

Idaho Division of Purchasing

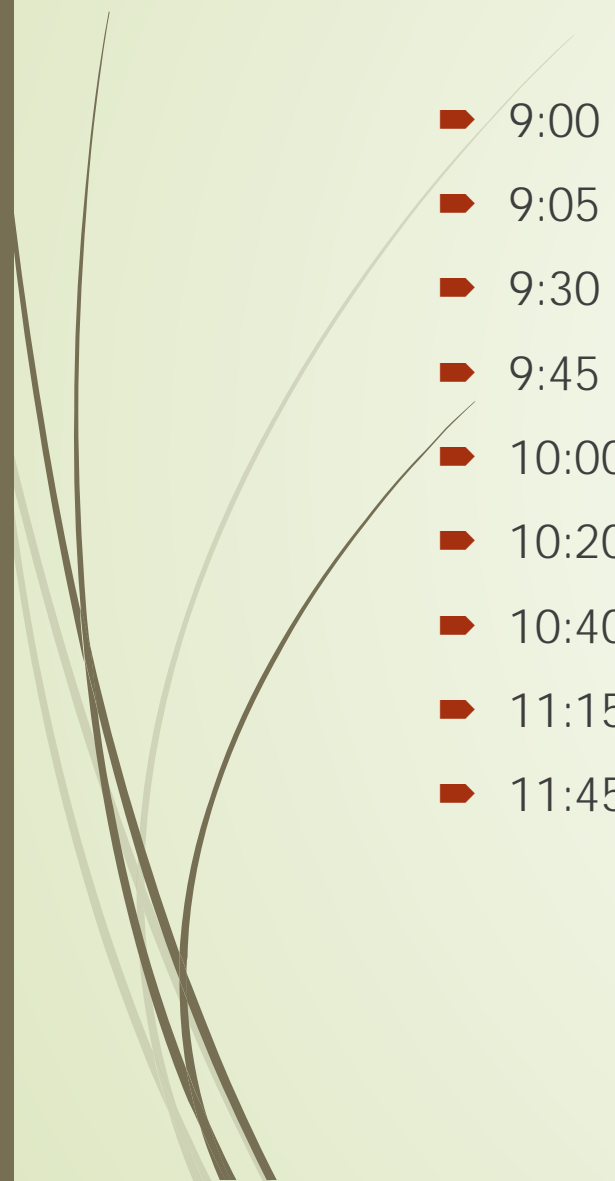


Quarterly Workshop

19 November 2019



Workshop Agenda

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- 9:00 – 9:05 Introduction (Forrest Benedict)
 - 9:05 – 9:30 Administrator Update (Steve Bailey)
 - 9:30 – 9:45 State Purchasing Manager Update (Valerie Bollinger)
 - 9:45 – 10:00 Statewide Contract Updates (DOP Staff)
 - 10:00 – 10:20 Networking Break
 - 10:20 – 10:40 Luma Update (Sheena Coles)
 - 10:40 – 11:15 EPAC Reporting (Danny Downen)
 - 11:15 – 11:45 Cloud Update (DOP)
 - 11:45 – 12:00 Open Discussion (All)



Introduction

Forrest Benedict



Administrator's Update

Steve Bailey













Agenda



- DOP metrics status
- Customer satisfaction surveys – What are they and what we need
- 2020 Initiatives – Those that we've agreed to initiate by the time the workshop occurs
- New team members
- New website
- Upcoming Events:
 - IT Optimization Workshop
 - Purchasing Advisory Committee
 - State Field Training

DOP Performance Metrics

METRIC	TARGET	STATUS	COMMENTS
Solicitation Outcome	> 90%		Actual: 84% (+1)
Net Promoter Score	> 8		9.4
Solicitation Cycle-time <ul style="list-style-type: none">• RFQ• ITB• RFP	By type <ul style="list-style-type: none">• < 6 wks• < 14 wks• < 20 wks	  	Actual performance: <ul style="list-style-type: none">• 5.1 weeks (-0.4)• 13.1 weeks (-0.8)• 22.1 weeks (-0.4)
Solicitation Satisfaction	> 8		Collecting data, pilot sent by 11/29
Training Survey Scores	> 90% @ > 4		Actual: 4.3 (Flat)
Donations	>200		Actual: 228 (update in progress)
Eligible <u>Donees</u>	>250		Actual: 258 (update in progress)
Line Items Received	>150		Actual: 143 (update in progress)

Customer Satisfaction Surveys

➤ Net Promoter Score

On a scale from 0-10, how likely is it that you would speak positively about your recent experience with the Idaho Division of Purchasing?

