Frequently Asked Questions

The responsibility of the purchasing department is to procure quality goods and services and to maximize the value of the tax dollar. The University Purchasing processes and procedures are in accordance with the South Carolina Consolidated Procurement Code and Regulations. The following Questions and Answers contain information that will assist you in doing business with the University.

Q  Does the University and Medical Center have the same Purchasing staff?
A  No. Under the Medical University’s umbrella, we have two primary Purchasing Departments on campus, University Purchasing and Medical Center Purchasing.

Q  Where are the Medical University Purchasing departments located?
A  The University Purchasing department is located in the Harborview Office Tower, 19 Hagood Avenue (behind McDonalds on Spring St.) in Suite 408. Our office hours are 8:30 am to 5:00 pm Monday through Friday. The University Purchasing department is closed on State observed holidays.

The Purchasing Services for the Medical Center is located in the Children’s Hospital, 165 Ashley Avenue, Room 109. The office hours are 7:30 am – 5:00 pm Monday through Friday. The Medical Center Purchasing Services department observe the following holidays: New Year’s Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving & Christmas Day.

Q  Do I need a vendor pass to visit a department?
A  Yes

Q  How do I obtain a vendor pass?
A  Any vendor who would like to visit a University employee must first contact the employee’s department for an appointment. Once the appointment is made, a vendor pass must be obtained from the University Purchasing department. Vendor passes are required. Vendor passes must be displayed while you are on campus.

To obtain a pass for Medical Center Purchasing Services you can access several Vendormate check-in stations located throughout the campus & print your temporary badges. A vendor may also go to https://muschealth.vendormate.com to register to be in Medical Center facilities.
Q  How long is the vendor pass valid?
A  Passes can be issued on a temporary (one day or less) and/or contractual (long term) basis; however, may not exceed one year.

Q  Can I use a vendor pass issued by the University to access the Medical Center Staff?
A  No. The Medical Center requires that vendor representative acquire a Medical Center vendor pass.

Q  How do I contact University Purchasing buyers?
A  Please call (843) 792-4521. We recommend that you schedule an appointment so that we can ensure you are assigned a buyer to assist you with the various aspects of the purchasing process.

Q  How will I hear about upcoming opportunities?
A  To reach as many potential vendors as possible, the University Purchasing department uses several different ways of announcing opportunities.

• We may contact you directly if the purchase is less than $10,000.00. This is why it’s important to have your company registered in our Partners for Progress Database. www.Musc.edu/vendor-diversity
• Advertising bid opportunities on our Website http://academicdepartments.musc.edu/vpfa/finance/purchasingap/vendors/ located under the Vendor Tool Kit, Solicitations and Awards
• Advertising in the South Carolina Business Opportunities (SCBO) newsletter http://procurement.sc.gov/PS/general/scbo/PS-scbo-index.phtm

Q  How does University Purchasing decide who gets a contract?
A  Contracts are awarded to the lowest responsive and responsible bidder. This means that while competitive price is the critical factor, the University Purchasing department will also determine if the lowest bidder can responsibly fulfil the contract. Delivery performance, quality and the ability to meet bid specifications are all-important considerations in evaluating a bidder’s level of responsiveness.

Q  I’ve been awarded a contract what’s next?
A  MUSC will contact you to provide the follow document/information:

• A copy of your W-9
• Order Information – address to place orders with your company
• Fax number or e-mail address to receive Purchase Orders
• Payment Information – your remit to address to receive payments

Q Does MUSC have a bidders list specific to small and minority businesses?

A MUSC is currently developing a searchable Minority Business Enterprise (MBE) database for access and use by all entities of the Institution. The database will include the vendor’s commodities and/or services, business name and address, phone and fax numbers and vendor contact name. The goal is to provide more opportunities to small and minority businesses by utilizing University Purchasing and The Medical Center combined database to match minority suppliers with goods and services needed by MUSC.

Q When would MUSC solicit for bid?

A We purchase via informal or formal solicitation. The monetary threshold of the items to be purchased dictates the method of purchase.

• From $1.00 to $10,000 – no formal bids required but price must be deemed fair and reasonable.

• Over $10,000.01 to $50,000 – Formal advertised quotes, awarded to the lowest responsive and responsible bidder.

• Over $50,000.01 and above – must be awarded by competitive sealed bidding process as outlined in the SC Consolidated Procurement Code.

Q Is a Purchase Order required before I start work or ship products?

A Yes. Any request for products/services over $2,500.00 must have a Purchase Order issued prior to shipment or beginning work. However, the Procurement Code does allow exceptions to this rule.

Q What can I do to increase my chances of being paid on time?

A To ensure prompt payment, the following information is required:

• Submit a correct invoice
• Ensure a valid purchase order number is listed on the invoice
• Notify us of any changes with banking information, addresses or changes in contact information