DGS PENNSYLVANIA DEPARTMENT OF GENERAL SERVICES

Procurement Policy Council Meeting

February 6, 2008 9:00 AM

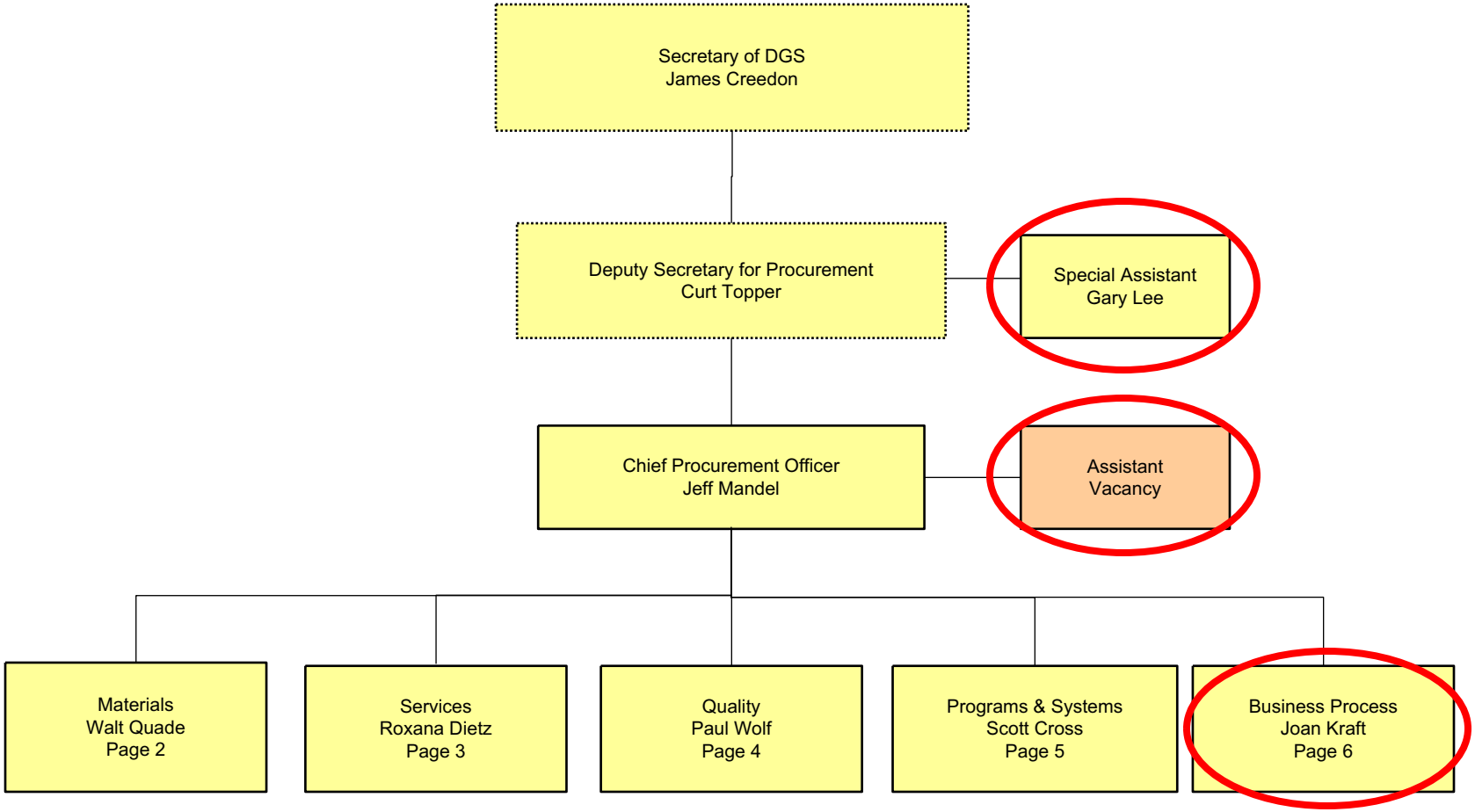
Agenda

DGS Department of General Services Procurement

- Organizational Changes – BOP
- BMWBO
- Contract Status (Materials)
- Lowe's Discount Program/WESCO
- Vehicle Purchasing Program
- Contract Status (Services)
- IT
- IT/ITQ Update
- EMP Update
- QA Website
- New Food Complaint System
- E-Marketplace
- PIBH
- RFP Process
- Performance Scorecard
- Procurement Handbook
- Supplier Enablement
- SRM Update
- Disaster/Emergency Website
- Training Updates

