

# Impact Report

## Procurement Working for UC

Produced by  
UC Procurement

power of collective spend

strategic sourcing

opportunities

commitment

cost savings

benefit

collaboration

expansion

efficient

systemwide

category expertise

cost avoidance

leverage

sustainable

incentives

partnership

# UC Procurement | Maximizing Value & Optimizing Spend



Dear Colleagues,

Each year, the University of California Procurement & Supply Chain teams help administrators, faculty and students purchase nearly \$10 billion in goods and services in support of our mission of teaching, research and public service.

Our top priority is to meet your needs via our supply chain sourcing strategies. These strategies leverage UC's systemwide purchasing power to optimize our spend, deliver positive social and environmental impact, and to provide significant value for the University.

Thank you for your partnership in our continued success.

**Paul Williams**

Associate Vice President & Chief Procurement Officer  
University of California, Office of the President

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This **Impact Report** highlights a handful of the numerous UC Procurement & Supply Chain initiatives implemented from **January – June 2022**.

These projects detail direct benefit derived from revenue generation, incentives, cost reductions and avoidance, along with indirect benefit from continuous process and technology improvement and policy compliance.

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# UC San Diego | Thermo Fisher Scientific Preferred Product Program

**TEAM** Makena Loop | Lynda Ta | Mary Wong | Antony Esquer | Gregory Muller | Kacy Marume | Leah Negrete | Ian Nicastro | Jen Bowser

## Opportunity

UC San Diego research labs purchase products from thousands of different suppliers. Many times, the exact same brand name or a technically equivalent product is purchased from various suppliers. This leads to waste in the supply chain and less opportunity to standardize on recycling and sustainable packaging solutions.

Thermo Fisher Scientific (TFS) manufactures and distributes millions of products and has world class distribution and logistics capabilities that can be leveraged to improve the inefficiencies in the UC San Diego supply chain. By engaging logistics, procurement, scientific research, and operational talent from both organizations, we can materially impact mutual sustainability goals.

## Approach

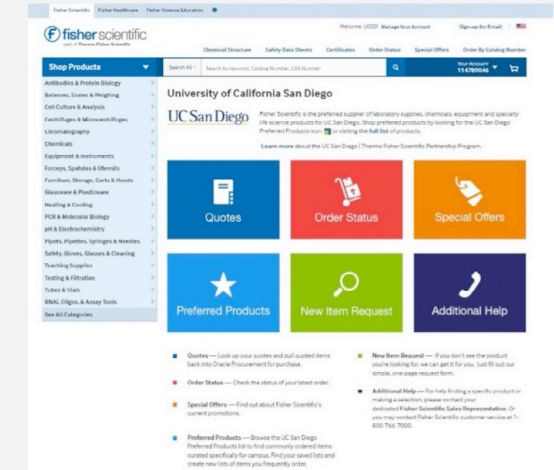
Scientific and Sustainability steering teams made up of members of the UC San Diego and TFS research communities evaluated the list of frequently purchased items by category to curate the UC San Diego Preferred Products list. Once the products were chosen, inventory specialists stocked the products at the nearest warehouse.

All items are conveniently located in preferred product lists by category and can be identified by our unique UC San Diego Preferred Product icon, making the shopping experience easy and convenient for campus shoppers.

The Preferred Product Program optimizes pricing, streamlines shopping, and employs local stocking strategies to offer predictable lead times and support sustainability.



UC San Diego Preferred Product Icon



## Results

- 9 categories reviewed and launched
- 1,300 Greener Product Alternatives added for increased greener product visibility
- Number of purchased SKUs reduced by 90%
  - Previously, we purchased 345 microplate SKUs. Our curated list has 14 SKUs which are technically equivalent to previous purchases.
- Negotiated pricing has been applied to the Preferred Products, leading to cost savings for UC San Diego
- Reduced waste, energy, and carbon emissions
- Part of UC San Diego | Thermo Fisher Scientific 10-year strategic partnership

**Benefits:** higher green product visibility + 90% SKU reduction + reduced waste, energy carbon emissions

# UCSF | Pilot Program to Enable Supplier Diversity in Deliveries

**TEAM** Anchor Institution Mission Procurement Team: Andrew Clark and Marliz Copado | Suppliers: TJ Protsman – One Workplace Director of Learning Environments and Jesus Silva – President of Corporate Interior Solutions

## Opportunity

UCSF's commitment to improve disparities and inequalities in health outcomes is spearheaded by the University's Anchor Institution Mission (AIM). Diverse and small businesses can drive economic growth and make a significant contribution to the communities we serve.

