Procurement
A Continuing Saga...

Procurement
Value-add and mission critical

Presented by
Erma Baker,
CPPO, VCCO, VCO, CUPO
UMW At-A-Glance

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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<tbody>
<tr>
<td>Headcount</td>
<td>4536</td>
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<tr>
<td>FTE</td>
<td>3987</td>
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<tr>
<td>Employees</td>
<td>1022</td>
</tr>
<tr>
<td>Residential Population</td>
<td>2376</td>
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<tr>
<td>Degrees Conferred</td>
<td>1288 in FY13</td>
</tr>
<tr>
<td>Buildings (occupy)</td>
<td>100 / 2.2 million sq. ft.</td>
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<tr>
<td>Budget</td>
<td>$112 million</td>
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<tr>
<td>Endowment</td>
<td>$46 million</td>
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</table>

Premier Small Public Liberal Arts Institution
Mission

The mission of Business Services is to support the educational environment of academic excellence and to provide service to all constituent communities, consistent with the mission of the University of Mary Washington. The expectations of the division shall include:

- Value to customers through excellent customer service
- High quality products and at competitive prices
- Efficient and effective management practices to enhance and preserve university resources
- Implement sustainable practices (socially, fiscally and environmentally) wherever possible
- Strive to make a positive impact in students’ lives daily, value student satisfaction and encourage campus engagement

Shelby Duff, Procurement Services Intern, Fall 2013
The Saga Begins

- **Quality Control**
  - Staffing
  - IT Procurement Standards
  - Contract Checklist / Fresh Eyes Review

- **Analytics**
  - SWaM
  - Annual Report
  - Savings

- **Procurement as a Value-Add Operation**
  - CRM approach
  - Opportunity Seeking
  - Share Results (Reverse Auction)
It’s All In the Name

From Purchasing to Procurement Services!

IT TOOK US THREE DAYS AT THE EXECUTIVE RETREAT TO COME UP WITH A NAME FOR OUR NEW PROCUREMENT POLICY.

WE NAMED IT THE "PROCUREMENT OPERATIONS OVERSIGHT POLICY."

P.O.O.P.?

DO YOU KNOW HOW MANY MANAGERS IT TAKES TO COME UP WITH A GOOD NAME?

A FEW MORE THAN YOU HAD?
Then and Now

**Staffing level 2009**
- Director
- Buyer

**Staffing level 2014**
- CPO
- Asst. Director
- 3 Buyer Specialists
- 1 Buyer (shared)
- 1 CSA
Quality Control

Staffing – Addition of Customer Service Advocate

IT / Procurement Standards

Contract File Organization / Fresh Eyes Review

Surveys / Feedback

Contract Management System (CobbleStone)

Contract Administration
Staffing Level

Establishing a Procurement Process with Relevant Purchasing Categories

BOB IS THE DIRECTOR OF PURCHASING. HE’S HERE TO DESCRIBE OUR NEW PROCUREMENT PROCESS.

OUR SYSTEM DIVIDES PRODUCTS INTO TWO CATEGORIES: THINGS YOU DON’T WANT, AND THINGS YOU’RE NOT ALLOWED TO BUY.

IT’S MY WAY OF SAYING THANKS FOR LUBING YOUR SUV WITH MY DEAD ANCESTORS.
CSA Outreach

Customer Service Advocate On-Site Questionnaire

1. What type of Procurement activities does your department specialize in?
2. How many unregistered vendors do you use?
3. Do you use the Purchasing website?
4. How is your experience with purchasing tools (eVA, SPCC)?
5. Have you ever had any trouble finding a commodity code in eVA?
6. How many term contracts does your department use and how is your experience in collaborating with the Procurement Services office?
7. How can we add value for your department?
8. Do you see any future needs in your department that our department can assist with?
9. What challenges can we help you overcome?
IT Procurement Standards

Procurement Services

MISSION STATEMENT
It is the design and purpose of the University of Mary Washington's Procurement Services department to assist the University community in the procurement of all goods and services.

