

**MINUTES**  
**VENDOR ADVISORY COMMITTEE**  
**September 13, 2011**

**Members Present:** Mike Masters, Greg Alexander, P.D. Morrison, Roy Mata, Arlene Dillworth, Ken Sorley, Nancy Evans, Diana Keller, Ron Pigott (non-voting), Paul Gibson (non-voting)

**Member Absent:** Gladys House

**Staff Present:** David Duncan, Paul Gibson, Ron Pigott, Kit von Wupperfeld

**Others Present:** Kyle Radford (TIBH), Celeste Lay (Xerox), Susan Heck (Grainger), Lois Rouder (Grainger), Ed Kreusel (Kino Oil), Kathy Kreusel (Kino Oil), Kirk Yoshida (SPI).

The meeting was called to order by Chair Mike Masters at 1:05 p.m. All present introduced themselves.

Minutes of the June 7, 2011 meeting were approved unanimously, upon a motion by Greg Alexander, seconded by P.D. Morrison.

**Item 4 – Specific Recommendations from TexasSmartBuy from Subcommittee**

The group met August 29 and had three (3) areas of concern: invoicing from NIC, end users feedback, and system improvements. Celeste Lay presented discussion points for each issue:

Invoicing

- Not detailed enough for vendors
- Standard template not supportable
- No way to reconcile what's been cancelled with the purchase order (p.o.)
- Uploading monthly sales report cumbersome
- Reports are based on the order date, not invoice date – can result in billing vendor long before the products are delivered and the state agency payment is due
- Recommend including the name of the agency and contract number on the invoice

End User Feedback (as relayed through vendors)

- Agencies are looking for exemptions from using TSB
- System not designed for frequent high volume product transactions (e.g. office supplies)
- For TxMAS and DIR can go to the vendor directly
- Many customers choose to go to the company's website because it's cheaper (vendors offer specific discounts for using their site)
- Many customers like it but dislike all the manual entering of information
- Turnaround time for the help desk is delayed
- TxMAS contracts should be loaded in the system

System Improvements

- Punch-outs should be expanded
- Have to re-key an order when it's received; want to be able to automatically issue an order from the p.o. and have it in the vendor's system
- Punch-outs are expensive for the vendor

Mike asked for input from the VAC. Points mentioned were: loss of revenue because people use other systems; the need to come up with solutions; the length of time TSB requires to perform searches for items, how adding punch-outs delays the system; whether the fee is paying for the system (Ron will know more in December). Ron asked for a list of discussion items so that he can schedule a meeting with Deloitte; he plans for Celeste Lay to attend with him to provide input from Xerox.

#### **Item 5 – VAC Accomplishments**

Were submitted to Ron as required.

#### **Item 6 – Recommendation on number of persons to serve on VAC/Membership Expansion**

Ron has four (4) suggested names. There is talk of expanding the VAC membership to include different categories. A total of four (4) people need to be added, as Gladys House is no longer on the VAC. Upon a motion by Greg, seconded by PD, the group voted to add the new categories and fill the vacancy from Gladys House. By the next meeting, the VAC should be able to vote on new leadership.

#### **Item 7 – Update on HUB Rules – David Duncan**

The rules are posted on the Texas Register website; many comments were received and were taken into account in the adoption. The graduation issue had much opposition, mostly from professional services. Good faith effort and how it's demonstrated is another major issue. David passed out copies of the revised rules.

#### **Item 8 – Public Comment**

None.

#### **Item 9 – Future Agenda Items**

- Leadership team
- Feedback on new members
- How to improve the VAC

The meeting was adjourned at 2:15 p.m., upon a motion by Greg and seconded by P.D. Passed.

Next meeting: November 1, 2011 at 1 p.m