

# PROCUREMENT SERVICES ANNUAL REPORT

An Analysis of Procurement Services  
July 2018 - June 2019

**FISCAL  
YEAR**

**2019**

# INTRODUCTION

What a year! Fiscal Year 2019 saw Procurement Services take a fresh look at all of our policies – P-Card, Purchasing, Business Travel – as well as introduce Business Meals Guidelines. Utilizing community feedback, we enhanced our communication by introducing a quarterly newsletter and establishing a Procurement Advisory Group. With these updates, we addressed some long-standing pain points and requests from the community, both within the policies and within our practices and systems.

Here are some of the highlights you will read more about in the following pages:

- P-Card: Reconciliation timelines standardized; purchase exception form created; paper P-Card application replaced with an online form.
- Smart Source: Implementation of dashboard functionality; introduction of parallel workflow; implementation of the Amazon catalog.
- Strategic Sourcing: Cost savings initiatives via major RFPs and ad-hoc negotiations; enhanced customer service experience; academic program partnership.
- Supplier Inclusion: Program rebranding; conference presentations; community outreach and partnership.
- Data Analytics: Normalized data and standardized reporting; executive presentation materials; ad-hoc analysis.



The Procurement Services team takes very seriously Drexel's commitment to civic engagement and represented our University for over 250 hours of community service in FY19. We left not a single hour of civic engagement time on the table!

I would like to take a moment to personally thank the entire Procurement Services team for their efforts, not only this year but every day they walk into the office. They are truly an amazing bunch of folks, and I encourage the Drexel community to reach out and get to know them. You won't regret the time!

FY19 was an extraordinary learning experience for Procurement, and we are grateful to our Drexel community for their support and feedback throughout the year. It was truly a great year, but we still have a lot on the horizon. As you review this report, please let us know if there is anything additional you would like to see next year.

Most sincerely,

A handwritten signature in blue ink that reads "Julie Ann Jones".

Julie Ann Jones  
Assistant Vice President  
Procurement Services

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DREXEL UNIVERSITY

Procurement  
Services

# P-CARD TEAM

The P-Card team serves as a liaison between University Purchasing Card (P-Card) holders and credit card providers. The team is also responsible for administering the University's P-Card program and ensuring adherence to all guidelines and policies by Cardholders, Expense Approvers and Budget Owners.

## P-CARD

A P-Card is a University-issued credit card for full-time, benefits eligible faculty or professional staff members to facilitate the payment of Allowable Purchases outlined in the P-Card Policy and Guidelines.

## P-CARD POLICY

The Purchasing Card Policy provides structure, limits and accountability in the use of a P-Card. P-Cards provide a convenient, efficient and managed approach for appropriate small-dollar purchasing transactions.

A P-Card is offered to the Cardholder to ease the administrative burdens for Allowable Purchases (as defined in the [P-Card Policy](#)). The P-Card Policy lays out appropriate uses of P-Cards and articulates responsibilities of Cardholders, Expense Approvers and Budget Owners.

This Policy also provides structure around routine audits that will be conducted to ensure proper oversight to the program.