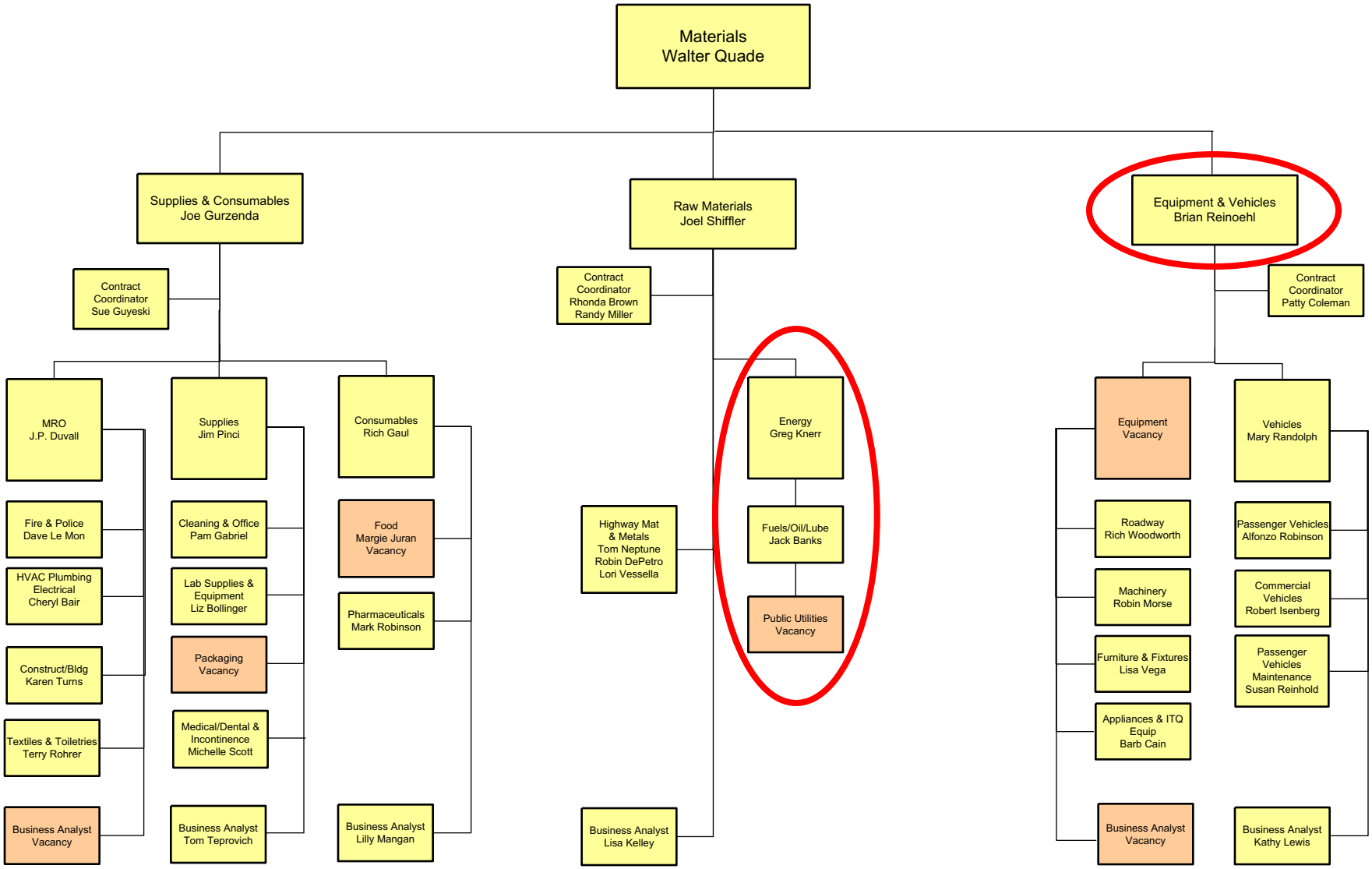
Organizational Changes - BOP

DGS Department of General Services Procurement



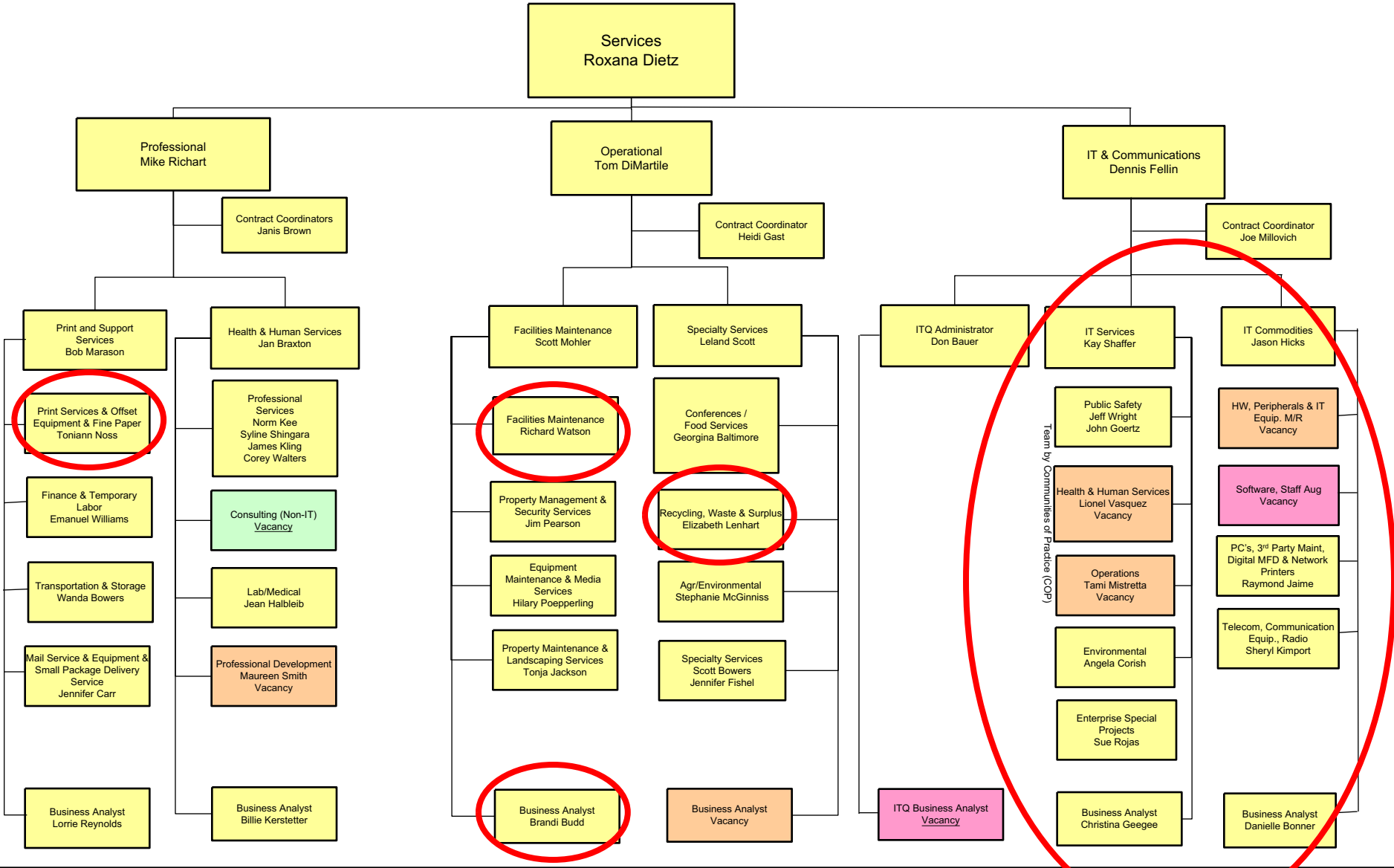
Organizational Changes - Materials

DGS Department of General Services Procurement



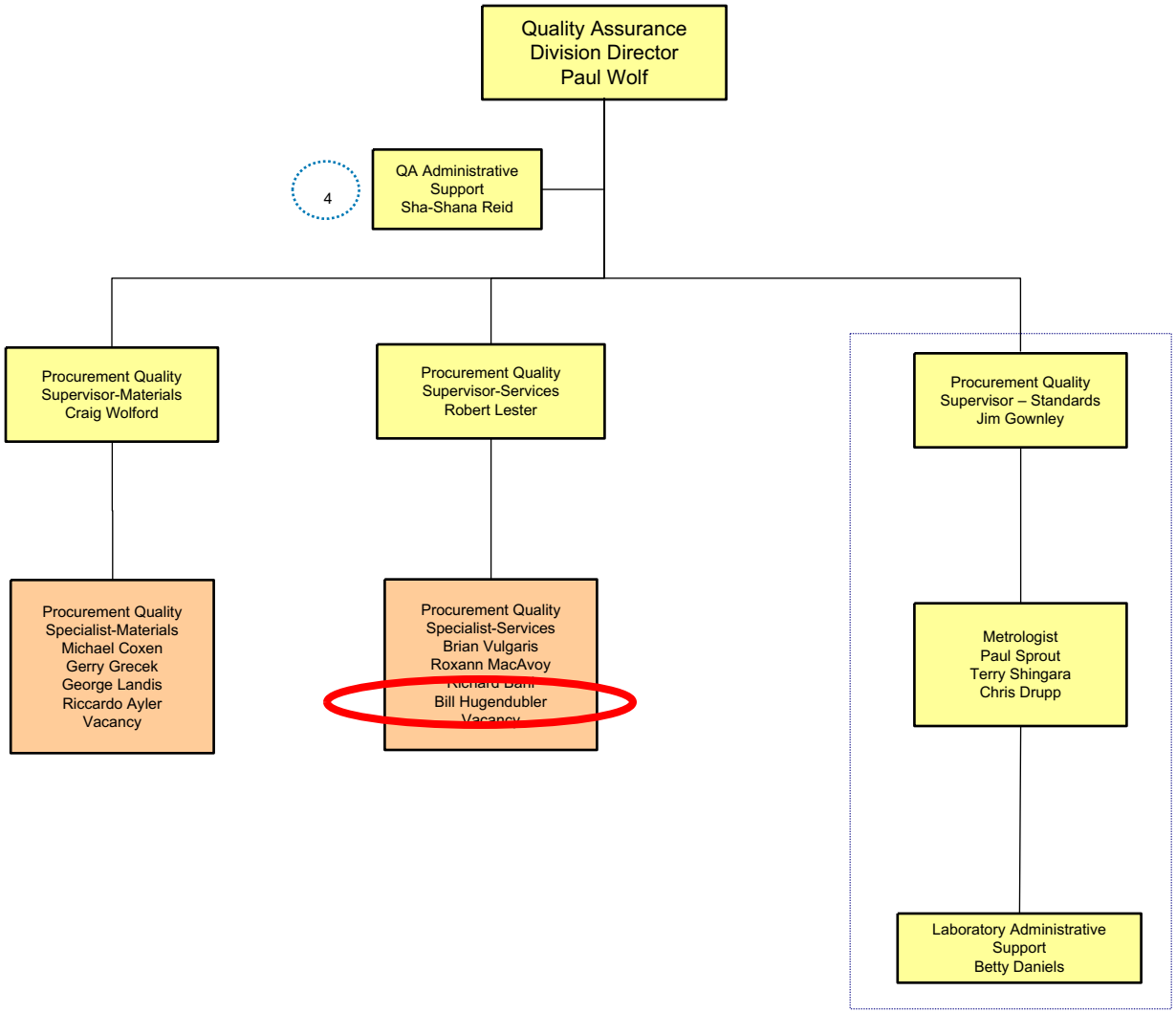
Organizational Changes - Services

DGS Department of General Services Procurement



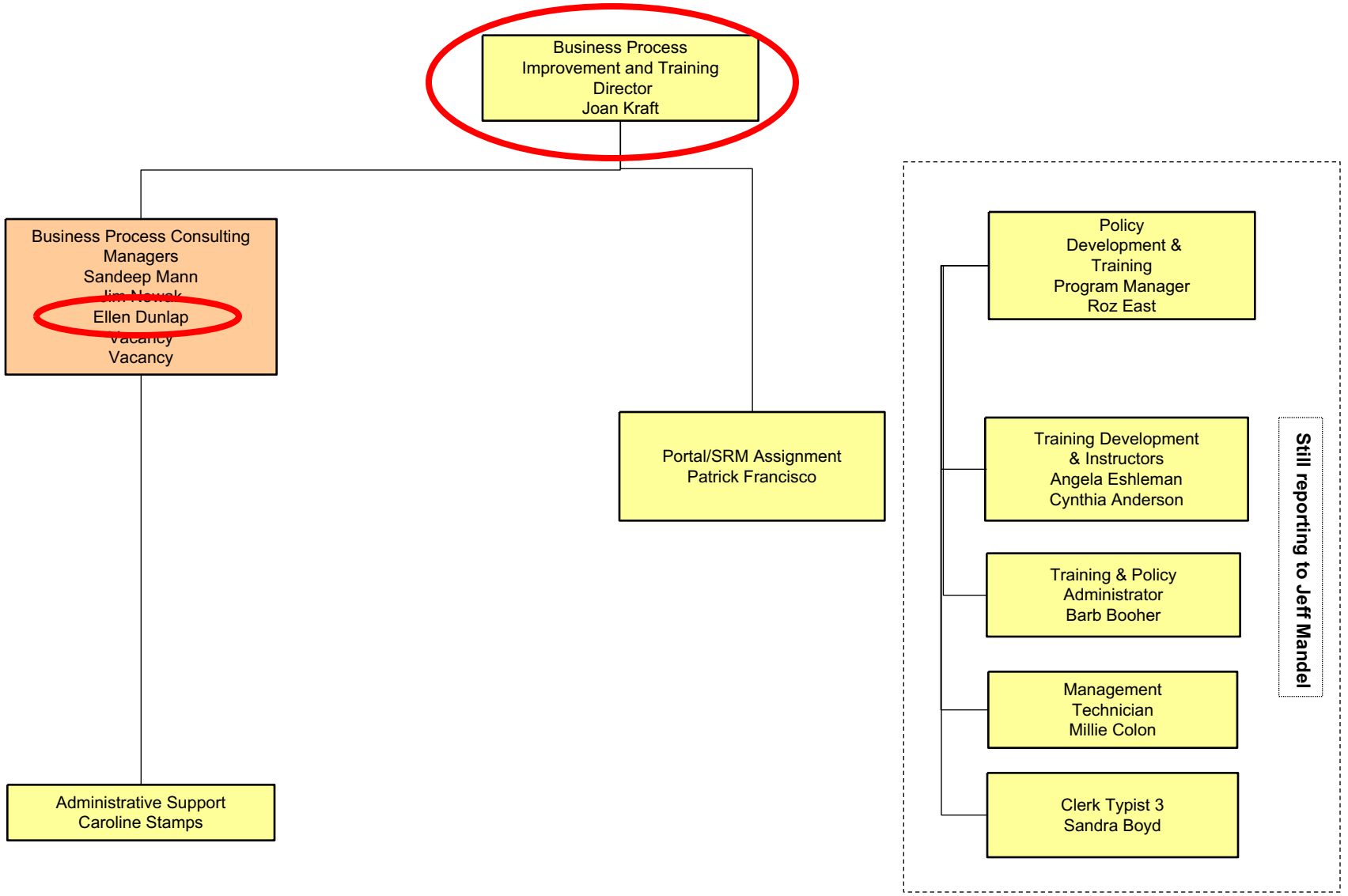
Organizational Changes – Quality Assurance

