

MONTEFIORE
POLICY AND
PROCEDURE

SUBJECT: OFFICE SUPPLIES POLICY

OWNER: Procurement

EFFECTIVE: 11/01/2021

REVIEW/REVISED: 9/30/2021

SUPERSEDES: N/A

CROSS-REFERENCE: Print Management Policy

Purpose:

The purpose of this policy is to provide Montefiore Medicine with a guidance dictating processes, vendor contact, and user expectations for the procurement of Office Supplies. For the purposes of this policy, the scope includes all office supplies as well as a subset of non-clinical items, such as food and beverage items. This policy also ensures that Montefiore Medicine procurement of office supplies no longer includes the ordering of Printer or Toner supplies. This policy is put into effect in tandem with a Print Management Policy, which dictates all details of Montefiore Medicine Print Environments, and should be referenced for all such concerns.

This policy intends to:

- Guide appropriate operating processes for office supplies procurement. This includes but is not limited to ordering, approval process, the use of vendor websites for ordering, creation of purchase orders (POs), and order returns.
- Provide framework of expectations for vendors regarding their offerings, processes, and customer service
- Provide means of resolution for lack of compliance to the process

This policy sets forth guidelines that shall be adhered to for the procurement of all office supplies, unless otherwise indicated to and approved by Montefiore Procurement. Montefiore Procurement is responsible for the update of this policy. Montefiore Procurement is responsible for the enforcement of this policy as necessary.

Responsibility:

This policy is implemented under the ownership and authority of Montefiore Medicine's Procurement. The owner is responsible for annual review of this Policy for improvements. The following roles and responsibilities are accountable for performing their tasks according to standards meeting this policy's requirements.

Role	Responsibility
Montefiore Procurement	Policy Review and Enforcement, Vendor Accountability, Vendor Process Remediation, Vendor Analysis
Office Supplies Vendor	Service-Level Agreement Fulfillment, Customer Service Obligations
End User	Policy Adherence
Site Administrator	Vendor Point of Contact (Facility), Minor Approvals
System Administrator	Standing Vendor Meetings, Site Administrator Point of Contact, Vendor Point of Contact (System), Major Approvals

Definitions:

Office Supplies

Office Supplies are the consumables and equipment* necessary to maintain an effective office environment.

** Certain print-related items will no longer be included in office supplies. Printers, inks, toner, fusers, and the servicing of printers and like devices are not included in the definition of office supplies. However, staples and varieties of printer paper are. These items will be covered as part of the Print Management Policy.*

End User

End Users are individuals making use of a vendor's service for ordering, particularly through a website or customer service interaction process.

System-Level Administrator

System-level administrators are individuals that oversee operations related to end users' ordering processes across all applicable Montefiore Medicine facilities. System-level administrators serve as a point of contact for the Office Supplies Vendor for issues concerning the broader scope of the service provided.

Site-Level Administrator

Site-level administrators are individuals that oversee operations related to end users' ordering processes at a particular facility. Site-level administrators serve as a point of contact for the Office Supplies Vendor for issues concerning a particular facility or facilities

Service Level Agreement (SLA)

The service level agreement is an agreed upon term under which the vendor agrees to perform services for the client. This may include the amount of staff designated to the client, client flexibility and customizability in their use of a website or ordering process, etc.

Customer Service

Customer service Includes all interactions that the vendor has with the client leading up to, during, and following an order that pertain to said order.

Catalog

The catalog is the suite of products that are accessible to the client under their contract with the vendor. This suite may be any agreed upon subset, or the total set, of products offered by the vendor.

On Contract

On contract items are products available to the client on a fixed price basis for a fixed term. On contract items may also come with an inherent accessibility, rather than restricted accessibility to certain subsets of End Users.

Off Contract

Off Contract items are products that are available within the client catalog, but are not guaranteed at a fixed price, or are guaranteed at a fixed price for a more limited term. Off contract items may have restricted accessibility to a subset of client End Users.

Printer Products

Printer products cannot be ordered at any time. These products are considered their own category of good outside of Office Supplies. This includes, but is not limited to, printers, fax machines, copiers, and toners. Paper products are acceptable so long as the paper is necessary to job functions associated with the cost center or department that makes the order. Printer products are an out of scope set of goods for this policy, considered in their own category. Please adhere to the Print Management Policy and refer to it for further guidance.