**1,598**

**P-Cards in Circulation**



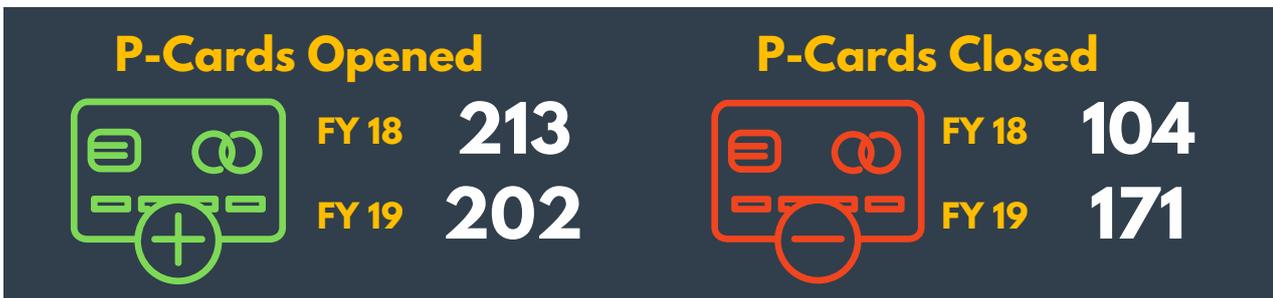
**1,127**

**Average Number of  
P-Cards being used in  
any given month**

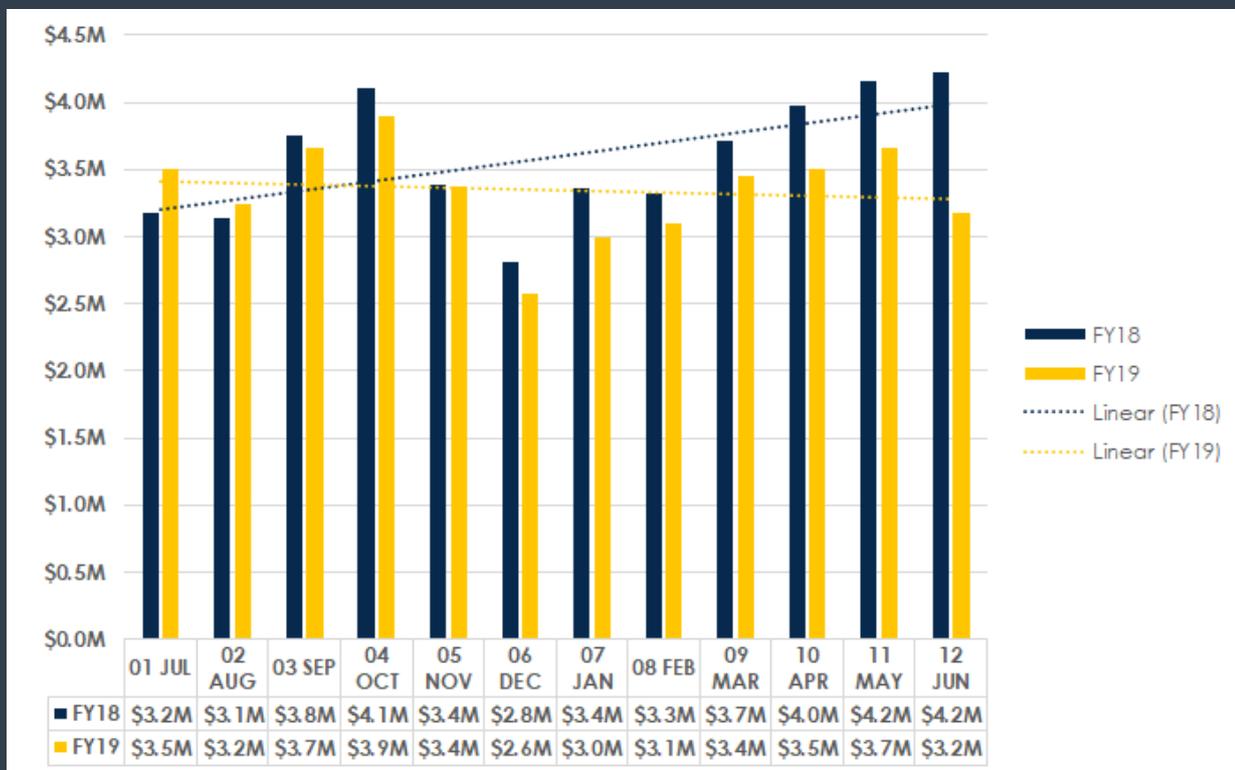
# P-CARD POLICY UPDATES

## The Push From Credit Card Utilization to Smart Source

One of Procurement Services' FY19 initiatives was to increase visibility to our spend and allow us to better leverage our bargaining power. Several significant revisions were made to the P-Card Policy in FY19 including a newly implemented online P-Card application, a "Travel Only" card capability specific to business travel, and the enhancement of our P-Card Guidelines, created to provide greater clarity and ease of use.



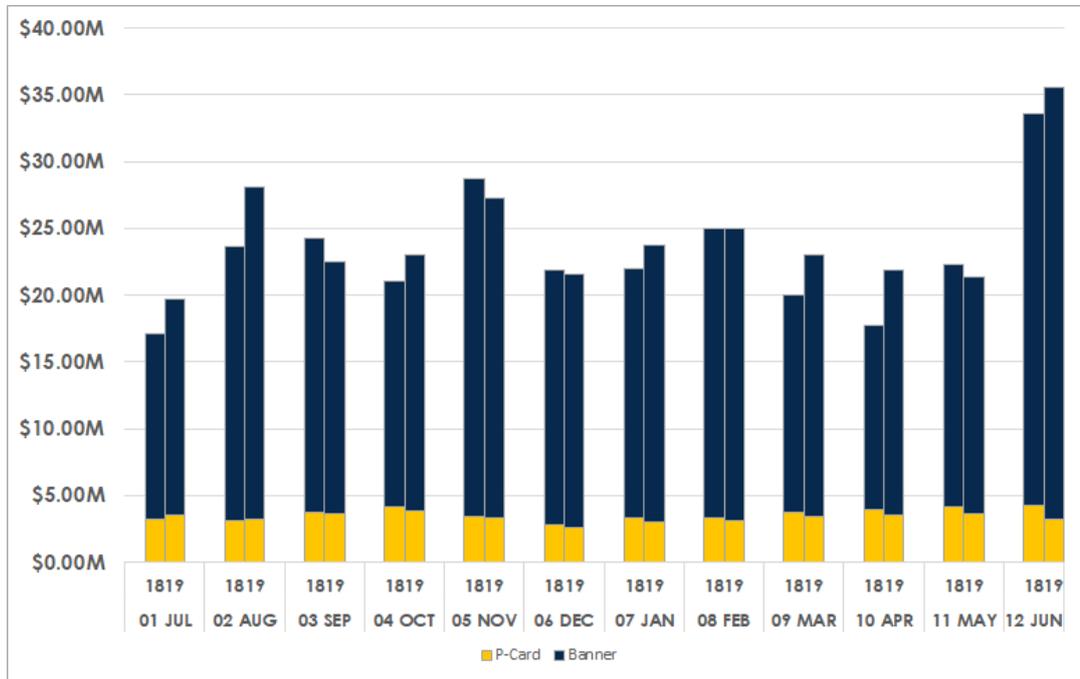
## P-Card Spend FY18 & FY19



The figure above indicates the P-Card spend comparison between Fiscal Year 2018 and Fiscal Year 2019 for Drexel Chart of Accounts. This reflects one of Procurement Services' initiatives, which was to transfer more spend from P-Cards to Smart Source to increase value and realize Smart Source's full potential.

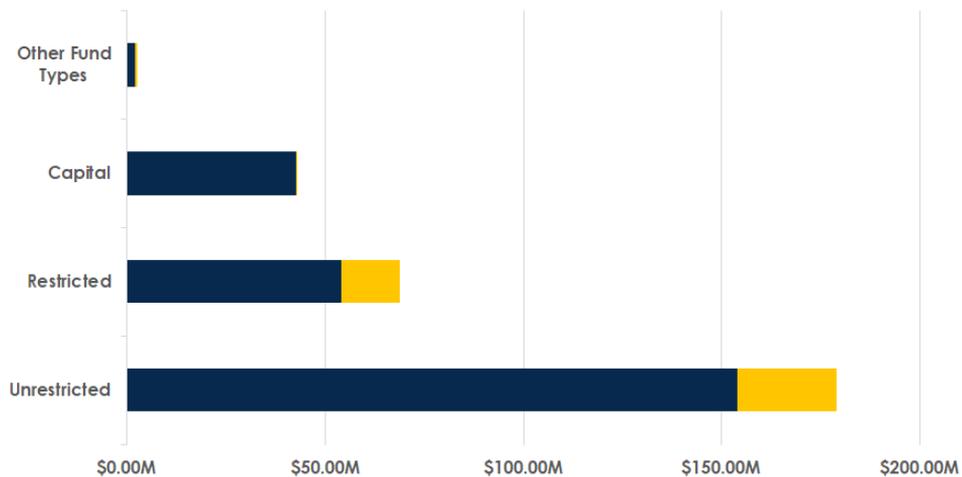
# THE TREND IN SPEND

## Overall University Spend FY18 & FY19



The figure above indicates the overall trend in spend in FY18 and FY19 for Drexel Chart of Accounts. P-Card Spend is any purchasing completed on a University P-Card. Banner Spend encompasses any purchasing completed through Smart Source as well as confidential University purchases.

