



COUNTY OF ORANGE PROCUREMENT STRATEGIC PLAN



CREATING A TRAILBLAZING CULTURE



PROCUREMENT IN THE ORGANIZATION

The Board of Supervisors delegates the authority to procure all goods and services to the County Procurement Officer. The Procurement Office is a division of the County Executive Office (CEO) that provides corporate level procurement support to the County. The County Procurement Officer is responsible for implementing and enforcing Board of Supervisors and CEO policies pertaining to County procurement. The Procurement Office is charged with ensuring that the County's process is fair, competitive, efficient and conducted under strict ethical guidelines.

The County Procurement Officer's authority is then delegated to over 200 Deputy Purchasing Agents located at each of the 22 agencies and departments. Under direction of the CEO, the Procurement Office ensures that proper safeguards are in place for maintaining a procurement system of quality and integrity by providing procurement leadership, support, training and oversight countywide.

"The importance of procurement in Government cannot be overstated. In many ways, it constitutes the lifeblood of Government programs and services."

(Office of Federal Procurement Policy)

Mission

Our mission is to provide County leadership in procurement through effective collaboration, teamwork, training and oversight to ensure a procurement process that is fair, cost effective, efficient and in accordance with Board policy as well as state and local statutes.

Vision

It is our duty to conduct all procurement and contracting in an ethical manner that builds public confidence and preserves the integrity of an open and fair procurement process. The Procurement Office, as a regional leader in public procurement must set the example and build opportunities for cooperative purchasing to ensure public funds are expended in a manner that provides maximum benefit to the taxpayers and ensures that vital support and services are delivered to the residents of Orange County.



Values

As deputized Purchasing Agents for the County of Orange, we strive to be an ethical role model for our organization and surrounding local agencies by demonstrating core values that are consistent and essential for serving as trailblazers of public procurement operations. These core values are upheld by our responsibility to serve in a manner that is honest, open and fair, in support of inclusiveness and diversity, for economic, social and sustainable communities.

Our Procurement community demonstrates effective stewardship of public funds through integrity, transparency and ethical behavior, with clearly stated practices and policies and through ongoing goal setting that deliver value to our stakeholders, emphasizing communication of our goals and results. A framework that is built on professional continual education and training, mentorship, innovation, and partnerships, while abiding by applicable laws and regulations.

Serving in alignment with the organizations overall Mission Statement of “Making Orange County a safe, healthy, and fulfilling place to live, work, and play, today and for generations to come”, our County Deputy Purchasing Agents take ownership and accountability to preserve public trust and protect public interest.

December 2020: New Leadership

In December 2020, a new leadership team was implemented at the County Procurement Office (CPO) with an immediate focus on a cultural county procurement overhaul at the request of the County Executive Team.

January 2021 Current State Analysis:

From December through January, the focus of CPO was on analyzing the current state of all Countywide procurement activities. In addition to the results of a recent National Institute of Governmental Purchasing (NIGP) study being released, separate Deputy Purchasing Agent (DPA) and End User Surveys were also conducted in order to obtain feedback from various perspectives. Furthermore, stakeholder meetings were held with County Counsel, Risk Management, Human Resources, Accounting and other parties to solicit feedback from their viewpoint. As a result of these efforts, valuable metrics and



input were collected, uncovering issues such as workload and staffing discrepancies, duplication of efforts across the County, and excessive procurement timelines.

Initial Weaknesses Identified

A thorough Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis was conducted, and the weaknesses were documented in Attachment 1 (2020 CPO Audit & Survey Feedback Summary). The analysis and findings were shared with the DPA community in CPO's monthly Deputy Purchasing Agent (DPA) All-Hands meeting, with over 200 attendees.

Strategic Goals and SMART Initiatives Identified and Implemented

As a result of the SWOT analysis, Strategic Goals as well as Specific, Measurable, Achievable, Relevant, Time-bound (SMART) Initiatives were identified and set for 2021 as shown in Attachment 2 (2021 CPO Strategic Goals and Initiatives). The concept of countywide, cross-department workgroups was also introduced and rolled out. In order to foster engagement, a call-out for DPAs from across the County was released, asking for volunteers to support the workgroup initiatives. The DPA community was eager to sign up and participate, and these efforts created immediate buy-in from the community and resulted in all initiatives being kicked off immediately as shown in Attachment 3 (2021 Strategic Goals and SMART Initiatives Workgroup)

All-Hands Monthly Check-In and Year End Close Out

In order to monitor and update the community on progress throughout the year, the strategic goals and SMART initiatives are tracked at the monthly DPA All Hands meetings shown in Attachment 4, (Monthly Strategic Goals Tracking) and then closed out at the Annual DPA Year End offsite meeting, as shown in Attachment 5 (Annual DPA All Hands Offsite Goals Close Out)



Year End DPA All Hands Offsite 2022 Strategic Goal and SMART Initiative Development

In addition to the 2021 goals and initiatives close out, the DPAs also participated in a full day of team-building activities, one of which was to develop proposed Goals and SMART initiatives for 2022, building on last year's goals as well as other discussions that occurred throughout the day. There were 15 tables, each comprised of 10 DPAs, who worked diligently to produce the new 2022 Strategic Goals and SMART Initiatives, as shown in Attachment 6 (2022 CPO Strategic Goals and SMART Initiatives). The first year's (2021) Strategic Goals were set to address the immediate needs of the departments that had not been addressed in decades, if ever. The 2022 Strategic Goals are now set to cross multiple years of longer-term, SMART initiatives, which are evaluated monthly and updated annually. Workgroups were solicited from across the County and progress is tracked at the monthly DPA All Hands meetings, with a thorough check in done at mid-year, as shown in Attachment 7 (2022 Mid-Year Goals and Initiatives Check In)

The Strategic Goals and SMART Initiatives will continue to be tracked monthly and this Strategic Plan will continue to be updated biannually (December and June) to reflect the progress made throughout the year.

ACCOMPLISHMENTS TO DATE

- Development and implementation of the County's first Procurement & Contracts Procedures Manuals
- Compliance Program Redevelopment and Implementation as shown in Attachment 8 (2022 From and To Matrix for Compliance Redevelopment)
- Enhanced Communication and Opportunities for Feedback
 - Monthly DPA meetings with open forum and fully transparent agenda, discussing and soliciting feedback on all initiatives
 - Annual (and more often if needed) surveys to DPAs and all other various stakeholders (Vendors, End Users, Department Heads) soliciting feedback on Procurement and Contract Services
 - Quarterly Procurement Newsletter (Attachment 9)
 - Procurement Office Infographic (Attachment 10)



- Training Programs Enhancements
 - Deputization Training Program was converted from fully in-person over the course of one week to a fully online course and exam allowing new DPAs to deputize on demand, with minimal operational impact on Departments
 - DPA Training Program required hours has been raised from 10 to 15 hours annually, and the program has more than doubled the number of courses being offered on various topics and by a variety of experts (internal and external), maximizing partnerships with NIGP, CAPPO, etc.
- Initiation of a Procurement Professional Program
 - Encouraging Profession Procurement Certification and ongoing education as well as providing resources for navigation of these processes and recognition for individuals and those efforts. Certification Support Program assisting our County DPAs with navigating the various Procurement Certification programs and recognizing individuals Certified
 - Development of County Mentorship Program in partnership with NIGP nationwide program
 - Initiation of a Procurement networking committee hosting various County social events (Procurement Concert in the Park night), book club with suggested leadership readings, lunch and learns with focus on various procurement expertise
 - 'Coffee with the County Procurement Officer,' offering a meet and greet to allow opportunities for the over 200 DPAs to provide feedback and suggestions in a more intimate setting
- Expansion of eProcurement through automation of various Procurement Services, fully electronic Procurement and Contracts record keeping / files, electronic form routing and submittal, Vendor Outreach and Information, etc (Attachment 11)
- Initiation of the County's first OC Procurement Alliance, a collaborative of 34 cities/special districts coming together to collaborate in procurement. Some of the benefits to be realized:
 - Leverage market power to negotiate better terms, including lower prices, taking advantage of economies of scale
 - Industry standard savings of 5-15% achieved through cooperative procurement
 - OC spend >\$2B with just 5% savings = \$50M savings



- Increase efficiencies, eliminating duplication of efforts
 - Solicitation Costs for Board Awarded Contracts
 - RFP - \$50K (6-24 months)
 - IFB - \$27K
- Provide local small businesses with increased opportunities to bid for local government contracts
- Development of Countywide Emergency Preparedness Contracts Program
- Initiation of the County's first public facing Contract repository increasing transparency in public contracts and procurement
- Vendor Outreach Program Initiated to address the declining number of responses to County solicitations, leaving the County without healthy competition, and at times without the required goods or services required to provide services to our constituents. Vendor Program enhancements including, but not limited to:
 - Enhanced bimonthly Vendor Information Day offering online and in person options as well as special guests (Small Business Administration, Veteran Business Association, Service Core of Retired Executives (SCORE), etc)
 - County's first Vendor Information Day with over 400 attendees and 120 tables promoting public and private networking and partnerships in all categories of goods and services. Event to now be held annually.
 - Annual Vendor Training Day offering courses on topics such as; How to Do Business with the County, How to Respond to RFPs/IFBs, Partnering with Your End User, etc
- 2021 Procurement Statistics
 - 27,000 Procurement Transactions
 - 6.3B Total Procurement Spend
 - 331 Invitations for Bid
 - 134 Request for Proposals
- Award, Recognition, Publication
 - 2021 County Procurement Officer of the Year
 - 2020 Achievement of Excellent in Procurement (AEP) Award



