Draft Emerging Recommendations
1. Procurement of Specific Goods and Services

   a. Travel and Expense Management

      A. CONDUCT A COMPREHENSIVE ASSESSMENT to document the travel service requirements for all traveler groups and locations.

      B. SECURE TRAVEL MANAGEMENT COMPANY(S) and ELECTRONIC TRAVEL REIMBURSEMENT SYSTEM through a competitive public process to provide unified on-line and agent assisted travel services that are integrated with a paperless travel reimbursement system.

      C. CONTRACT WITH PREFERRED PROVIDERS for favorable pricing and service guarantees for transportation, airfare, and lodging to the extent practicable in the context of the specific needs of University travelers.

      D. UPDATE TRAVEL AND EXPENSE ADMINISTRATIVE PRACTICE LETTER (APL) with clear guidelines for areas such as tipping, per diem rates in high cost destinations, and exceptions for unique travel needs.

      E. ESTABLISH UNIFIED TRAVEL ADMINISTRATION as part of a comprehensive University system-wide procurement strategy to provide consistent policies and services for all locations with a dedicated support structure. Staff would be located at both campus and system offices with emphasis on ensuring effective campus-based presence.

   b. Other Commodities and Services

      A. ESTABLISH MULTI-CAMPUS ADVISORY GROUPS with expertise in products and services being considered for competitive public bid.

      B. DEVELOP SPEND ANALYTICS METHODOLOGY to better identify products and services where the University system would save money and add value from a competitive public bid process.

      C. IMPLEMENT CONTRACT MANAGEMENT SYSTEM to better manage suppliers, ensure consistent contract terms across the University system, eliminate redundant agreements, and identify opportunities for competitive public bids / re-bids.

      D. CONDUCT COMPETITIVE PUBLIC BIDS for key products and services such as electricity, IT hardware (in coordination with IT administrative review), promotional materials, custodial paper goods, scientific equipment, commercial print, temporary employment, books/periodicals, maintenance services, and recruitment lists.

      E. EXPAND THE BREADTH OF PRODUCTS AVAILABLE WITH FAVORABLE PRICING AND CONTRACT TERMS by increasing MaineStreet Marketplace (MSM) catalog suppliers by 30% from the current 20.
2. **Procurement Card (Pcard) Administration**

A. **DELIVER SYSTEM-WIDE PCARD SERVICE, SUPPORT, AND TRAINING** for all locations as part a comprehensive support strategy for all procurement platforms (i.e., Pcard, MaineStreet Marketplace (MSM), Travel & Expense).

B. **ESTABLISH BENCHMARKS AND STANDARDS** for Pcard issuance and approvals to be administered consistently across the University system.

C. **RE-BID PCARD SERVICES** following a competitive public process to better meet Pcard user requirements and administration and include travel expense management.

D. **ESTABLISH UNIFIED PCARD ADMINISTRATION** as part of a comprehensive University system-wide procurement strategy to provide consistent policies and services for all locations with a dedicated support structure. Staff would be located at both campus and system offices with emphasis on ensuring effective campus-based presence.

3. **Structural Resources and Efficiencies (Procurement Organization Structure)**

A. **TRANSITION TO A UNIFIED STRATEGIC PROCUREMENT ORGANIZATION** operating as a shared system-wide service reporting to the Chancellor or the Chancellor’s designee and advised by the Shared Services Advisory Council and the President’s Council. The organization would consist of three functional units: Procurement Operations, Procurement Services, and Strategic Sourcing with staff located at both campus and system offices with emphasis on ensuring effective campus-based presence.

B. **CREATE A PROCUREMENT OPERATIONS UNIT** within the unified strategic procurement organization responsible for accounts payable, travel and Pcard administration, procurement systems administration, and management of procurement related data.

C. **CREATE A PROCUREMENT SERVICES UNIT** within the unified strategic procurement organization to provide consistent, system-wide training and support, coordinate procurement activity for individual campuses, oversee quality assurance and compliance, and conduct special projects as required by legislative and regulatory mandates.

D. **CREATE A STRATEGIC SOURCING UNIT** within the unified strategic procurement organization to facilitate public competitive bids, analyze spend data, develop research and reporting methodologies, establish campus-based advisory groups, monitor supplier performance, and manage contract activity.

E. **ESTABLISH ASSESSMENT PROCESS** for each unit defining evaluation criteria and review process for achieving service, efficiency, and expense reduction goals.

F. **IMPROVE MECHANISMS FOR EXCEPTION PROCESS AND FEEDBACK** that provide flexibility for unique requirements and create a better process for incorporating suggestions from shoppers about goods or services where they believe additional savings could be obtained.