

**Council of Buyers
Meeting Minutes
October 11, 2017**

Name	Institution	COB October 11, 2017	Conference Call	Absent
Arnold, Jon	COSCC			√
Austin, Renee	VSCC			√
Blain, Judy	APSU	√		
Brakebill, Barbara	TCAT Athens		√	
Buchanan, Melanie	TCAT Nashville			√
Bunch, Sharon	TSU	√		
Busch, Donta	TSU	√		
Butts, Constance	UOM		√	
Causey, Thomas	ChSCC		√	
Clark, John	PSCC	√		
Cooper, Charla	TCAT Whiteville			√
Crisp, Kathy	MTSU			√
Desrochers, Suzanne	APSU			√
Farris, Kristie	CHSCC	√		
Flynn, Angela	TBR	√		
Fox, Alisha	CLSCC			√
Goodman, Lynn	TCAT System Office			√
Hagaman, Bernice	NeSCC		√	
Harris, Lana	SWCC		√	
Hemrick, Dart	JSCC		√	
Hodges, Mark	TBR	√		
Hull, Judy	TTU		√	
Jansen, Anita	TBR	√		
Jarnigan, Renee	WSCC		√	
Kitzmiller, Matt	NESCC			√
Lowe, Doris	ETSU		√	
Lowe, Lee Ann	CLSCC			√
McCarter, Debra	WSCC			√
Morrell, Jayne	ETSU			√
Mueller, Billy	UOM			√
Mullins, Beth	DSCC		√	
Nelson, Jennifer	TSU	√		
Pugh, Wayne	TBR	√		
Ridgeway, John	TCAT McKenzie		√	
Robbins, Canty	UOM		√	
Roe, Dana Marie	CoSCC		√	
Shamble, Constin	APSU			√
Sims, Joel	TSU	√		
Smallwood, Johnathon	TCAT Hartsville			√
Smith, Jo	NSCC	√		
Stafford, Camilla	MSCC		√	
Staples, Mary Jane	MTSU		√	
Thomas, Shirman	MTSU		√	
Turpin, Danice	TCAT Harriman		√	
Wallis, Donna	TTU		√	
Walton, Donnie	TCAT Newbern			√
Walton, Pat	APSU	√		
Watts, Amy	TBR	√		
West, Dana	RSCC	√		
Zwingle, Cynthia	TCAT Dickson			√

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Welcome/Opening Remarks/Employee Updates

Attendance was taken by Anita Jansen.

Angela began the meeting by welcoming everyone and asking how the TAGM conference had gone.

Angela then introduced Rob Christensen from Jaggaer who was invited to provide the Council with an overview of the new Jaggaer management team along with an update on the new contract agreement, and to address customer service issues and customer support points of contact, now that the previous TBR Customer Service Manager, Toni Harris, is no longer with Jaggaer.

Rob Christensen - Jaggaer (PowerPoint presentation attached)

Mr. Christensen began his presentation by providing a brief overview of the new Jaggaer management team and discussing the new broader scope for Jaggaer into areas other than higher education, to include areas such as state and local government as well as commercial and healthcare industries.

With regard to the new agreement between TBR and Jaggaer, Mr. Christensen showed slides from his presentation which showed features of the old agreement compared to the new agreement, including:

- Spend Director add on modules being included with the new agreement instead of Spend Director add on modules being separate with the old agreement,
- Contract Compliance Tracker is now included with the new agreement, with only the implementation fees to be charged, and
- New unlimited supplier enablements with the new agreement, replacing the old Supplier Pack system, which allows TBR to:
 - Add suppliers without the need to swap or reset supplier licenses,
 - No need to track premium, basic or consortium licenses,
 - The opportunity to increase the volume of enabled suppliers, and
 - The opportunity to better drive spend with preferred suppliers to help achieve savings.

Mr. Christensen introduced Jaggaer University to the Council. Jaggaer University is a new training program, which allows TBR memberships to ongoing product training and education with over 50 classes available.