Not at all likely Extremely likely

0 1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Please provide additional information if desired.



Steve Bailey

Administrator

Division of Purchasing

Office: (208) 332-1612

Mobile: (986) 200-3317

DOP Main: (208) 327-7465

<https://purchasing.idaho.gov/>

- Spend 5-seconds telling us how we're doing @ [DOP Customer Satisfaction Survey](#)
- Questions about Jaggaer? Email: jpro@adm.idaho.gov
- Public record requests? Email: Purchasing@adm.idaho.gov

Customer Satisfaction Surveys

■ Sourcing Event Satisfaction

- Your overall experience working with the DOP during the recent sourcing event.
- How the outcome of the sourcing event met your agency's objectives.
- How supported you were during the sourcing event by the DOP Buyer/Purchasing Officer.
- How important you felt your sourcing event project was to the DOP.
- The communications with the DOP Buyer/Purchasing Officer during the sourcing event.

Division of Purchasing would like your feedback on the service provided you during a recent sourcing event. Please rate the following statements on a scale of 0 to 10:

Working with the DOP during the recent

3 4 5 6 7 8 9 10

Please add information about your overall experience if desired

New Team Members

Steve Bailey
Administrator

Valerie Bollinger
Purchasing Manager

Sam Sibert
Federal Surplus

Chelsea Robillard
Lead Purchasing Officer

Jason Uruquart
Lead Purchasing Officer

Karen Butler
Data Coordinator

Hattie King
Technical Records

Danny Downen
Purchasing Officer

Gregory Lindstrom
Purchasing Officer

Forrest Benedict
Training Specialist

James Lusk
Storekeeper

Joey Nelson
Buyer

Arianne Quiqnon
Purchasing Officer

Linda Edkins
Office Specialist

William Cook
Storekeeper

Kaylee Starman
Buyer

Kim Guevara
Buyer

Laura Gallivan
Office Specialist

Regina Cabrera
Contract Administrator

Maria Minicucci
Contract Administrator

New DOP Website

IDAHO
Department of Administration
STATE DIVISION OF PURCHASING

Agency Search

Information for Vendors Statewide Contracts Templates and Forms Governing Laws and Policies Training Resources

PURCHASING & FEDERAL SURPLUS METRICS - SEPTEMBER (NEXT UPDATE NOV 7)

METRIC	TARGET	STATUS	COMMENTS
Solicitation Outcome	> 90%	●	Actual: 83% (Flat)
Net Promoter Score	> 8	●	Overall customer satisfaction trend. Pending Qualtrics
Solicitation Cycle-time <ul style="list-style-type: none">RFQITBRFP	By type <ul style="list-style-type: none">< 6 wks< 14 wks< 20 wks	<ul style="list-style-type: none">●●●	Actual performance: <ul style="list-style-type: none">5.5 weeks (Down 0.4)13.9 weeks (Down 0.2)22.6 weeks (Flat)
Solicitation Satisfaction	> 8	●	Survey stakeholders after a solicitation. Pending Qualtrics
Training Survey Scores	> 90% @ > 4	●	Actual: 4.3 (Up 0.1)
Donations	>200	●	Actual: 228 (Down1)
Debt Done	>250	●	Actual: 258 (Flat)

Quick Links

Listed below are links to frequently viewed pages:

- ▶ [IPRO Bid Opportunities](#)
- ▶ [Sole Source Legal Notice](#)
- ▶ [Desk Manual](#)

revised July 2016

[Contract](#)