## Spend by Fund Type FY19



	Unrestricted	Restricted	Capital	Other Fund Types	Total Spend
<b>Banner</b>	\$154.10M	\$54.17M	\$42.52M	\$2.12M	\$252.91M
<b>P-Card</b>	\$24.93M	\$14.75M	\$0.07M	\$0.36M	\$40.11M
<b>Total Spend By Fund Type</b>	\$179.03M	\$68.92M	\$42.59M	\$2.48M	\$293.02M

Other types of funds (Agency, Endowment, Bank, and Loan funds). Capital Funds, Restricted Funds, and Unrestricted Fund spending in FY19 for Drexel Chart of Accounts. P-Card Spend is any purchasing completed on a University P-Card. Banner Spend encompasses any purchasing completed through Smart Source as well as confidential University purchases.

# TRAVEL TEAM

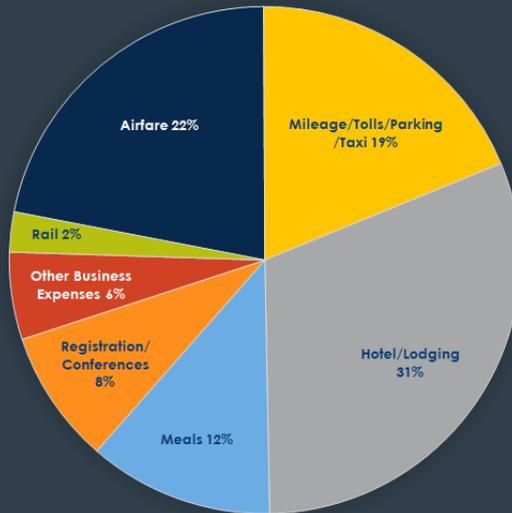
The Travel Team operations enable each University department to scale their budget dollars for business travel accommodations and University-affiliated events.

Travel and hospitality functions include processing travel reimbursement submissions, processing Travel Advance requests, and hosting training sessions to educate the University community on Drexel's Travel Policies and Guidelines. Contracts for off-campus University events are reviewed and signed by Travel, who have established partnerships with several event venues to ensure contract terms are favorable and flexible for the University.

In addition to working with Drexel's authorized travel management company, World Travel Inc, to assist travelers with planning and booking, the Travel Team also collaborates with local and national suppliers to provide discounts on airfare, hotels, rental vehicles and parking.

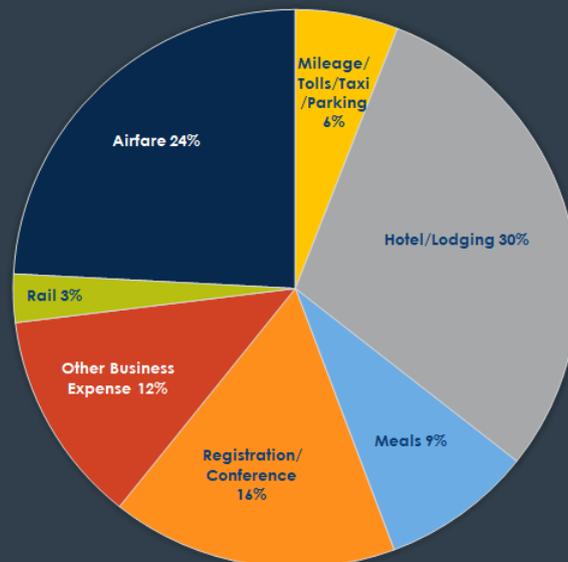
## Travel Expenditures

### FY19 Travel Reimbursements for Drexel Staff & Faculty



The figure above indicates reimbursement spend for Drexel University, Academy of Natural Sciences, and Drexel University Online Chart of Accounts.

### FY19 Travel Total Spend for the Entire Drexel Community



The figure above indicates spend for Drexel University Chart of Accounts only.

# INTRODUCING THE TRAVEL POLICY

The Business Travel Policy was revised in FY19 and constructed to combine several pre-existing policies and make the information more concise and easier to understand for Drexel travelers and administrators. The Business Travel Policy provides University business travelers with approved

methods for booking travel arrangements, while also informing travelers and Smart Source Approvers of their responsibilities.

Adherence to the policy enables the Travel Team to better negotiate discounts with our suppliers, which in turn lowers the overall cost of travel, and ensures consistency and accountability in how business travel is conducted.

**Through our partnership  
with World Travel Inc,  
we booked**

**2,697 Airline Tickets**



**340 Rail Tickets**



**to accommodate university  
personnel business travel  
needs in FY 19**

**In 2019, 1/4 of travel  
booked through World  
Travel Inc was  
international**



## A TRAVELING RESOURCE

In 2019, the Travel and P-Card Teams met with the College of Engineering (CoE) administrators to work together to refresh their knowledge of the Travel and P-Card policies, guidelines, and J.P. Morgan's PaymentNet system.

The session addressed specific questions that the CoE administrators had regarding their department's purchases and how to monitor those charges through reporting functions in PaymentNet. The Travel and P-Card Teams enjoyed the experience meeting the CoE administrators and learning about their department's goals and initiatives.

Procurement Services looks forward to working with any team within the University that would like a department refresher training.