Policy:

General Terms

1. Solicitation, Sourcing & Vendor Quotes
 1. Solicitation from uncontracted vendors for any office supplies should be directed to Montefiore Procurement's Sourcing Department.
 2. Sourcing Department is also responsible for maintaining records of vendor quotes and leading value analysis efforts of provided quotes.
2. Products

1. Out of Scope Items

Printers and various print products are out of the Office Supplies scope. Such products are identified in the definition of **Printer Products** above, and further elaborated on in the **Print Management Policy**. However, paper that could be used for printing is still included in Office Supplies. All Vendor agreements for Office Supplies should explicitly state the limitations on printer goods in accordance with the Print Management Policy.

Items on the Montefiore Information Technology (MIT) Self-Service Portal Catalog are also out of scope. These items, which can be found in **Appendix A**, should not be ordered from an office supplies vendor under any circumstance.

3. Item Standardization

To standardize the ordering process and user access, several specialty items may no longer be available for purchase. At the discretion of Montefiore Site-Level and System-Level Administrators, items may be added and removed from End User accessibility based on demonstrated need for those items. The **End User and Administrator Expectations** section identifies System Administrator responsibilities related to maintaining documentation of, and periodically reviewing, acceptable permissions.

For example, in July of 2021 several specialty tissues, chocolates, and other items identified as non-standard were removed from the Montefiore Catalog of the office supplies vendor. Standardization efforts may target subsets of product categories or entire product categories, at the discretion of Montefiore Procurement.

Standardization efforts for specialty items will exclude Users who order for a department with a demonstrated need for a given specialty item. For example, orange juice may not be accessible to most End Users but would be made available to a Blood Banking Department. These needs are to be documented and reviewed by System-Level Administrators quarterly.

4. Serviceable Equipment Terms

Terms of service & use for equipment such as coffee makers must be addressed within the contract should these items be part of Montefiore's vendor catalog. Items to address include hours for service, free versus paid services, regular maintenance, installation, and utility requirements for installation.

5. Catalog and Contract Status

The subsection of items from the total set of items the Vendor offers is the **Catalog**. Items within that Catalog with unrestricted end user access and/or long-term locked pricing are **On-Contract**. Items within that catalog with restricted end user access and/or shorter-term locked pricing or no locked pricing are **Off-Contract**. Off-contract items should never be accessible through open ordering, only PO and restricted web ordering.

Service-Level Agreements

2. Delivery Terms

1. The vendor will provide agreed upon terms for delivery of goods by product category and order specifics based on the contract. If applicable, terms should include delivery time,

minimum order quantity for shipment, associated cost of delivery, and any special considerations that would result in added shipping costs.

3. Web Ordering
 1. Administrators and End Users should take reasonable steps to avoid creating a PO when ordering from a web-capable vendor. End Users should verify that the item is not available for web order, and that alternative items capable of serving the same purpose are also unavailable.
 3. Where capable, Administrators are responsible to collaborate with the Vendor to create unique user permissions, which restrict access to certain catalog items or product categories based on End User's department, cost center and other segmentations based on demonstrated need for particular items. The **End User and Administrator Expectations** section identifies System Administrator responsibilities related to maintaining documentation of, and periodically reviewing, acceptable permissions.
 4. When an ordering medium allows End Users to access a Montefiore item catalog, Administrators are required work with the Vendor to put an approval system in place. Specific items or orders surpassing a particular value should be grounds for creating an approval workflow. See **Approval Process** within **End User and Administrator Expectations** for item statuses requiring approval.

Record Maintenance & Reporting

1. A designated Montefiore System-Level Administrator is required to request that the vendor maintain and provide purchase records to Montefiore on a monthly, quarterly, and annual basis.
2. The System-Level Administrator is expected to report on all customer service interactions with Montefiore End Users on a quarterly basis by collaborating with the Vendor. The System-Level Administrator is required to request, at minimum, date of contact, order number, product item number(s), rationale for contact, and resolution for customer service interactions.