DGS Department of General Services Procurement



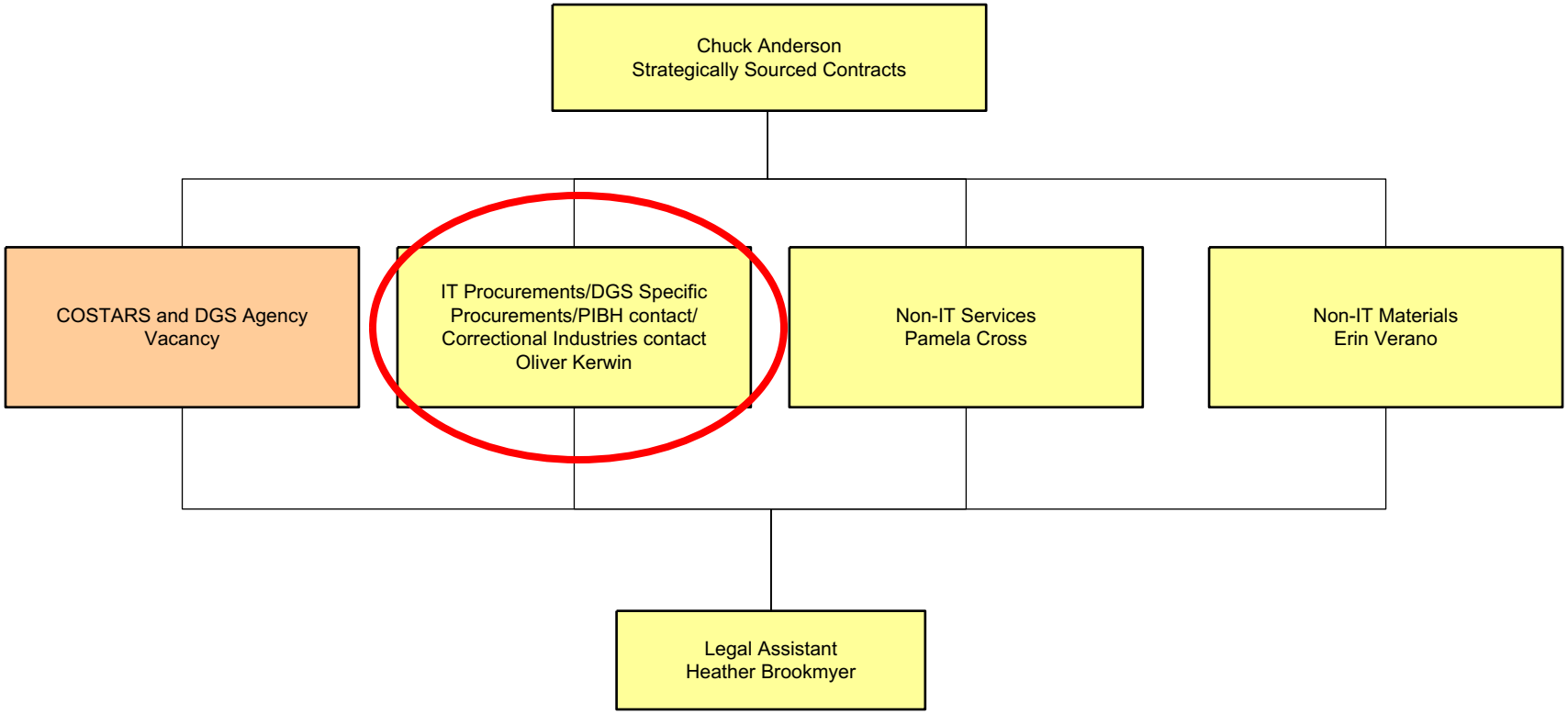
Organizational Changes – Business Process Improvement

DGS Department of General Services Procurement



Organizational Changes - Legal

DGS Department of General Services Procurement



Disadvantaged Business Program

- Program designed to encourage Disadvantaged Businesses (DB) to participate in state contracting.

- The Bureau of Minority and Women Business Opportunities (BMWBO) is responsible for promoting and facilitating the involvement of small minority-owned and women-owned businesses in state purchasing.

PRE-PROPOSAL CONFERENCES

- Importance of Pre-proposal Conferences

❖ Stresses importance of BMWBO Program

❖ Provides networking opportunities

❖ Informational

The RFP Administrator must perform the following:

- Notify BMWBO that an RFP is being prepared when an agency anticipates issuing an RFP;
- Forward a prepared copy of the RFP to BMWBO;
- Notify BMWBO, in writing, of the date of the pre-proposal conference and give BMWBO the opportunity with the option to participate;
- Conduct the pre-proposal conference, if included in the RFP and if a pre-proposal conference is held and BMWBO elects to participate, schedule BMWBO preferably near the beginning of the pre-proposal conference; and
- Invite BMWBO to participate as a member of the contract negotiating team.

Procurement Opportunities & Communication with BMWBO

- BMWBO Establishment of RFP Mailbox
- Mailbox established to obtain all Procurement Information needed by BMWBO
- Name of Mailbox » GS, RFP-BMWBO

INFORMATION TO BE SENT TO BMWBO MAILBOX

- Notice of Delegation Authorities
- Upcoming RFPs & RFQs
- Procurement meeting notifications such as:
- Evaluations
- BAFO
- Contract Negotiations

UPDATED RFP TEMPLATE

- BMWBO Language

❖ Use of *revised* RFP template located at DGS website under Procurement. On right side of page, scroll down and click open “forms”.

- Calendar of Events

CONTACT INFORMATION

BMWBO
611 North Office Bldg.
Harrisburg, PA 17125
(717) 787-783-3119
Kathryn Waters-Perez, Director of BMWBO

Peter Speaks, Deputy Secretary and Special Advisor to the Governor for Minority, Women-Owned and Disadvantaged Business Development

Gayle Nuppnau
Procurement Liaison, BMWBO
(717) 346-3819
gnuppnau@state.pa.us

Contract Status - Materials

DGS Department of General Services Procurement

Contract #	Contract Title	Status	Date Awarded	Commodity Specialist
Executed Jan 2008				
2310-08	Wheelchair Vans	Awarded	Jan	Alfonzo Robinson
7110-10	Laboratory Furniture	Awarded	Jan	Lisa Vega
Awaiting Approval				
9155-01	Fuel, Wood Supply	In Treasury		Greg Knerr
5610-03	Bituminous material	In Treasury		Tom Neptune
6840-02	Herbicides	In Treasury		R. DePetro
7240-03	Compost Bins	Bid Opens 2-3-08		Robin DePetro
5610-49	Concrete	Being Bid		Lori Vessella
9905-09	Delineation Devices	Being Bid		Robin DePetro
7110-01	Filing Systems	Being Bid		Lisa Vega
3830-09	Stainless Spreaders	Being Bid		Rich Woodworth
6505-08	Infant Formula	Being Bid		Mark Robinson
8960-01	Water	Being Bid		Michele Scott
	General Office Supplies	RFP Bing Evaluated		Pam Gabriel