DEPARTMENTAL OBJECTIVE
**IT Procurement Standards**

![Image of a webpage from the University of Mary Washington's Procurement Services section](image-url)

**Procurement Services**

<table>
<thead>
<tr>
<th>Technology Purchases</th>
<th>Current Bids &amp; Proposals</th>
<th>Vendors</th>
<th>Green Purchasing</th>
<th>SWaM and Non-SWaM Reporting</th>
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</thead>
<tbody>
<tr>
<td>Training</td>
<td>Small Purchase Credit Card</td>
<td>Directions and Maps</td>
<td>How Are We Doing?</td>
<td>Frequently Asked Questions</td>
</tr>
<tr>
<td>Contact Us</td>
<td>Virginia's eProcurement Solution!</td>
<td>eVA</td>
<td>Works</td>
<td>Bank of America - Small Purchase Credit Card</td>
</tr>
</tbody>
</table>

**Standard Purchases**

**Standard Technology Purchases**

Please use the form below to request items on the Standard IT Purchases list. Please review some important guidelines on orders requiring multiple FOAPALs. Note that this form cannot be saved. If you need assistance please contact Procurement Services at procure@umw.edu.

Please use the form below to request items on the Standard IT Purchases list. Please review some important guidelines on orders requiring multiple FOAPALs. Note that this form cannot be saved.

**DISCLAIMER!**

Prices are provided as an estimate and are subject to change without prior notice.

**Requesting**

Please select all that apply. If you do not see the item you need on any of the options below, please submit your request on the Non-Standard Technology Request form.

**Standard Technology Options**

- Computers
- iPads & eReaders
- Printers, Scanners, Faxes
- External Storage

**Estimated Total**

This is an estimate and prices are subject to change without notice. If you need exact pricing for budgeting purposes, please contact Procurement Services at procure@umw.edu for assistance.

Estimated Total

$0.00
File Organization

**CONTRACT FOLDER ASSEMBLY AND FILING PROCEDURES**

I. UMW Issued Term Contracts (IFB, RFP, RFOs, URFPs)  
II. UMW Issued Term Contracts achieved through Quick Quotes (QQs)  
III. UMW Issued Term Contracts achieved through Sole Source (multi-year SS)  
IV. Term Contracts achieved through Cooperative use contracts (CJOUs)  
V. Spot Purchase Contracts achieved through Quick Quote or Reverse Auction  
VI. Capital Outlay Contract Files for RFP, RFO, IFB – (CPSM)  
VII. No-Awarded Contracts  
VIII. Folder Tab Labels  
IX. Fiscal Year Filing Cabinet Organization  
X. Exhibits A-E

VIII. Folder Tab Labels  
A. UMW Issued Term Contracts (IFB, RFP, URFP, etc) w/ and w/o COOP  
   1. Line 1: Cobblestone # - Contract Type  
   2. Line 2: Good/Service Description  
      a. Examples:  
      UCPUMW 15-365 – RFP  
         Athletic Recruiting Mgmt System  
      UMW 15-96 – IFB  
         American Combustion Industries

Ex: A Hanging File Folder w/ Tabs
# Contract File Checklist

## Contract Summary

<table>
<thead>
<tr>
<th>CONTRACT #</th>
<th>PROCUREMENT TITLE</th>
<th>CONTRACT ADMINISTRATOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTRACTOR #1</td>
<td>Contr. Lic. #</td>
<td>DMBE CERT. #</td>
</tr>
<tr>
<td>CONTRACTOR CONTACT NAME</td>
<td>EMAIL</td>
<td>PHONE</td>
</tr>
<tr>
<td>ADDRESS 1:</td>
<td>ADDRESS 2:</td>
<td></td>
</tr>
<tr>
<td>CONTRACTOR #2</td>
<td>Contr. Lic. #</td>
<td>SCC#</td>
</tr>
<tr>
<td>CONTRACTOR CONTACT NAME</td>
<td>EMAIL</td>
<td>PHONE</td>
</tr>
<tr>
<td>ADDRESS 1:</td>
<td>ADDRESS 2:</td>
<td></td>
</tr>
<tr>
<td>CONTRACTOR #3</td>
<td>Contr. Lic. #</td>
<td>DMBE CERT. #</td>
</tr>
<tr>
<td>CONTRACTOR CONTACT NAME</td>
<td>EMAIL</td>
<td>PHONE</td>
</tr>
<tr>
<td>ADDRESS 1:</td>
<td>ADDRESS 2:</td>
<td></td>
</tr>
</tbody>
</table>

