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| Meeting Notes | Date: November 1, 2016 Time: 9am Agency: Office of General Services, Business Services Center Location: Building 5, Harriman State Campus, G-8 Topic: BSC Finance Customer Forum for Accounts Payable and Purchasing |
| Organizer: BSC Finance Services | |
| Attendees: BSC Finance Customer Agencies | |
| Notes | |
| <p>PURCHASING SERVICE LINE UPDATES</p> <p>Purchase Order Change Notice Workflow/FileNet Update</p> <ul style="list-style-type: none"> • A BSC e-mail was issued to BSC Agency Liaisons on October 27, 2016 describing the new Change Notice FileNet upgrade. • Agencies are encouraged to complete the FileNet roles form attached to the e-mail. • FileNet features include: dropdown for increase/decrease, dropdown for emergency, and an additional space for individuals to enter Unit IDs. • The BSC is working on developing training for Customer Agencies to use the Purchase Order Change Notice module in FileNet. Training will be just in time when we role this out. <p>Restricted Period – Publishing Solicitations exceeding \$15,000</p> <ul style="list-style-type: none"> • A BSC Announcement was published on October 25, 2016 regarding publishing of restricted periods on purchases exceeding \$15,000 when the BSC is soliciting bids for Customer Agencies. https://bsc.ogs.ny.gov/sites/default/files/Publishing_Restricted_Period_on_Solicitations.pdf • This information will be published on the OGS public website at the following link: https://nyspro.ogs.ny.gov/content/restricted-periods-list • The Restricted Period starts the day bids or quotes are solicited and ends when an award is made. • During the Restricted Period, agency staff are not to discuss the procurement with suppliers or other interested parties. Rather, the BSC will be posted as the designated contact, and all inquiries should be addressed to the BSC. Agencies receiving inquiries during the restricted period should not answer, rather, route them to the BSC Buy Desk. <p>Request for Quotes (RFQs) and Invitations for Bids (IFBs) for Customer Agencies: How the BSC Can Assist</p> <ul style="list-style-type: none"> • The BSC will assist Customer Agencies with Request For Quotes on the OGS Procurement Services (PSG) Umbrella Contract: Group 73600, Award 22802, http://www.ogs.ny.gov/purchase/snt/awardnotes/7360022802can.HTM <ul style="list-style-type: none"> - The Umbrella Contract was designed to encourage competitive bidding. - Before sending out the Request for Quote (RFQ), the BSC ensures all Customer Agency requirements are included in the contract. - BSC will handle the Basic RFQ request - Section A: Scope/Mandatory Requirements, Agencies are encouraged to include SKUs and a complete description of the requirements. - On the RFQ financial worksheet, contract pricing must be included. - If vendor submits a quote as a response to the RFQ, the BSC will ask them for an official RFQ submission, which includes completing the second page of the RFQ document and completing the RFQ Financial Response. - When the BSC sends an RFQ on behalf of an agency, the following best practices are followed: <ul style="list-style-type: none"> • Vendors are expected to keep pricing valid for 120 days; the RFQ is conducted to negotiate better | |

discounts, so allowing more time gives us more ability to negotiate.

- Allow 5 business days for response to the RFQ; for high dollar or high detail requirements, the BSC may work with agency to expand that timeframe.
- The BSC utilizes the same bidders' list from the contract on the OGS Procurement Service Website as the Bidder's List at the time the RFQ is conducted.
- The BSC notifies the winning vendor once they've been selected via an award letter; also notifies the non-selected vendors.
- Procurement Record: the BSC maintains the Procurement Record for the Umbrella Contract which will ultimately be retained in FileNet if a Purchase Order has been issued.
- OGS PSG assists with the Mini Bids for the Vehicle Marketplace.
 - When an agency has submitted a requisition, before issuance of the Purchase Order, BSC will review the documents to evaluate that it meets the requirements.
 - Each contract has a category code on the requisition; agencies should be sure to enter the same category code on the requisition that is on the contract.
 - In accordance with the contract there is a separate price for the vehicle and for the delivery charge. The vehicle price and the delivery charge should be listed on separate lines with the same category code. The number of vehicles should be consistent with the number of delivery charges (i.e. 2 vehicles , 2 delivery charges)
 - These are Quantity Based POs.
 - As with any other Requisition, please have contact information– Name, e-mail address, and a phone number at minimum. This is particularly important in the case where 10 vehicles are being ordered and delivered to 10 different locations. If applicable please list out the designated delivery contacts.
 - Procurement Record:
 - If the BSC is conducting an RFQ for the Umbrella contract on your agency's behalf, that information must be included on the requisition with an indication that the BSC will have all the backup documentation.
 - The BSC maintains the documentation of the procurement, but provides the Customer Agency with copies. The Customer Agency is welcome to upload that information into the requisition.
 - For Umbrella contract related RFQs that require a restricted period and are conducted by the BSC, the BSC is the designated contact for this procurement and thus is responsible for responding to any questions related to the procurement. Should the Customer Agency receive an inquiry from a vendor, they should be directed to the BSC.
 - In the case of an IFB, the BSC uses a host of sources including the Empire State Development's MWBE database, the list of SDVOBs, and Google to develop the Bidders List.