Upcoming Events

► Purchasing Advisory Council

- An impartial, objective group providing advice, assistance, and support for the Division of Purchasing on matters that will strengthen purchasing for those served by our agency.
- The PAC will be made-up of one or two representatives from:
 - ☑ Agency Purchasing
 - ☑ Agency Leadership
 - ☑ Private Industry Purchasing
 - ☑ Private Industry Entrepreneurs
 - ☑ Attorney General's Office
 - ☑ Suppliers to the State of Idaho
 - ☑ Academia



Upcoming Events

■ IT Purchasing Workshops

- Three meetings will be conducted to address the unique aspects of purchasing IT hardware, software, and services with recommendations to optimize Idaho IT purchasing processes, terms and conditions, and activities.
- The three meeting participants and their objective will be:
 1. **IT suppliers to Idaho** – Identify areas of opportunity for improvement in IT purchasing
 2. **Idaho agency IT representatives** – Identify unique attributes of the IT environment that drive a unique approach to IT purchasing
 3. **Core group** – Representatives from DOP, ITS, agency IT and DAG review outcomes from session 1 & 2 and define improvements that will be implemented.

Upcoming Events



Coeur d'Alene
December 4

Rigby
December 16

➤ Purchasing Field Training

- Writing Specifications
- Inspections, Acceptance and Performance Monitoring



State Purchasing Manager's Update

Valerie Bollinger



Statewide Contract Updates

DOP Staff



Statewide Contract Update

- Arianne
 - Copiers
 - Shredding
- Danny
 - Statewide Vehicles
 - Statewide Propane Release
 - Zone 3 Bulk Fuel
 - Rental Car

[Purchasing Website](#)



Luma Updates

Sheena Coles

Deputy Controller, Organizational Change Management



Luma

ILLUMINATING IDAHO'S FUTURE BUSINESS PROCESSES

Vision:

Acquire, implement, and sustain a statewide enterprise system that modernizes and transforms the way the State of Idaho does business, improves transparency, and provides a core foundation for the future.

Goals:

1

An ERP solution that all agencies will use for budget planning, financial management, procurement, payroll, and human capital management.

2

Improve productivity and reduce costs by eliminating redundant systems and unnecessary complexity required to perform operational and administrative services.

3

Modernize and standardize business processes for alignment with industry best practices inherent in COTS software for efficient workflow and accurate information reporting.

4

Increase transparency of government operations and expenses.

5

Reduce risk exposure associated with the current outdated software systems.

6

Improve decision making by capturing and being able to report consistent expandable set of data.

7

Ensure strength and efficiency of the State's **Data security management**.

HISTORICAL PERSPECTIVE

- **Payroll** - Employee Information System (EIS) – 1987
- **Accounting** – Statewide Accounting & Reporting System (STARS) – 1988
- **Supporting Applications**
 - ITIME
 - Travel Express
 - IBIS
 - IPOPS
 - IPERFORM