# PROCUREMENT SUPPORT SERVICES TEAM

The Procurement Support Services Team is responsible for the preservation, configuration, and administration of Drexel University's Smart Source e-procurement system and supplier database.

Procurement Support serves as a resource for University end-users experiencing system issues and for managing the supplier registration process from the invitation to register to the activation of the completed supplier record.

Additionally, Procurement Support's responsibilities include managing the Smart Source training program, conducting Procurement's internal and external audits, and managing Smart Source system testing and implementation of new catalogs and forms.

## Total Smart Source End Users



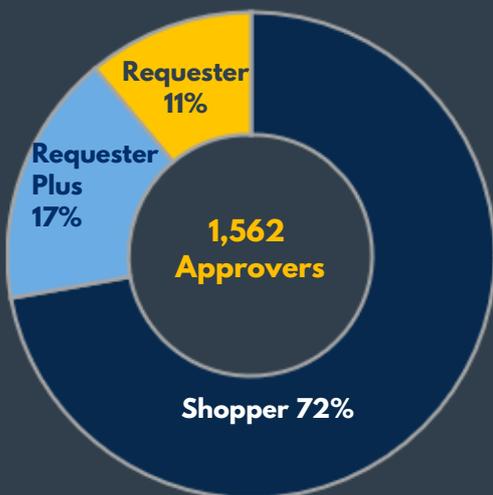
There are **161,217** Active Suppliers in Smart Source.



We Created an Average of **482** Suppliers per month in **FY18**

& an Average of **611** Suppliers per month in **FY19**.

## Smart Source End Users



In **FY18**, we conducted **15** Training Sessions for **374** Attendees.

In **FY19**, we conducted **18** Training Sessions for **396** Attendees.



# NEW SMART SOURCE INTERFACE

Procurement Support Services launched the Dashboards feature in Smart Source, transforming the previous gray and blue interface into a new colorful format that allows end-users to personalize their homepage by choosing the features they wish to see.

The Smart Source Dashboard interface is broken out into two functional pages: The Shopping Dashboard acts as the Smart Source

homepage, and the Supplier Dashboard is a directory for the suppliers Drexel does business with. Additional features were added to the Supplier Dashboard, including a supplier search, suspended or debarred suppliers, a list of Drexel's preferred supplier contacts by industry, and a regularly updated supplier inclusion spotlight that features one of the many diverse businesses Drexel is contracted with.

## Smart Source Forms

In 2018, we Completed

42,356 Requisitions

44,803 Purchase Orders

65,495 Invoices

In 2019, we Completed

46,180 Requisitions

48,471 Purchase Orders

69,178 Invoices

We Experienced an  
Overall Volume  
Increase of 7%

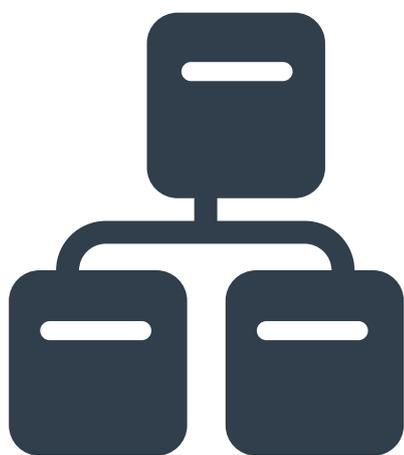


# INTRODUCING PARALLEL WORKFLOWS

To streamline the often-tedious approval process for requisitions containing unregistered suppliers, the Procurement Support Services Team introduced Parallel Workflows.

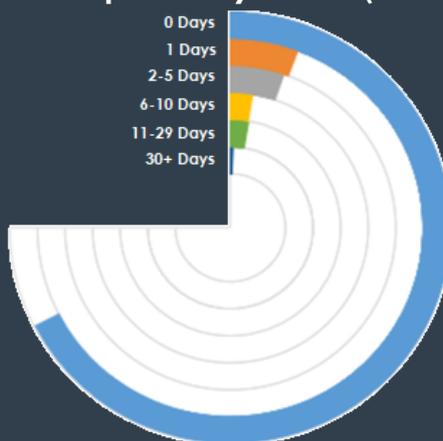
The Parallel Workflow is located in the PR Approvals Workflow within the No Supplier Catch queue. It functions as the approval catalyst between the Procurement Services Team and the Strategic Sourcing Team in the PR Approvals queue, allowing for simultaneous approval by both teams for one requisition.

Previously, the approval step was sequential, and the requisition needed to be approved by Procurement Support Services first and then Strategic Sourcing.

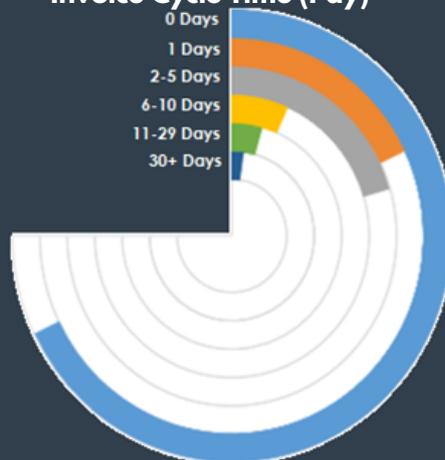


## Cycle Times for Smart Source Documents

### Requisition Cycle Time (Procure)



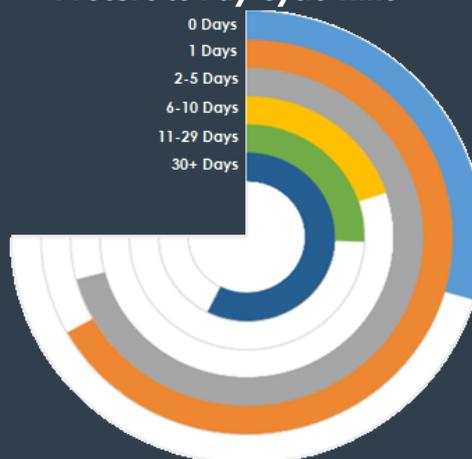
### Invoice Cycle Time (Pay)



Source: Smart Source Analytics

The figures above indicate the cycle times for Smart Source Requisition and Invoice documents. Purchase Order documents are excluded because their short, automated workflow often takes less than 1 minute.