Vendor Customer Service Expectations

- a. Order Status
 1. Upon request, customer service representatives must report an order status to a Montefiore Administrator or End User.
 2. Customer service must indicate the reason for an order's delay or cancellation, only deferring questions to Montefiore Purchasing when it is confirmed that no vendor processes have resulted in the delay or cancellation.
- b. Backorder Resolution & Alternative Items
 1. In the event of product backorder or stockout, Customer Service must present at minimum the 4 options below for resolution
 - a. Order Cancellation
 - b. Fulfillment upon restock
 - c. Fulfillment without item
 - d. Fulfillment with an alternative item (see **c.** below)
- c. Alternative Items
 1. Alternative items may be generated by the Vendor or Montefiore Procurement.
 2. If an alternative product is generated by the vendor, the Montefiore Administrator from the requesting department is responsible for obtaining approval from the department head.
 3. Alternative items are to be reassessed at standing meetings between Montefiore Procurement and the Vendor to determine if the product in question is to remain available for further purchase.

4. Customer Service must recommend the lower priced alternative out of multiple equivalent options, where applicable.

End User & Administrator Expectations

- a. General Ordering & Integrity
 1. End Users are expected place orders based on department and business needs, not personal use.
 2. End Users are expected to make every effort to reasonably anticipate demand, and order on an incremental basis to avoid small shipments and rush orders.
 3. End Users are expected to compile items being procured at one time into a single order, rather than submitting a series of orders of less significant monetary value.
 4. System Administrators should communicate with the Vendor as needed to prevent irresponsible ordering by continuous modification of the alternative item list.
 5. System Administrators should document special cases in which off-contract & specialty items are allowed for order by default for End Users and Departments. This documentation is to be reviewed quarterly to ensure that these unique permissions are still necessary.
- b. Purchase Order (PO) Submission
 1. POs should only be submitted under very particular circumstances.
 - a. When a product is approved for purchase on a case-by-case basis, but inaccessible by the current Montefiore catalog
 - b. During a period of time in which off-contract item prices are under negotiation and the website will not fulfill orders
 - c. When the website is down for more than 2 hours, for rush deliveries
 - d. When the website is down for more than 2 business days, for standard deliveries
- c. Approval Process
 2. Site & System Administrators are expected to review orders in a timely manner. In this case, "timely" can be defined as the same business day for orders proposed prior to 12PM, and by the end of the following business day for orders placed after 12PM. Orders requiring approval may include those containing specified items, items over a pre-determined value, or orders over a pre-determined value. Montefiore Procurement and Member Entity Department Leads may establish parameters for orders that require approval, especially parameters based on item and order values. Departments and sites are within their right to require that all orders undergo site-level approval regardless of the Order Spend, should they choose to do so.

Default approval parameters related to item status are as follows:

	Site Approval Required	System Approval Required
Contract & Catalog Status	Off-Contract*, Off-Catalog	Off-Contract*, Off-Catalog

* = Approval of off-contract item orders shall not be necessary if the End Users has specific permissions to access that item above and beyond standard End User permissions.

Performance Evaluation

- a. Standing Vendor-Montefiore Meetings

On a monthly or quarterly basis (at the discretion of stakeholders), Montefiore and the Vendor must meet to discuss operations and fulfillment of their contracted agreement.

Topics may include process review, alternate item review, and spend report review. The Key Performance Indicators (KPIs) listed below are a baseline of assessing the service provided by the Vendor.

- b. Service KPIs
 - 1. Number of reported backorders, service & delivery issues
 - 2. Backorder time to delivery
 - 3. Alternate Item Usage & Spend Comparison
 - 4. Number of customer service reports
 - 5. General Spend Review & Breakdown

Accountability & Enforcement

- a. End User Accountability
 - 1. Indications of specific end users abusing their ordering permissions with the Office Supplies vendor will result in increased monitoring and approval required for order placed by this individual. Abuses of End User permissions would include any activity that is meant to bypass approval, persistent ordering of off-contract items when lower-priced alternatives are available on-contract, and the ordering of any supply without business need.
- b. Enforcement
 - 1. Site-Level Administrators should remind End Users of best practices upon recognition of irresponsible orders or ordering practice.
 - 2. System-Level Administrators should remind End Users, or Site-Level Administrators of responsible ordering practices.
 - 3. Persistent trends of irresponsible ordering problems following conversations with End Users or Site-Level administrators will be reported to the Chief Procurement Officer and Department heads.