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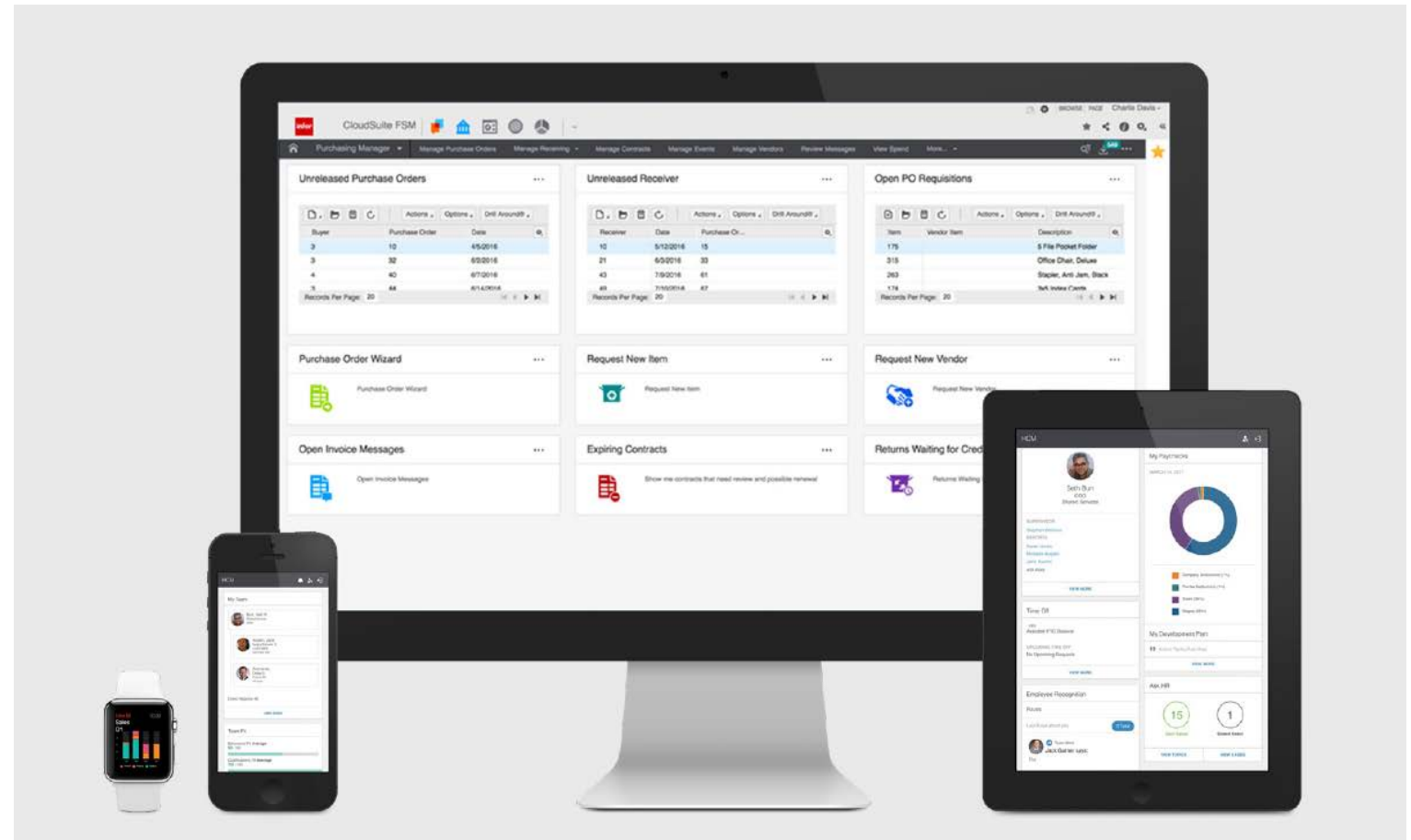
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CICSQUAL ==> CICS TS 3.2  QUALITY ASSURANCE
CICSSIMU ==> CICS TS 3.2  SIMULATION
CICSTRNG ==> CICS TS 3.2  TRAINING
TSO      ==> TIME SHARING OPTION
HELP DESK: (208) 334-4808          M-F 8A-5P MOUNTAIN
              (208) 334-3155 OR 334-2450  NIGHTS AND WEEKENDS

ENTER SELECTION BELOW:
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MODERNIZE FOR THE FUTURE

- **Enterprise Resource Planning software** – Unifies Budget, Finance, Procurement, Payroll, HCM
- Mobile friendly, single sign on system provides ease of use and greater efficiency.
- Full cycle of procurement activities, from requisition through payment, including links with budgetary control, projects, and grants.



WHAT IS INCLUDED IN THE MODULES?



Procurement

- Supply Management
- Purchasing
- Contract Management
- Strategic Sourcing/ Supplier Portal
- Order Management and Inventory Controls
- Punch-Out



Budget

- Budget Planning/ Creation
- Budget Management



Finance

- Accounts Payable/ Receivable
- Asset Management
- Cash Management
- General Ledger
- Grants
- Travel



HCM

- Global HR
- Health and Safety
- Employee Relations
- Talent Acquisition
- Talent Science
- Transition Management
- Position Budgeting
- Learning Management



Payroll

- Payroll
- Benefits
- Workforce Management
- Learning Management

PROJECT TIMELINE

Phase 1 Go-Live

Phase 2 Go-Live



OCT 2019

Phase 1 Implementation
began for budget, finance,
and procurement.