- AEP Procurement Team of the Year for our efforts and team collage as shown on cover of this plan
- Cover Story Government Procurement Magazine, July 2022

| Attachment 1 | | | | | | |
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| TOPICS FOR REVIEW | 2020 CPO ANNUAL SURVEY SUGGESTIONS | NIGP AUDIT RECOMMENDATIONS | POTENTIAL INITIATIVES | MEASUREMENT OF SUCCESS | ACTION PLAN | RESPONSIBLE PERSONS |
| Strategic Goal #1: Author and update the policies and procedures required that reflect and promote best practice while establishing CPO as the County's Procurement Authority | | | | | | |
| CPM DCPM | <ul style="list-style-type: none"> • More comprehensive • Combine DCPM and CPM into one comprehensive manual and elaborate on Human Service. CPO needs to take the lead on ALL procurement and contracting • more training and countywide understanding of DCPM as to not have to rely on OCPW sole interpretation • Requirement for an evaluation panel to convene when only one proposal is received is a huge waste of County resources and a waste of panelists for those departments who consistently have panelist shortages • Requirement for interviews over a certain dollar amount regardless of circumstances is also waste of resources and doesn't make sense for situations like two proposals received with huge disparity in scores between two proposers and other situations where it doesn't make sense. Should consider allowing exceptions to situations where it doesn't make sense instead of being wasteful • Regularly revisit policies and procedures with DPA community prior to updates being made to ensure things are not outdated or proving to be problematic in the departments. Updates should not be made in vacuum. • Policy cheat sheets, quick reference guides • Revisit thresholds and contract terms (at least get us a 3+2 at minimum) • Allow BOS amendments to be increased by 10% just as non BOS amendments are • Increase bid thresholds to commodities \$50K and services \$100K • Remove or modify small business. Way too cumbersome with minimum benefits. must be an easier to get the results BOS is looking for, solicit ideas from DPA community • 3-1-106 Consecutive Contracts • Eliminate this new 2019 requirement (mostly in commodities) • Voids the 1 quote requirement entirely making the CPM contradictory • Has caused tremendous delay with low dollar, high volume purchasing and as a result has wasted monies on additional unnecessary administrative tasks over and beyond the cost of the commodities | <p>NIGP offers pages of suggestions on various sections of the CPM manual that will each be considered by the CPM update committee</p> <p>Assemble cross County team to assist and provide feedback / suggestions</p> <p>Establish clear connections, consistency between CPM/DCPM through merging the two manuals</p> <p>Remove procedural information from CPM and maintain as only high level policy doc. All procedural information should be maintained in Procedure manual.</p> | <ol style="list-style-type: none"> 1. CPM revision 2021 consider one respondent interview exceptions threshold, term, increases consecutive contracts remove procedural information 2. Create CPM revision DPA workgroup and/or sharing at PC DPA meetings 3. Remind DPA community of existing cheat sheets and Create new policy cheat sheet for 2021 CPM revision 4. Revisit the Small Business procedures to ensure most efficient | Board approved CPM and published PPM that reflects and promotes best practices that have been established in collaboration with DPA community and other critical stakeholders | | |
| Procurement Procedures Manual | <ul style="list-style-type: none"> • Should reflect the best, most efficient practice taking advantage of technology and efficiencies wherever possible • Once a comprehensive P&P is established, trust departments to follow instead of awaiting CPO review and approval for so many things. • Audit to ensure P&P are being followed in lieu of micromanaging and slowing departments down. • Policies and procedures are never vetted through the DPA community resulting in cumbersome, confusing, barrier causing and additional work for departments • Bring back Nuts and Bolts • Regularly revisit policies and procedures with DPA community prior to updates being made to ensure things are not outdated or proving to be problematic in the departments. updates should not be made in vacuum. • Lack of solid procedures has caused departments to develop their own policy interpretation procedure and work around. Communicate with departments to see what they are doing and take the best instead of trying to reinvent • Entire purchasing and contract lifecycle should be linked in expediter and not end at award • Remove DUNS requirements. Unclear instructions and meaningless work resulting in minimal benefit or more training on benefits as it is unknown. • Procedures are constantly changing depending on various factors (BOS, Audit findings, etc.), since there is not a procedures manual it is hard to keep up with changes • All contract policies should be in one place, not found in the CPM and on random directives that buyers have to go back through over years. Directives are way too long, cumbersome, confusing and inconsistent. • Best Practices handbook since compliance findings are able to be documented against best practices no one has ever heard of (like signatures must be in cursive?) • Database of templates and easy access to RCAs with search tools • Regarding the procedures manual, there needs to be care/consideration to ensure that standardization of these procedures in the manual doesn't go overboard where the procedures manual provides no flexibility or options. Procurement is not a "clerical function" of filling out forms - it's a profession and requires thinking and interpreting policy. So the procedures manual should provide solid guidance on how to perform a procurement yet not get too far into the "procedural minutiae (or weeds)" that it becomes an inflexible roadblock to procurements and inhibits any opportunity for innovation, flexibility, and creativity in the procurement process (in accordance with policy) • Include Human Services • Impossible for new staff to hit the ground running, policies and procedures are not clear, concise and centralized in one location, scattered through the website, possibly create a "what you should know" guidance doc for new staff • Countywide guidance/procedure for reviewing and processing vendor price increases besides minimum wage and Consumer Price Index | <p>Assemble cross County team to assist and provide feedback / suggestions</p> <p>Provide additional guidance on record retention to DPA community, times, which records are relevant, etc.</p> <p>Streamline the number of document identifiers; having both contract number (MA, PO, CT) and file folders numbers seems redundant. Utilize contract number for all</p> <p>Create contract management program (County procurement staff not well versed in contract management post contract award)</p> <p>Conduct process mapping for all procurement processes</p> <p>Standardize scoring methodologies</p> | <ol style="list-style-type: none"> 1. Author a county procedures manual <ul style="list-style-type: none"> - consider asking for dept procedures to use as best practices - ensure utilization of nuts and bolts as a starting point wherever possible - revisit DUNS number procedures - ensure best practices and training materials are included in the procedures manual - create templates as exhibits to the procedures manual - ensure flexibility to not create additional audit findings for ourselves - include human services - revisit guidance on price increases - provide guidance on record retention on purch and contracts doc - consider what we use as document identifier (purch file folder number and contract number) - consider staff owning their contracts and managing that contract through the life of the contract (contract management) 2. Create a DPA workgroup for procedures manual 3. Create a change matrix page of some sort that is kept throughout the year documenting any clarifications or changes in one place attached to manual 4. Consider creating a new hire "what you need to know" summarization of the crucial policies and procedures (possibly the cheat sheet in initiative above) | | | |
| DPA Test | <ul style="list-style-type: none"> • Update, eliminate confusing and misleading questions • DPA Test has been based on the wrong version of the CPM since 2019. Previous DPA tests had out of date information as well. The spelling and grammar are completely off as well. Possibly do test runs with a DPA test group prior to going live. | | <ol style="list-style-type: none"> 1. Update test regularly | | | |
| Compliance Program | <ul style="list-style-type: none"> • Compliance reviews used to be every two years and should return to every two years. Every year is taxing to the departments being reviewed as well as the participants being required to participate in the reviews for DPA credits. Also, the group of participants is a little large and can possibly be reduced should the requirement be changed to every two years. Also, if we ever go to electronic files the process would be much easier and the findings would be minimized as most of the findings are on the organization and documentation on your file folder. (maybe that is a stat we can share, how many findings are there other than insurance cert and file folder findings) • This process has moved away from its original intent. What started out as learning experience meant to help DPAs and agencies alike – something I think is beneficial and needed – in recent years has turned into arguing over trivial things not outlined in policy; looking for the smallest of findings since the larger issues no longer crop up, in general; and require a large amount of time and resources on a process that shouldn't be so ensure that there is consistency throughout the scope of the review, that matters that are not included in policy or some obscure training from years ago are not listed, and that the overall process is streamlined to actually be efficient and useful. • If this exercise is meant to educate and help, then why aren't the findings which are disputed by the agencies discussed with the entire Council to ensure that all are on the same page? Common findings could be openly discussed to figure how to mitigate and improve, while items that are not clear could be debated and feedback solicited to better help the procurement community. | Streamline compliance review - reduce to every two years and offer DPA training credit for participation | <ol style="list-style-type: none"> 1. Update compliance program <ul style="list-style-type: none"> - consider every two year reviews conducting half of the departments one year and other the next - consider giving training credit and ensure certification policy is updated accordingly 2. Share top finding with Purchasing Council and/or KPI information at quarterly meetings | | | |
| Strategic Goal #2: In collaboration with the DPA community, establish best practices, streamline existing processes and maximize efficiencies. | | | | | | |