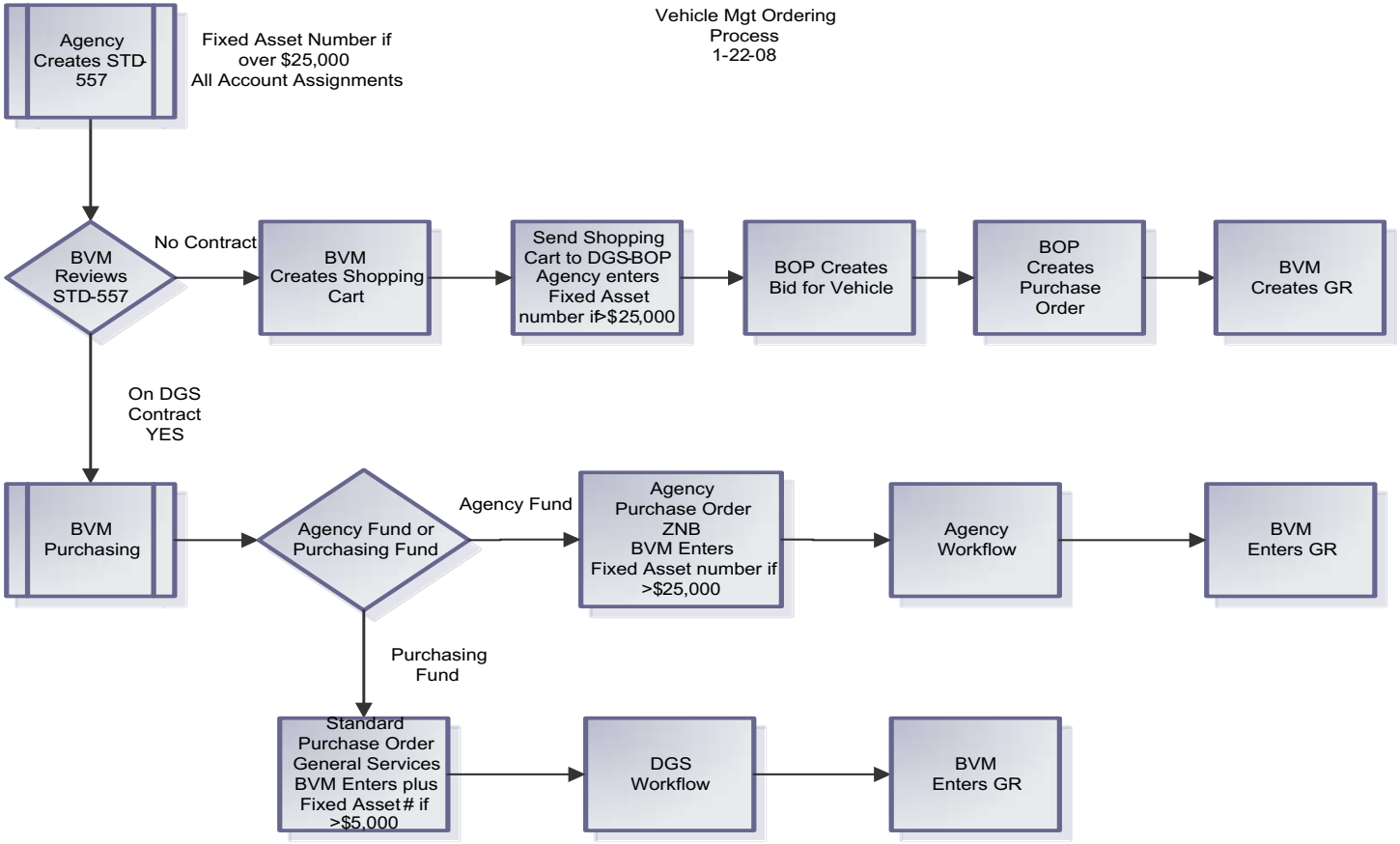
Lowe's Discount Program / WESCO

- Lowes has offered a 4% Rebate to the CWOPA for purchases made at their stores.
- No requirements for PO/Contract
- Conditions: Must PAY with a Commonwealth P-Card. Must show a Commonwealth of Pa Identity Badge.
- Rebate payment will be made at the end of the Calendar Year

WESCO:

- Issues have arisen concerning how long a Quote is valid on Commodity Items.
- WESCO has committed to hold quoted prices for a period of 7 calendar days.
- You must have a valid PO to WESCO within that time period or commodity prices (copper and aluminum) will not be honored.

Vehicle Purchasing Program



A. Problems with timely GR entry.
B. Standardization of the CWOPA Fleet.
C. Scheduling of Receipts.
D. Mandated use of “green” Vehicles.

Revision Date 1-28-08
Title: Vehicle Acquisition Process

Contract Status - Services

DGS Department of General Services Procurement

SERVICES CONTRACTS: AWARDED OR RENEWED IN THE PAST 3 MONTHS

Contract #	Contract Title	Status	Date Awarded	Commodity Specialist	SAP/SRM Contract
4400000766	Security Guard Services Supplemental Contract #1	Awarded	11/15/2007	Jim Pearson	SRM
4400000927	Multimedia Duplication (Media)	Awarded	10/1/2007	Georgina Baltimore	SRM
4400000916	Audio Visual Productions and Interactive Services (Media)	Awarded	10/1/2007	Hilary Poepperling	SRM
4400000730	Off-Site Storage for Vital Records	Awarded	10/1/2007	Wanda Bowers	SRM
4400000400	Relocations Consulting Services	Renewed	1/16/2008	Wanda Bowers	SAP
4400001134	Portable Toilet & Waste Removal	Awarded	12/1/2007	Tonja Jackson	SRM
4400001695	P-Card	Bid	1/1/2008	Jen Fishel	SRM
9985-07	Court Reporting	Renewed	11/30/2007	Cory Walters	SAP
9985-30	Language Translation & Interpreter Services	Renewed	5/16/2007	Cory Walters	SAP
7490-04	WSCA Mailing Equipment and Suppliers	Renewed	11/9/2007	Jennifer Carr	SAP
6675-01	Drafting and Engineering Equipment	Renewed	10/7/2007	Ray Jaime	SAP
9985-43	Medical Services	Renewed	N/A	Jean Halbleib	SRM
n/a	Pest Control Services	Awarded	1/1/2008	Stephanie McGinniss	SRM
9985-69	Surplus Tires- Western Region	Awarded	12/1/2007	Elizabeth Lenhart	n/a

Contract Status - Services

DGS Department of General Services Procurement

SERVICES CONTRACTS: BID OR RENEW IN THE NEXT 6 MONTHS

Contract #	Contract Title	Status	Date Awarded	Commodity Specialist	SAP/SRM Contract
n/a	Water Treatment Services	Bid	N/A	Jim Pearson	SRM
CN00026690	Real Estate Brokerage Services (in contract approval stage)	Bid	N/A	Jen Fishel	SAP
CN00026524	Job Order Contract Program Consultant (Public Works) (in contract approval stage)	Bid	N/A	Jen Fishel	SAP
4600010158	Dun & Bradstreet	Renew	3/1/2006	Jen Fishel	SRM
9985-02	Catering Services Contract (Capitol Area Only)	Renew	8/1/2006	Georgina Baltimore	SAP
9990-10	Photo I.D. (DOT Only)	Renew	N/A	Georgina Baltimore	n/a
9985-50	Wildlife Pest Control Services	Bid	N/A	Stephanie McGinniss	SRM
n/a	Records Restoration Services	Bid	N/A	Stephanie McGinniss	SRM
4400000190	Lamp, Ballast and Battery Recycling	Renew	4/1/2007	Elizabeth Lenhart	SRM
4400000317	Diesel Fuel Storage Tank Cleaning Services (DOT)	Renew	5/1/2007	Stephanie McGinniss	SRM
n/a	Roofing ITQ	Bid	N/A	Tonja Jackson	SRM
4600005104	Newswire Service	Bid	6/18/2003	Scott Bowers	SAP
4600003788	Used Vehicle Auction Services (in contract approval stage)	Award	N/A	Scott Bowers	n/a
9985-59	Crankcase & Automotive/ Northeast	Renew	4/2/2007	Elizabeth Lenhart	n/a
9985-51	Lamps, Ballast & Battery recycling	Renew	4/1/2007	Elizabeth Lenhart	n/a

Contract Status - Services

DGS Department of General Services Procurement

SERVICES CONTRACTS: BID OR RENEW IN THE NEXT 6 MONTHS

Contract #	Contract Title	Status	Date Awarded	Commodity Specialist	SAP/SRM Contract
9985-01	UPS (include internet Campus Ship/p-card usage)	Renew	N/A	Jennifer Carr	SAP
9985-06	Courier contract	Renew	N/A	Jennifer Carr	SAP
n/a	Court Reporting (posted)	Bid	N/A	Cory Walters	SAP
9985-30	Language Translation & Interpreter Services	Bid	N/A	Cory Walters	SRM
9985-28	Online Legal Services	Renew	2/1/2005	Jen Fishel	SAP
4600009917	Dataworks	Bid	TBA	Sue Rojas	SRM
4600010077	Identix	Bid	TBA	Sue Rojas	SRM
5810-03	ESRI, Oracle and Symantec	Renew	4/30/2008	Sue Rojas	SRM
n/a	Audio Visual	Bid	TBA	Ray Jaime	SRM
n/a	Networking Gear	Bid	TBA	Ray Jaime	SRM
7151-49	IT Hardware Maintenance	Bid	TBA	Ray Jaime	SRM
5850-04	IT Hardware - Servers, Data Storage, and Server/Storage Hardware	Bid	TBA	Ray Jaime	SRM
5850-01	Microcomputers	Bid	TBA	Ray Jaime	SRM