**Term of Initial Contract (Date):**

**Remaining Renewals If Any (#):**

**Final Expiration Date:**

**Contract Officer Name:**

**Justifications:**

**Release date (Y-M-D):**

**VOC Post Award Multi-Agency:**

**REPASA Form:**

**Site Visiting Instructions:**

**Initials:**

**Procurement Officer Signature:**

**File Reviewed By:**

**External File Review:**

**Date Closed Out:**

**Date:**

**Date:**

**Initials:**

**Date:**

**Date:**

**Initials:**

---

**Contractor #1**

**Contractor Contact Name:**

**Email:**

**Phone:**

**Fax:**

**Address 1:**

**Address 2:**

**Contractor #2**

**Contractor Contact Name:**

**Email:**

**Phone:**

**Fax:**

**Address 1:**

**Address 2:**

**Contractor #3**

**Contractor Contact Name:**

**Email:**

**Phone:**

**Fax:**

**Address 1:**

**Address 2:**
Feedback, really?

Save Money Through Better Sourcing and Contract Management
Survey Instruments
Survey Comments

- Shannon Finley was on top of the bid and subsequent contract, keeping us informed every step of the way.
- The bid was processed quickly, without any problems. Thank you for your help!
- Shannon was great to work with. She kept me informed at each step through the entire process.
- Thanks so much to Shannon for all our work on this.
- Would like to mention that Melva was GREAT!
- From start to finish, the Purchasing Office was very helpful in solicitation of this bid and keeping our office informed throughout the process. Thank you!
- Shannon does an outstanding job, I enjoy working with her.
- Melva was extremely helpful in executing this contract for us. Thank you Melva!
- Melva was a great help in keeping on track with this procurement contract and for keeping me informed.
- As always Melissa was very helpful, professional and efficient in assisting with our needs!
- Melissa was instrumental in securing this contract. She was helpful and very professional.
- Excellent Job as always.
- This was a great process! Thank you!
- Everything went quickly and we were able to get the equipment before graduation.
- Michelle did an excellent job with this procurement. I had several conversations with her about the best way to proceed, and she was helpful and professional throughout the process. Thanks very much Michelle!
Contract Administration

Contract Administration: The Basics

UNIVERSITY OF MARY WASHINGTON
where great minds get to work
Contract Administrator Role

Contract Administrator Designation

Contract Administrator Annual Training and Quiz

Contracts available through the CMS

Limitations on Actions

*CA assignments on limited state contracts that are considered high profile or high risk

ex. Mythics for Oracle support or AISN hosting campus website
Analytics

SWaM
  • Letter from VP
  • SBDC partnership
  • Subcontracting Reporting Workflow
  • Outreach

Annual Report
  • Assessment measures
  • Multi-year comparisons
  • Significant events
  • Value

Savings
Greetings:

The quality of service the University of Mary Washington is able to deliver to its customers is directly related to the excellent support we receive from you and many other outstanding suppliers of goods and services. Without you, we would not be able to fulfill our educational mission. An important part of our procurement program involves our commitment to doing business with small, women-owned and minority-owned (SWaM) businesses. We look to you to help us achieve this objective.

We conduct substantial business with small firms and have a particular institutional focus on developing long-term business relationships with women-owned and minority-owned businesses. We count on our majority firms to help us achieve our goal.

I seek your assistance in two areas. First, I ask that you involve small, women-owned and minority-owned businesses in the delivery of goods/services you provide to UMW. The Procurement Services office is able to assist you in identifying qualified diverse business partners. Second, I seek your help in reporting your results through monthly/quarterly subcontracting reports. The terms and conditions previously provided to your organization outlined this process.

As a state agency, this effort is important to us. This is another way that UMW can partner with your company to make things better.

A SWaM reporting template is located on our Procurement Services website at http://adminfinance_umw.edu/procurement/vendors-2/swam-reporting.

Sincerely,

Richard R. Pearce
Vice President for Administration and Finance and CFO
SBDC Fast Track

UMW offers a Fast Track program for current and upcoming businesses. The program can help your business become SWaM certified, provide helpful business resources and much more. You will have an opportunity to meet with consultants to help get your business going, or help your business grow if you are already established.

The Fast Track program:
- is designed to get you in and out within two weeks.
- can assist in becoming registered with the Department of Small Business and Supplier Diversity and eVA.
- provides training.
- provides industrial and demographic research.
- provides confidential one-on-one consulting with a focus on capital access and management planning.

For more information, or to meet with UMW's Small Business Development Center, please contact Heather Wheeler: twheeler@umw.edu, (540) 654-1096.
SWaM Subcontracting

SWaM Subcontractor Reporting

This form should be used by vendors to report their Small, Woman-owned and Minority-owned (SWaM) business spend.