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| Forms | <ul style="list-style-type: none">• Eliminate unnecessary form and automate the ones that are necessary through expediter providing departments with full transparency• Eliminate forms that CPO cannot justify a concrete rationale for the utilization or benefit of• Processes that are dependent on CPO manual approval are slow and frustrating. CPO needs to share the "why" on these processes and statistics on denial and utilization by CPO• Revisit the slow time consuming forms such as RCA alternate, contract increase, new OCLSB/DVBE, Contingency utilization form. Takes up to three weeks to get a response unless you follow up constantly and what is the actual benefit and if there is one, is there another way to capture without slowing down departments• Repeated responses stating that when approving forms, CPO asks for one change at a time creating weeks and weeks of back and forth instead of one comprehensive review with feedback• Requests changes to be made to things that are not even included on the form.• Forms should be reviewed by experienced staff to avoid wasting departments' time with irrelevant questions (reviewer not familiar with aggregate contracts, NTE terminology). CPO staff require way too much historical information once forms are submitted, department DPAs and their management team should be trusted and not micromanaged• Requiring a new sole source form for each renewal period is a complete waste of staff time. If the sole source has already been approved by the BOS for the term and renewal periods then why would we have to re-justify.• The form for utilizing the contingency amount (that was already approved by the BOS) is a waste. The BOS already approved this dollar amount so what would CPO have to say about it. We already justified it and got it approved by the BOS. Seems like a total waste. And also the language in the CPM is so convoluted. Just keep it simple. X% or \$ over the term of the entire contract. Let's try to keep things simple. COST INCREASE FORMS <ul style="list-style-type: none">• Consistency in request for justification. It seems that a fluffy detailed historical justification is what will get approved and not a summarized, concise version of the exact same thing. Need to revisit this and possibly provide some concrete training on it to eliminate the subjectivity• Useless to require request to increase RCA, when would CPO not want departments to focus spend through RCAs?• Increase contract increase percentage allowance to streamline number of requests• The 10% limit is useless on RCAs and should be eliminated on contracts low dollar amounts that leave buyers with less than V1• Cost increase should be revisited totally. Percentage should be higher and should be over the life of the contract not all this confusing language they put in there. Keep it simple• Requiring approval for contract increases on RCAs should also be reassessed. REOCCURRING REQUEST FORMS <p>Eliminate</p> | Establish an electronic repository for submittal of forms (as well as fillable and electronically approved) and searchable to provide examples and historical information to DPA community | <ol style="list-style-type: none">1. Revisit existing forms and submittal method2. Revisit Sole Source procedure requiring new forms for each renewal will be a CPM update | <ul style="list-style-type: none">•Record of Best Practice consensus achieved (via workgroups, PC, etc.) with department input where available, basically a written record that shows we listened to all complaints (good or bad) and weeded out the bad ones and established Best Practice off the good ones•Running record of an improvements log ("you asked, we answered": example: you didn't like reoccurring, so we deleted it!) | | |
| Credit Card Usage | <ul style="list-style-type: none">• Too restrictive and is getting worse every day, reoccurring is an ambiguous nightmare• Low dollar purchasing has become as much work as creating a contract without any value, wasteful• Alternate RCA forms requested for small one time or sporadic as needed purchases seems like a waste (at least provide a dollar threshold on this)• Seems the ability to utilize the P cards continues to be restricted while these cards are the easiest to audit and oversee from a central office such as CPO, much more transparency then POs or contracts• Bring back utilization for routine professional services• Get rid of reoccurring, completely subjective and valueless• Increase P/Travel Card Thresholds• Cards were initially created for low risk small dollar purchases for efficiencies and it was great. Now with CPO convoluting Expediters and requiring forms, there is so much involved in getting the "ok" to use the Cal-Card that you may as well just cut a PO. There is no time or dollar savings at all. And there goes potential rebate money.• Reassess P-card use on low dollar services. It is cumbersome to create POs and formal contracts for small dollar amounts. We used to be able to put these on P-cards. Additionally, the limits on P-card are lower than V1 thresholds.• Cal-Card Program is data entry intensive and subjective to Cal-Card holders input which can delay submittals for payments. Also working with Auditor-Controller to eliminate wet signature requirements. We're able to sign high value contracts via DocuSign however a purchasing card is wet signature at some agencies.• Instead of limiting Cal Card usage and micromanaging, why not actually utilize the software provided by internal audit to audit regularly and correct any mishaps that way as to not slow down the rest of the departments for a mistake one individual "might" make | Increase P Card usage across the board | <ol style="list-style-type: none">1. Evaluate further utilization of Cal Card<ul style="list-style-type: none">- professional services- while maintaining some sort of requisition, consider streamlining2. Evaluate further streamlining the processing of cal card statements | | | |
| Digitization of Paper Records | <ul style="list-style-type: none">• Get rid of paper files• Full digitization of procurement process from cradle to grave. Hard copies are not utilized by anyone except CPO.• Move toward complete digitization of the paper process. Proposals submitted should also be electronic and distributed electronically. The evaluation panels would be grateful.• Assist all departments in expanding to DocuSign, the larger departments have done it but CPO should be leading as a Countywide initiative• E Procurement System implementation (AND NOT THROUGH CAPS PLEASE) | Merge to fully electronic files and publish a file management procedure guide. | <ol style="list-style-type: none">1. Evaluate transitioning purchasing file to fully electronic files | | | |
| Insurance | <ul style="list-style-type: none">• To be very clear, I am in full support of an agreement with the Insucert concept, it just needs a few tweaks to help streamline and cut down on the processing time. Some recommendations to help with the process: 1) For all of the County insurance types (General Liability, Auto, Professional, Network Security, etc.) have the system auto-populate the County standards for each type and populate/check any items that should normally appear - this will cover 95% of all the transactions and for those that are not covered, the staff can simply type the correct amount, which will help save time. As vendors almost always provide the county standard insurance amounts, this will prevent having staff enter these amounts for each category; also, when they need to be corrected, it will usually just mean replacing one or two characters so it's still faster than typing out the whole dollar amount. 2) Completely eliminate the naming convention (or revamp so it's efficient). The current naming is way too long and includes information that is either not needed or contained with the INSUCERT CAPS module. For example, the folder number should not be included as the INSUCERT is used by multiple agencies and the second another agency uses the record, it's no longer accurate. The vendor name shouldn't need to be typed again, as you are already in the vendor's record file (the very first step of the INSUCERT process is the locate the vendor via their vendor number and go into it) so that's redundant. The date is not necessary as the CAPS system automatically records the date and time (and list the most recent change/current record on top) whenever a change is made. And lastly having to type out the various insurance types isn't very efficient since the DPA has to look at the current file anyway and they will see what is included once they load the record so this isn't providing any value. | | <ol style="list-style-type: none">1. Continue implementation of insurance system and continue meeting with those already implemented for feedback and suggestions for modifications | | | |
| Strategic Goal #3: Strive to achieve effective and consistent service and communication across the entire DPA community. | | | | | | |
| Customer Service | <ul style="list-style-type: none">• Enhance customer services, courteousness, work on response times, transparency of where your questions is being delayed (expediter could help)• Listening to departments instead of constant debate, listen to the effects certain policies and procedures have on the operations of departments and develop possible alternate solutions instead of insisting there is only one right way• Trust deputized staff to do the right thing as they were trained to do• Get away from the "this is how it has to be done" to "how should this be done". The whole paradigm needs to shift at CPO to one of a customer focused, servant leadership, collaboration.• Pay attention to all departments, provide the same level of service to all departments and not just the selected few, invite participation from all not just selected few• Empower and trust managers at CPO to be professionals and if we lack, provide the necessary training and development to make us better. We are all in this together. I feel we will be more respected and a welcome change versus stifling the department operations and a hindrance to the departments.• CPO not hinder the operations of the departments with more mandatory reports, which causes more delays. With having to correspond with the departments on minor inaccuracies with their requests causes more delays. If the departments are empowered to do their own research or even to take on the responsibility for procuring, it could put the burden back on the departments and avoid dependency on CPO to spoon feed and micro-manage all their requests.• Reaching out to CPO for clarification can be demoralizing because CPO staff act as though you are doing something wrong and usually follow-up with uncomfortable phone calls that can feel like they are trying to catch you doing something wrong. Minor edits on forms and rejecting documents for trivial reasons creates negative experiences that push buyers to try to avoid CPO at all costs.• It would be nice to see CPO focus more on human services. The interagency workgroups are ideal, as it would not just rely on purchasing council feedback. Some vendors have multiple contracts with different agencies, each contract looks different. From a vendor perspective, this could be challenging, as the provider has to adhere to respective expectations. | | <ol style="list-style-type: none">1. Revisit ticketing system for response time and to ensure transparency<ul style="list-style-type: none">- internally system is not user friendly, time consuming, consider other systems or processes, and running reports is problematic2. Monitor response times<ul style="list-style-type: none">- all follow questions or request for more information should be done in 24 hours- responses should be provided in 48 hours (for non complex issues)3. Implement some sort of automated suggestion box directly to the CPO to allow for confidentiality | <ul style="list-style-type: none">- consistent OCPSC metrics that meet service level goals•More frequent service surveys to establish consistent written metrics showing improvement (hopefully) in feedback over sustained period•Consistent publication of newsletter to show we're delivering information | | |
| Ticket Systems | <ul style="list-style-type: none">• Response times are very delayed• Alternate method to receive guidance on quick items instead of constant redirection to ticketing system• Consistency - constant varying answers between CPO staff delaying response even further and providing departments with varying direction• Often told they will provide response via telephone instead of in writing and close ticket. Departments wait written responses as CPO is requesting inquiries in writing through ticket.• These questions and answers should be published somewhere to ensure consistency and avoid redundancy in questions• Responses sometimes just quote the CPM leaving the Departments question on interpretation unanswered, then close ticket and direct department to open new tickets• Answers always vague leaving Departments to interpret the response• Find alternate method for providing guidance and consulting to departments as this one is broken• Empower additional experienced staff to respond to inquiries to avoid delays and bottlenecks, sometimes departments have urgent critical needs and program is stuck waiting for this one person to respond to entire County• Constantly do a very drawn out back and forth asking one question at a time. Would like a thorough review to be completed to be more efficient. | | <ol style="list-style-type: none">1. Consider sharing Ticket Systems Q&A on website or at meetings (FOA) possible provide training | | | |