The UCSF AIM Procurement Team seeks to focus the University's purchasing power to positively impact our local and diverse communities. Working with One Workplace (OWP), UCSF determined there was an opportunity to change their delivery process to include a certified small, minority-owned business.

## Approach

Focusing on supplier relationship management has been a key priority in our supplier diversity and inclusion program work. To maintain progress in achieving local and regional impact for the communities we serve, we worked on creating a program for deliveries, specifically around using a certified small, minority-owned business.

This "Tier II" pilot program is part of the UCSF AIM to create the broadest opportunity for all qualified suppliers. In addition, we pay prevailing wage for the work that is being done by Corporate Interior Solutions (CIS).

UCSF recently extended our contract with One Workplace into 2024 to continue to develop this pilot program.

*"Easy order, good communication, good customer service."*

— Verified Order Survey Respondent



## Results

- One Workplace and the UCSF AIM procurement team collaborated to ensure the order/delivery process would be the same with no additional expense
- The pilot program successfully reached the six-month mark of transitioning campus deliveries to CIS
- Feedback received includes positive experiences from our customers as well as some opportunities for improvement in quality of service
- Continued value in supplier relationship management

**Benefit:** Increased supplier diversity with no additional expense

# UCSF | Supply Chain Management Webinar Learning Series

**TEAM** SCM Financial Operations & Systems | SCM Communications & Customer Experience | SCM Strategic Procurement

## Opportunity

In response to customer feedback requesting additional guidance and training on procurement process, Supply Chain Management (SCM) looked for ways to improve the customer experience and better educate them on important policies and procedures.

## Approach

The Financial Operations & Systems teams determined that a series of learning webinars would be helpful to our customers to learn about important policies and procedures while also benefiting the SCM staff with fewer inquiries. Starting in January 2022, SCM has offered monthly training sessions with subject-matter experts.

The webinars include a “formal” presentation along with the opportunity for attendees to ask questions throughout. SCM panelists answer some questions live and any unanswered questions are recorded, answered and then posted on the SCM website. All webinars also are recorded and, along with the PowerPoint presentation and links to other resources, posted on the website, generally within two days.

Topics have included:

- BearBuy Forms
- MyExpense: Next Generation Expense User Interface
- Expense Reimbursement
- Transcepta E-Invoicing
- Subcontract Invoice Approval
- Payment Guidelines for Honoraria, Purchase Orders, Gifts, and Research Subjects



## Results

- More than 1,300 unique viewers have attended sessions
- Six webinars have been presented
- Average 300 attendees per webinar
- Customers are more informed about policies and procedures
- Customers have an easier time submitting requests appropriately
- Less staff time spent correcting customer transactions and policy violations

**Benefit:** Increased policy compliance & customer satisfaction + fewer inquiries



# UC Systemwide Procurement | Undergraduate Student STEM Grants

**TEAM** UC Systemwide Procurement: Heidi Oh, David Diaz | UC CAMP Program: Dr. Richard Cardullo, Dr. Stephanie Dingwall | Fisher Scientific

## Opportunity

In recent years, UC Systemwide Procurement has sought to move beyond transactional relationships with suppliers into win-win partnerships. A perfect example of this is UC's relationship with Thermo Fisher Scientific.

As part of the UC General Lab Supply award (Agreement #2021002889), Fisher Scientific is providing \$25,000 annually in grant funds to support undergraduate STEM research efforts over the course of their (potentially eight-year) contract.

## Approach

To develop a framework for choosing grant recipients, UC Procurement and Fisher Scientific partnered with UC's [California Alliance for Minority Participation \(CAMP\)](#) program. CAMP's mission is to support underrepresented populations in successfully completing their undergraduate science degrees and encouraging their future in STEM fields. It was clear that students who participate in the UC CAMP program would benefit most from the Fisher Scientific grants.

Yearly, each campus will receive \$2,500 for eligible undergrad CAMP students to apply for in service of their research. Faculty directors at each campus will make final grant award determinations with a preference for fields consistent with the Fisher Scientific mission statement: "to enable our customers to make the world healthier, cleaner and safer."

The first recipient awards were made in February 2022. Awardees can compete again for next year's \$2,500 grant to be used towards their research.



## Results

Nine (9) STEM students, each mentored by a faculty member, were selected to receive \$2,500 research grants for the 2021 -2022 academic year.

Areas of research range from nanocrystalline structures to brain-computer interface, to controlling the post fruit-ripening process to biomechanical evolution in limbless vertebrate (snakes and eels).

