



# University of Connecticut Health Center

**POLICY NUMBER 2006-26**

**February 13, 2007**

## **POLICY: PURCHASING A-11: Internal Services Policy**

### **PURPOSE:**

This policy establishes guidelines for Internal Services of the University of Connecticut Health Center. (UCHC)

### **SCOPE:**

All University of Connecticut Health Center faculty and staff.

### **POLICY STATEMENT:**

The policy of University of Connecticut Health Center for Internal Services is: UCHC departments shall use internal services before requisitioning for “like” services from vendors. The Purchasing Department shall determine the most efficient supply chain mechanism to obtain supplies, equipment, and services.

### **Definitions:**

1. Purchase Order PO - A computer generated form issued by the Purchasing Department to order requested supplies, materials, contractual services or equipment received on a Purchase Requisition.
2. Purchase Requisition (PR) – An electronic requisition or a paper three-part, pre-numbered requisition form (HCA-39) which is used to request supplies, equipment, or contractual services. Only individuals who have been authorized through the UCHC Signature Authorization System shall approve Purchase Requisitions.
3. Services any service supplied by the UCHC directly.
4. Merchandise of any material, equipment and any and all articles of property furnished to or used by UCHC, including all printing, binding, publication, stationery, forms and reports which is supplied directly by UCHC.
5. Periodicals any subscriptions to magazines, journals, newspapers, license renewals, or fees.
6. Vendor – The external supplier of materials, services or equipment requested. Internal Service Department - Department providing merchandise or service to the *Business Owner* (i.e. printing from copy center)
7. Business Owner (BO) – Person or department that is requesting the merchandise or service. The BO shall be responsible for providing an authorized Purchase Requisition if the merchandise or service cannot be obtained through an Internal Service Department.  
All Health Center Staff – Any employee of the UCHC of Connecticut Health Center.
8. Financial Records System (FRS) – Financial enterprise system which generates Purchase

Requisitions, Purchase Orders, tracks receiving and returns of merchandise, and all financial transaction.

**Responsibilities:**

**Director of Purchasing** is responsible for ensuring compliance to the policy.

**Purchasing Department** shall provide standard procurement services to Internal Service departments and Business Owners.

**Vendor** is responsible to supply Business Owner with the merchandise or service.

**Internal Service Department** is responsible to provide merchandise or service to the *Business Owner* (i.e. Reprographics-copying)

**Business Owner** is responsible for ordering the merchandise or service. The *Business Owner* shall

- Contact the Internal Service Department to determine if they can provide the merchandise or service (i.e. Reprographics-copying).
- If the Internal Service Department cannot provide the merchandise or service the Business Owner shall provide an authorized Purchase Requisition to the Purchasing Department and notify the Director or Assistant Director of Purchasing of any potential conflict of interest.

***Types of merchandise or service provided by Internal Service Departments*** follows. *The location number for the merchandise or service within this policy precedes each heading below:*

1. Telecommunication Devices – Pagers, Telephones and Telephone Accessories, Cell Phones, Fax Machines and Refrigeration Monitoring (Telecommunications, ext 3336, Cell Phones only, ext. 1439)
2. Telephone Service and Repair - (Telecommunications Repair Line, ext. 1234 (679-1234)
3. Reprographics Services and Photocopy Equipment (Reprographics, ext. 2400)
4. Record Storage and Retrieval (Materials Management, ext. 1963)
5. Laboratory Animals - (CLAC, ext. 2731)
6. White Coat Service - (Facilities Management, ext. 2125)
7. Radioactive Material acquisition and disposal (Radiation Safety, ext. 2723)
8. Pharmaceuticals (Pharmacy, ext 2988)
9. Books, subscriptions to magazines, journals, newspapers, license renewals, fees, or memberships and dues (*Books-Bookstore, ext. 2332, Periodicals, fees, memberships & dues-Accounts Payable, ext. 3932*)
10. Newspaper Advertisements - (Accounts Payable, ext. 3932)
11. Audio Visual Equipment - (Video Communication, ext 2119)
12. Materials Management - (Materials Management, ext. 1927)
13. Temporary Employment – (Human Resource, ext. 2426)
14. Information Technology – (IT, ext. 4255)