Recommended Customer Service Interactions:

- 1. **Backorder**

End Users are strongly urged to allow time for the desired item(s) to be restocked and shipped. However, if a product is necessary to perform departmental duties then an alternative may be sought out (with the assistance of Vendor Customer Service, if necessary).
- 2. **Alternative Items**

End Users should make reasonable efforts to seek out lower-priced alternative items in both web ordering and customer service situations. Montefiore System-Level Administrators may request that Customer Service give priority to certain alternative items based on suitability or price.

Exceptions:

While this policy serves as guidance for vendor selection, interaction, and process with the goal of reducing direct costs and pain points, it is understood that exceptions may be necessary.

- 1. **By Notice**

When straying from the guidelines provided herein, notice to the Procurement Team following approval from the head of the Department placing the order is required for the following:

 - a. Any regular creation of a PO for an item available for web order
 - b. Any regular purchase of an item outside of the Vendor-tailored Montefiore Catalog

- c. Excess of \$2000 monthly spend on an off-contract item
- d. The submission of a high volume of rush orders
- e. Regular purchasing of a higher-priced item deemed to serve the same purpose as a lower-priced alternative

Procurement will confirm receipt of this notice. If the activity indicated by the Department is deemed not acceptable, Procurement Management will respond with an alternative suggestion for the Department. Approved cases for Departments should be compiled by the System-Level Administrator for future reference.

Appendices

Appendix A: MIT Self-Service Portal Item Catalog

Montefiore IT: Self-Service Portal Catalog Items	
Item Classification	Description
TeleHealth	Dell P2418HZ 24" Video Conference Monitor Logitech Webcam C925e Webcam Logitech H570e One Ear Headset
Keyboard	Logitech Wireless Desktop MK320, Keyboard and Mouse Dell CTO LAT 2-IN-1 TRAVEL KEYBOARD
Monitor	Dell 24" Professional Monitor P2421
Docking Station	Dell Docking Station WD15 with 180W Adapter
Notebook Carrying Case	Targus Notepac - Notebook carrying case - 15.4" - black
Speech Mic	Nuance PowerMic III - Speaker
Computer Mounting Solutions	M2 Monitor Arm - Bolt-through Desk Mount M2, wall mounted Mflex monitor arm with 2 arms for 2 screens, Bolt Through Mount M8 WALL MOUNTER monitor arm with crossbar for 2 screens CPU Holder for Dell SFF-i5 - to be mounted on desk or wall V6 solo arm solution for wall mounting a computer
EPHI USB Flash Drive	IronKey D300 - 4GB IronKey D300 - 8GB IronKey D300 - 16GB IronKey D300 - 32GB IronKey D300 - 64GB

	IronKey D300 - 128GB
Registration/Label/Prescription Printer	<p>INTERMEC, PC43D PRINTER with Integrated NIC</p> <p>INTERMEC, PM43 PRINTER</p> <p>HONEYWELL, PC23D PRINTER</p> <p>Zebra ZQ610-HC Direct Thermal Printer</p> <p>Zebra Healthcare Spare Smart Batter 3250</p> <p>Zebra Two 3 slot battery chargers</p> <p>Zebra OneCare for Enterprise</p>
Barcode Scanner	<p>ZEBRA ENTERPRISE, DS4608</p> <p>ZEBRA ENTERPRISE, CABLE, 15 FT</p> <p>INTERMEC, SG20 HEALTHCARE SCANNER KIT, 2D (Wired)</p> <p>INTERMEC, SG20 2D CORDLESS</p> <p>INTERMEC, SG20 2D BLUETOOTH CHARGE BASE</p> <p>INTERMEC, SG20 ADJUSTABLE STAND</p>
Document Scanner	<p>Fujitsu fi-7160</p> <p>Hewlett Packard ScanJet Pro 3000 S3</p>