View CAMP's 2021 Research Awards event: [UC CAMP Virtual Event 2021](#)

*"This program's success gives us a blueprint for developing more public-private partnerships, which is exactly what we want to do."*

—Dr. Richard Cardullo, UC CAMP Program

**Benefit:** \$25,000 annually for STEM student research grant funds

# UC Systemwide Procurement | Upping Value via Supplier Relationship Management

**TEAM** UC Systemwide Procurement Facilities, Maintenance & Capital Projects COE | Reynaldo Cano-Boza

## Opportunity

Supplier Relationship Management (SRM) is critical, but it doesn't just happen. Ongoing communication between UC and suppliers is vital. Suppliers must have regular touch points and work proactively with their multiple stakeholders to address needs. Strategic sourcing managers and campus buyers must identify challenges to highlight value-add opportunities. Suppliers should provide supply chain intelligence so campus buyers and strategic sourcing can make the best decisions possible in current market conditions. Staying ahead of market trends will help support UC's overall mission with the lowest cost possible.

## Approach

Establishing an effective system that constantly improves value-adds is a fairly simple process. Procurement and Strategic Sourcing, along with internal stakeholder campus clients, must determine the short- and long-term challenges with an estimate of how much it may cost to address them.

In these periodic SRM meetings, suppliers assess the challenges presented and propose solutions. The difference between what suppliers propose to provide versus the estimated value to address these challenges is the value-add. The key is to recognize the anticipated value and quantify it to determine the value-add returns.

Getting campus input from many stakeholders can be done in a reasonable time. Documenting stakeholder input with voice-of-the-customer (VOC) techniques, carefully preparing meaningful questions that encourage constructive feedback, and many one-on-one conversations will establish a strong foundation for moving forward.



## Results

Over the past six months of implementing these SRM techniques, we've experienced a greater emphasis on value-adds from suppliers, including:

- Increased creativity and proactivity in meeting campus needs
- Increased collaboration with campuses in stakeholder high-need areas
- Increased incentive programs
- More investment in sustainability and supplier diversity programs
- Greater collaboration on cost reduction and cost avoidance strategies

**Benefit:** Notable increases in value-adds from suppliers

# UC Systemwide Procurement | Enterprise Video Content Management

**TEAM** UCB: Allison Czapracki, Suzanne Harrison | UCD: Jeremy Cooke, Kris Naegeli | UCI: David Pritikin | UCLA: Michelle Lew, Michael Samojlik | UCM: Edson Gonzales, Rachel Leigh Peters | UCR: Julia Jackson, Muhammad Siddiqui-Ali | UCSC: Bruce Horn | UCSD: Dan Suchy, Robin Martin | UCSD: Matt Epperson | UCOP: Neil Kronenthal, Matthew Linzer, Judy Thai, and Roshni Pratap.

## Opportunity

Video is extremely important in the education technology ecosystem today. As a large and diverse University system, it became critical to identify an innovative UC-wide video content management solution to enhance student engagement and learning experiences.

In partnership with the IT Sourcing Committee (ITSC) and the Education Technology Leadership Committee (ETLC), UC Systemwide Procurement conducted an RFP for a cloud-based Enterprise Video Content Management.

## Approach

The UC IT Strategic Sourcing team collaborated with a dedicated team of 20 subject matter experts and specialists from across the UC system to:

- Determine UC's current and future needs and priorities
- Conduct a competitive RFP
- Evaluate supplier responses
- Identify the highest quality solutions for the best prices and terms
- Recommend a supplier for award

*“The systemwide RFP process allowed us to better understand the capabilities of products in the enterprise video management marketplace, and ensured consistent, competitively-bid pricing across all institutions. It has significantly reduced costs for every campus, while allowing each to select the platform that best meets the unique needs of their campus.”*

—Chair, UC Educational Technology Leadership Committee & Manager,  
Teaching & Learning Technology Services, UC Davis



# kaltura

## Results

The RFP process resulted in 2 awards: **Kaltura Inc.** and **YuJa Inc.** Both Suppliers are market leaders and at the forefront of the trends driving education. These new agreements offer the following significant benefits:

- 5-year initial term with five annual renewal options at UC discretion
- Agreement terms aligned with UC's needs and compliant with policy and laws, including UC Appendix Data Security
- Predictable pricing – Kaltura has fixed pricing during Initial Term. YuJa has negotiated price increase cap, lower than current local agreements.
- Additional incentives with YuJa: scholarships, internships and signing bonus

**Benefit: \$944K (over initial 5-year term)**