Contract Status – Services

DGS Department of General Services Procurement

SERVICES CONTRACTS: BID OR RENEW IN THE NEXT 6 MONTHS

Contract #	Contract Title	Status	Date Awarded	Commodity Specialist	SAP/SRM Contract
5850-05	IT Peripherals	Bid	TBA	Ray Jaime	SRM
3610-01	Office Copying Machines (in contract approval stage)	Bid	TBA	Ray Jaime	SRM
n/a	Sex Offender Services	Bid	TBA	Syline Shingara	SRM
n/a	Non-IT Consulting	Bid	TBA	Maureen Smith	SRM
n/a	Sweatshop Audit Contract	Bid	TBA	Maureen Smith	SRM
n/a	Lab/Drug-Alcohol Testing Services	Bid	TBA	Jim Kling	SRM
n/a	Univ. of Pbgh. Master Agreement	n/a	TBA	Jim Kling	SRM
4400000502	Financial Advisory Service (Budget Office)	Renew	N/A	Emanuel William	SRM
4400000403	Temporary Clerk Typist (SWIF)	Renew	N/A	Emanuel William	SRM
4400000733	Automated Mail Services Contract	Renew	N/A	Jennifer Carr	SRM
7490-03	Mailroom Equipment and Supplies (non-WSCA)	Renew	N/A	Jennifer Carr	SAP

Network Printers, Small MFDs & Large MFDs

DGS Department of General Services Procurement

Supplier(s): Kyocera **(Lot 1),**
Toshiba **(Lot 2),**
IKON (Ricoh) & IKON (Canon) **(Lot 3)**

Contract Period: Award made but not yet executed.

✓Review LOT 1 - Small Mono & Color Network Printers

✓ Review LOT 2 - Small Mono & Color MFD's

✓ Review LOT 3 - Large MFD's

Note: Lots 1 & 2 include color printers. Will need to review and revise ITB7A

Network Printers, Small MFDs & Large MFDs

DGS Department of General Services Procurement

Lot 1 - Kyocera

Leading market share in Europe & Asia
$12 Billion Annual Sales
Global Industry leader in Monochrome printers
ECOSYS Technology – Long life components
BLI Rating – Excellent

Lot 2 - Toshiba

$ 7 Billion Annual Sales
Global leader in electronic devices
Environmentally Focused
Innovative Technology
BLI Rating – Very Good

Lot 3 – IKON Ricoh

$17 Billion Annual Sales
Operations in 150 countries
Global leader in digital office solutions
Products offer superior value

Lot 3 – IKON Canon

$41 Billion Annual Sales
Fortune Magazine lists Canon as one of the "Most Admired Companies in America"
The Canon Brand is ranked as 35th most recognized brands in the world
Clean Earth Campaign

IKON

IKON is the leader in providing innovative products and services that enable our customers to manage document workflow and increase efficiency.

IT Upcoming RFP's

DGS Department of General Services Procurement

- **Peripherals, Audio-Visual Equipment, Printers & Networking Gear (ePlus)**
  - -Limit certain areas to manufacturers for best pricing
  - -Limit types of products in category
  - -Limit certain maintenance by lot, 3rd Party Maintenance Contract primary, remainder to EMP
  - -Include installation, maintenance and various services for select items
  - -Include consumables where needed
  - -Allow by lots and possibly, multiple suppliers per lot

- **Servers, Data Storage & Server Storage Furniture (IBM, Pierson Consulting Inc, Storage Technology Corp, Unisys Corp, Dell Marketing LP, Hitachi Data Systems, Hewlett-Packard Co, Sun Microsystems, EMC Corp)**
  - -Value-added required
  - -Proper deployment of assets
  - -Include services packages
  - -Include maintenance options

- **Microcomputer, LAN Equipment & Peripherals (Dell)**
  - -Include tablets, convertibles and slates, Rugged notebooks
  - -Limit options for hardware, Include small form factors
  - -Standard maintenance: Next business day fix
  - -Include bundled & ala cart for services

Staff Augmentation

DGS Department of General Services Procurement

9985-36

Supplier(s): Computer Aid Inc **(Prime)**

Contract Period 4/09/05 – 04/10/08

Renewal in signature to continue contract through 04/10/09.

Staff Augmentation

DGS Department of General Services Procurement

- The original contract has provisions for rate escalation based on the Employment Compensation Index (ECI).

- Rate increase through April, 2009: 5.02%.

- DGS and CAI arrived at an agreement to escalate rates 2% less than the contract's specification to **3.02**%.

- Based on fiscal year 2006-207's volume of approximately $38 million , estimated avoidance of $748,915/year

Staff Augmentation

- Current environment is characterized by tight market conditions, rising IT salaries, and the struggle to find and retain skilled resources.

- DGS and CAI expect the full increase to be passed along to those engaged and new resources in an effort to maintain marketable compensation and retain these skilled resources.

- Will publish expected wage rate sheet with renewal

- The increase should enable the continued participation of vendors in presenting consistently strong candidates to meet new and upcoming Commonwealth IT needs

Staff Augmentation

DGS Department of General Services Procurement

Amendment #2:

PURCHASE ORDERS

All purchase orders received by the Contractor *and issued no later than thirty (30) days prior to* the expiration date of the Contract are acceptable and must be performed in accordance with the Contract. Contractors are permitted to accept purchase orders which require performance extended beyond those performance time periods specified in the Contract but in no event longer than *six (6) months* after the expiration date of the Contract period.

OPTION TO RENEW

Notwithstanding the above language, the Commonwealth reserves the right to review and negotiate the pricing with the Contractor on a quarterly basis. If pricing cannot be successfully negotiated, the existing pricing will remain in effect.

INVOLVEMENT IN FUTURE PROCUREMENTS

As of the Effective Date of the Contract, the Contractor, its subcontractors, employees, and individuals assigned work under this Contract ("Resources"), shall not be deemed to be advisors or consultants to the Commonwealth using agency and may be considered for selection to perform subsequent work for the using agency and the Commonwealth in future procurements for implementation of Commonwealth-determined work; provided, however, that the Contractor, its subcontractors, employees and Resources have not provided recommendations as to specific courses of action leading to the future procurements under this or any other Contract, nor participated in writing specifications or drafting solicitation documents for the future procurements. For purposes of this section, data or requirements gathering and gap analysis work shall not be considered recommendations.

Staff Augmentation

DGS Department of General Services Procurement

- **December 26, 2006:**
- OA/OIT began to review and approve all IT Staff Augmentation Procurement request regardless of the dollar amount.

- **OA/OIT and DGS have jointly updated:**
- IT Staff Augmentation – Acceptable Use Policy
- Staff Augmentation – General Guidance Manual
- How to Write a Statement of Work

Updated IT ITQ Process

- ✓ Changes will take effect March 3, 2008

Under $25K	Under $100K	Over $100K
Requires only 1 quote Select any qualified supplier from ITQ Service Category. Includes IT Training	Solicit all suppliers qualified in a service category	Solicit all suppliers qualified in a service category
	Expedited RFQ process (1 month)	RFQ and Proposal
	Simplified Evaluation Process	More Formal Process
	Templates	Templates

ITQ: Master It Services ITQ, 481350
Number of Suppliers by Service Category

Commercial Off-The-Shelf (COTS) Software Services – **23**
Consulting Services – Biometrics – **5**
Consulting Services – LANs/WANs – **54**
Consulting Services – Telecommunications – **5**
Consulting Services – Wireless Networking – **17**
Consulting Services (Information Technology) – **109**
Continuity of Government (Consulting Services) – **11**
GIS Services – **42**
Independent Verification & Validation – **26**
IT Training – Classrooms – **43**
IT Training – Non-Classroom – **26**
Software Development Services - **148**

		ITQ Pos for CY 2006 & 2007			
	# POs	Below $5K	$5,001-24,999K	25k-$99,999K	$100K +
CY2006	320	186	116	9	9
CY2007	120	88	26	2	4
Totals	440	274	142	11	13

Evaluation Criteria

Prior Experience
Personnel & Experience
Project Plan
Approach to Deliverables
Domestic Workforce Utilization
DB Participation
Cost
Other

Note: These would be placed in order of importance on the evaluation sheet.
Scoring: Excellent, Good Average, Fair, Poor (Cost – enter actual amount quoted)

IT/ITQ Update

DGS Department of General Services Procurement

•Under $100,000, no longer reviewed by OA/CoP

•SOW

•Evaluation Officer or Team

•Identify and Rank Best Value Criteria

•RFQ to Suppliers
-Email distribution lists have been established in Outlook under Public Folders
-Should take no more than 2 weeks to complete process

•Evaluate Quotes

•Select Contractor
-CIO & DGS/BOP Sign-Off
-Engagement Letter

•Prepare PO

Sign Off

Narrative: Reasons for Selection:

Contractor(s) _____B_____
has(ve) been selected as providing the best value to the < agency name> for this project because based on the order of importance of the selection criteria, Contractor B has the best experience and qualifications and this combination best meets the <agency name > needs for this project.