**Vendor**

Please enter the name of the COMPANY

**Contract Number**

Please enter the CONTRACT NUMBER

**Name**

First

Last

Please enter the SUBMITTER’S first and last name

**Email**

Please enter the SUBMITTER’S email address

**Select Reporting Method**

- [ ] Upload Spreadsheet/Document
- [ ] Manual Input

**Additional Comments/Information**

Please provide any relevant comments or information

**Captcha**

Type the text: [Image]
How to Do Business
2013 SWaM Pacesetter Award
Annual Reporting

Purchasing FY14

New and Noteworthy

- Completion of the name change to Procurement Services
- Award of Tier II operating authority, and conversion to new status, including:  
  - website terms solicited to reflect appropriate legal references related to governing laws and procedures
  - Revised General Terms and Conditions
  - Revised Special Terms and Conditions
  - Development of Small Purchase Procedures
  - Staff familiarization and training on new law and regulations
  - Managed export controls to convert to new terms and conditions and legal references
  - Revised cooperative clauses, which will allow the University to be in compliance with all (if need be) FRP/FRP solicitations
  - Adoption of National Association of Educational Procurement Code of Ethics
  - Conversion to Electronic Procurement “EP” purchase order, an early adopter based upon involvement in EP pilot program. (The EP protocol has yet to be released for public consumption)
  - Student interns customer service orientation of key initiatives and assimilation of data on the Procurement website
  - NO vendor complaints or protests

- Silo/M targeted completion date:
  - Improve web presence of Supplier Diversity efforts and access to information
  - Provide vendors with a template for quarterly submission of subcontracting reports
  - Create a user friendly online submission process for non-capital subcontract activity reports

- USM Procurement Services received the Supplier Diversity Practitioner award during Commonwealth of Virginia Procurement Forums
- Acquired a contract management system, Spring Semester included tracking and data migration in preparation for an EP12 roll out
- Initiated a Client Relations Management (CRM) approach to departmental initiatives with campus departments. See testimonial received below, reflective of this service method.

Outreach:
- 3.5 Meetings with various campus departments
- Supplier Diversity event at UVA 6/10/14
- Promote on site USM SBDG via Vendor Training
- Hosted visit from peer institution with ideas to improve their operations
- Continue to build collaboration with Small Business Development Center to seek out and certify qualified businesses

Challenges:
- Staff turnover: During the final 6 months of the fiscal year, 4 members of the procurement staff resigned. Two individuals have assumed procurement positions offering expanded opportunities within the state, and the third accepted an option position at UMW, and the fourth to become a full-time UMW student. FY15 will begin with refilling vacant positions and training new staff.

Purchasing Activity Summary

- Solicitation Type
- FY12 FY13 FY14 FY12 FY13 FY14
- Agency Procurement Request (APR) 4 2 0 $1,630,000 $999,000 $0
- Cancellation 0 4 3 $0 $74,000 $32,510
- Cooperative Contract (CCCP) 0 6 0 $0 $133,000 $360,737
- Emergency Procurement (EP) 0 6 2 $0 $120,743 $15,500
- General Services Administration (GSA) 0 0 1 $0 1 $293,778
- Invitation for Bid (IFB) 12 12 6 $1,088,971 $727,680 $1,264,245
- Quick Quote (QQ) 39 24 19 $896,953 $276,540 $194,281
- Requisition Authority (RFA) 0 7 9 $0 $53,464 95,000
- Request for Proposal (RFP) 4 7 7 $86,751,156 $1,625,450 $1,630,737
- sole Source (SS) 33 52 40 $588,760 $1,115,029 $700,000
- Unnumbered Request for Proposal (URP) 0 8 0 1 $0 $219,500 $50,000
- TOTAL 92 137 96 $18,876,839 $15,316,180 $18,320,010

Awards Solicitation Comparison

- Annual Amount for Awarded Solicitations
- Number of Awarded Solicitations

University of Mary Washington
Business Services – Fiscal Year 2014 Annual Report

12/1/2014
Value Add

Procurement as a Value Add Operation

CRM Approach

Opportunity Seeking

Methods (Reverse Auction)

Cooperative Contracts

Communication
Real Value?

Make it Easy For Everybody!
CRM Approach

Erma,

My team, working on a Commencement (procurement), had a meeting this morning with Shannon. I wanted to pass on to you how professional and helpful she is every time we meet for planning or have questions. Since procurement is not something we do every day she is wonderful at keeping us on track and makes purchasing so much easier for us. Our mission truly is to follow the state procurement policies and in general be a good client to purchasing.