Re-Sourcing Requisitions in Open Status when an Increase is Requested

(not to be confused with the Purchase Order Change Notice Process, which is not changing)

- When Purchase Requisitions come into the BSC without full approvals and a request to increase the dollar amount on the Purchase order, the BSC will now resource that back to the requestor so they can go through the proper approval channels.
- The BSC will still process requests for decreases or to cancel.

ACCOUNTS PAYABLE UPDATES

Accounts Payable Group Mailboxes and their Uses

Accounts Payable uses 2 group mailboxes:

- apinquiries@ogs.ny.gov: questions about the status of transactions already submitted to the BSC
- accountspayable@ogs.ny.gov: submission of invoices to the BSC

Review of FileNet Agency Statuses: Do Not Pay and Not OK to Pay

When submitting an invoice with a status of Do Not Pay or Not OK to Pay, please provide clarifying information in FileNet for why the invoice should not be paid.

Reducing Interest

- The BSC is working on reducing interest payments.
 - For invoices that accrued over \$200 in interest:
 - Were Invoice Received Dates (IRDs) entered correctly and is interest applicable?
 - What queues did the invoices spend the most time in and why?
 - BSC High Dollar Approvers are targeting invoices over \$25,000
 - High dollar and aged invoices are being targeted in all FileNet queues
 - Agency will be notified if a very high dollar amount invoice is in danger of accruing interest.
- Agencies' quarterly reports include a list of invoices that accrued interest.

Returning Invoices / Agency Partnership and Outreach

- Beginning April 1, 2017, the BSC will begin returning invoices to vendors that do not meet the criteria indicated on the BSC website for a complete invoice back to vendors.
- Direct Pay, Utilities and Special Ops invoices are NOT included in this process.
- Up until, and continuing after April 1, 2017, the BSC will be continuing outreach to vendors.
- Invoices will not be returned at the receiving level; invoices will go into FileNet and be researched. A copy of the invoice and letter explaining why the invoice was returned will be in FileNet.
- Invoices will be returned in the same manner in which they were received, USPS mail or email.
- Returned invoices will be accompanied by a coversheet, and the invoice in FileNet will be labeled as "Returned Invoice".
- Agencies who have concerns about specific vendors or general concerns are asked to contact Customer Care and a meeting will be arranged to discuss the issues.

How to Create a Voucher Against a Receipt for a PO

When the BSC creates a voucher on a PO, we can pull receiving in from the PO or from the Receipt.

- If receiving is required on the PO, we're going to pull the voucher from the receipt.
- If receiving is not required, it's pulled from the PO.

Accustaff eInvoicing Pilot

- The BSC Accounts Payable Service Line has been piloting e-Invoicing with Accustaff in preparation for the 15-day pay bill. We are currently piloting with OGS and OCFS and looking for additional agencies. Agencies interested in participating in this pilot should contact Francine Marzinsky at Francine.marzinsky@ogs.ny.gov.

Major Concerns SFS

The BSC continues to work with SFS on the following issues:

- 15-day pay bill
- Receiving
- Matching
- Making sure invoices are connected to the correct PO
- Decimal precision errors.

Next Customer Forum for Accounts Payable and Purchasing: December 6, 2016

Call for Agenda Items for Next Customer Forum (due November 29, 2016)