### Procure to Pay Cycle Time



Source: Smart Source Analytics

The figure above indicates the duration of time from the moment a Requisition document is entered into Smart Source until its associated Invoice document is paid.

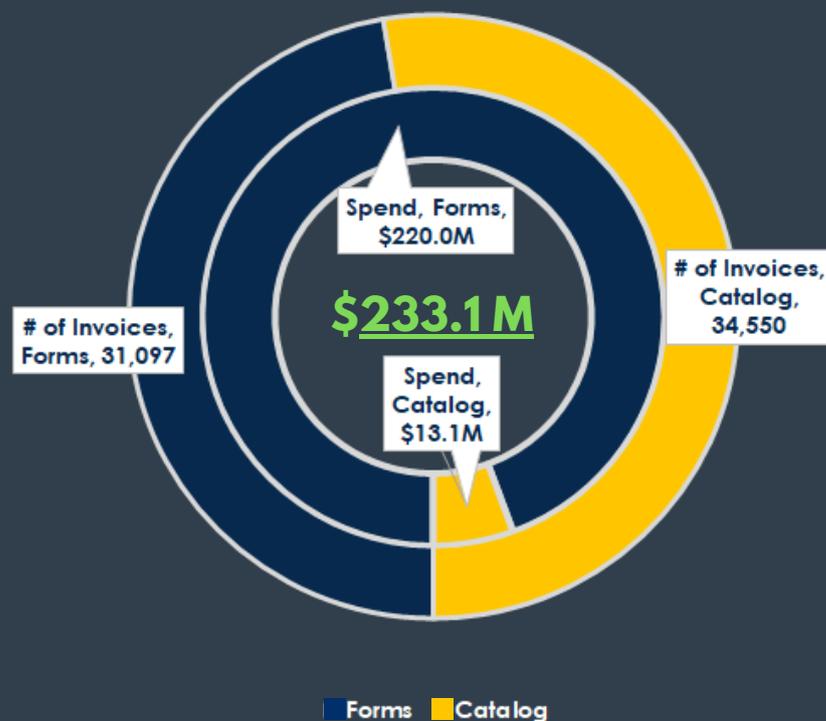
# STRATEGIC SOURCING TEAM

Strategic Sourcing processes requisitions for goods and services across the University and supports the University's commitment to fiscal responsibility, primarily through enforcement of the Purchasing Policy.

The Strategic Sourcing team ensures that competitive bidding requirements are met, supports many University-wide Requests for Proposal (RFP), and assists with spend analysis and pricing negotiations. Strategic Sourcing also facilitates processes that mitigate risk in conjunction with other departments, such as the Office of General Counsel, Risk Management, and the Office of Tax Compliance.

Additional duties include encumbrance reporting and purchase order closeout, execution of contracts for goods and services, and supplier relationship management.

## FY19 Catalog Spend vs Smart Source Form Spend



In 2019, we paid 34,550 Catalog Invoices with a cumulative Catalog Spend of \$13.1 M. We also paid 31,097 invoices for Smart Source Forms (Non-catalog, Sole Source, Check Request, etc.) with a total spend of \$221.0 M, resulting in a grand total of 233.1 Million overall Smart Source Spend.

## Top 5 Suppliers Unrestricted Funds

**Aramark Services Inc:** \$16.4 M

**McKesson Specialty:** \$12.9 M

**Allied Universal Security:** \$6.7 M

**Constellation NewEnergy Inc:** \$4.5 M

**Levlane:** \$4.5 M

## Top 5 Suppliers Restricted Funds

**McKesson Drug Company:** \$6.7 M

**Fisher Scientific:** \$1.4 M

**Regents of UC Davis:** \$1.3 M

**Trustees of the UPenn:** \$1.2 M

**Rogers Architects PLLC:** \$1.1 M

## Top 5 Suppliers Capital Funds

**Intech Construction:** \$4.5 M

**Bittenbender Construction LP:** \$4.3 M

**MJ Settelen Construction LLC:** \$4.2 M

**Herman Goldner Co Inc:** \$3.5 M

**P Agnes Inc:** \$2.0 M

# THE PURCHASING POLICY

The purpose of the [Purchasing Policy](#) is to provide institutional consistency, discipline and accountability over all funds entrusted to University stakeholders. The policy outlines who is authorized to commit the University to contracts for the acquisition of covered goods and/or services and establishes specific rules and obligations for the purchasing process. It also provides internal controls to protect institutional assets, promote effectiveness and efficiency, and ensure that resulting financial and operational information is fair and supportable.

The guiding principles of the Purchasing Policy are transparency, fairness, inclusiveness, and use of a competitive process whenever it is practicable and in the University's best interest. We actively seek to provide opportunities for diverse and small local businesses.

# A TEACHABLE MOMENT IN THE BIOMEDICAL ENGINEERING DEPARTMENT

Since becoming fully staffed at the beginning of FY19, Procurement Services has worked to introduce new and updated policies and guidelines, which can impact various stakeholders in different ways and, at times, have unintended consequences. Meeting with units to discuss their work and processes helps us make ongoing improvements to these policies.

For example, Peter A. Lewin, PhD, Richard B. Beard Distinguished University Professor in the School of Biomedical Engineering, Science & Health Systems, invited members of the Procurement Services team to visit the Biomedical Engineering Research Labs and discuss the purchasing and travel needs required to accomplish the group's research.

After learning of the incredible work being done by the teams at the Biomedical Engineering Research Labs, we discussed how current Procurement Policies impact the group.

The visit was deeply informative, providing us with a firsthand view of end-user difficulties experienced with some of our processes and how we can avoid such complications moving forward.

The Procurement Services team would like to thank Professor Lewin and the entire group that met with us during our visit to the Biomedical Engineering Research Labs for the valuable learning opportunity.