----------SIGNATURE ----------
Agency Chief Information Officer or Equivalent
Date:

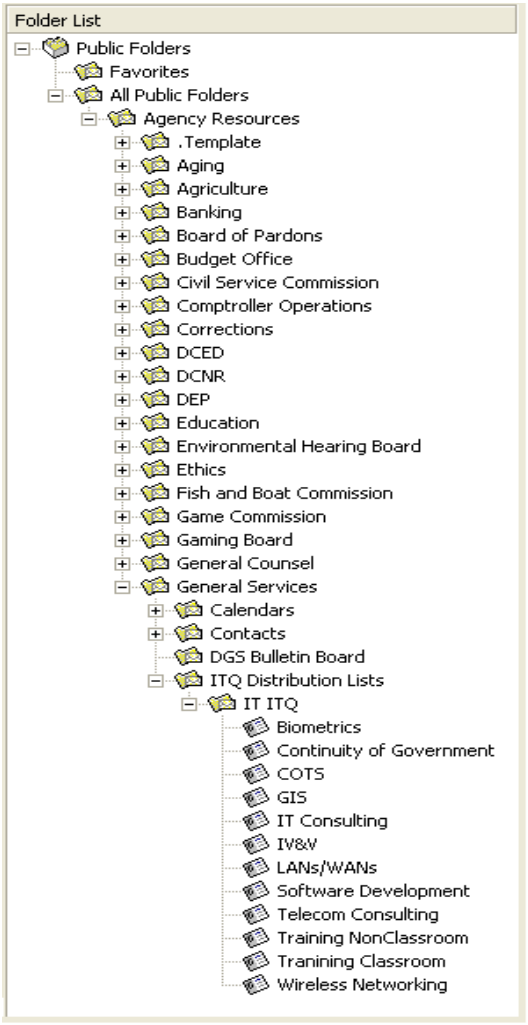
----------SIGNATURE ----------
Bureau of Procurement, Department of General Services
Date:

Sample Evaluation Sheet

Scoring: Excellent, Good, Average, Fair, Poor (Cost, DWU, & DB - enter actual amount/percentage quoted by each contractor)

		A	B	C
Order	Selection Criteria			
(1)	Understanding The Problem	G	G	G
(2)	Contractor Prior Experience	G	E	F
(3)	Contractor Personnel & Qualifications	G	E	F
(4)	Project Work Plan	F	F	F
(5)	Cost	$50	$70	$60
(6)	Domestic Workforce Utilization	3%	3%	3%
(7)	Disadvantaged Business Participation	18%	24%	0%
(8)	Other			
	Best Value		X	

IT/ITQ Update



The IT Consulting and Software Development service categories will have multiple distribution lists, because the large number of suppliers in both service categories exceed the maximum capacity allowed per distribution list.

e.g. IT Consulting 1 of 2
IT Consulting 2 of 2

Software Development 1 of 2
Software Development 2 of 2

These lists will be continually updated and maintained by the Bureau of Procurement.

IT/ITQ Update

- **Procedures for Using the ITQ Distribution Lists in Outlook**
- Step1: Go to Inbox in Outlook
- Step 2: Click on Public Folders
- Step 3: Click on All Public Folders
- Step 4: Click on Agency Resources
- Step 5: Click on General Services
- Step 6: Click on ITQ Distribution Lists
- Step 7: Click on IT ITQ

IT/ITQ Update

DGS Department of General Services Procurement

- To solicit suppliers, add the appropriate list to your Outlook Address Book by right clicking on the list and then clicking on Properties. Click on the Outlook Address Book tab, check Show this folder as an e-mail Address Book and then click OK. The list will now appear in your Outlook Address Book.
- If you have any questions about the use of these distribution lists, please contact Don Bauer in the Bureau of Procurement at 717-787-4719 or e-mail at dbauer@state.pa.us

IT/ITQ Update

Process begins March 3, 2008

Procedures will be published and will be available for agency use by accessing the Agency Library on the IT ITQ website at www.itq.state.pa.us

Contact Don Bauer at 717-787-4719 or dbauer@state.pa.us

EMP Update

DGS Department of General Services Procurement

- Sales Rep added to devote more time to the Commonwealth

- Executive Project Leader with an office in the Harrisburg area

- Full-time in the Harrisburg Area coordinator to manage everyday business

- Educational sessions for agency users

Agencies should review next Fiscal Year requirements. Where applicable, solicit EMP supplier for quotes.

QA Website

DGS Department of General Services Procurement

- Department of General Services
- Doing Business with the Commonwealth
- Procurement
  - Supplier Dashboard
  - COSTARS
  - Procurement Forms
  - Procurement Handbook
  - Quality Assurance
    - Commodity Specifications
    - Forms and Surveys
    - Contact Us
    - PA Standards Laboratory
  - Training
  - Disaster / Emergency Event
- Bureau of Minority and Women Business Opportunities
- Supplies and Surplus Operations

Home > Doing Business with the Commonwealth > Procurement > Quality Assurance

pennsylvania
DGS QUALITY ASSURANCE DIVISION

HOME | COMMODITY SPECIFICATIONS | STANDARDS LABORATORY | FORMS AND SURVEYS | CONTACT US

Vision

To provide value added quality assurance services to the Bureau of Procurement and our customer agencies.

QA Website

DGS Department of General Services Procurement

The QA Division website can be accessed by going to the DGS website and clicking on the word “Procurement.” On the left side of the page is a link to the QA Division website.

The website includes:

➢ *News and Updates*
•A link to our commodity specs
•Information on the PA Standards Lab
➢ *Forms and Surveys*
•“Contact Us” shows a list of QA Division Personnel

In the “Forms and Surveys” section

•The Material Master request form
➢ *Supplier Performance Survey*
➢ *Food Complaint Form*
➢ *Corrective Action Form*

➢ *new to website*

Web Based Application

- Complaint/Rejection Form
- Application – Food Suppliers
- Detail real-time reporting through Crystal Database – DGS access
- Monitors Performance & Quality on Suppliers
- http://www.dgsweb.state.pa.us/foodcomplaints/Default.aspx
- http://www.portal.state.pa.us/portal/server.pt?open=512&objID=1271&&SortOrder=100&level=2&parentid=1231&css=L2&mode=2&cached=true

- **Website Enhancements**
  - Single, all encompassing page that contains and links together formerly separate sites:
    - Solicitations,
    - Solicitation tabulations,
    - Solicitation awards
    - Contracts
  - Control point for SRM bidding

Anticipated Benefits

- Single location=> easier for supplier and COPA personnel to find procurement information
- Archived data vs. automatic deletion

PA eMarketplace

DGS Department of General Services Procurement

- **Implementation Schedule**
  - Testing
  - Entering of Data
  - Go Live
- **On Going Enhancements**
  - Most up to date contract will appear on web
  - http://www.paemarketplace.state.pa.us
- **Request to Advertise Changes**
  - Justification Form for non-SRM IFB's

- **Communication & Dissemination**
  - Email to CPPC
  - Email to all Request to Advertise Registrants
  - Help booklets posted on website for suppliers and agencies

- **Contact Information**
  - Susan Plecker splecker@state.pa.us 717-346-2678

- **Questions and Answers**

PIBH

- **Disability Procurement Council**
  - DGS-PIBH Operational Agreement mandates that all Commonwealth agencies meet with PIBH at least once per year as a group
  - Review any new upcoming projects involving the procurement of goods or services so we can determine whether PIBH may be a possible prime contractor or subcontractor

- **Anticipated Benefits**
  - Pro-active in offering products and services to PIBH prevents delay in procurement process
  - Exchange and discuss ideas on improving program
  - Disseminate information

PIBH

- **DPC Agency Representatives**
  - Review and update attached list
  - If unavailable to attend DPC meeting, primary representative is responsible for forwarding invite to the backup representative

- **Representatives Responsibilities**
  - Gather information regarding any new upcoming projects for your **entire agency**, not just Bureau/Section
  - Complete **mandatory** form, submit by email to Betty Goodling (begoodling@state.pa.us) no later than COB on February 22nd
  - Brief overview of any upcoming projects at DPC meeting

PIBH

- **Schedule**
  - Semi-annual DPC meeting February 29th
- **Contact Information**
  - Betty Goodling, begoodling@state.pa.us

  717-787-7324
- **Questions and Answers**

RFP Process

DGS Department of General Services Procurement

Issues Today

- Lack of clear and consistent policy/guidelines
- Confusion among agencies on the process
- Cycle time too long
- BMWBO process adding to cycle time
- Not always getting the best value

Charter

Revise and redesign the RFP process to address the following issues:

- ✓ Awareness of requirements
- ✓ Consistency in use/application
- ✓ Reduction in cycle time
- ✓ Attainment of true best value results

Short Term Goals

- Evaluate and revise the current process
- Expand policy and procedures
- Establish clear roles and responsibilities
- Develop annex for Procurement Handbook
- Initiate training and develop templates and checklists for scoring cost & technical proposals

Long Term Goals

- Improved selection results on the first pass - Best Value
- Consistent policy with clearer guidelines on process
- Reduced cycle time to review results and make selections
- Commodity or Service cost – Reduction of solicitation re-work
- Total redesign of the RFP process if warranted
- Evaluate technical and cost scoring

