Travel Planners (CTP) and Key Travel Inc. Going forward, ISU will have two agencies facilitating the purchase of tickets through the university while providing more options for travelers. Both of these agencies are full service providers, however, Key Travel specializes in foreign travel, while CTP predominately focuses on domestic flights. CTP uses Concur booking tool.

For more information, visit the Controllers Department website at:
<http://www.controller.iastate.edu/travelinformation/airtravel.htm>

Uniform Guidance

Uniform Guidance (UG), is the set of rules and regulations that governs the administration of federally funded projects and is meant to combine, update, and supersede the OMB Circulars and federal guidelines, including A-21, A-110, and A-133. The bulk of Uniform Guidance came into effect on December 26, 2014, but much of the guidelines that impact Procurement Services were delayed. As a result, Procurement Services will be compliant with UG standards by July 1, 2018, a requirement in order to remain eligible to receive federal funds.

The changes to Procurement Services policies and procedures will mostly be handled by the Procurement Services staff. One change that will affect departments is the increase to the micro purchase limit from \$3,500 to \$10,000. The Federal Justification Information section on P-Card transactions, when federal funds are used, will no longer be required.

The other requirement that will effect departments relates to the close-out of federally funded orders. Departments will receive an email from Procurement Services when a purchase order is fully invoiced or a contract is concluded requesting answers to a few questions related to the receipt of goods and/or services and the satisfactory completion of the order so that we may close out the associated purchase order or contract.

The mission of Procurement Services is to provide efficient, timely, and effective services that maximize resources and support the university and we will continue to strive towards providing excellent customer service. Please contact Cory Harms, Director of Procurement Services, or Stacy Sassman, Associate Director, with any questions.



Staff Spotlight

Jayna Grauerholz

Jayna Grauerholz is the newest Procurement Services Department staff member. Jayna started in November of 2017 in the role of Procurement Agent III. She is responsible for various services and contracts, including contracts for hazardous waste, refuse removal, debt collection, and professional service contract agreements.

Jayna graduated from law school with a Juris Doctor after completing a B.A. in Human Services. During law school, she worked at a Public Defender's Office as a legal intern. After graduating law school, she was admitted to practice in the state and federal courts of Iowa. She practiced at a law firm specializing in civil rights and employment law providing representation and advocacy to individuals with disabilities.

Thereafter, Jayna worked at an agency reviewing complaints of discrimination, and at an agency overseeing regulatory compliance of higher education institutions. In addition to regulatory compliance, she also managed procurement and drafted contracts for the agency. She also organized an initiative to create an intra-agency electronic system for purchase requests and approvals. This experience piqued her interest in procurement processes and best practices, and was the impetus for seeking a position with the Iowa State University Procurement Services Department.

When Jayna is not working, she enjoys spending time with her spouse, chasing after and playing with their three kids, ages four, two, and one month.