## PROCUREMENT POLICY UPDATES

Throughout FY19, Strategic Sourcing assisted with the comprehensive review of all major policies and guidelines administered by Procurement Services.

In addition, Strategic Sourcing updated the existing Purchasing Policy and created the new [Purchasing Guidelines](#). These revised policy documents clarify existing processes and procedures, incorporate Drexel's commitment to supplier inclusion and sustainability, and provide updates since the policy was last revised. Competitive bidding thresholds were benchmarked against peer institutions, and a statistical analysis of requisitions was performed to evaluate whether to revise the thresholds, which ultimately remained unchanged.

# STRATEGIC PROPOSALS LEAD TO VALUABLE ACQUISITIONS

In FY19, Strategic Sourcing conducted or assisted with several RFPs, including for campus beverage rights, insurance brokerage services, audio visual services, account reconciliation software, the Drexel Athletics online store, and more. These RFPs yielded significant cost savings, additional revenue for Drexel, and provided new solutions at competitive prices, benchmarked directly against competitors.

*The Strategic Sourcing Team is grateful for the opportunity to interact with students and contribute to the mission of Drexel University.*

## COLLABORATIVE CLASSROOM OPPORTUNITIES WITH LEBOW DRAGONS

During fall 2018, Strategic Sourcing was invited by the LeBow College of Business' Office of Experiential Learning to participate in a project for a Supply Chain Management and Logistics Practicum class, taught by Professor Chris Gaffney. Throughout the quarter, Procurement Services' Dave Collins, Josh Hurdle, and Jenn Fuller met with the class to provide an overview of strategic sourcing and facilitate an evaluation of Drexel's procurement practices.

The experience culminated in a final report and presentation containing student analysis and recommendations.



In spring 2018, Dave Collins, Director of Strategic Sourcing, was invited as a guest speaker for an Advanced Topics on Supply Chain Management class, taught by Professor Min Wang. The discussion included an overview of Drexel Procurement, contract negotiation and management, and data and purchasing practices, followed by a Q&A with students.

The Strategic Sourcing team is grateful for the opportunities to interact with students and contribute to the mission of Drexel University.

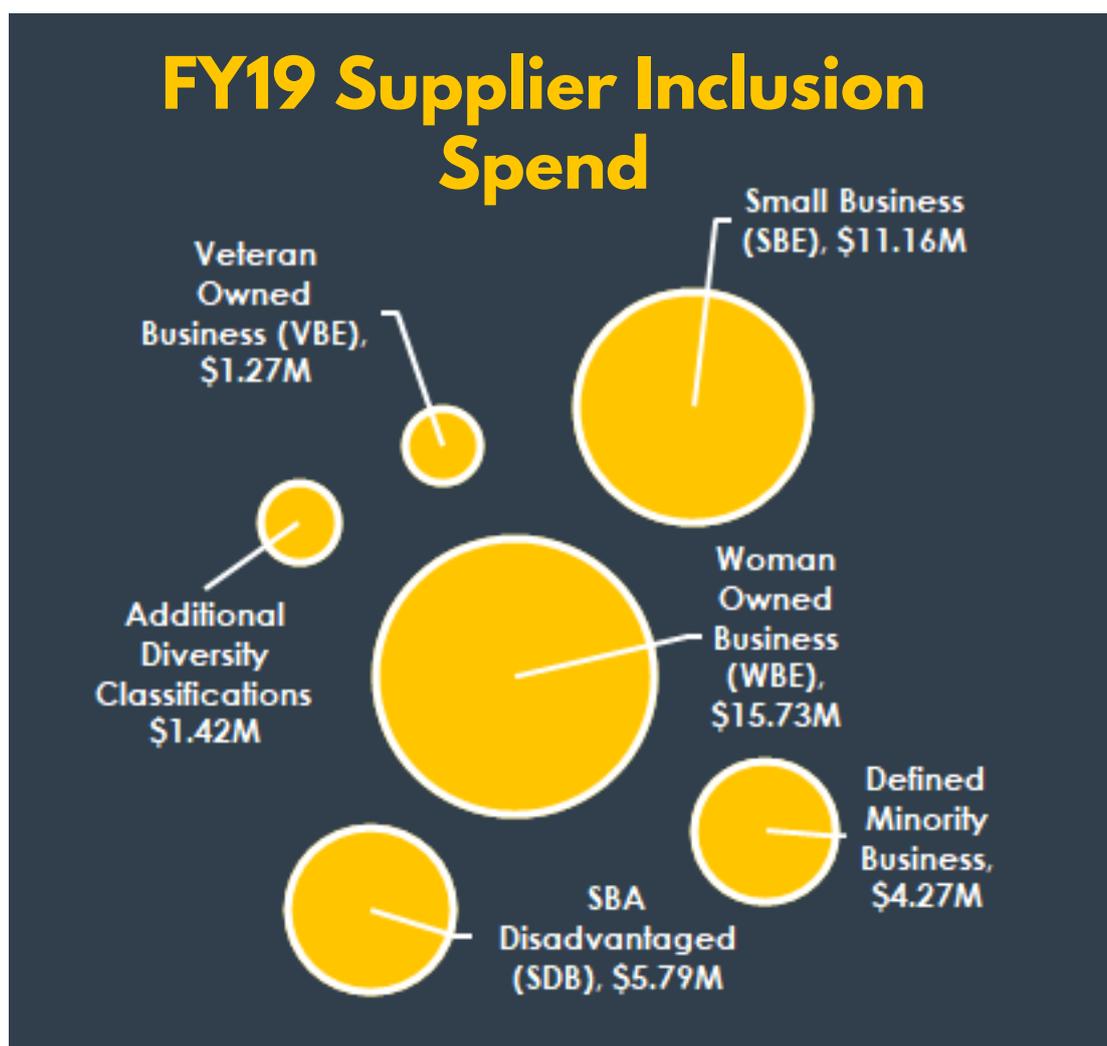
# SUPPLIER INCLUSION

## Reimagining Drexel's Supplier Inclusion Program

In FY19, Procurement Services relaunched its diversity program by rebranding it to a new name that reflects a more inclusive model, the Supplier Inclusion Program.