**Procedures:**

1. Telecommunication Devices – Pagers, Telephones & Accessories, Telephone
2. Telephone Service and Repair – Cell Phones, Fax Machines and Refrigeration Monitoring Equipment or service must be requested through the Telecommunications

Department. Applicable forms can be downloaded from either the [Telecommunications website](#) or the Telecommunications folder in “Public Folders” through Outlook, or found at the back of the current telephone book. Send form to MC-5360 or Fax to ext. 1991. For questions or assistance in completing the forms, call Telecommunications at 679-3336.

- a. **Pagers** - A long range pager system is managed by the Telecommunications Department. The following pagers are available through this system: In-House/Digital Pager within 35 mile radius Long Range Maine to New Jersey State to State Nationwide International. A “Pager Request Form” must be completed, approved and forwarded to Telecommunications either by mail or faxed before a pager shall be assigned. Pagers shall be available within two (2) work days upon receipt by the Telecommunications Department of a properly completed “Request Form.” The requestor shall be notified when the pager has been assigned and is ready for pick-up in the Telecommunications Department, ASB, 3<sup>rd</sup> Floor.
  - b. **Telephones and Telephone Accessories** – A “Telecommunications Work Request” form is used to request a network connection, change to your service, relocation of your phone, or to have your programming changed. The “Work Request” form must be completed, approved and forwarded to Telecommunications either by mail or fax before any work is done. Most orders are completed within five (5) business days from the receipt of the properly completed “Telecommunications Work Request.” If your order is urgent and you need it sooner, please indicate this on your form. Telephone Accessories (i.e. headsets) Call Telecommunications 679-3336.
  - c. **Telephone Service and Repair** – All telephone repairs and data circuit issues shall be called into the Telecommunications Repair Line, ext 1234 (6791234) During regular business hours your call shall be returned within 2 hours.
  - d. **Cell Phones** – Telecommunications currently offers cell phone service. To order service, fill out the [Cell Phone Request Form](#) and fax the approved form to ext. 1991. If you need assistance with your order, please call ext.1439.
  - e. **Fax Machines** – All UCHC fax machines are leased. Contact Telecommunications (ext 3336) for information and connections.
  - f. **Refrigerator Monitoring** - A control and monitoring service for laboratory freezers, refrigerators, and other devices (i.e. code blue poles which collects real-time data from virtually any environment where there is a need to monitor machinery or processes, make adjustments based on measurable conditions, measure downtime, or regulate processes to avoid costly problems).
3. Reprographics Department
    - a. Copier Services – Services provided are Black & White Copying, Color Copying, Bindery Services, and Health Center Copiers. On-line job forms are available at <http://itweb2.uchc.edu/ECS/Reprographics/Repro-Main.htm>
    - b. Copier Equipment – All copy equipment must be approved by the Reprographics Department.
  4. Record Storage and Retrieval
    - a. Contact Property Management, ext. 1963, for UCHC storage and retrieval forms.
    - b. For State Regulations and information link to Record Storage Website

