



Rensselaer

# Procurement Services Survey 2015 Results

# Overview

- Survey sent to all active OSCAR users via the OSCAR email list serves (Troy and Hartford campuses)
- Total of 736 users were sent the survey on April 17th.
- Survey contained a total of 14 questions related to the campus communities satisfaction with the services offered by the Procurement Services Department
- Survey was open from April 17th through April 24th
- 113 responses were received

# Areas of Concern

Many responses related to the following items and the lack of clarity associated with them

- **Where to find past OSCAR broadcast messages**
  - Link in OSCAR Marketplace, and on the Procurement Services website
- **How to have encumbrances relieved**
  - Email [Procurement\\_Support@lists.rpi.edu](mailto:Procurement_Support@lists.rpi.edu)
- **What is involved in the New Supplier process**
  - Choose supplier = “New Supplier” on Requisition.
  - Vendor certification form (VCF) and W9 are required. Insurance may also be required depending on what is being procured. The VCF is available on the Procurement Services website and can be sent to the supplier by the requisitioner to help speed up the process.
- **Bid thresholds**
  - In order to obtain the best possible pricing, competitive bidding will be conducted to the maximum extent practicable, as follows:
    - **Less than \$5000:** The purchase of goods and services may be made directly from any responsible vendor of the purchaser's choice. However, the purchaser has an obligation to always secure reasonable prices on behalf of Rensselaer.
    - **Greater than \$5000:** A minimum of two (2) written competitive quotations, or an attempt to obtain two (2) written quotations, is required. It is, however, recommended that three (3) written quotations be obtained whenever possible.

## Areas of Concern (cont.)

- **Who to contact when in procurement**
  - Use the contact page on the procurement services website, or email [Procurement\\_Support@lists.rpi.edu](mailto:Procurement_Support@lists.rpi.edu)
- **Legal and insurance review and requirements**
  - Updated document sent to active OSCAR users on 7/18/2014. This document has now been posted to the Procurement Services website [here](#)
  - In the process of developing an FAQ document related to legal and insurance requirements