For the customer service portion of the presentation, Mr. Christensen explained to the Council that Jaggaer offers a multi-tier level of customer support. Mr. Christensen presented a chart showing the Jaggaer support model. In the Jaggaer Support Model, customer support is the base level, handling technical and configuration issues.

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If the level of support needed goes beyond technical and configuration help, Jaggaer team leaders handle escalations in accordance with the level of support needed.

The second level of Jaggaer support model includes a Customer Success Manager – this level of support includes; customer advocate, release education, measuring success, and engage & advise services. The Jaggaer support person at this level, who is assigned to TBR is Melissa King. If Ms. King is unavailable, Mr. Greg Owens is the backup.

After presenting the Jaggaer customer support model to the Council, Mr. Christensen followed up by showing other avenues to researching issues, called Jaggaer Knowledge Resources, including:

- Printed handbooks which can be accessed from the Admin Dashboard, and
- Access to the Jaggaer Library, which can be accessed using the following link: <http://library.jaggaer.com>.

Mr. Christensen concluded his presentation by making the Council aware of upcoming training events. Mr. Christensen informed the Council of three Regional User Group (RUG) Meetings:

- Held on November 1, 2017 in Morrisville, NC at the Jaggaer Headquarters,
- Held on November 8, 2017 in New York at The New School, and
- Held on November 15, 2017 at Arizona State University.

Mr. Christensen informed the Council that the RUGs held on November 8th and 15th are focused on Higher Education and should be very informative.

Mr. Christensen also informed the Council of the annual conference, now called Rev2018 which is scheduled for April 24-26, 2018.

Updates – eProcurement

Mark Hodges provided the Council with eProcurement updates, by informing the Council that Jaggaer version 17.3 was coming soon. Mark further stated that UIT “TEST” would be offline beginning Friday October 20, 2017 at 8:00 am ET through Sunday October 22, 2017 at 12:00pm ET, while Jaggaer loaded version 17.3.

Once loaded, council members will have approximately three weeks prior to general availability to logon to the TEST environment and view and test the release enhancements. Jaggaer recommends that each client perform testing of functionality critical to the eProcurement system.

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Beginning Friday, November 10, 2017 at 9:00 pm ET through Sunday, November 12, 2017 at 12:00 pm ET, Production will be unavailable while Jaggaer version 17.3 is loaded into Production.

The 17.3 updates will primarily effect:

- AP Director,
- TSM,
- Sourcing Director,
- Total Contract Manager, and
- Portfolio Savings Manager.

The following link provides additional information pertaining to Jaggaer version 17.3:

<http://library.sciquest.com/product-release-173>

Updates – TSM and ACH Warning

Amy Watts presented numerous updates to TSM in Jaggaer version 17.3. Amy informed the Council that there is a new Federal Diversity Classification which is called Historically Underutilized Business or (HUB). Also a change was made so suppliers can easily see diversity class types. Multiple Language registrations will be available and will translate other languages into English. North American Industry Classification Codes (NAICS) have been updated as well. While TBR does not currently use these NAICS codes they are a great tool to search for vendors offering specific goods or services. TSM is now capable of deactivating a location in a supplier profile and will have the ability to resubmit a supplier into registration workflow for approvals, even if the vendor has been approved in the past. Suppliers will also be able to upload the W9 form and sign it via DocuSign. If the supplier does not have a W9 readily available. a prepopulated form can be filled out and signed via DocuSign.

Currently there are 308 diverse businesses in TSM and 1808 registrations, an increase of 609 since last reported in June. The System Office provided a 2nd vendor training session in September and will continue to offer this training on a quarterly basis. The next session is scheduled for January 24, 2018 from 9:00am to noon. In the September training one vendor attended and proceeded with the GO-DBE registration thereafter. Amy encourages council members to visit the TSM Supplier Diversity section to view diverse suppliers and perform vendor searches using diversity criteria.