SUMMER 2021



SUMMER 2021

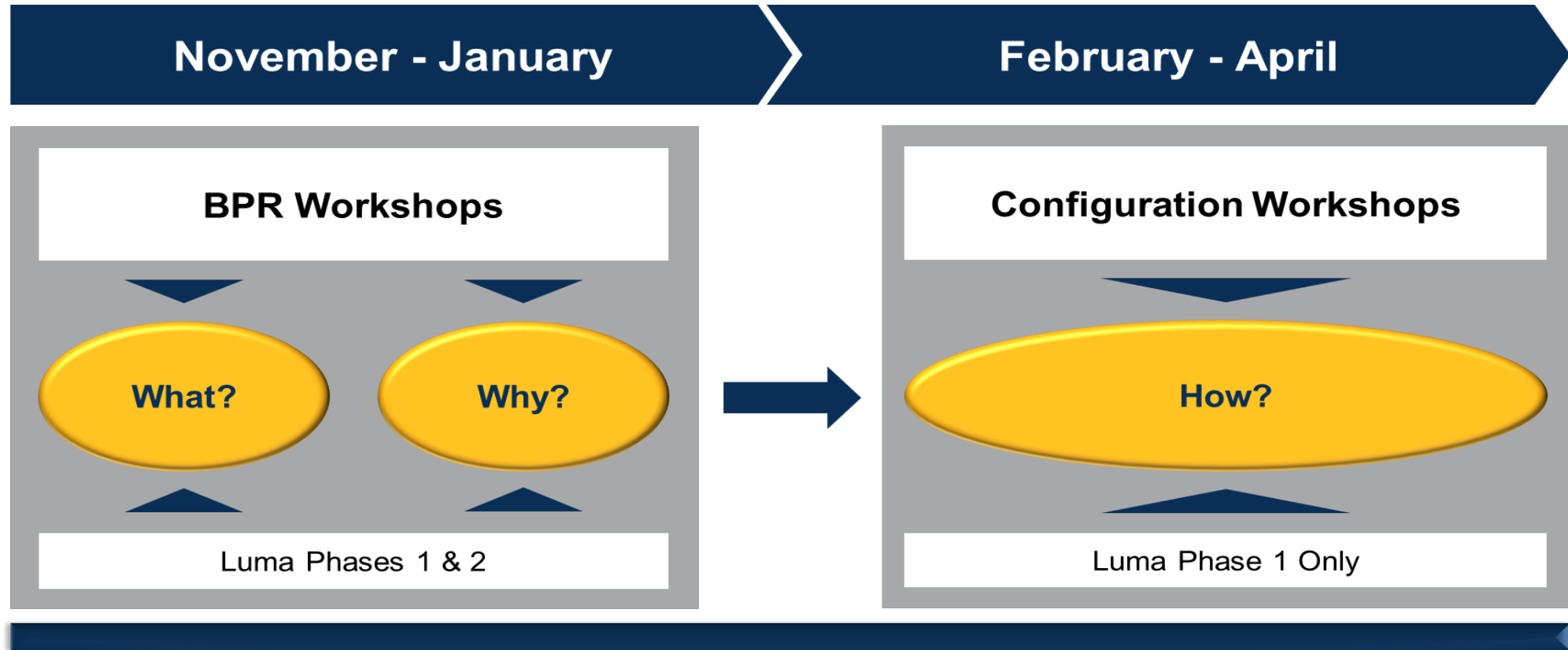
Phase 2 implementation
Begins for payroll and human
capital management.