Performance Scorecard

DGS Department of General Services Procurement

Business days turn around average

Service Level Commitment	Division	Commitment Days	2007 Jan	2007 Feb	2007 Mar	2007 Apr	2007 May	2007 Jun	2007 Jul	2007 Aug	2007 Sep	2007 Oct	2007 Nov	2007 Dec
Sole Source	Materials	20 refused or 60 approved	33.67	13.00	27.33	45.00	-	-	-	-	16.00	-	-	51.00
	Services	15	12.00	11.00	11.31	14.53	9.81	14.13	14.67	18.68	8.65	11.52	18.07	11.68
EPO's	Services	2	0.19	0.06	1.89	0.17	0.33	-	0.35	1.36	0.14	0.33	0.33	1.48
EPO's	Materials	2	-	-	-	-	0.04	-	-	-	-	-	-	0.20
Delegations	Services	5	5.67	3.20	4.93	3.00	2.64	7.29	4.20	4.33	2.50	6.50	6.17	5.82
PIBH Review	PIBH	30	28.68	22.20	47.38	25.81	45.62	50.98	53.48	26.73	48.27	26.43	38.46	25.48
Material Masters	Q & A	2	1.29	0.48	0.96	1.65	1.35	1.25	2.55	2.19	2.74	0.64	1.00	1.60

SRM		2007 Jan	2007 Feb	2007 Mar	2007 Apr	2007 May	2007 Jun	2007 Jul	2007 Aug	2007 Sep	2007 Oct	2007 Nov	2007 Dec
CSC Phone Calls	SRM Support								317	307	265	330	263
	% Answered								82%	80%	82%	83%	84%
	SRM Registration								1066	775	674	867	551
	% Answered								81%	71%	77%	76%	71%
SRM Remedy Tickets Closed	Urgent	Under Development											
	High												
	Medium												
	Low												
MSCC Catalogs Loaded	Total Count											77	90
Punch Out contracts	Total Count											3	3
Suppliers enabled with ERS	Total Count											0	0
Suppliers with Auto-PO	Total Count											18	18
Cycle Time PR to PO	Days							5.5	5.4	7.8	6.3	6.3	7.9
Suppliers Registered in SRM	Total Count							3,621	4,594	5,410	6,164	6,974	7,652

Value/Savings Information	2007 Jan	2007 Feb	2007 Mar	2007 Apr	2007 May	2007 Jun	2007 Jul	2007 Aug	2007 Sep	2007 Oct	2007 Nov	2007 Dec
Materials	578,255	759,244	14,317	412,539	88,494	186,634	3,859,954	2,528,936	1,985,500	1,142,742	760,771	1,745,175
Services	1,052,332	131,852	779,736	55,031,746	657,968	4,000	8,645,999	74,031	84,082	669,498	1,283,844	7,783
Grand Total	1,630,587	891,096	794,053	55,444,285	746,462	190,634	12,505,953	2,602,967	2,069,582	1,812,240	2,044,615	1,752,958
Cumluative total	1,630,587	2,521,683	3,315,736	58,760,021	59,506,483	59,697,117	72,203,070	74,806,037	76,875,619	78,687,859	80,732,474	82,485,432

*** Based on identified date & full project value

Procurement Handbook

DGS Department of General Services Procurement

Issues Today

- Policies/procedures are not clear/standardized
- SRM is not reflected in materials
- Some website links are outdated
- Some forms are no longer in existence
- 23 issues identified by members at first meeting

Charter

- ✓ Review existing document and revise as necessary
- ✓ Establish policy and procedures for SRM related issues
- ✓ Provide clear, straightforward guidelines on the process
- ✓ Promote consistency in use/application

Short Term Goals

- SRM Glossary*
- Part 1 Chapter 6 (Methods for Awarding Contracts)*
- Printable sections
- Address technical issues with Bidding
- Link all formal bid information to one place for ease of use
- Workflow clarification and SLA's for Sole Source process

* Already addressed

Long Term Goals

- Searchable document
- RFP Annex (ITQ's, IT contracts, Staff Aug) including flow charts of the process
- Develop process maps for all procedures
- Section for small/independent agencies to determine if policy applies or does not apply to them

Supplier Enablement

DGS Department of General Services Procurement

Purchasing Catalog Options

Punch – Out

Through SRM we have ability to "Punch – Out" to a suppliers website and choose products and/or services and bring them back into our SRM shopping cart or PO.

Materials Service Contract Catalog (MSCC)

SRM internal database listing procurement items from multiple suppliers/contracts.

Functionality through technology to increase procurement effectiveness

eXtensible Markup Language (XML)

The language COPA uses for electronic data interchange of the Purchase Order and Invoice.

Will improve payment turnaround

Auto PO

Functionality that will fax a PO directly to the supplier upon completion/release.

All new MSCC's created will be Auto PO enabled.

Link to the Website list
http://www.ies.state.pa.us/srm/cwp/view.asp?a=3&Q=199664&PM=1

Suppler Collaboration (SUS)

Self-service functionality for suppliers available via PA Supplier Portal

Enables three primary functions via PA Supplier Portal:

•Order receipt and review

•Confirmation of goods delivered

•Invoice entry and transmittal

Evaluated Receipt Settlement

Functionality to pay a supplier from Goods Receipt without an invoice. Most effective on a monthly lease type contract. **The GARA Role will need to be mapped for internal CWOPA employees.**

Will improve payment turnaround

Supplier Enablement

DGS Department of General Services Procurement

Supplier	Type	Owner	Status	Status	Next Meeting date	Estimated Completion date	Comments	PO Ct*
VWR	Punch-Out	Liz Bollinger	35%	Hold for missing OCI data	TBD	February	Contract Line # issue	226
MeadWestvaco	Punch-Out	Toniann Noss	20%	IES working with supplier	TBD	March	Possible IT issues: transfer PDF & supplier website data match	738
Fleet Parts	Punch-Out	Susan Reinhold	20%	In process	TBD	March	IES & supplier working	
Schaedler Yesco	Punch-Out	Cheryl Bair	10%	Outreach meeting held 1/11	2/6/2008	N/A	Restricted catalogue issues	83
IBM	Punch-Out	Raymond Jamie	15%	Hold for new contract		March		188
Kyocera	Punch-Out	Raymond Jamie	5%	new	TBD	N/A		4
Toshiba	Punch-Out	Raymond Jamie	5%	new	TBD	N/A		4
Ikon	ERS	Raymond Jamie	5%	Leasing contract	TBD	N/A		8
McKesson Chemical	Punch-Out	Michelle Scott	1%	new	TBD	N/A		1
PIBH	XML	Betty Goodling	5%	new	TBD	N/A		1481
Cardinal	Punch-Out	Mark Robinson	1%	new	TBD	N/A		
Cargill Inc	PennDot XML	Robin DePetro	5%	new	TBD	N/A	Market price contract	143
Deangelo Brothers Inc	PennDot XML	Robin DePetro	5%	new	TBD	N/A	Robin getting dates for meeting	41
Protection Services Inc.	PennDot XML	Brian Reinoehl	1%	new	TBD	N/A		41
Glassmere	PennDot XML	Greg Knerr	1%	new	TBD	N/A		260
John Deere	Punch-Out	Richard Woodworth	0%	new	TBD	N/A	Should we remove from list?	50
Montour Oil Services Company	PennDot XML	Greg Knerr		Closed by supplier	TBD	XXX	Advised technically not viable	
Advanced Drainage	PennDot XML	Lori Vessella		Closed by supplier	TBD	N/A		
Ennis Paint	ERS	Lori Vessella	0%	new		N/A	Pending development of ERS Package	
Todd Heller Inc	ERS	Lori Vessella	0%	new		N/A	Pending development of ERS Package	
New Enterprise Stone and Lime	ERS	Thom Neptune	0%	new		N/A	Pending development of ERS Package	
G Hawbaker	ERS	Thom Neptune	0%	new		N/A	Pending development of ERS Package	

Status	Description
1%	Identified supplier
5%	Sent document package to supplier
10%	kickoff meeting scheduled
15%	Kickoff meeting completed
	Updated 1/29/2008

*PO's over 6 months July - Dec 2007 from Business Warehouse

E-News Items

DGS Department of General Services Procurement

- **Document Builder for RFP's and RFQ IT-ITQ's**
- **Hierarchical Contract Types**
- **Effective Dates on Purchase Orders (PO)**
- **Output Preview**
- **Outputting a PO**

SRM eNews 2_11_08

Bid Workflow

DGS Department of General Services Procurement

Issue Raised At Last PPC

- All electronic solicitations workflow to Agency Heads.
  - plus Comptrollers for Service.
- Bid Approver role is embedded in overall approver role of the agency.
  - SRM Agency Services PO/Contract/Bid Head Apprvr
  - SRM Agency Supplies PO/Contract/Bid Head Apprvr
- Approval process takes too long.
- Some agencies are not going through SRM.

Short Term Solution

- Map Ad-Hoc Approver Roles, then set up substitution role.
- IES is testing the short term solution for bid workflow using Ad Hoc Users and substitutes.

Long Term Solution

- Survey will go out to the agencies shortly to establish which agencies would have a need to change the Bid Workflow process.
- Redesign to change the workflow to mimic shopping cart workflow.
- Hard code system.
- Need agreement from Legal and Comptroller.