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| Communication | <ul style="list-style-type: none">• Information is shared to select individuals in advance and the rest of the community on a need to know basis.• Full transparency and solicitation of suggestions and participation from DPA community• Training Material accessibility• Newsletters or Eblasts with reminders, tips, updates to P&Ps• More communication with all DPAs to hear opinions/suggestions not just the selected few or PC• Encourage and facilitate more collaboration, information sharing and participation between departments• Broaden evaluation panel resources on behalf of departments through networks and databases. This is a huge issue at all departments• More collaboration with departments, input not solicited for policies and procedures that directly impact our work, changes are made without any consideration to impacts, suggestions or issues are ignored, council meetings are not open forums but announcements, issues should be brought up at PC with collaboration from all on suggestions to fix.• Countywide collaboration and workgroups is a great idea and has been very successful in departments I work for in the past. Working together will help maximize resources during these difficult times as well as assist in standardizing and consistency across County in procurement• Implement the old CPO newsletter. That was an awesome communication CPO used to do to keep everyone up to speed and share interesting information• Only select individuals invited to participate in AC Roundtable (same with other workgroups) Group needs to discuss Over auditing on procurement items such as contract signature, terms and conditions, withholding payments unnecessarily sacrificing vendor relationships and performance | Encourage more opportunities for DPA community to engage with one another and with CPO staff Develop CPO strategic plan to incorporate goals and initiatives and reporting of KPIs Document and publish action items from meetings as well as results of action items Expand DPA monthly meetings to include specific engagements of DPA concerns, ideas, etc. / increase outreach to DPAs Seek stakeholder input prior to implementing new policy and procedure | 1. Implement CPO newsletter or news blast (monthly or quarterly) 2. Implement evaluation panel member database 3. Implementing workgroups for initiatives instead of CPO handling on DPA behalf also soliciting information 4. Develop strategic plan publishing CPO goals and initiatives 5. Call out for agenda items a few days prior to the PC meeting - also ask PC meeting for topic suggestions at the next DPA meeting (as they are only a few weeks apart) | | | | |
| Tracking | <ul style="list-style-type: none">• Create a formal method for documentation of relevant events (protests, complaints, serious compliance findings, BOS actions/directives so things that haven't gone well or need improvement or gone really well can be tracked and shared across DPA community | | 1. consider a database of shared information (possibly on website) or possibly meeting to share occurrences that have happened at each department | | | | |
| Surrounding County Meetings | <ul style="list-style-type: none">• These meetings are occurring but no one knows when, no one knows who attends, no one is given any information shared. There should be a call out for topics to DPA community, the information should be shared at meetings, DPAs or PC members should be invited to attend possibly on a rotation or lottery for exposure | | 1. Share information from this meeting when occurs at next PC or DPA meeting. Consider lottery for various staff to attend. Call out for topics for this meeting should departments need best practice information | | | | |
| Strategic Goal #4: Expand the ability for the DPA Community to perform procurement, contract management, tracking and reporting through maximum utilization of technology. | | | | | | | |
| Training | <ul style="list-style-type: none">• More CPM section specific trainings• Provide specific trainings on Federal & California State Law requirements (DIR, prevailing wage, subrecipient requirements, awarding body requirements, contract oversight and compliance when utilizing State and Federal grants)• Trainings should be more interactive and less stale and lecture style, encouraging networking and bridging gaps between CPO and departments as well as amongst departments• DPA and PC led trainings will assist in enhancing the current state style and ensuring experts are giving the various trainings and will reengage the DPA community• Scope of work training• Contract management, vendor performance training• Trainings for various audiences on their roles in expediter (final approval, budget approval) explaining the consequences and accountability associated with their approvals• Non Procurement Professional Training• OC Expediter Trainings for Departments - each department is forced to develop their own training which results in countywide duplication and inconsistencies• CAPS video tutorials and other video tutorials where possible• Develop a Procurement 101 training that DPAs can present in their departments as somewhat of a roadshow. departments are currently developing their own resulting in further inconsistencies• ASR Training for all staff, separate ASR training for Budget on the Financial section as every department populates that section completely differently and not always in department best interest• Trainings on managing funding sources, some County contracts braid funds from complex funding sources, so having standardized procedures or trainings to educate buyers on this would be helpful.• Training on contract administration as the DPA community does very minimal contract admin• It would be nice to tackle situational experiences and basic training such as insurance (but a deeper dive into required forms, actual process for tracking/reviewing, endorsements, really dive into the 'insurance' requirements and explain every area of insurance including reviewing the current terms and conditions in detail. Also, I believe it would be helpful to train on a deeper level on the actual T's and C's of our boilerplates, and let the audience ask questions for their particular situation. I know it's hard with all the different departments, so perhaps have people submit their situations so that CPO will be ready to discuss with the audience. We need experiential training and a variety of trainers from all departments, not just the same 'old CPO folks. Maybe include department specific training to get a better understanding of ASE, Human Services, Public Works....etc. Dive deeper into specific areas and target the audiences more appropriately, not all DPAs are needed in every training.• Tammi and Marcheta are great and all but departments could learn more from each other• Lots more Human Service training as well as more direction, support and clear guidance on emergency purchases (especially during pandemic), again CPO just made things more convoluted and did not take into consideration departments needs | Designate select seasoned DPAs as Purchasing mentors or DPA Ambassadors Create mentorship program within contracts and purchasing Provide introductory/mandatory Purchasing 101 training to staff Establish scope of work trainings and contract management and lifecycle trainings Create online and on demand trainings Conduct Federal procurement training as well as other funding source specific trainings | 1. Update the DPA Certification Policy 2. Expansion of training - offer various other topics mentioned survey as well as a Purch 101 - allow outside department staff to train on areas of expertise - make more training available online | <ul style="list-style-type: none">•Bully-electronic RFPs in Bidsync; Fully Electronic IFBs (no uploading an inventory sheet, tabulations are through the system); Contract Management (what we do for RCAs, but County-Wide)•Expediter - Reporting Functionality; I don't know enough about the program to speak to it more, but basically the same process of weeding out bad complaints from good complaints and delivering on the good complaints•Proof that everything is paperless (honestly, I feel like going paperless can be thrown down to number #5) | | | |
| Standardization Through Templates | <ul style="list-style-type: none">• Solicitation, contract and critical corresponding templates• Amendments, subordinates, model contracts• Create templates and make them accessible on website | | 1. As part of procedures manual include templates as Exhibits | | | | |
| Contract Management System | <ul style="list-style-type: none">• Implement a centralized and standardized contract format and tracking system (one exists in Bid sync)• Implement a data warehouse of contracts that are easily searchable by all departments to allow for collaboration and avoid duplications• Departments are forced to each keep manual spreadsheets to appropriately track contracts. Should be a comprehensive reporting system for contract management• Departments need a repository where all contracts across County are kept and searchable to utilize as piggyback, scope ideas, etc. | Conduct document management system assessment | 1. Consider document repository for all contracts across County searchable across County (CAPS/Datawarehouse, Bidsync, CMS, OnBase) | | | | |
| Intranet | <ul style="list-style-type: none">• Update, categorize items so they are easier to find,• Link to a summary of best practices in procurement• Centralize resources and documents in an organized and easy to find fashion possibly solicit feedback from the DPA community on presentation | | 1. Eliminate old CPO blue screen site and move on to the Sharepoint site and ensure it is user friendly | | | | |
| RCAs | <ul style="list-style-type: none">• Increase number of RCA alleviating departments and providing them additional resources• Timely renewals to not leave departments scrambling to renew subs• More communication on the renewal or instructions for use on RCAs• Turnaround for RCA uploads is unacceptable - inconsistency in uploaded and hard to access• Departments want to deviate from RCA as they are difficult to access, not timely, and instructions do not always make sense operationally but CPO then denies deviating even though RCA is not issued with the departments perspective taken into consideration• RCAs do not include items that departments require then department has to bid out due to the consecutive contracting useless policy only resulting in the same vendor being utilized in the end, waste of weeks if not months of staff time and programmatic risk• RCAs do not have specific items needed so departments need to seek the items elsewhere however are asked to provide alternate to RCA form which is pointless• Streamlined process for use of more cost effective vendor then RCA alternate form. Documenting the alternative should be required, possible notification to allow CPO to research more cost effective options, but approvals should not be required that are uselessly holding up department for doing what is in best interest of County• No communication on changes being made to RCAs until you pull the RCA to use and learn of the changes, also no communication on delays and cancellations leaving the departments out to dry• Create RCAs for Zoom and other products that are going to be the way of future post pandemic. As a County we all need to work on shifting to proactive instead of reactive• Not all RCAs are listed on CPO site. Very difficult to search or track• Cost increases need to be reassessed. Do not make sense for RCAs, if there is some sense to them please share with DPA community• Very often, I see various departments issuing the same contracts (most recently for sand and gravel). These are opportunities for CPO to lead the way with RCAs but time and time again, we are denied for not meeting the number of department minimum.• More RCAs like Sourcewell and Omnia• We are constantly running the risk of our memberships being past due because we have no idea when we'll receive approved forms. Same for RCA's Alt RCA forms take too long to be reviewed and approved. Clearer directions are needed on RCA usage as well, what's the point of having and RCA when we have to still follow the thresholds of solicitation. Similar with COOP agreements if a department competitively bid out either services or commodities why do we have to follow thresholds of solicitation when making a subordinate• RCAs to look into (late, delayed, etc.): Alpha Omega, Paper Depot, Matheson Tri Gas, Litigation Services, Dun Bradstreet, Carahsoft, FedEx/UPS, Sparklets, McMaster Carr• Utilizing the state of California's Statewide Travel Program for full-service travel management services (https://www.dgs.ca.gov/travel) instead of Altour. (2) Creating a RCA for Apple computer hardware and accessories. | Create centralized accessible list of RCAs for the DPA community Eliminate quoting for purchases off already-competed cooperative contracts Develop training on how to locate and utilize RCA and COOPs Provide further clarification / distinction between RCAs and COOPs | 1. Revisit RCA/COOP - Expand RCAs through DPA community communications (ticketing system, meetings, surveys however currently get low response etc.) - Workflow Renewal process to identify bottlenecks and create efficiencies to ensure timely renewals - Clarify RCA Instructions and other updates and communicate regularly - Misc. items: possibly allow buyers to include a miscellaneous "like item" clause with a dollar cap - RCA Alternative consideration, clarification and/or training | | | | |