Just wanted you to know that Shannon is an excellent representative of your department.

Susan.

CRM Guidelines

Gather Information:
- Check eVA for department’s most commonly purchased items
- Check SPCC expenditures for patterns and to identify contract opportunities
- Make a list of current contracts the department has or that they may access.

Meet with Department
- Discuss objectives: Discuss the Procurement Services Plan and what we are trying to accomplish
- Understand department’s specific needs
- Find out if the department has any concerns
- Determine meeting schedule: are quarterly meetings needed or semiannual meetings etc.

Follow up with a summary of the meeting and outline topics discussed.
- Assign items that require follow up or action to specific people
- Give timeline as to when items may be completed-Remember under promise and over deliver!

Follow through
- Complete action items as discussed
- Touch base with department to see if anything else is needed before next meeting.
<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Notes</th>
<th>Suppliers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursery Items, plants, supplies</td>
<td>$28,319.20</td>
<td>UVA multiple &quot;contracts&quot;??</td>
<td>Roxbury, others (Grounds semi-annual floral purchases)</td>
</tr>
<tr>
<td>Lab Supplies off state contract</td>
<td>$28,014.39</td>
<td>VASCUPP contracts - VT, others</td>
<td>Carolina Bio., Beckman Coulter, Agilent, Amer. Type. Cult.</td>
</tr>
<tr>
<td>Auto Parts</td>
<td>$24,854.38</td>
<td></td>
<td>Lane Auto Parts, Auto Plus, Pitts Automotive, FXBG Auto Salvage</td>
</tr>
<tr>
<td>Fitness equip &amp; supplies</td>
<td>$23,799.23</td>
<td>Use BSN/Nike Contract</td>
<td>Greener Concepts, Rappahannock Sport &amp; Graphics</td>
</tr>
<tr>
<td>Locksmith</td>
<td>$20,684.99</td>
<td>*may include emergency purchases</td>
<td>Professional Lock &amp; Key</td>
</tr>
<tr>
<td>Plumbing/MRO Supplies</td>
<td>$19,640.61</td>
<td></td>
<td>N.D. Associates</td>
</tr>
<tr>
<td>Hardware/MRO OTC</td>
<td>$70,548.09</td>
<td>VT contract w/84 Lumber -- use solicitation?</td>
<td>Earl's Hardware, Home Depot, Lowe's</td>
</tr>
<tr>
<td>Photo/Video Equipment</td>
<td>$16,180.17</td>
<td>VASCUPP/VITA</td>
<td>B&amp;H Photo Video, Full Compass, Barbizon</td>
</tr>
<tr>
<td>Stone</td>
<td>$13,165.37</td>
<td>UVA contract??</td>
<td>Luck, Walker Sand &amp; Stone</td>
</tr>
<tr>
<td>Janitorial Supplies-Mildew cleaner, etc.</td>
<td>$13,020.00</td>
<td>add to Abel Contract</td>
<td>Chadwicks</td>
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<tr>
<td>Equipment Rentals</td>
<td>$11,591.16</td>
<td></td>
<td>MM/IFB</td>
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</table>
### Reverse Auction Results

“The Purchasing Department made the reverse auction process easy for us to understand and benefit from! All we had to do is provide them with a list of the items we were looking to purchase and using this system, they saved my Department over $2500.”

