

## PURCHASING

### COVID-19 RELATED INFORMATION

Purchasing & Contracting Services continues to maintain all operations and are working closely with internal campus partners, suppliers, and service providers as the University collectively manages the delivery of supplies and services during the outbreak of the novel coronavirus. In doing so, there are certain questions that have been common among many stakeholders. Those questions and associated answers are included below. For any other questions or support needed, please contact our Purchasing & Contracting Services teams.

All bid openings will be conducted electronically—no on-site bid openings will be held.

All contractors, consultants, suppliers, and vendors are expected to adhere to the [University's COVID-19 Supplier Notice](#).

The Purchasing Department office is still receiving mail and packages, however, the preferred method of bid and proposal submittals is electronically through BidSync.

Purchasing & Contracting Services is here to provide acquisition support services for both goods and services for COVID-19. **Please [contact us](#) so we may understand the immediacy of your needs and look for available inventories or possible alternative sources that may satisfy those needs.**

For previously placed orders, please reach out to suppliers to confirm if some existing orders need to be delayed, re-directed, or cancelled due to the changed landscape on campus (for example, performance engagements, transportation services, pest control services, etc.).

**Frequently Asked Procurement Questions**  
**Related to the COVID-19 Outbreak**

**Q. I represent a supplier and we have a delivery to be sent to the campus. Will there be someone available to accept delivery?**

A: While the University has moved to virtual teaching, and has instituted remote work where possible, the University is maintaining its business and research operations. Building access has been impacted, so it is critical suppliers communicate with the department contact listed on the Purchase Order to ensure delivery instructions are clear and current.

For more information regarding deliveries [COVID-19 Notice](#).

**Purchasing and Contracting Services**

[Purchasing Contact List](#)

[Contract Directory](#)

Office Phone Number: (801) 581-7241

**Procurement FAQs**

**Q. I've planned an event and now need to cancel. Can I do so without incurring fees?**

A: There is no single answer to this question as each situation is different depending on the location, nature of the event, and final contract terms for the arrangement. The best advice is to contact the venue and/or service provider as early as possible to avoid any cancellation fees that may apply. If you require assistance in accessing or interpreting contract language, or would like support in negotiating a resolution, please [Contact Contract Manager](#).

**Q. I need to facilitate a refund due to a cancelled event. What is the best way to process refunds?**

A: If the original payment was made via PCard, refunds should be facilitated directly through that card.

**Q. Where can I buy hand sanitizer and other pandemic supplies?**

A: The University General Stores has items in stock or on order. Please [Contact General Stores](#).

The University has been working with existing suppliers as well as alternative sources to order pandemic supplies as well as obtaining information on the allocation and/or backorder process. Many pandemic supplies are out of

stock with most suppliers or are in short supply and allocated. As such, Purchasing and General Stores have been working with the supplier community to secure supply as best as we can; but there is in fact a scarce supply.

If you have any questions, please [Contact Medical Supply Buyer](#).

**Q. I need to buy technology hardware, but I understand the supply chain is strained. What should I be considering as I plan my purchase?**

A: The University's Purchasing information technology team has offered the guidance included below with respect to the impact of the novel coronavirus to the technology supply chain.

We expect continuing delays in technology fulfillment for the next quarter, with the major contributing factor being the novel coronavirus (COVID-19). Though various entities at the University will work to manage these shortages, they will manifest themselves in many cases as both restricted availability and extended lead times for technology products relevant to the University and its constituents.

Purchasing & Contracting Services has been working to understand and mitigate these issues for over a month now. In some ways, matters related to COVID-19 are an extension of the already existing Intel processor shortages (which continue) and tariff-related challenges that we've been tracking since 2018. However, it is affecting portions of the entire technology supply chain—examples include memory, storage, networking equipment, accessories, and mobile devices.

There remain many unknowns, as there are with anything related to COVID-19. What seems inevitable is the availability of specific products will continue to be unpredictable, influenced by assembly locations, component availability, and other factors.

Where possible, we suggest planning for purchases with a more extended time window than usual.

April 27,2020