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|---|--|--|--|--|--|--|
| Cooperative Programs | <ul style="list-style-type: none"> • Publish links to preapproved cooperative programs making it easier for buyers to identify • Cooperative Contracts Use form is not being utilized for anything or if it is the DPA community not seeing it. Provide statistics gathered from this form and improvements made based on the form or eliminate the form. waste of resources. | | | | | |
| Reporting | <ul style="list-style-type: none"> • Ability to report is nonexistent in both CAPs and Expediter. • Better capability on pulling reports, such as workload reports, aging reports, etc. to enable staff to be held accountable and to understand if process is broken and required improvement (time take to process requests, etc.) • Provide more training on how to utilize the Buyer/Purchasing Box for more effective reports as that is what the reports are now driven by • Departments are forced to each keep manual spreadsheets to appropriately track contracts. Should be a comprehensive reporting system for contract management | Conduct assessment for future E Procurement system | 1. Continue to focus on the development of useful reporting | | | |
| COVID / Emergency Operations | <ul style="list-style-type: none"> • Additional assistance to departments on front line of emergencies, assistance with RCA modification, resolutions that actually assisted departments (not extending through the entire FY really negatively impacted departments and the actual utilization of the resolution • Procurement Emergency Task Force should be implemented with representation from the various departments | | | | | |
| Bidsync Improvements | <ul style="list-style-type: none"> • Implement all the modules in bidsync that we are already paying for • Implement importing line items for IFBs, quick quote bid, construction module, contract management module • Go fully electronic with all solicitations including RFPs. The capability is there and we are paying for it | Expand utilization of Bidsync functionality | 1. Consider maximizing utilization of modules already existing where feasible | | | |
| Vendor Outreach | conduct additional outreach | | 1. Establish a Vendor Outreach program (VID, marketing, survey, etc.) | | | |
| Expediter | <ul style="list-style-type: none"> • Expediter governance should focus on revisiting the original governance guidelines at the next meeting. A shift needs to occur from just information sharing by CPO. Feedback and concerns from the departments should be solicited and considered as a priority, need to understand and consider impacts to departments. • Put all the forms (should we be forced to continue with them) into expediter. • Have been working on better reporting for years now and there is still no available reporting in either CAPS or Expediter leaving the staff to do manually. Provider expediter and CMS trainings regularly. Only a few DPAs around the County realize that CMS has extremely valuable data already in expediter. • CPO should be more collaborative when introducing new processes or reports. All agencies should have a vote. Lately, things have been presented as mandatory changes. Expediter is used and paid by all the agencies so they should have a say in the things that are being developed. • Departments are now being told that they are not supposed to upload documents and route through expediter. Numerous departments have complained as this is part of their procedures, enables easy access to the docs by search in expediter, and allows for transparency. IT even chimed in and said there is no limit and absolutely no slow down to any systems by uploading documents there so why is CPO all of a sudden against it. This feature is very much appreciated by end users all around the county and this has been voiced to CPO and departments were told no without any rationale. | Expand utilization of Expediter functionality | 1. Consider expediter initiatives - communication and consideration - automate required forms through system - provide additional expediter trainings | | | |
| Strategic Goal #5: Promote fiscal stewardship through DPA procurement functions | | | | | | |
| Cost Savings | <ul style="list-style-type: none"> • Implement volume, onetime and other rebates on the highly utilized contracts in lieu of line item discounts (time consuming and costly to audit and verify) • More RCAs to take advantage of negotiating power and eliminate duplication of issuing duplicative contracts • Eliminate tedious and costly paper process and paper record keeping (printing costs, storage costs, staff time managing paper), eliminate redundancies and focus on creating efficiencies (all result in cost savings) • Implement DocuSign across entire County. Only some departments are fully utilizing • Save millions by implementing an effective and efficient low bid on those contracts that are currently utilizing the very overpriced JOC process. Develop our own in house JOC like process to save millions on millions • Cost savings contracts that are no cost to the county besides a limited sharing of the savings. Seems so obviously beneficial but continues to be blocked without any rationale • User friendly database to be utilized across departments and can be leveraged to avoid duplication of efforts across County • Cost recuperation clause in County solicited RCAs that would allow the County to recover administrative costs when outside government or quasi-government organizations piggyback from the RCA. This would allow the County to incorporate a higher estimated annual value; therefore, proposers are expected to propose volume pricing. Proposers will be expected to pay the County of Orange an administrative fee in exchange for CPO facilitating the resulting contracts. The administrative fee is normally calculated as a percentage of the total sales to members for all contracted equipment, products, or services made during a calendar quarter, and is typically one percent to two percent. This would be similar to other cooperative programs out there. • Offer more RCAs. Don't worry so much about # of departments and usage. Make good contracts with multiple options available for all departments to use. That is what you are there for, negotiate rebates, and allow other entities to piggyback on them for an administrative fee. • Rebates and recycling - implementing a recyclable program for revenue generating similar programs to the paper shredding companies etc. (alleviating janitorial duties as well). Battery and toner cartridge, wood pallets, scrap metals, cardboard • More barcoding at County warehouse. Grainger and other vendors come in and set up an automated supply management in warehouses for free yet departments do not take advantage. This saves admin time on manually managing inventory and purchasing time to separately purchase as the company automatically restocks based on recorded usage. Also huge savings on loss prevention • Promote cost savings in contracts and reward/recognize staff who are able to negotiate better contracts, which will trigger the need for more trainings to the DPA community on achieving cost savings through negotiation and better procurement practices. • More vendor outreach to ensure we are maximizing vendor pool as HCA successfully did • Consolidation of contracts across the County through RCAs is a huge cost savings also efficiencies in procurement processes such as an increased use of P Card, even Tammy Rimes said in several trainings that our P Card program was "counterproductive" • Electronic file folders, waste of staff time, paper, ink, etc. on building these unused files • Ensure coop clauses are included in all solicitations as well as contracts (as that is commonly a complaint of Coco). Train DPA community that it should be standard in these documents unless there is compelling reasoning otherwise. • Contract management system - each department is spending hours on hours manually tracking their contracts which is costly and inefficient as well as does not give us a County global view of active contracts • Insurance Tracking/Management Software - County is currently piloting inputting and tracking insurance via CAPS+ screens/input but CAPS+ is not the best or user friendly option for insurance tracking and monitoring especially if it is being done by a non-DPA (with no CAPS+ access). Would it be possible to seek out/source out an insurance tracking/management software? This would provide cost savings by saving county staff time and eliminate manual systems, reduce County liability from expired insurance, and reduce this constant Compliance finding from happening at just about every compliance review. • Establishing an RCA for gift cards could ensure all agencies are using a verified vendor and the county could get rebates or discount points. • The multiple CTS created for 72 Hour LLC would be more efficient if we were to create an MA. • Contracts that are in the final year (5th year), allow one additional year renewal if the contractor is willing to give a 3-5% cost savings. Voluntary cost reduction program done years ago at CPO was brilliant. Was a win win for both county and vendors. Vendors gained additional term while county gained a 10% contract savings as well as savings in admin costs for two-year renewal period. • Negotiate rebates with large vendors like Grainger, Office Max, Staples, Home Depot and Amazon, what about one for Lowes, Walmart, Costco, Zoom licenses, insight licenses, social media platforms... * Promotional items * Marketing and outreach, especially in this climate where physical distancing/stay-at-home guidelines have eliminated previous in-person efforts. * Countywide unilateral Toll Road contract. * When working on RCAs, collaborate with the departments utilizing those goods/services to develop a more comprehensive scope to ensure more usage and increase in rebate and cost savings. • Huge savings being lost across County in IT. Should bring a consultant in to audit. Inactive lines left open, no recycling programs for old devices, less than favorable rates, unexplained charges and penalties. This could be a savings of up to a million dollars. Also, create a countywide IT device and accessory standard. Departments are going crazy ordering whatever accessories from wherever. no standard no oversight | | 1. Establish a measurable procurement cost savings program | <ul style="list-style-type: none"> •Increased RCA Admin Fee \$s; •Increased Cal-Card rebate \$; •Increased \$ via the OCIT suggestion •Anything where we can show "first we received less \$, now we receive more \$" or, "first we spent more \$, now we spend less \$" | | |
| Reporting Structure | <ul style="list-style-type: none"> • CPO should reengage as the lead on Human Services, Public Works, A/E, IT • Combine DCPM and CPM eliminating confusion by all (staff, program, execs, BOS) • Empower CPO to as the experts in procuring over all contract types, PW, AE, HS, etc. relieving the departments of the burden of finding out who is the expert on what type of contract and standardizing and streamlining avoiding duplication of efforts across those departments that are duplicating based on the absence of leadership and guidance. • Consider having small Department and elected official department DPAs report to CPO. This will allow for staff to not feel pressured and will be a better use of resources as the smaller departments tend to be slow and those staff members can assist with other departments during downtime. • Centralize smaller purchasing teams such as AC, Records, AC, COB, COCO, TTC to better leverage resources | | 1 | | | |



COUNTY PROCUREMENT OFFICE

Strategic Goals & Initiatives Attachment 2

| STRATEGIC GOALS | INITIATIVES |
|---|--|
| 1. Author and update the policies and procedures required that reflect and promote best practice while establishing CPO as the County's Procurement Authority | <ul style="list-style-type: none">• CPM Revisions 2021• DPA Certification Program Updates• Compliance Review Program Updates• Procedures Manual |
| 2. In collaboration with the DPA community, establish best practices, streamline existing processes and maximize efficiencies | <ul style="list-style-type: none">• Revisit existing forms, submittal methods and other requirements• Evaluate P/T Card Program and Policy• Continue implementation of insurance solution• Consider digitization of paper records |
| 3. Strive to achieve effective and consistent service and communication across the entire DPA community | <ul style="list-style-type: none">• Develop and share CPO Strategic Plan• Implement methods for DPA community involvement in development and revisions of policy/procedure• Evaluate ticketing system for response time and ensure transparency and information sharing exists• Implement other various methods of communication (newsletter, suggestion box, additional info in meetings, etc) |
| 4. Expand the ability for the DPA Community to perform procurement, contract management, tracking and reporting through maximum utilization of technology | <ul style="list-style-type: none">• Expand training program to include additional beneficial topics as well as varying presenters (to include County experts)• Evaluate RCA / Coop programs for effectiveness• Consider expansion/implementation of systems to address contract management / sharing, reporting, going paperless, etc.• Evaluate effectiveness of CPO intranet |
| 5. Promote fiscal stewardship through DPA procurement functions | <ul style="list-style-type: none">• Establish a measurable procurement cost savings program with DPA community participation |

Workgroups

Attachment 3



| Initiative: | 2022 Procedure Manual Updates and Cleanup | Templates | Procurement Professionals Program | Procurement Networking Team | County Cooperative Procurement | Enhanced Procurement Systems | Vendor Management Program | Procurement Cost Savings Program | Funding Source Library |
|-------------|--|--|---|--|--|--|--|--|---|
| Kick-Off: | New Fiscal Year Kick Off | New Fiscal Year Kick Off | ONGOING | ONGOING | ONGOING | Awaiting ERP Study | ONGOING | ONGOING | New Fiscal Year Kick Off |
| Purpose: | To update and cleanup as necessary the end-to-end user guide and to take into consideration Human Services and DCPM Procedures Manuals to ensure consistency across all. | To create a library of templates to be included in the Procedures Manual (solicitations, contracts, correspondence, etc) | Expand the current training library/program adding areas specific to personal development, professional development, and other surveyed areas of interest | Create a calendar of networking opportunities for DPAs to come together for outside events (lunches, evening/weekend events, book club, etc) | This group will focus on expanding the current RCA program, develop mechanism for Cooperative search tools and partnerships with Cities and other entities. | Research and develop plan for the enhancement of procurement systems (ie websites, CAPS, Expediter, Bidding, Assets, Contract Repository), including through automation and other innovative initiatives | To create a comprehensive vendor oversight program. And increase the quality of proposals and quantity of vendors interested in doing business with the County. This will include hosting an event in May as well as developing other outreach and vendor management efforts | Explore innovative solutions on cost saving through efficiencies, rebates, etc | To create and make available Countywide, a funding source library to house all funding source documents such as grants, approved "program/project plans", state contracts, etc. |
| STATUS: | CPO has a running list of updates. Once CPM is approved these updates will be made along with any updates PC or others have submitted | Revised scoring methodologies to be a critical update in the near future | Added a variety of valuable trainings Initiated County Mentorship with NIGP Program to be launched July Coffee with the CPO | Kick Off Retirement Lunch Success Calendar of Summer in the Park Procurement Night released Other exciting events to be announced | OC Procurement Alliance launched Co Procure Launched New RCAs being initiated (Emergency RCA) will be a call out soon for recommendations for other RCAs | Expediter updates continue through Governance Contract Repository launched through CoProcure Asset Management System approved as County project, and we are in scope development estimating May draft release for approval | Survey completed Vendor Information Day expanded Vendor Outreach Event May 19 th Increased Vendor Outreach Subcommittee to be kicked off focusing on Eval form Vendor profiling on hold for ERP Study | Copier Study in Progress OC Procurement Alliance Collaboration Cal Card Study in progress for potential expansion RCA Expansion to eliminate duplication of efforts across County | Efforts have commenced to begin gathering Countywide funding source documents Awaiting ERP study completion to identify location of library |

Thanks to all the Workgroup volunteers for their Trailblazing efforts!!