This refocused terminology defines how Procurement Services works to collaborate with suppliers and places emphasis on the importance of supporting small, local and diverse businesses. Communities are better served when we promote inclusion through positive collaboration, outreach and engagement.

Drexel's Supplier Inclusion Program is a University initiative designed to support the promotion, growth and development of small and/or minority, woman, veteran, disabled veteran and LGBTQ+ owned businesses.



# KEEPING DREXEL SPEND LOCAL & INCLUSIVE

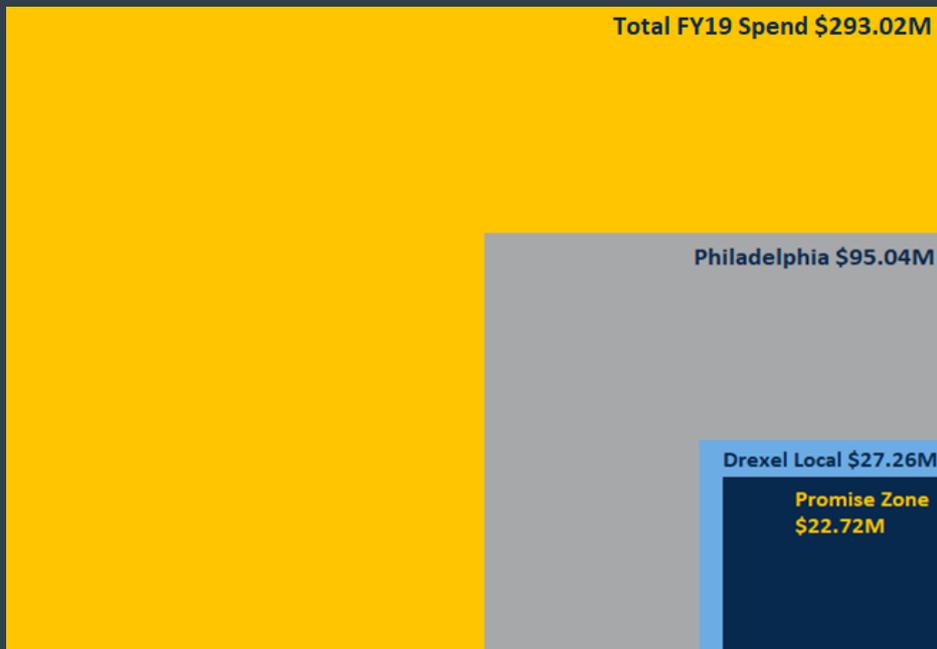
In June 2019, Procurement Services attended the 2019 Philadelphia Association of Community Development Corporations annual conference. The conference consisted of Community Development Corporations gathering for two days to attend sessions and share thoughts on community engagement.

Procurement Services was able to add value from a purchasing perspective through its participation

in a panel discussion called, “Keeping It Local: Strategies for Connecting Philadelphia Institutions to Local Businesses.”

During the panel, Procurement Services discussed different strategies to open supply chains to more local businesses, approaches that businesses can use to gain institutional contracts and ways that neighborhood organizations can support them in achieving business success.

## FY19 Zip Code Spend



The figure about indicates Drexel University's total FY19 Spend relative to spend in the Philadelphia, Drexel Local, and the Promise Zone. Philadelphia encompasses all 87 Philadelphia county zip codes. Drexel Local is defined as the 7 West Philadelphia zip codes that Drexel recognizes as an important component of its anchor mission. The Promise Zone is roughly 2 square miles that is bounded by 48th street to the west, the Schuylkill River to the east, Girard Avenue to north and Sansom Street to the south. For more information about the Promise Zone, visit [drexel.edu/uhc/](http://drexel.edu/uhc/).

# CERTIFIED IN SUPPLIER INCLUSION

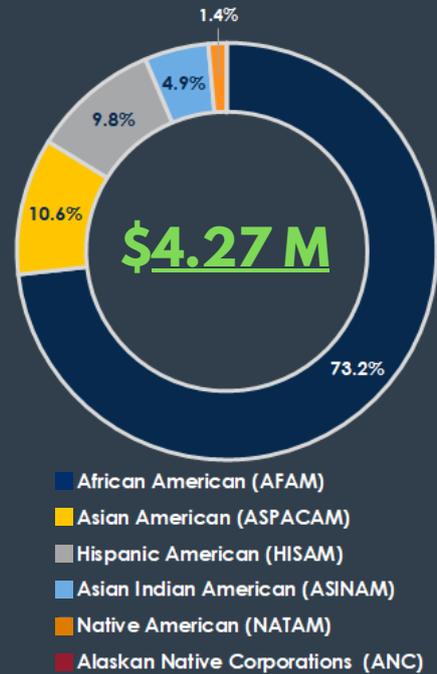
In April of 2019, Director of Supplier Inclusion Allen Riddick attended the Supplier Diversity Institute (SDI) workshop hosted at the 2019 National Association of Educational Procurement annual meeting. The SDI consisted of two days of classes with supplier inclusion professionals in higher education.

Both days focused on discussing ways to cultivate supplier inclusion into a university's campus framework. The information provided was very insightful and allowed Procurement Services to implement several best practices shared during these sessions.

Allen also became certified in Supplier Diversity by completing the Supplier Diversity Institute Tier 1: Establishing an Impactful Supplier Diversity Program certification.



## FY19 Total Minority Spend



Alaskan Native Corporations (ANC) is a newer classification in Smart Source and currently has \$0 in spend.

## DREXEL'S STRATEGY FOR COMMUNITY ENGAGEMENT

Procurement Services and the Office of University and Community Partnerships participated in the 24th annual Coalition of Urban and Metropolitan Universities (CUMU) conference on October 23, 2018. Julie Jones (Associate Vice President of Procurement Services)

and Jen Britton (Director of Communications & Special Projects, University and Community Partnerships) collaborated to discuss various methods of implementing an anchor strategy.

