



PROCUREMENT PROCESS IMPROVEMENT

CAPSTONE PROJECT - MISSOURI
LEADERSHIP ACADEMY CLASS 10

MEET THE TEAM



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WHY IS THE PROCUREMENT PROCESS SO TIME CONSUMING AND INEFFICIENT?



PROBLEM STATEMENT

The state procurement process for purchasing goods and services is time-consuming and inefficient. Delays in this process greatly affect an agency's ability to support Missouri citizens.

IN SCOPE / OUT OF SCOPE

In Scope

- Identified pain points and crafted problem statement
- Surveyed personnel to establish the current state
- Brainstormed potential solutions
- Developed recommendations
- Planned for next steps

Out of Scope

- Statutes that govern the procurement process (i.e., transparency, fairness, objectivity)
- State staffing levels
- Funding for recommendations
- Information Technology Services Division (ITSD) procurement process
- Post-intake process

HOW DID WE DETERMINE THE ROOT CAUSE OF THIS PROBLEM?

- Interviewed department and procurement team members
- Discussed capstone team member's personal experiences
- Created, distributed, and analyzed survey



WHAT WERE THE IDENTIFIED ISSUES?

Documentation	Complex, confusing and duplicative Department Intake Packet	23.47%
	Lack of clarity of the procurement process via existing resources	7.14%
	Lack of standardized forms and templates	4.08%
Communication & Collaboration	Unclear communication between all departments involved	16.33%
	Confusion between Department and OA roles	7.14%
Training & Resources	Lack of diverse training options	18.37%
	Ineffective and inaccessible training	12.24%
	Lack of interactive resource for guiding the procurement process	11.22%

CURRENT FEELINGS ON THE PROCUREMENT PROCESS



WHY IS IT IMPORTANT TO SOLVE THIS PROBLEM?

Loss of staff productivity

Overpaying on products and services

Loss of vendor business

Citizens not getting needed services



RECOMMENDATIONS

“Automated workflows”

“More training”

“Simplify”

“Have forms that are more interactive”

“Not knowing who to talk to, what procurement process to take...”

DOCUMENTATION

- Office of Administration (OA) Procurement Staff
 - Establish standardized templates and forms
 - Streamline the Department Intake Packet
 - Create step-by-step guide
 - Develop one-page process map
- ITSD, MOVERS* or COTS**
 - Create interactive tool

*MOVERS – MISSOURI VITAL ENTERPRISE RESOURCE SYSTEM

**COTS – COMMERCIAL, OFF THE SHELF



REQUEST FOR PROPOSAL (RFP) – WEIGHTED CRITERIA PROCUREMENT INTAKE DOCUMENT (Appendix F.5-Procurement Manual)

The Procurement Intake Document has been designed to obtain information relevant to a department's request for the Office of Administration's Division of Purchasing (OA Purchasing) to prepare a Request for Proposal (RFP) in an attempt to obtain competitive bids for products and/or services to meet the department's needs.

The Procurement Intake Document aligns with OA Purchasing's RFP document in an attempt to capture the department's information in a manner and format that will expedite the development of the RFP.

Upon completion of the Procurement Intake Document (as explained in Section Seven of the Procurement Manual), please attach/submit the Procurement Intake Document with your MissouriBUYs Request.

Notes:

(1) Throughout the document you will see GRAY SHADING, which indicates places where text should be inserted by the department's personnel. Please left mouse click on the GRAY SHADING, and then type the information needed.

(2) If the procurement will exceed \$500,000/year, the agency is required to submit the signed Half Million Dollar Section (HM\$S) of the Procurement Intake Document.

Questions: Please direct questions that arise while completing the Procurement Intake Document to the appropriate Section Manager identified below or send the questions via email to purchmail@oa.mo.gov.

What Type of Products and/or Services Does the Department Need?

The department should check the appropriate OA Purchasing Procurement Section below that aligns with the products and/or services being requested to bid.

	Procurement Section	Section Manager	Contact Information
<input type="checkbox"/>	Commodities (i.e. products and goods)	Teri Schulte	573-522-3296 or teri_schulte@oa.mo.gov
<input type="checkbox"/>	Information Technology (i.e. technology-based products, software, services)	Earl Pettit	573-751-5430 or earl_pettit@oa.mo.gov
<input type="checkbox"/>	Services (i.e. professional services)	Amy Raymo	573-522-1620 or amy_raymo@oa.mo.gov

Additional Resources: The Division of Purchasing has provided the following additional resources as separate downloadable documents on OA Purchasing's Intranet to assist the department in completing the Procurement Intake Document:

- Procurement Type Assessment Workflow
- Procurement Intake Document Appendix

COMMUNICATION & COLLABORATION

- OA Procurement Communications Coordinator:
 - Form a multi-department procurement committee to improve collaboration
 - Define communication roles
 - Update intranet & internet content
 - Establish best practices to manage OA and Department expectations



TRAINING & RESOURCES

- OA Procurement Training Coordinator:
 - Revise current training content
 - Develop new interactive training opportunities:
 - MO Learning training path
 - In-person options
 - Conduct annual training seminars



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THANK YOU!

“Without continual growth and progress, such words as improvement, achievement, and success have no meaning.”

~Benjamin Franklin