Strategic Goals & Initiatives

Attachment 4



| STRATEGIC GOALS | INITIATIVES | STATUS |
|--|---|--|
| Enhance Policies and Procedures for Maximum Effectiveness | <ol style="list-style-type: none"> 1. 2022 CPM/DCPM Updates 2. PPM Updates 3. Templates | <ol style="list-style-type: none"> 1. CPM Update on Hold – January 2023 2. PPM Workgroup to Kick Off After Fiscal Year 3. Along with Template Workgroup |
| Enhancement of Cooperative and RCA Programs | <ol style="list-style-type: none"> 1. OC Procurement Alliance 2. Cooperative Reference Tools 3. RCA Expansion | <ol style="list-style-type: none"> 1. Next Meeting is August 4th 2. COMPLETE - Are you utilizing the Coop Tool? Next Steps 3. Survey will be released in the coming weeks / Emergency contract listings |
| Develop Procurement Professional Program | <ol style="list-style-type: none"> 1. Expand County DPA Training 2. Outside Training and Certification 3. Mentorship Program 4. Procurement Networking Team | <ol style="list-style-type: none"> 1. Complete – offering over double the courses 2. Complete – Professionals Workgroup working on new initiatives (ongoing) 3. NIGP Meeting 6/28 to discuss launch 4. Complete – Has been combined with Professionals Workgroup and have lots of exciting upcoming Procurement events planned |

Strategic Goals & Initiatives



| STRATEGIC GOALS | INITIATIVES | STATUS |
|--|--|---|
| Enhanced Procurement Systems and Expansion of Digital Tools | <ol style="list-style-type: none"> 1. Expediter - CPO Forms Submittal 2. Cal-Card Automation 3. E-Signature Expansion 4. CPO Internet/Intranet Refresh 5. CAPS, Asset Management, Bidding 6. Contract Repository | <ol style="list-style-type: none"> 1. Awaiting OCIT – this is next on priority listing 2. AC put on hold but has recently started working on it again 3. Countywide workgroup developed being led by Brandi Solarte 4. Ongoing – have made lots of updates to internet but more to come. 5. On hold due to ERP Study 6. Complete – CoProcure implementation ongoing |
| Vendor Management Program | <ol style="list-style-type: none"> 1. Develop Vendor Database 2. Vendor Performance Evaluation Revision 3. Expand Vendor Outreach (events, surveys, trainings) | <ol style="list-style-type: none"> 1. On hold awaiting ERP Study 2. Workgroup will kick off after fiscal year end 3. COMPLETE – 2022 vendor and outreach event occurred, and we are expanding outreach and planning a fall vendor training |
| Procurement Cost Savings Program | <ol style="list-style-type: none"> 1. Kick-off with ProcureAmerica Training 2. Countywide Print/Copier Study 3. Efficiency Savings through Collaborative Purchasing | <ol style="list-style-type: none"> 1. Complete 2. Ongoing to be complete by October 3. Complete – Enhancing ability to utilize cooperative and collaborative purchasing as well as enhancing RCA program (ongoing) |

Attachment 5

CPO 2021 Strategic Goals & Initiatives CLOSE OUT



| Strategic Goal | Initiatives | Status Updates | Status |
|--|--|---|--------------------|
| Author and update the policies and procedures required that reflect and promote best practice while establishing CPO as the County's Procurement Authority | • CPM Revisions 2021 | 4/27 BOS approval of repeal of resolution 5/11 BOS approved; effective 7/1/2021 | Complete |
| | • Compliance Review Program Updates | Reviews now every 2 years; human service and AE public works reviews now added | Complete |
| | • Procedures Manual | Manual approved, finalized and published 7/1 | Complete |
| In collaboration with the DPA community, establish best practices, streamline existing processes and maximize efficiencies | • Revisit existing forms, submittal methods and other requirements | All forms have been automated. Awaiting OCIT implementation into Expediter | Complete |
| | • Evaluate P/T Card Program and Policy | Full Automation of reconciliation and payment process in progress to be implemented 2022 | Ongoing |
| | • Continue implementation of insurance solution | All Departments trained and fully implemented | Complete |
| Strive to achieve effective and consistent service and communication across the entire DPA community | • Develop and share CPO Strategic Plan | Complete (ongoing tracking via this matrix) | Complete |
| | • Implement methods for DPA community involvement in development and revisions of policy/procedure | Workgroups established for major initiatives. Surveys and call for feedback are regularly issued via email & meetings | Complete |
| | • Implement various methods of communication (newsletter, suggestion box, additional info in meetings) | Additional information is communicated as suggestions/recommendations are received Newsletter published on 7/1 | Complete (ongoing) |
| | • Evaluate ticketing system for response time and ensure transparency and information sharing exists | No ticket over 48 hours, answers to questions were put into a FAQ page and published | Complete |



CPO 2021 Strategic Goals & Initiatives Cont.



| Strategic Goal | Initiatives | Status Updates | Status |
|--|--|--|-----------|
| Expand the ability for the DPA Community to perform procurement, contract management, tracking and reporting through maximum utilization of technology | <ul style="list-style-type: none"> Expand training program to include additional beneficial topics as well as varying presenters (to include County experts) | Exam updated, new trainings added, variety of trainers being added, DPA certification process streamlined. Developing "Be A Procurement Trailblazer" training in support of changing the culture and perception of Procurement/Contracts functions. | Completed |
| | <ul style="list-style-type: none"> Evaluate RCA / Coop programs for effectiveness/expansion | OC Procurement Alliance Initiated | Initiated |
| | <ul style="list-style-type: none"> Consider expansion/implementation of systems to address contract management / sharing, reporting, <u>going paperless</u>, <u>expansion of eProcurement program</u> | eProcurement File Folder 7/1/21 | Complete |
| | <ul style="list-style-type: none"> Evaluate effectiveness of CPO intranet | On Hold Awaiting collaboration with countywide IT efforts | ON HOLD |
| Promote fiscal stewardship through DPA procurement functions | <ul style="list-style-type: none"> Establish a measurable procurement cost savings program with DPA community participation | Program kick off will occur at the DPA All Hands | Initiated |



Attachment 6
County Procurement Office
2022 Strategic Goals & SMART Initiatives

| STRATEGIC GOALS | INITIATIVES |
|---|---|
| 1. Enhance Policies and Procedures for Maximum Effectiveness | <ul style="list-style-type: none"> • 2022 CPM/DCPM Updates • PPM Updates • Templates |
| 2. Enhancement of Cooperative and RCA Programs | <ul style="list-style-type: none"> • OC Procurement Alliance • Cooperative Reference Tools • RCA Expansion |
| 3. Develop Procurement Professional Program | <ul style="list-style-type: none"> • Expand County DPA Training • Outside Training and Certification • Mentorship Program • Procurement Networking Team |
| 4. Continue Expansion of Digital Tools | <ul style="list-style-type: none"> • CPO Forms Submittal • Cal-Card Automation • E-Signature Expansion • CPO Internet/Intranet Refresh |
| 5. Enhanced Procurement Systems | <ul style="list-style-type: none"> • CAPS+ • OC Expediter • Bidding System • Asset Management System • Other System Capabilities (Contract Repository, etc.) |
| 6. Vendor Management Program | <ul style="list-style-type: none"> • Develop Vendor Database • Vendor Performance Evaluation Revision • Expand Vendor Outreach (events, surveys, trainings) |
| 7. Procurement Cost Savings Program | <ul style="list-style-type: none"> • Kick-off with ProcureAmerica Training • Countywide Print/Copier Study |

Strategic Goals & Initiatives

Attachment 7



| STRATEGIC GOALS | INITIATIVES | STATUS |
|--|---|--|
| Enhance Policies and Procedures for Maximum Effectiveness | <ol style="list-style-type: none"> 1. 2022 CPM/DCPM Updates 2. PPM Updates 3. Templates | <ol style="list-style-type: none"> 1. CPM Update on Hold – January 2023 2. PPM Workgroup to Kick Off After Fiscal Year 3. Along with Template Workgroup |
| Enhancement of Cooperative and RCA Programs | <ol style="list-style-type: none"> 1. OC Procurement Alliance 2. Cooperative Reference Tools 3. RCA Expansion | <ol style="list-style-type: none"> 1. Next Meeting is August 4th 2. COMPLETE - Are you utilizing the Coop Tool? Next Steps 3. Survey will be released in the coming weeks / Emergency contract listings |
| Develop Procurement Professional Program | <ol style="list-style-type: none"> 1. Expand County DPA Training 2. Outside Training and Certification 3. Mentorship Program 4. Procurement Networking Team | <ol style="list-style-type: none"> 1. Complete – offering over double the courses 2. Complete – Professionals Workgroup working on new initiatives (ongoing) 3. NIGP Meeting 6/28 to discuss launch 4. Complete – Has been combined with Professionals Workgroup and have lots of exciting upcoming Procurement events planned |

Strategic Goals & Initiatives



| STRATEGIC GOALS | INITIATIVES | STATUS |
|--|--|---|
| Enhanced Procurement Systems and Expansion of Digital Tools | <ol style="list-style-type: none"> 1. Expediter - CPO Forms Submittal 2. Cal-Card Automation 3. E-Signature Expansion 4. CPO Internet/Intranet Refresh 5. CAPS, Asset Management, Bidding 6. Contract Repository | <ol style="list-style-type: none"> 1. Awaiting OCIT – this is next on priority listing 2. AC put on hold but has recently started working on it again 3. Countywide workgroup developed being led by Brandi Solarte 4. Ongoing – have made lots of updates to internet but more to come. 5. On hold due to ERP Study 6. Complete – CoProcure implementation ongoing |
| Vendor Management Program | <ol style="list-style-type: none"> 1. Develop Vendor Database 2. Vendor Performance Evaluation Revision 3. Expand Vendor Outreach (events, surveys, trainings) | <ol style="list-style-type: none"> 1. On hold awaiting ERP Study 2. Workgroup will kick off after fiscal year end 3. COMPLETE – 2022 vendor and outreach event occurred, and we are expanding outreach and planning a fall vendor training |
| Procurement Cost Savings Program | <ol style="list-style-type: none"> 1. Kick-off with ProcureAmerica Training 2. Countywide Print/Copier Study 3. Efficiency Savings through Collaborative Purchasing | <ol style="list-style-type: none"> 1. Complete 2. Ongoing to be complete by October 3. Complete – Enhancing ability to utilize cooperative and collaborative purchasing as well as enhancing RCA program (ongoing) |

Workgroups



| Initiative: | 2022 Procedure Manual Updates and Cleanup | Templates | Procurement Professionals Program | Procurement Networking Team | County Cooperative Procurement | Enhanced Procurement Systems | Vendor Management Program | Procurement Cost Savings Program | Funding Source Library |
|-------------|--|--|---|---|--|--|---|--|---|
| Kick-Off: | New Fiscal Year Kick Off | New Fiscal Year Kick Off | ONGOING | ONGOING | ONGOING | Awaiting ERP Study | ONGOING | ONGOING | New Fiscal Year Kick Off |
| Purpose: | To update and cleanup as necessary the end-to-end user guide and to take into consideration Human Services and DCPM Procedures Manuals to ensure consistency across all. | To create a library of templates to be included in the Procedures Manual (solicitations, contracts, correspondence, etc) | Expand the current training library/program adding areas specific to personal development, professional development, and other surveyed areas of interest | Create a calendar of networking opportunities for DPAs to come together for outside events (lunches, evening/weekend events, book club, etc) | This group will focus on expanding the current RCA program, develop mechanism for Cooperative search tools and partnerships with Cities and other entities. | Research and develop plan for the enhancement of procurement systems (ie websites, CAPS, Expediter, Bidding, Assets, Contract Repository), including through automation and other innovative initiatives | To create a comprehensive vendor oversite program. And increase the quality of proposals and quantity of vendors interested in doing business with the County. This will include hosting an event in May as well as developing other outreach and vendor management efforts | Explore innovative solutions on cost saving through efficiencies, rebates, etc | To create and make available Countywide, a funding source library to house all funding source documents such as grants, approved "program/project plans", state contracts, etc. |
| STATUS: | CPO has a running list of updates. Once CPM is approved these updates will be made along with any updates PC or others have submitted | Revised scoring methodologies to be a critical update in the near future | Added a variety of valuable trainings Initiated County Mentorship with NIGP Program to be launched July Coffee with the CPO | Kick Off Retirement Lunch Success Calendar of Summer in the Park Procurement Night released Other exciting events to be announced | OC Procurement Alliance launched Co Procure Launched New RCAs being initiated (Emergency RCA) will be a call out soon for recommendations for other RCAs | Expediter updates continue through Governance Contract Repository launched through CoProcure Asset Management System approved as County project, and we are in scope development estimating May draft release for approval | Survey completed Vendor Information Day expanded Vendor Outreach Event May 19 th Increased Vendor Outreach Subcommittee to be kicked off focusing on Eval form Vendor profiling on hold for ERP Study | Copier Study in Progress OC Procurement Alliance Collaboration Cal Card Study in progress for potential expansion RCA Expansion to eliminate duplication of efforts across County | Efforts have commenced to begin gathering Countywide funding source documents Awaiting ERP study completion to identify location of library |

