

## PURCHASING'S FREQUENTLY ASKED QUESTIONS

~ FAQs ~

Striving to always provide excellent customer service to the Washoe County School District the Purchasing Department has offered some answers to our most frequently asked questions.

For quick reference to the Purchasing Department's *Product Catalog*, please go to:

<http://www.washoecountyschools.org/district/departments/purchasing/product-catalog>

Q: Why do I need to get two (2) quotes and when do I need to get them?

A: End users are required to obtain at least two (2) quotes, and preferably three (3), for items over \$5,000 and less than \$25,000 that are not already on contract. This action helps to ensure proper due diligence is being done and that we are obtaining the best value for the District. The Purchasing Department is more than happy to obtain them for the ends user if requested.

Q: My school needs to purchase a new copier. Where can we find out what is available?

A: The copier contract, which lists copiers and pricing on contract are listed under the title bar "Copiers and Digital Duplicators" on the Purchasing Department's *Product Catalog*. You can call (775) 850-8025 or email the Purchasing Department ([purchasing@washoeschools.net](mailto:purchasing@washoeschools.net)) and we will provide you a copy of the contract.

Q: We need to order computers. Where do I find those?

A: Our contracted vendor for computer items and peripherals is Hewlett-Packard (PEID #100206) and all contracted items can be found on the quick-link to "HP Computers" in our *Product Catalog* under the title bar "Computers."

Q: How do I know which computer will suit my needs or the needs of our school?


A: You can always reach out to the Purchasing Department or the I.T. Department for questions regarding suitability of computers for your school or department site. Our HP Reseller is "Insight" and the representative contact information is listed on the webpage at: <https://www.ips.insight.com/pages/landingpage.web?id=12164>

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Q: Why can't I order an Apple iPad2 from a local Apple Store here in Reno? Why can't I have the iPads delivered to my site directly?

A: The District's contracted vendor for all Apple computer equipment and supplies is Apple Education, Inc. (PEID #115642) and the District is obligated to honor this contract. Items listed under the Apple contract can also be found on our *Product Catalog* under the quick-link to "Apple Computers" under the title bar "Computers." Computer equipment items of value including the iPads2 require an inventory asset tag and need to be imaged by the I.T. Department before they can be issued to any end-user. The SHIP TO code for these items is "098" for our IT Warehouse. Most Apple orders are processed and received by the end-user within 30 days.

Q. I need to track the status of my requisition I entered into Business Plus. How do I do that?

A. The workflow of any Requisition and Purchase Order can be tracked in Business Plus. Simply log onto the BP System and click on "Purchase Requests" or enter POUPPR in the *Command* field. Click on the binoculars icon  at the top of the screen and select "Find Search." Enter the Requisition number beginning with a capital letter "R" (i.e. R123456) in the appropriate field or the Purchase Order number beginning with capital letters "PO" (i.e. PO123456) in the appropriate field. Hit the "Enter" key on your keyboard. Once your inquiry is found, select the "Workflow" tab on the left side of the screen to review the approval workflow of the order.

Q: I found that we have several district-standard printers on contract, but I found the same one cheaper online. Can I order it online?

A: The purpose behind "district-standards" contracts established by the Purchasing Department is to provide the lowest price and best quality of products using aggregate totals based on district-wide purchases on items that have been fully tested by the supporting departments. By opting to purchase district-standard products from qualified contracts and selected vendors, your purchased items will be fully supported by the vendor, the District's I.T. Department, and the Equipment & Repair Department should there arise a need for network support or return/repair services. If you choose to purchase these items from an online vendor or otherwise non-contracted vendor, BE AWARE, that this is an **unauthorized purchase** - as the District is obligated to honor all contracts in place - and the District will **not** cover any additional expenses that may be incurred due to a defective product that needs to be returned, including return shipping via UPS

or FedEx, restocking fees, and additional shipping fees for the replacement model to be provided. Many times the cost savings you may realize with the initial purchase are consumed when a faulty item is received at the site from a vendor who may not be able to guarantee the quality of the product.

Q: I want to order a basic desktop computer set-up. What parts do I need exactly? What about imaging fees and shipping?

A: Typically, a basic desktop computer set-up includes the following four (4) items: a PC tower, a monitor, a displayport cable kit and a speaker bar. These items can be found from our *Product Catalog* under the "Computers" title bar, by selecting "HP Computers." The pricing for a complete set-up varies due to the different tower options, add-ons for extra hard-drive space, and variable monitor sizes. You can estimate a basic set-up to begin as low as \$821 per end-user. There are zero fees for imaging District ordered computers and the shipping/handling costs are included in the computer contracted items from HP.

Q: I need to order Promethean Boards for my school. How do I do that?

A: Please contact Capital Projects at (775) 789-3838 for your Promethean Board orders and inquiries.

Q: My school needs to purchase the "Everyday Math Journals." Where can I find those?

A: The "Everyday Math Journals" are consumables items that can be ordered from either Mountain State Schoolbook Depository (MSSD) that offers a shipping rate estimated at 3% of the subtotal or directly from the publisher McGraw-Hill that charges an estimated 10% of the subtotal for orders. If you opt to go with MSSD, you can develop a Buying Guide for any materials by accessing the catalog page at: <http://www.nwtd.com/washoe.htm> or from our *Product Catalog*. Simply look for the MSSD weblink under title bar "Books" for instructions.

Do you have more questions? Please contact us at: [purchasing@washoeschools.net](mailto:purchasing@washoeschools.net) or by calling (775) 850-8025. The Purchasing Department is always looking for ways to improve its customer service by engaging in and developing best practices in procurement functions and processes. We look forward to hearing from you with your ideas, suggestions, and comments.