



Inside CITYWIDE PROCUREMENT

OCP

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Strategic Sourcing

DCAS Commissioner
Edna Wells Handy

Inside This Issue:

Strategic Sourcing

OCP Helpdesk

Free Training Course

M/WBE Spotlight

Vendor Brown Bag Series

Staff Spotlight

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The Department of Citywide Administrative Services (DCAS) has recently assembled the Strategic Sourcing & Spend Analysis (SS&SA) group within the Office of Citywide Purchasing (OCP). The new team's mission is to provide research and data analysis that enables OCP to better leverage citywide purchasing power and generate savings from procurement. The group comprises a lead and three analysts with public and private sector experience in finance, banking and other disciplines.

New York City is a large organization that does business with many service providers and suppliers each year. In Fiscal Year 2012 alone, Mayoral agencies spent approximately \$14 billion dollars with over 10,000 vendors. While many goods and services are obtained from citywide contracts, too much of what the City buys is sourced by individual agencies. This decentralized purchasing and lack of insight into what and from whom we are buying across the enterprise leads to missed opportunity to obtain the most competitive pricing, with some agencies paying more than others for the same goods or services.

One of the ways in which the SS&SA group will enable the City to increase purchasing power is to provide visibility to its spending patterns. Since joining DCAS in December 2012, the team has been busy surveying citywide financial systems, learning about budgeting and procurement cycles, speaking to key informants, and gaining access to fiscal data. They are currently in the process of analyzing City agencies' expenditures, with the purpose of identifying categories of spend that present savings opportunities.



Some of the analytical exercises that the group is conducting include looking at consolidated versus non-consolidated contract spend; understanding which agencies have separate contracts for the same goods and services, but with different price structures; and ascertaining the level of usage of citywide contracts.

The goal of this endeavor is to provide spend intelligence to procurement, finance and budget officers that will lead to contract consolidations, opportunities to negotiate pricing as a result of higher than anticipated usage, reduction of 'maverick' or off-contract spend, and increased savings.

Continued on Page 03



Inside OCP CITYWIDE PROCUREMENT

OCP Helpdesk

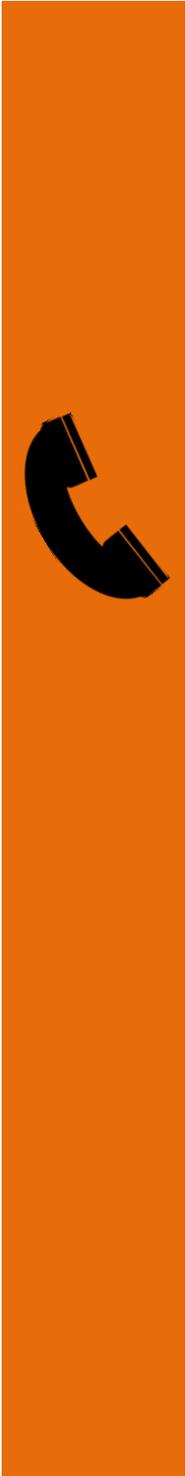
The Department of Citywide Administrative Services (DCAS) Office of Citywide Purchasing (OCP) wants you to know we're listening! Thanks to your feedback, we have created a helpdesk to better meet your customer service and support needs. The OCP Helpdesk will now provide you with the option of getting live support and/or the option to track the progress of your OCP-related inquiry. You now have a **single point of contact available** for all questions regarding OCP services and support:

ocphelp@dcas.nyc.gov
or call **212-386-0428**.

Upon receipt of your request, a help ticket will be generated and forwarded to the appropriate OCP staff member. This individual will respond to you within one business day to let you know that we've received your request and are working towards resolving your issue. Our goal is to resolve your issue **within a maximum of three business days** of receiving your initial Helpdesk request.

"The launch of the Helpdesk is a key component of OCP's mission to provide client agencies with world class service," said Sergio Paneque, Chief Acquisition Officer of DCAS. Since its inception, the Helpdesk has successfully resolved issues for over two dozen client agencies. This success is a direct result of our first-class helpdesk team: Luz Castro, Lorie Chu, Inez Council, Ella Edwards, Valerie Kowal, and Aida Rodriguez.

Thank you again for providing feedback on how we can improve our services. We encourage you to continue letting us know how we're doing!



Inside OCP CITYWIDE PROCUREMENT

Free Training Course



DCAS is now offering a regularly scheduled course at the Citywide Training Center (CTC) on the use of Dun & Bradstreet's Supplier Risk Manager, an online vendor management tool available to all Mayoral agencies. D&B's Supplier Risk Manager compiles and assesses a wide range of supplier/vendor data, including demographics, financials, corporate family linkage, government and industry compliance status, and diversity classifications.

The platform provides access to over 200 million supplier records with up to 250 data points, search/look-up capabilities, and customizable functions such as user defined dashboards. D&B's Supplier Risk Manager also provides access to D&B Live Reports, assists users with locating Green and M/WBE certified vendors, conducts agency spend analysis and establishes active risk alerts for purposes of post-award contract management.

The course will be especially valuable for employees conducting responsibility determinations and any other staff that interact with vendors on an ongoing basis including: program staff, contract managers, budget and finance analysts, legal counsel, compliance units, data analysts and more.

The course schedule is as follows:

- June 25 (10:00am-12:00pm)
- July 30 (12:00pm-2:00pm)
- August 27 (12:00pm-2:00pm)
- September 24 (12:00pm-2:00pm)

For more information, speak to your agency training liaison or contact OCP at ocphelp@dcas.nyc.gov.

Strategic Sourcing Continued...