Thanks to all the Workgroup volunteers for their Trailblazing efforts!!

| COUNTY PROCUREMENT AUDIT PROGRAM 2022 | | |
|---------------------------------------|---|--|
| | PREVIOUS | NEW (WIP) |
| PROGRAM NAME | Compliance Review Program | County Procurement Audit Program |
| FORM UPDATES | | Audit Checklist forms to be revised to incorporate all Audit Program (AP) updates and additional items |
| FILE FOLDER AND P-CARD SELECTION | Compliance Review checklists/forms distributed to Compliance Participants | <p>Training provided at Audit kick-off - Review the AP Checklist Form and the "File Folder Review" high-level list of things to look for</p> <p>Future Audits: In-depth, hands-on training to be provided to Participants - How to generate Data Warehouse report and what to look for related to file folder selection and P-Card selection</p> |
| | CPO generates data warehouse report (past year) and selects contracts/file folders for review | <p>CPO generates Data Warehouse report (past 6 years) and selects contracts/file folders for review</p> <p>Future Audits: Participants to assist with Data Warehouse review and contract/file folder selection</p> |
| | Review of Services, Commodities, and Capital Asset Contracts | Addition of Human Services, Public Works and A-E Contracts |
| | File folder selection consists of 10 file folders | File folder selection is relative to the size of the department and based on Participant feedback |
| FILE FOLDER & P-CARD REVIEW | File folders and P-Cards reviewed by Participants and discoveries are provided and discussed with Compliance Review Manager | <p>Additional hands-on review from the Audit Program team of all files to confirm all discoveries were identified; CPO's additional discoveries are incorporated into review</p> <p>Future Audits: Audit Program team to review files with Participants to ensure consistency of review</p> |
| REPORTS: REVIEW / ANALYSIS | | Data Warehouse Report Analysis: Review initial DW report used for the file selection and report any identified discoveries |
| | | Access Online (U.S. Bank) Report Analysis: Review initial Access Online report used for the P-Card selection and report any identified discoveries |
| | | INSUCERT Report Analysis: Generate report and review and report any identified discoveries |
| | | OC Expediter Report Analysis: Generate reports and incorporate Average turnaround times and staff workload analysis |
| | | Incorporate total number of Sole Sources and Retroactive Contracts for prior year |

| | PREVIOUS | NEW (WIP) |
|--|---|--|
| ONGOING MONITORING | | Monitor INSUCERT regularly for department compliance throughout the year and during audits |
| | CAL-CARD Program Manager runs routines in CAAT Software for Cal-Card transactions and analyzes the data | Audit Program team to utilize CAAT Software for Cal-Card transactions (Access Online - U.S. Bank) and incorporate Contracts (Data Warehouse) Future: Reassess previously used Cal-Card routines and update/incorporate additional routines based on new regulations and manual reviews/analysis |
| SYSTEM/TOOLS UTILIZED TO CONDUCT REVIEW (as necessary) | | CAPS+ (Various modules) |
| | | INSUCERT |
| | | CAPS+ Procurement Types, Contract Types and Cited Authority lists |
| | | Data Warehouse reports |
| | | OC Expediter |
| | | Periscope |
| | | Emergency Authority Master List |
| | | OCPSC Data |
| | | OC Procurement Alliance / CoProcure website |
| | | Amazon account data |
| ADDITIONAL TRACKING (Based on discoveries) | | e-Agenda/On-Demand Board Meetings |
| | | PPM Updates/Revisions |
| | | System improvements |
| | | DPA Training Topics |
| | | RCA OPS |
| DRAFT & FINAL REPORTS | Draft Discovery Report and Final Discovery Report include: Discoveries from File Folder Review and Cal-Card Packet Review Department Responses to discoveries Department Proposed Preventive Action Plan | Process improvements |
| | | New Look - Draft Discovery Report and Final Discovery Report will be merged to include additional info: Pertinent contract info for quick reference Corresponding regulations for discoveries Corrective Action Plan Data Warehouse Analysis Access Online (US Bank) Analysis INSUCERT Report Assessment Staff Workload Analysis Sole Source and Retro Active Contract Metrics Project Turnaround Times/Average Timelines |



VOL. 2 | Issue 2 - April 2022

OC Procurement

IN THE LOOP



Maria's Message

Spring is in the air with the bloom of new and exciting procurement projects, all while we successfully conclude one of Procurement's busiest seasons, end of our fiscal year. There is so much to do for our teams this time of year, but that did not stop your willingness and excitement to come and create trailblazing moments together. March saw us strengthening old partnerships at our inaugural Procurement Networking Event where we bid farewell to our trusted colleagues. In March, we initiated the development of new partnerships with our City Procurement colleagues at the kick-off to our OC Procurement Alliance, creating the County's first Procurement collaboration. May 19th will bring our first-ever Vendor Outreach Event to Mile Square Park giving us an opportunity to network with current and potential vendors/providers with the goal of strengthening our relationships with current vendors and expanding our pool of potential vendors. Thank you for your ongoing dedication and enthusiasm that have made these events a great success, and I look forward to working together for a successful Vendor Outreach Event. Success is best when it is shared....See you there!!



Maria Agrusa
County Procurement Officer

OVERVIEW:

- Maria's Message
- New DPAs
- SSA-Contracts
- OC Procurement Alliance
- Procurement Networking Event
- CoProcure Partnership
- Vendor Outreach Event
- County of Orange-(Procurement) LinkedIn

In the Loop is a quarterly newsletter from the County Procurement Office, committed to presenting procurement news, milestones, and spotlights to the DPA community.

WELCOME OUR NEWEST CPO STAFF!



Lara Seto



Jinell Mirabal



Robert Esparza



TRAILBLAZING EFFORTS

SSA-Contracts

Thank you and a big congrats to our awesome new DPAs from SSA-Contracts who were able to get through DPA certification, INSUCERT and Expediter implementation, and a compliance review simultaneously in just a few months' time. True trailblazers!

Pictured below from L to R: Carolyn Doan, Denise Gallon, Jessica Chebowski, Pathu Sriphanlop, Lilian Carmona, Dang Vu, Michael Kim, Edgar Hernandez, Pamela Young, Celia Echevarria-Lucero, Desiree Avila, Frank Zuniga, John Bunnett, Vanessa Rooke



OC Procurement Alliance

On March 16th, Procurement Professionals from 31 of the 34 Orange County entities met at the CAS Conference Center for the kick-off of the OC Procurement Alliance, a cooperative and collaborative effort across the County and Cities, including non-district entities such as the OC Department of Education and UCI Procurement. We are all procuring the same goods and services under the same constraints so why not eliminate the duplication of efforts and take advantage of our buying power wherever possible. Did you know that the industry standard savings from utilizing cooperative and collaborative procurement is between 5-15%? So if Orange County with a contract spend of over \$2B can save just 1%, that will be a \$20M savings! The next meeting will take place in late July, hosted by the City of Newport Beach.





PROCUREMENT NEWS

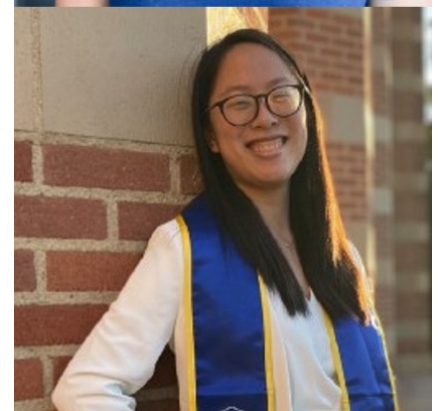
Procurement Networking Event

On National Procurement Day, March 9th, DPAs across the different County departments met with one another at our first-ever Procurement Networking event to lunch and celebrate retiring DPAs: Ana Figueroa (CPO), Eddie Perkins (HCA), Eli Esber (OCWR), Jenny Daniels (CPO), Lu Goh (OCWR), Michelle Bartholomew (OCPW), Reginald Ortega (HCA), Renee Aragon (CoCo), Nancy Foroughi (OCPW) and Pamela Young (SSA). Future networking events are planned for summer, including a book club selection for those summer readers to enjoy.



CoProcure Partnership

As part of the OC Procurement Alliance, the County of Orange and CoProcure have partnered to house not only National and local Coops on their publicly-available search platform, but also our County and City contracts to foster collaboration and cooperative contracting at our Orange County local level. At the event, Becca Blazak and Yvonne Chen flew down from Silicon Valley to demo their CoProcure tool to the Cities and Special Districts in attendance as shown below and on the CPO website under the OC Procurement Alliance section. . In addition to the cost savings and efficiencies of collaboration, this solution will also give us the ability to track my local, small and disadvantaged businesses with CoProcure's tracking and searchability of these entities to better support and grow our local/small/disadvantage business communities. The platform also gives us a free, first ever, contract repository to allow internal collaboration that has been missing. We are extremely excited to kick off this initiative and extremely grateful to have found CoProcure as our partner.



Search Orange County Contracts

Thousands of contracts you can use covering vehicles, office equipment, recycling, and more.

SEARCH CONTRACTS

What are you looking for?