Their workshop provided a case study and a set of recommendations for designing an institutional buy local strategy for both procurement and community engagement. Their presentation provided the audience a chance to understand the reasons

an institution of higher education should consider such a strategy as well as a clearer picture of the components of Drexel's plan.

Both Procurement Services and the Office of University and Community Partnerships would like to thank the Annie E. Cassey Foundation for their support to allow Drexel to attend the CUMU conference during fiscal year 2019.



# WHEN SMART SOURCE MET AMAZON

## Long Awaited and Requested Catalog Is Finally Here

*Drexel's centralized Amazon Business Prime membership provides the benefits of Prime, including two-day shipping, at a lower cost than multiple department-specific memberships,*



Since its launch, Amazon has delivered substantial value on products and pricing. Drexel's centralized Amazon Business Prime membership provides the benefits of Prime, including two-day shipping, at a lower cost than multiple department-specific memberships, ensures that Drexel's tax exemptions are honored whenever applicable, and provides the transactional convenience of the catalog shopping experience.

Additionally, Amazon continues the value stream by providing Drexel with diversity reports on Amazon suppliers, various spend reports, and a dedicated Amazon partner to assist with analyzing Drexel's spend and directing greater savings.

Prior to its Smart Source launch in June 2019, Amazon had been one of the most requested catalogs by end-users. Amazon is the world's largest online marketplace and has cemented itself as a modern necessity with its efficient e-commerce, logistics and cloud computing enterprises.

In the third quarter of 2018, we began to take a deeper look into integrating the Amazon catalog. Procurement Services, Jaggaer, and Amazon collaborated over a series of months to test the catalog before going live in Smart Source.

# SUPPLIER EXPO

The Supplier Expo is an annual event Procurement Services hosts along with Drexel Business Services to connect our professional staff and faculty with suppliers with whom we have negotiated contracts, master agreements and educational association contracts in place.

Attendance ranges from 40 to 50 suppliers, who enthusiastically come to showcase their products, reconnect with their customers and hand out giveaways. University community participation in April 2019 was a little over 100, which we hope to surpass this year as we have some new ideas in store for 2020.



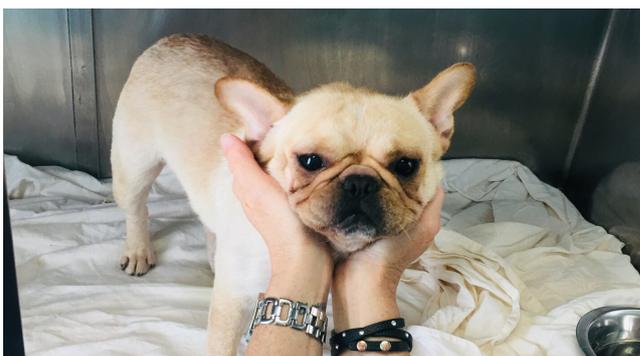
**Out of the 43 suppliers that attended the 2019 Supplier Expo, 80% were able to generate leads from new contacts and said they would attend next year's Expo.**



# OVER 250 HOURS DEDICATED TO CIVIC ENGAGEMENT

In 2019, Procurement Services contributed 272 Civic Engagement hours over the course of the fiscal year. In total, 17 Procurement professional staff members used all 16 of their allotted civic engagement leave hours across seven local organizations such as Metropolitan Area Neighborhood Nutrition Alliance (MANNA), the Share Food Program, and Morris Animal Refuge.

With the help of the Lindy Center for Civic Engagement, Procurement Services was able to coordinate both individual and departmental engagement opportunities resulting in rewarding team-building experiences.



# JOY OF GIVING

On December 6, 2018, the Procurement Services team participated in the 22nd Annual Holiday Toy Drive, organized by Office of Government and Community Relations. This event serves over 70 community organizations in West and North Philadelphia and distributes toys to hundreds of families in need. Our team helped prepare many red sacks filled with toys donated by the University community.

This event was a great opportunity for Procurement Services to support a worthy cause while getting a chance to spend quality time together and with colleagues from across the University outside of our regular job duties. By working together to give back to our community, we felt a renewed sense of pride as a team and as Dragons.



# PROCUREMENT SERVICES CONTACT DIRECTORY

**General Procurement Inquiries: 215.895.2876**

**P-Card [pcard@drexel.edu](mailto:pcard@drexel.edu) (Option 3)**  
P-Card Inquiries

**Travel [travel@drexel.edu](mailto:travel@drexel.edu) (Option 4)**  
Travel Advance  
Travel Reimbursements  
Expense Reports

**Procurement Support [askprocure@drexel.edu](mailto:askprocure@drexel.edu) (Option 5)**  
Supplier Registration  
Supplier Records  
Smart Source Training  
Smart Source Technical Support & System Issues

**Strategic Sourcing [sourcing@drexel.edu](mailto:sourcing@drexel.edu) (Option 2)**  
Appropriate Form Usage  
Requisition Status  
Purchase Order Status  
Purchasing Policy  
RFPs & Competitive Bidding Requirements

**Supplier Inclusion [supplierinclusion@drexel.edu](mailto:supplierinclusion@drexel.edu) (Option 6)**

**Accounts Payable [acctpay@drexel.edu](mailto:acctpay@drexel.edu) (Option 1)**  
Invoice Status  
Stop Payment

# FEEDBACK

The Annual Procurement Report is available on  
the Procurement homepage at  
[drexel.edu/procurement](https://drexel.edu/procurement)

The report was prepared by  
Leona Mack and Joshua Hurdle  
from the Drexel University Procurement Services  
Department.

Any inquiries or suggestions for the next  
Procurement Annual Report can be emailed  
to: [procurementfeedback@drexel.edu](mailto:procurementfeedback@drexel.edu)

Our report is meant to be viewed online as a PDF. Please  
think twice before printing to help save a tree.



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Services