**Recap of RA activity in FY13**

<table>
<thead>
<tr>
<th>TYPE</th>
<th>SOL. #</th>
<th>ISSUE DATE</th>
<th>COMMODITY</th>
<th>EST. ANNUAL VALUE</th>
<th>ACTUAL ANNUAL AWARD</th>
<th>SAVINGS</th>
</tr>
</thead>
<tbody>
<tr>
<td>RA</td>
<td>189083</td>
<td>10/2/2012</td>
<td>UPS Battery</td>
<td>$6,900.00</td>
<td>$6,299.00</td>
<td>$601.00</td>
</tr>
<tr>
<td>RA</td>
<td>189393</td>
<td>10/17/2012</td>
<td>Speakers</td>
<td>$11,412.20</td>
<td>$9,402.00</td>
<td>$2,010.20</td>
</tr>
<tr>
<td>RA</td>
<td>190596</td>
<td>12/18/2012</td>
<td>Swimwear</td>
<td>$9,530.00</td>
<td>$9,520.00</td>
<td>$10.00</td>
</tr>
<tr>
<td>RA</td>
<td>190839</td>
<td>1/8/2013</td>
<td>Fitness Equipment</td>
<td>$8,700.00</td>
<td>$8,049.00</td>
<td>$651.00</td>
</tr>
<tr>
<td>RA</td>
<td>191258</td>
<td>1/30/2013</td>
<td>Konica Digital Film Scanner</td>
<td>$9,200.00</td>
<td>$7,887.00</td>
<td>$1,313.00</td>
</tr>
<tr>
<td>RA</td>
<td>191264</td>
<td>1/30/2013</td>
<td>Resonant Phase Modulator</td>
<td>$5,112.14</td>
<td>$5,112.14</td>
<td>$0.00</td>
</tr>
<tr>
<td>RA</td>
<td>191697</td>
<td>2/19/2013</td>
<td>Scannx Book ScanCenter</td>
<td>$6,000.00</td>
<td>$5,195.00</td>
<td>$805.00</td>
</tr>
</tbody>
</table>

**TOTALS** $56,854.34 $51,464.14 $5,390.20
Cooperative Contract Options
October 2014 Updates and Announcements

**Procurement Services**
- Congrats Melva, CUPO Certification!
- Procurement Documented Savings
- Contract Activity
- Department SWaM, top 10 list!
- Late Invoices on SPCC/Gold Card REQUIRE DOA Approval
- Office Furniture Savings Opportunity
- Bulb Crusher

**Bookstore**
- Faculty Adoption Deadlines for Spring Semester
- November Super Savings Event - **11.17.14**

**Copy Center**
- Network Printing Stats/Savings
- Additional Services

**EagleOne**
- 3 iValidate iPads and readers available
- Exclusive Beverage contributions

**Parking**
- Campus Space changes
- Construction impact on parking

**Post Office**
- Upcoming Department Mail Jobs Consultation

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**CUPO Certification**
- Congratulations to Melva Kishpaugh on receipt of Certified University Purchasing Officer (CUPO) designation, this certification demonstrates knowledge of the VASCUPP Governing Rules, and Higher Educational Procurement Manual.

**Procurement Documented Savings for FY15, 1st Quarter**
- $131,520

**Contract Activity**
- RFP - Institutional Outcomes Assessment and Accreditation, evaluation in progress
- URFP - Ticketing System, evaluation in progress
- RFP - Behavioral Incident and Conduct Management Software, contract in progress
- RFP - Horseback Riding Services, evaluation in progress
- RFP - Hotel Services, Preferred Provider, evaluation in progress
- IFB - Rugby Field Upgrade, issued
- RFP - Jepson Renovation/Addition, issued
Communication

eUpdate excerpt:

Top 10 Department SWaM (July 2014-September 2014)
Want to check your department’s SWaM spend?
Follow these easy steps: eVA Department SWaM Spend Guide

<table>
<thead>
<tr>
<th>Department</th>
<th>% SWaM Spend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration and Finance</td>
<td>100%</td>
</tr>
<tr>
<td>Dean of Instruction</td>
<td>100%</td>
</tr>
<tr>
<td>Nursing</td>
<td>100%</td>
</tr>
<tr>
<td>Finance</td>
<td>95%</td>
</tr>
<tr>
<td>English, Linguistics and Communication</td>
<td>89%</td>
</tr>
<tr>
<td>Modern and Foreign Languages</td>
<td>85%</td>
</tr>
<tr>
<td>Multicultural Center</td>
<td>84%</td>
</tr>
<tr>
<td>University Events</td>
<td>78%</td>
</tr>
<tr>
<td>President</td>
<td>77%</td>
</tr>
<tr>
<td>Residence Life</td>
<td>76%</td>
</tr>
</tbody>
</table>

Within Orientation Recap

Procurement Services:
4 individuals contributed 20 volunteer hours

Assistance w/the pillow purchases & VIB

Established Contracts that impact event:
- Convergint contract – Alarm issues at Randolph
- Sodexo/Food Services Contract
- Allied – Waste Management
- AlliedBarton – Security
- Rappahannock Goodwill Industries (linen rentals)
- GCA – janitorial services
- Minters – Golf carts
- Printing contracts
- Abel – cleaning supplies for UMW housekeeping
Our time to shine!

Erma Baker
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