Be aware that vendor ACH fraud is on the rise in Higher Education. Criminals seem to be targeting construction vendors but fraud could happen with any vendor. Jaggaer validates the security of the user password; each password is encrypted and cannot be decrypted. If a vendor makes a change in the ACH record, it is TBR's practice to contact the vendor and verify that the change is legitimate before approving it. If an institution makes a change to an ACH record, the institution will be asked how the changed was

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verified and to note the reason for the change in the internal notes in TSM- vendor record section.

Strategic Sourcing Update – Dell

Mark informed the Council that both he and Amy have been researching spend information of various suppliers. Mark went on to inform the Council that he had been researching Dell and had reviewed all of the Dell transactions for the past fiscal year. A major part of this research involved searching for like items sold to multiple institutions at different costs. Mark went on to explain that while there were many like items sold to multiple institutions, with substantial variations in cost, many of those items were computers and the sales data was not clear on what computer add-ons and upgrades might be included making the comparison of those items extremely difficult.

Mark further reported that one specific item that had been noticed was printer Ink Cartridges. There were numerous examples of the same printer ink cartridges sold to multiple institutions, with price differences ranging by as much as 30 to 35%.

At this point, TBR has met with Dell to discuss the spend analysis that has been conducted to date and to discuss ways Dell and TBR can work together to achieve savings. The meeting attendees for TBR included; Angela Flynn, Stephen Vieira, Mark Hodges and Amy Watts. Angela explained to Dell that TBRs goal is to work with Dell to maximize any volume discount that may be achieved. The Dell representatives indicated that some time was needed to go back to Dell headquarters and get in touch with various Dell team members and review sales data in order to get back with TBR on items where savings could be achieved.

The most recent follow up with Dell, has Dell still going through the data and pulling together the team members (hardware, software, etc) to work with TBR on achieving the volume discount goal.

Strategic Sourcing Update – CDW-G

Amy informed the Council that she has taken the fiscal year 17 spend from the Jaggaer punch out and non-catalog orders from CDW-G and sorted by the top items purchased. She will be meeting with CDW-G representatives on October 24, 2017 to discuss deeper discounts.

Angela announced she has been asked to speak at the BASC meeting Tuesday October 17, 2017 to discuss the benefits of Jaggaer. Angela encouraged all institutions to get into a strategic mindset and start using the tools provided by Jaggaer to drill down and analyze the spend data.

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Amy challenges campuses to look at the top spend vendors and then compare the spend from the FY17 to the FY16 and use Jaggaer to help budget.

Shared Services Update

Amy informed the Council that she has been working with the Technical Colleges, and a survey was sent out in August asking for a list of vendors that the Technical Colleges purchase from that do not go through the Community College. The survey yielded a list of around 5,000 vendors. Amy further explained that she is sorting through those vendors to narrow the list down and expects around 2,000 vendors to be entered into TSM.

Banner 9 finance was tested over three days last week. There were several community colleges and technical colleges who participated along with the business and finance staff at the System Office. Testing was to confirm that all banner forms were working in the MEP environment.

More surveys will be coming out soon; the first will aid in getting a perspective on the volume of work the community colleges are doing for the technical colleges in order to get an idea of staff needed for shared services. The second will determine if quarterly reports and other budget reporting tools should be continued by the lead community college or if the technical colleges need to be trained and reports turned in independently.

Senate Bill 1201

Angela informed the Council that after a more in-depth study of Senate Bill 1201, a couple of issues had been identified. The bill requires that information from IT related vendors be concealed from the public in order to deter fraudulent activity.

The first issue identified by the System Office involved the RFP's public opening process. Since company names can no longer be given out, the public opening step in the RFP process had to be reevaluated. Angela reached out to UT to see how they had addressed this issue and she discovered that UT had discontinued the public opening process. Wayne Pugh looked into the statute and it does not state that a public opening has to be performed so the System Office will also be eliminating public openings from the RFP process.