In order to facilitate the work of the group, OCP is also in the process of procuring spend analysis software. The new platform will offer analytical tools that will provide insight or 'spend intelligence' to its users. Data from citywide financial systems will be transformed by business logic and hierarchies defined by the City then loaded onto a web-based dashboard. SS&SA analysts and other agency users will be able to interact with the dashboard to obtain desired metrics to inform their procurement and budgeting practices.

The new team will also work collaboratively with procurement teams across the City to integrate spend intelligence and improve the sourcing of goods and services. Efforts will be made to work more closely with other agencies to understand their practices, determine ways in which spend visibility can help to improve contract management and, when the opportunity arises, to negotiate better pricing.

As part of its strategic sourcing effort, OCP and the SS&SA group are working with City oversights and agencies on the creation of a Strategic Sourcing Steering Committee to better coordinate citywide purchasing activities and identify opportunities to streamline and save.

For more information, please contact Fa-Tai Shieh, Director of Strategic Sourcing & Spend Analysis, at fshieh@dcas.nyc.gov or call 212-386-0537.

STAY TUNED FOR FUTURE COURSE OFFERINGS!

M/WBE Spotlight: Mrs. Paper

Copy Graphics, Inc., better known in purchasing circles as Mrs. Paper, is a City certified women-owned business that has additional certifications with New York State’s Empire State Development, the Port Authority of NY & NJ and the Women’s Business Enterprise National Council (WBENC).



**Marion Hindenburg,
President**

These additional certifications contributed to Mrs. Paper’s growth and as a result, the company’s client base comprises both private companies and the government.

Marion Hindenburg, the President of Mrs. Paper, started her career in the paper industry as a salesperson for one of New York’s largest paper supply merchants in its national division. After having a successful 15-year career, Marion decided to take her knowledge and passion of the industry and turn it into what has become a successful business venture.

The strategic partnerships that Marion has been able to form with both domestic and international paper mills allowed her to have a strong business advantage. Accordingly, Mrs. Paper has been able to create a vast inventory of custom-tailored paper products to meet the needs of her customer base.

As agencies are moving toward reducing their carbon footprint, Mrs. Paper became Forest Stewardship Council (FSC) certified through the Rainforest Alliance, allowing the company to offer its customer base additional paper options for environmental responsibility. For example, Mrs. Paper now offers coated and uncoated fine papers and envelopes in all weights and sizes. Consumers also have the option of selecting recycled paper that contains 30% (standard), 50% and 100% post-consumer content.

Marion’s dedication to her customer base and extensive knowledge of her industry has garnered her the Women Presidents’ Educational Organization 2009 “Done Deal” award for closing the most contracts for a WBE in New York City. When thinking of buying specialty paper which is not covered by an existing citywide requirements contract, think Mrs. Paper!

For more information on doing business with Mrs. Paper, please contact Marion Hindenburg, President, at marion@mrspaper.com or call 212-532-7776.

For more information on doing business with DCAS, please contact Christine Norman, M/WBE Officer, at cnorman@dcas.nyc.gov or call 212-386-0383.



Inside OCP CITYWIDE PROCUREMENT

Vendor Brown Bag Series



DCAS invites you to join us for the June session of our Vendor Brown Bag Series! We invite you to engage in a conversational lunch, concerning the Leslie Water Works Inc.'s water filtration system contract. This contract replaced

the City's previous bottled water contract, and enables City agencies to purchase the Innowave Chiller 3 Tower™, which utilizes an innovative point-of-use (POU) system. The contract was registered on February 29, 2012 and the term is from March 1, 2012 to February 28, 2017.

This contract benefits City agencies in a multitude of areas. Bottle-less units do not have exposed reservoirs like bottled water coolers where bacteria can enter and grow. POU water units are sealed which alleviates potential health issues. Switching to bottle-less water filtration units eliminates the need for plastic water bottle disposal, which in turn decreases the City's carbon footprint. Agencies will gain office space that was previously allocated for water bottle storage. Additionally, agencies will save time on order processing and delivery coordination, as well as reduce their administrative costs.

Please see the event information listed below.

Vendor: Leslie Water Works

Topic: Water Filtration

Date: June 27, 2013

Location: 1 Centre Street 18th Floor Pre-Bid Room

Time: Noon-1:30pm

Please email ocpcommunications@dcas.nyc.gov to RSVP for this event. We look forward to seeing you there!

Staff Spotlight

The Office of Citywide Purchasing is pleased to welcome John Katsorhis, Deputy Assistant Commissioner (DAC) and Deputy Agency Chief Contracting Officer (DACCO) for Citywide Purchasing. John received his Bachelor of Arts in Government and Politics from Saint John's University, and joins us from the Department of Design and Construction where he served as the Director of Professional Contracts.

John brings with him 16 years of public service, including working as a Senior Analyst at the Mayor's Office of



**John Katsorhis,
Deputy Assistant
Commissioner**

Operations and as a Senior Environmental Procurement Analyst at the Mayor's Office of Contract Services, where he implemented regulations, standards and policy initiatives on Environmentally Preferable Purchasing (EPP) in goods- and construction-related contracts.

John reports to Assistant Commissioner Robert Cleary, Citywide ACCO. As a counterpart to Anson Telford (DAC for Quality

Assurance, Logistics, Food and Technical Services), John will guide the unit's purchasing groups in conducting solicitations and managing and developing OCP's Citywide contract portfolio, as well as leading negotiations with vendors to enhance services and realize savings for the City. His extensive knowledge of City purchasing processes and oversight of agency operations will be an asset as we continue to improve our procurement processes and enhance our service levels to our client agencies.

For further information, please email jkatsorhis@dcas.nyc.gov or call 212-386-0449.