PUBLIC ENTITY

County of Orange

- ☒ Include other California agencies
- ☒ Include other national coops and other states

Powered by  CoProcure

VENDOR OUTREACH EVENT

MAY 19, 2022

10 AM - 1 PM
MILE SQUARE PARK, FREEDOM HALL

- Over 4,800 County contracts worth almost \$13.3 Billion
- Demystify government contracting
- Understand how the County's procurement and contracting process works
- Learn about leveraging the County's Preference Policies
- Partner with the County to provide goods and services to the community

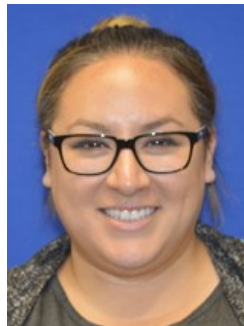
VENDOR TABLES ARE AVAILABLE IN A LIMITED SUPPLY

PLEASE RSVP VIA THE FOLLOWING LINK:
[HTTPS://VENDOROUTREACH.EVENTBRITE.COM](https://vendoroutreach.eventbrite.com)

DPA Spotlight

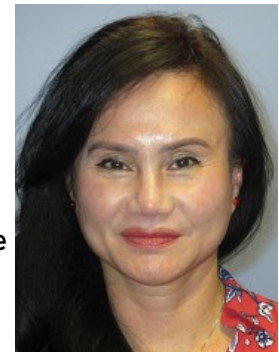
Molly Yriarte, PCS

Not even the Covid-19 pandemic and pregnancy were able to hold back this dynamo DPA from being able to perform her duties at the highest level. Since joining OCIT as a Procurement Contract Specialist in September 2019, Molly Yriarte has met every challenge thrown her way, so it was no different when she agreed to take on the Telecommunications Cost Recovery and Reduction Services project. Molly worked diligently with OCIT Program and Contractor to provide all the required documents, invoices and contracts to help identify approximately 600 telecom lines and circuits translating to almost half a million dollars in annual savings. Molly's hard work paid off as she was able to accomplish all this just before she went on maternity leave. On July 12, 2021, Molly, her husband (Adrian) and their 5 year-old son (Noah) welcomed baby Ellie into their family. Molly is a Disney fanatic and enjoys all things Disney. Thank you, Molly, for all your hard work and congratulations on the birth of your beautiful baby girl!




Annie Pham, PCS

A major goal for OCIT is to ensure all the necessary technology and the provision of services are in place and ready for Board meetings when CAN opens later this year. Due in large partly to Annie Pham, Procurement Contract Specialist, the CAN Board Hearing Room project is currently ahead of schedule and is poised to be successfully completed by the CAN grand opening. Working with OCIT's customer (Clerk of the Board), outside agencies and organizations, including an outside consultant, Annie led the RFP solicitation process, contract negotiation and contract execution successfully receiving Board approval on March 8th. When not working, Annie enjoys eating out and exploring new restaurants, shopping, camping and playing with her new kitten that acts more like a dog! Thank you, Annie, for all your hard work!



COUNTY OF ORANGE PROCUREMENT ON

If you have a  account, please follow the newly-created County of Orange (Procurement) Company Page at [linkedin.com/company/county-of-orange-procurement](https://www.linkedin.com/company/county-of-orange-procurement). Connect with us!



OC Procurement

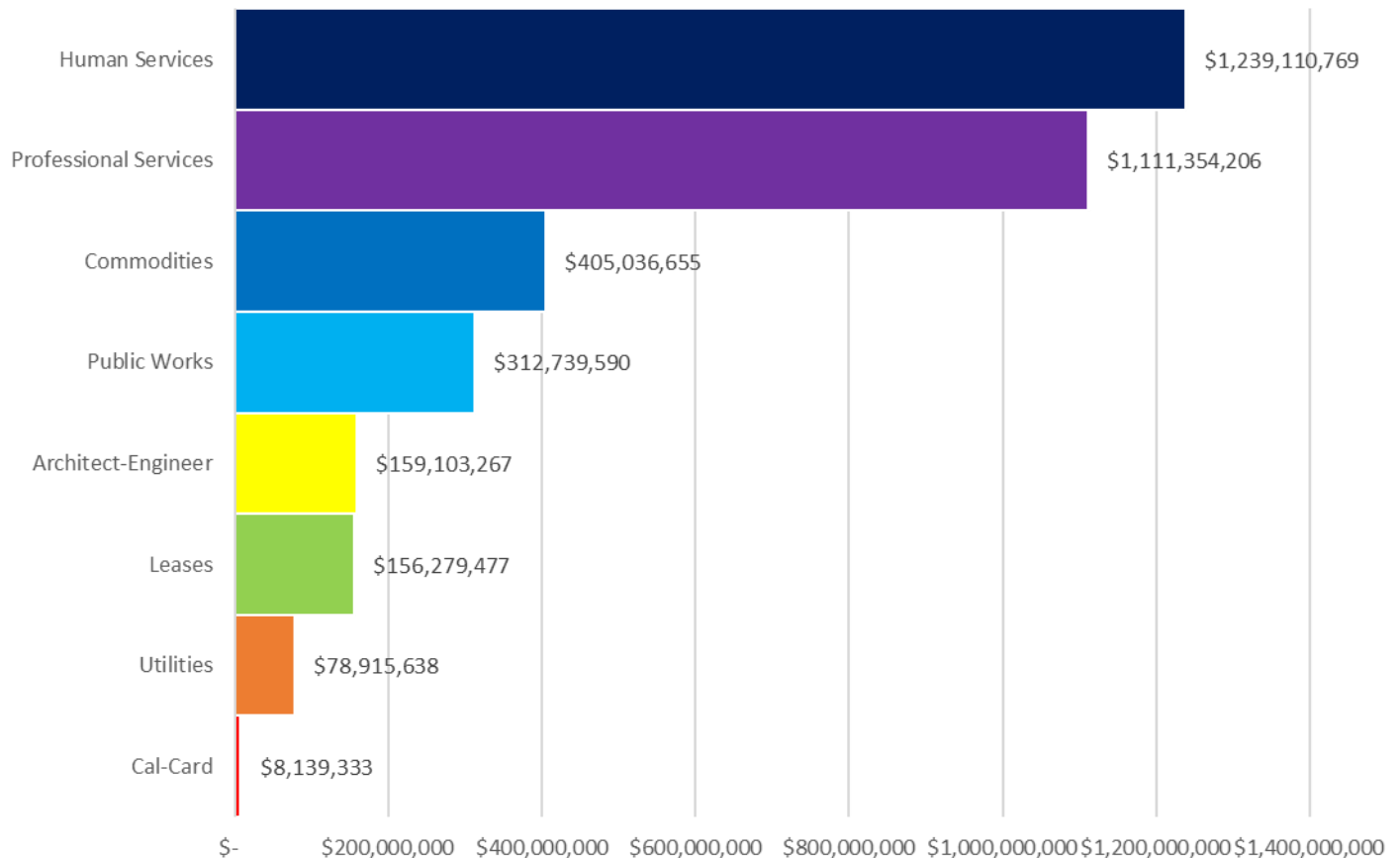
2021 ANNUAL REPORT

MISSION

To provide County leadership in procurement through effective collaboration, teamwork, training and oversight to ensure a procurement process that is fair, cost effective, efficient and in accordance with Board policy as well as state and local statutes.

The County Executive Office (CEO) – County Procurement Office (CPO) delegates purchasing authority and provides oversight to over 250+ Deputy Purchasing Agents across 22 County departments ensuring County procurement is handled in the most ethical, efficient and fiscally responsible manner while adhering to all applicable policy and statute. This is accomplished through administration of policies and procedures, strategic programs, training, consultation and oversight including compliance reviews. CPO acts as the liaison between the County and the vendor community through management of the online bidding system and vendor outreach efforts ensuring the County is maximizing competition.

COUNTYWIDE PROCUREMENT

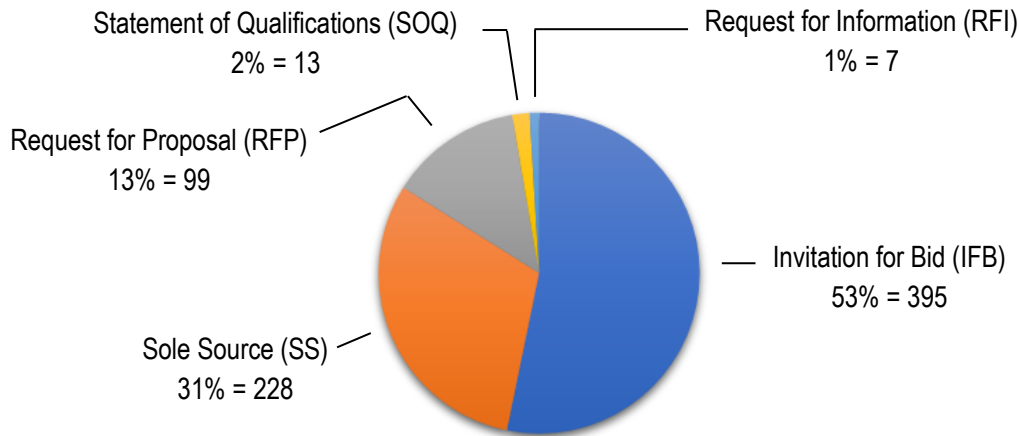


\$3.5B Total Procurement Spend

34K Total Procurement Transactions

COUNTY PROCUREMENT OFFICE FUNCTIONS

Total Solicitations Administered = 742



Surplus Program

\$2,226,321

Total Revenue

\$2,163,368
Vehicle Revenue



\$62,953
Property Revenue



Orange County Local Small Business

869

FIRMS
REQUESTING
OCLSB

188

FIRMS
CONFIRMED
AND PROVIDED
OCLSB
VALIDATION

19

CONTRACTS
AWARDED TO
OCLSB/DVBE
VENDORS

Accomplishments



Administered

150

Regional Cooperative
Agreements
Valued at

\$116M



Oversight of

255

Deputy
Purchasing
Agents
(on average)



951

Department
Inquiries
Received &
Resolved

67

Vendor
Information
Day
Attendees



11

Compliance
Reviews
Conducted



16

Trainings
Conducted



The County's Current eProcurement Environment

Attachment 11



Online Bidding System

- Online vendor registration, full technical support and automated bid notifications
- Downloadable solicitations and online Question-and-Answer and bid submission processes
- Fully electronic Invitation for Bid (IFB) submissions
- Paperless tabulation, awarding and notification
- All policies & procedures available online to Deputy Purchasing Agents

OC Expediter

- Paperless requisition routing and approval processes
- Automated workflow (request-to-payment) tracking and reporting
- Launched in 2015
- Collaborative County Procurement Office-OC Information Technology development

Purchasing System

- County-Wide Accounting and Purchasing System (CAPS+) - electronic contract management and payment tracking since 2009
- Automated insurance management and tracking (50% of County implemented)
- Automated Cal-Card payment processing (75% of County implemented)
- Automated invoice processing (75% of County implemented)

Additional eProcurement Features

| | | |
|--|--|--|
| On-demand vendor education videos & virtual vendor/DPA networking and informational sessions | Electronic signatures for all business documents (75% of County implemented) | Electronic invoice submittal and Automated Clearing House (ACH) transfer payments available to vendors |
|--|--|--|

2021/22 eProcurement Goals

| | | |
|---|--|---|
| Complete implementation of insurance management and tracking system Completed | Complete implementation of electronic signatures 80% Complete | Countywide standardized and fully automated solicitation documents 70% Complete |
| Further expand automating invoices and Cal-Card payment processing (Auditor-Controller) 85% Complete | Implementation of electronic procurement file folders Completed | Countywide centralized contract and vendor profile repositories for ease of Countywide accessibility In Progress |