5. Laboratory Animals Laboratory Animals shall be requisitioned through the Center for Laboratory Animal Care (CLAC). Forms, information and policies may be obtained at the following link <http://clacc.uchc.edu/ACC/SubmittingProtocols.htm>.
6. White Coat Service
  - a. Cleaning Service Facilities Management provides a white coat cleaning services to laboratory and clinical departments (physician and laboratory white coats). Contact Facilities Management, ext. 2125 for pick-up dates and procedures.
  - b. Lab Coat Ordering Procedure
    - Download from [Public files/Facilities Management/ Lab Coat Order Form](#), print and complete form. If you do not currently have an Account # (found on the inside of your coat, ending in -00) please put "NEW" in that space. Orders with embroidery type the name and initial for approval. Vendor shall not be held liable for spelling errors due to hand written names. Fax the form to ext. 8710 or e-mail directly to [Facilities Management](#).
    - Address all problems with Facilities Management's University Director, ext. 2125, lab coats shall be brought directly to Facilities LSB014 and shall be handed off directly on Mondays and Thursdays.
    - Billing issues should be addressed by calling ext. 4277.
  - c. Consultation Jackets or Lab Coats
    - In the event that a person or department prefers to buy a lab coat they shall order directly on a Purchase Requisition. The maintenance (laundering) shall be the responsibility of the person wearing the jacket or lab coat.
    - Consultation Jackets shall be ordered directly on a Purchase Requisition.
7. Radioactive Material disposal – Radiation protection information and all safety queries regarding ionizing and non-ionizing radiation shall be directed to the Radiation Safety Office, ext. 2250. The staff is available between 08:00 and 17:00 hours during normal working days. If you need to contact a staff member on nights, weekends or holidays, contact the operator and they shall forward your call.
8. Pharmaceuticals
  - a. All patient care drugs are obtained through the Pharmacy, ext 3303.
  - b. Controlled pharmaceuticals used in research applications require a DEA form.
9. Books, subscriptions to magazines, journals, newspapers, license renewals, fees, or memberships and dues - Departments requesting payments for periodicals (subscriptions to magazines, journals, books, newspapers, license renewals, fees, etc.), or for memberships and dues UNDER \$10,000.00 (*over \$10,000 shall require a Purchase Requisition*), must complete a Health Center Invoice (Vendor Payment Voucher - [Form CO-17 Vendor Invoice](#)). Instructions for completion of this form may be obtained by double clicking on Accounts Payable on [Finance Department/Accounts Payable Home Page](#).
  - a. Books – UCHC Bookstore is the principal supplier of books to the Health Center.
10. Newspaper Advertisements - Advertisement charges, **\$2,000 and over**, require a Purchase Order and shall be processed on a Purchase Requisition through the Purchasing Department. Advertisements **under \$2,000** shall be processed on CO-17 form through the Accounts Payable Department.
11. Audio Visual Equipment - The Video Communications Department at the Health Center is a full service, broadcast grade production facility creating videotapes, multimedia

(including interactive CD-ROMs and web streaming), and producing interactive teleconferences around the world. The Video Communications Department operates as a “cost recovery center” and therefore charges for most of its services. Contact Bill Hengstenberg, VCD Department, Telephone: (860) 679-2119; email him at [hengsten@nso1.uchc.edu](mailto:hengsten@nso1.uchc.edu) or check the Video Communication website <http://vcd.uchc.edu/>.

12. Materials Management is responsible for the following: warehouse operations, Materials Data Control, Clinical Value Analysis, Central Distribution and Courier Services, Records Retention and Storage Management, Equipment Reutilization Services, Surplus Property Management, Inventory Control, Mail & Shipping Operations, Motor Pool & Fleet Operations, Moving and Storage Services, Central Receiving and E-Portal back office operations.
13. Temporary Employment All temporary positions are handled by the Human Resources Department, ext 2426.
14. Information Technology is responsible for selection, purchase, installation/implementation, management, support and enhancement of UCHC computer hardware, networks, institutional systems software applications, and telecommunications technology including:
  - a. Personal computers, Laptops, Notebooks, Printers and PDAs: reference Information Technology Policy – Purchase of PCs, Laptops, Printers, PDAs on IT homepage: <http://itweb2.uchc.edu>.
  - b. Institutional software applications: reference Information Technology Policy – Purchase/Development of Institutional Systems on IT homepage: <http://itweb2.uchc.edu>.

[Link to Purchasing A-11](#)

**Robert W. Murphy (signed)**

**3/1/07**

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Director of Purchasing

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Date

**Peter Deckers, M.D. (signed)**

**3/13/07**

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Executive Vice President for Health Affairs

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Date

**REVISED POLICY: February 13, 2007 (June 23, 2006)**