The second issue identified was the intent to award and open file review. If all names are to be confidential then all names in a Proposal submittal would have to be redacted. This would take a large amount of time depending on the number of responses received on an individual RFP. Mark suggested that the System Office adopt a practice used by the Federal Government when dealing with confidential proposers, which is to assign each vendor a number with instructions to remove all company name and logos and

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replace with the number assigned. This would take the responsibility of concealing the name off the System Office and put it on the Proposer. A final decision has not been made at this time and if any intuition has any ideas on how to handle the process please feel free to send it to Angela.

Reporting – Focus

On Monday the Universities along with the Governor’s Office of Diversity and Fiscal Review met at the System Office for training on the required quarterly reports that will be required of the universities once they sever from the System Office. In order to keep a consistency Angela will continue to collect the data through the end of this fiscal year.

Upcoming Strategic Sourcing

In August Amy Watts polled the institution on Allied Health spending. At this point the System Office is still waiting on a few institutions that have not submitted. Once all the information has been obtained, those purchases will be analyzed with the goal being to negotiate deeper savings on the top spend items.

RFPs

RFP 18-0001 Bookstore Services – The pre-proposal conference was held on October 5, 2017. As a result, there were two spreadsheets sent out. The first requested additional data and floor plans from each participating institution and bookstore. The second request was for dates for vendors to schedule a campus bookstore tour. This RFP opens on October 30, 2017 and it is the intent of the System Office to award a single provider for all participants which includes all the community colleges along with TN eCampus and Technical College Memphis. The start date for the new contract is expected to be July 1, 2018 and accessibility requirements have been included.

RFP 18-0002 Student Behavior Tracking Software – The pre-proposal conference was conducted on September 26, 2017 the questions and responses have been added to the TBR website and the proposal deadline is scheduled for October 20, 2017. Some institutions are already using Maxient for this service.

RFP 18-0005 Compensation Study – This RFP opened October 6, 2017 and is in the evaluation stage.

RFP 18-0006 Grant Management Software - This RFP was initiated by the department of Access and Diverse. The intent is to be able to organize and track grant applications and awards. This will be a system-wide contract.

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RFP 18-0008 Student Success Software – This RFP will be released early next week. The resulting contract will be a system-wide contract. The evaluation committee has been finalized.

RFQs

RFQ 18-0007 Academic Online Database – This is an academic piece that is currently contracted through EBSCO. The System Office is working with Peter Nerzak on this RFQ. It includes 19 TBR Colleges and Universities.

Newly Awarded Contracts/Updates

American Paper & Twine was awarded the janitorial supply RFP. The contract has been finalized and has been uploaded to the contracts log.

Berkshire Associates Inc. was awarded the Affirmative Action Planning Services RFP. This agreement has also been finalized and is available for any institution to utilize the service.

Runner Technologies was awarded and contracted as the Address Verification Software provider.

Go-DBE Office 16-17 Goals/Goal Results – The goal is for all universities to independently report to the GO-DBE after the end of fiscal year 2018. Beginning July 1, 2018 the System Office will no longer report on the universities behalf.

ASCAP – Anita Jansen is currently collecting applications for 2018, those applications are due by October 23, 2017. This will be the last year for the System Office to report for universities.

Report Due Date Reminders:

The Diversity Report template has been sent out. Please complete and return to Anita Jansen by October 18, 2017.

The Small Minority Women-Owned report will be emailed out and will be due November 8, 2017.

Other Updates/Questions from Institutions

Canty Robbins with UOM announced her retirement as of December 2017. The job has been posted. Hoping to replace beforehand so that Canty can train before her exit.

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Dart Hemrick, JSCC asked Angela for an update on OMB81. Angela stated that it is still scheduled for July 18 and has heard that the limit has been moved up to \$10,000.

Lana Harris with SWCC introduced Stephanie Guice as the new purchasing agent for SWCC. Stephanie came from Jackson State University. Angela welcomed Stephanie to the Council.

Donta Busch with TSU has been appointed as the new Treasure for TAGM.

With no other announcements Angela adjourned at 1:01pm CT.