Sample Survey Questions

- ✓ Does current workflow work for the agency?
- ✓ If not, what are the requirements?
- ✓ Who should be approving?
- ✓ Is it based on services vs. supplies?
- ✓ Are there dollar thresholds involved?

Disaster / Emergency Website

DGS Department of General Services Procurement

Reasons for Development

1. To support DGS requirements under Emergency Support Functions (ESF) #3 and #7

2. To ensure that EPLO's, EMC's and emergency personnel throughout the Commonwealth receive maximum support with useful, easy to use tools to purchase materials and services effectively and efficiently during an emergency

What We Did

- Formed an internal team
- Identified materials & services
- Canvassed suppliers
- Met with GSA
- Researched helpful practices
- Created process and procedures
- Developed website

Website Contains

- Flow chart of process
- Purchase Order Form
- Spreadsheets (Materials, Services, Raw Materials, COSTARS)
- Emergency contact info for suppliers
- Emergency contact info for DGS EPLO's
- GSA links
- Links to helpful sites

Status

- Go Live Dec 2007
- Trained DGS EPLO's Dec 2007
- PEMA Eastern Area Quarterly Training Feb 5
- PEMA providing ongoing training

DGS Department of General Services Procurement

How to Access the Website

www.dgs.state.pa.us/disasterevent

_Or_ Click "Disaster/Emergency Event" on Left Navigation Bar on DGS Procurement Page

- General entry allows access to the website _except_ for the sections on COSTARS (due to legal issues) and the BOP Points of Contact (due to confidential information).
- DGS EPLO's and users identified by PEMA have permission to view the entire website at any time.
- Download the User's Guide for step-by-step instructions on how to use the website.

Receiving Project – Status Update Summary

DGS Department of General Services Procurement

Project Definition and Scope

1. **Background:**
   - COPA has a 1,439 blocked invoices totaling over $13 Million.
   - Agency Invoice Reconcilers needed to investigate issues due to Goods Receipts not being entered timely, not at all or inaccurately.
   - More than 60 % of GR/IR invoices are within 60 days.
   - Payment to suppliers is delayed.
   - The Commonwealth is unable to take advantage of payment discounts.
2. **Charter:**
   - Team: Mandel, Nowak, Dunlap, Anderson, Peachey, Minnich, Mann
   - Develop processes, procedures, systems and training
   - Targeting 50% reduction in blocked invoices for missing GR's

Progress to Date

1. Project Charter
2. FMEA
3. Process Map
4. Current List of role mapped Receivers and Invoice Reconcilers
5. Metrics of blocked invoices (Ongoing)
6. Management Directive approved and submitted for issuance.
7. DPW Pilot training scheduled for February 12th and 14th.
8. **Need agencies to demap personnel who are truly not Agency PO Line Item Invoice Reconcilers.**

Issues/Barriers

1. Few dedicated receiving roles.
2. Not in job performance standards
3. Inaccurate role mapping
4. Lack of Policy/Procedures
5. Lack of Training

Next Steps

	Action	Date
1.	Agency PO Line Item Reconciler ILT Materials Finalized	January
2.	Management Directive Submitted	February
3.	Conduct DPW Pilot	February
4.	Statewide Training	TBD
5.	Develop Web Based Receiving Training	TBD

Receiving Metrics

DGS Department of General Services Procurement

- **Blocked Invoices as of September 1st, 2007**

	$$ Amount less than or equal to:													
Age (Days)	**20**	**50**	**100**	**200**	**500**	**1,000**	**2,500**	**10,000**	**50,000**	**Over**	**Count**	**Amount**		**Avg**
15 - 30	15	30	30	43	82	28	42	63	47	15	395	$	3,965,866	$ 10,040
31 - 60	17	46	55	56	93	37	39	58	62	13	476	$	3,849,174	$ 8,086
61 - 90	17	25	35	21	31	12	31	23	31	4	230	$	1,295,612	$ 5,633
91 - 120	11	10	12	25	19	10	8	20	12	2	129	$	890,023	$ 6,899
120 +	19	20	22	5	20	21	14	43	35	10	209	$	3,255,459	$ 15,576
Totals	**79**	**131**	**154**	**150**	**245**	**108**	**134**	**207**	**187**	**44**	**1,439**		**13,256,133**	$ **9,212**

	% less than or equal to:									
Age (Days)	**20**	**50**	**100**	**200**	**500**	**1,000**	**2,500**	**10,000**	**50,000**	**Over**
15 - 30	1.0%	2.1%	2.1%	3.0%	5.7%	1.9%	2.9%	4.4%	3.3%	1.0%
31 - 60	1.2%	3.2%	3.8%	3.9%	6.5%	2.6%	2.7%	4.0%	4.3%	0.9%
61 - 90	1.2%	1.7%	2.4%	1.5%	2.2%	0.8%	2.2%	1.6%	2.2%	0.3%
91 - 120	0.8%	0.7%	0.8%	1.7%	1.3%	0.7%	0.6%	1.4%	0.8%	0.1%
120 +	1.3%	1.4%	1.5%	0.3%	1.4%	1.5%	1.0%	3.0%	2.4%	0.7%
Totals	**5.5%**	**9.1%**	**10.7%**	**10.4%**	**17.0%**	**7.5%**	**9.3%**	**14.4%**	**13.0%**	**3.1%**
		14.6%	25.3%	35.7%	52.7%	60.3%	69.6%	83.9%	96.9%	100.0%

Missed Discounts	
	2%
$	76,983
$	25,912
$	17,800
$	65,109
$	**265,123**

Payment block			**Count**	**%**	**Amount**	**%**
Invoice verification			966	67%	3,715,911	28%
CRP Blocked for pmnt			91	6%	5,854,217	44%
Blocked for payment			181	13%	2,140,876	16%
Conv Emergency Pymnt			2	0%	452	0%
Decentralized Inv			198	14%	1,544,655	12%
		Total	**1438**		13,256,111	

SRM Update

DGS Department of General Services Procurement

- Document Builder user guides for the RFQ-IT-ITQ & RFP are currently being revised and should be ready February 11, 2008.

- Printing Instructions for Document Builder Guides can be accessed by logging onto: http://www.ies.state.pa.us/srm/cwp/view.asp?a=3&q=210493&srmNav=|

Training News

DGS Department of General Services Procurement

•Instructor-led training is now available for the SAP R/3 Purchasing Course – This course has been developed to provide Purchasers with an overview of the purchasing process in SAP for MRP/Inventory, and Market Price Contracts.

•The Bureau of Procurement is offering a new instructor-led training course soon for agency PO Line Item Reconcilers. Based upon current HR role mapping, there are 1,472 end users with the role of Invoice Reconciler. In preparation of this training, we are asking all agencies to review their role mapping numbers by March 3 and de-map anyone who is not actively using the role. If you would like a list of your Invoice Reconcilers, please contact Ashley Tokarz on our training team at 717-346-2496 or atokarz@state.pa.us .

•Requisitioning/Receiving Course has been modified to a Full-Day course.

•Other Courses in Development
•RFP
•Negotiations
•Agency PO Line Item Reconciler

Keep a look out for future training dates!

*****Please refer to E-LMS website at lms.state.pa.us or visit our BOP Training Calendar within DGS Enterprise Portal for available training dates*****

New Training Opportunities for Agencies

DGS Department of General Services Procurement

Penn State Institute for Supply Management Class:

REMINDER: The deadline for responses to attend the Penn State Institute for Supply Management spring class was January 31, 2008. The spring class begins March 5, 2008. Attached to your handout is a copy of the class schedule.

If you do not receive a confirmation e-mail to attend the spring training module, your name has been added to the queue. The next module open enrollment will be held in October, 2008.

Those who would benefit from this course are individuals seeking to achieve a better understanding of the field of purchasing and supply management, and those individuals who are seeking to attain Certified Purchasing Manager (C.P.M.) status.

Prerequisites:
Experience in the field of purchasing and supply management is useful but not mandatory for successful course completion.

This course is held one evening per week from 6:00PM – 8:30PM in the Bureau of Procurement Office, 6th Floor Forum Place.

For further details contact Roz East at reast@state.pa.us

Bid Rigging Seminar

DGS Department of General Services Procurement

Webinar Training to Supplier Community

- Due to inclement weather the January 18, 2008 Supplier Registration/Bidding training was cancelled.
- BOP plans to reschedule for Thursday, February 7, 2008.

NOTE: Agencies who receive inquiries from Suppliers who wish to participate in Supplier Webinars on February 7, 2008 can do so by accessing the following URLs:

- Registering as a Procurement Supplier in the PA Supplier Portal (10:00 am to 12:00 pm EST) - www1.gotomeeting.com/register/761161339
- Supplier Response to a Solicitation in the PA Supplier Portal (1:00 pm to 3:00 pm EST) - www1.gotomeeting.com/register/356726463
- Information regarding future Webinars will be posted on the DGS BOP Training Calendar at www.dgs.state.pa.us/procurement, then choose the links “Training” and “Training Calendar”

Bid Rigging Seminar

DGS Department of General Services Procurement

The Bureau of Procurement invited the Attorney General & the Department of Justice to deliver a training seminar on Bid Rigging.

- The Bid Rigging Seminar is now available to Agencies on DVD.

To request a copy please contact Millie Colon @ (717) 346-3841 or e-mail at micolon@state.pa.us