JANUARY 2023



BUSINESS PROCESS REDESIGN (BPR) SESSIONS



Luma Print: Future State Processes

User Stories

*FRICE-W Inventory

Change Impacts

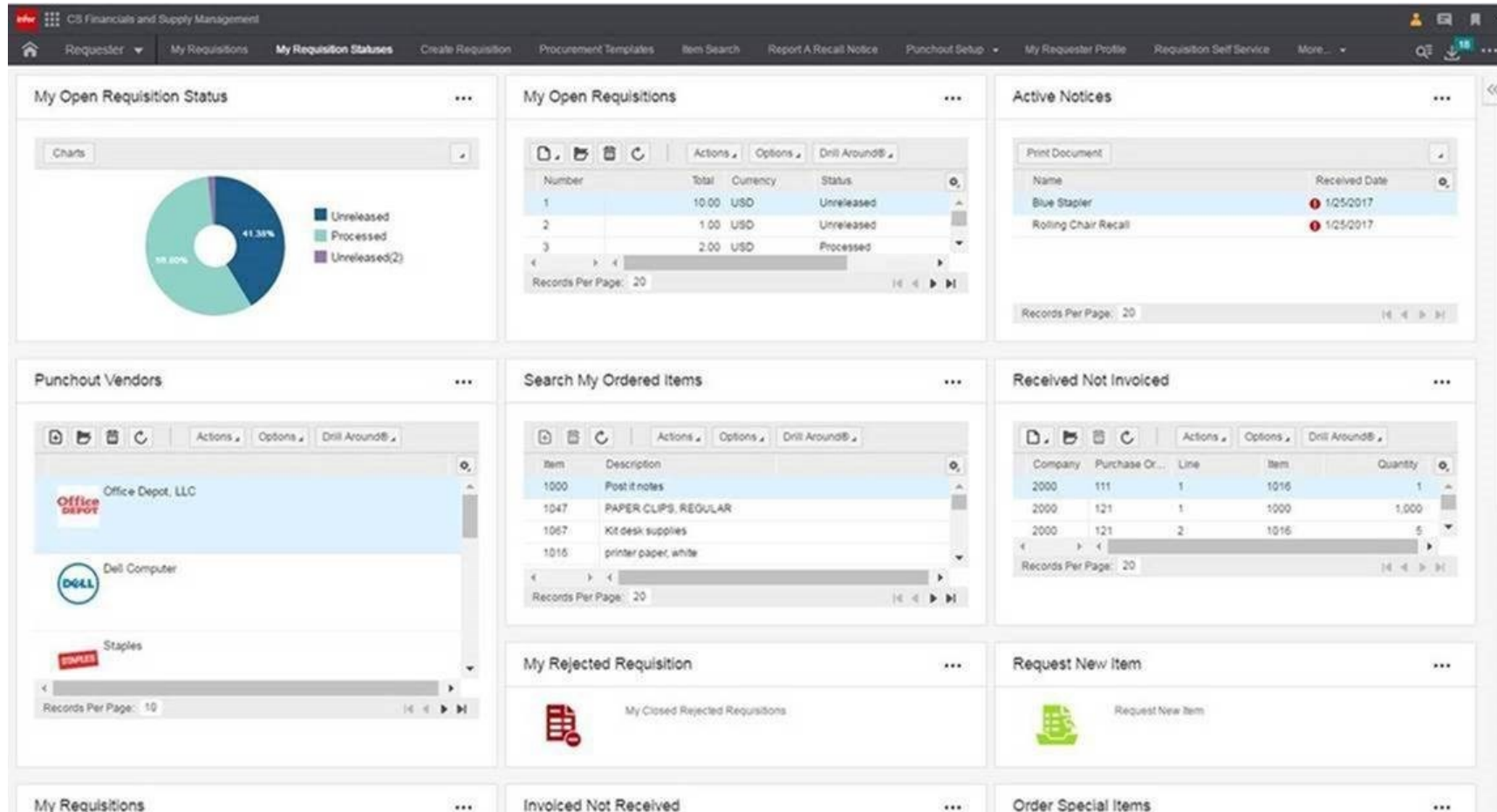
*Forms, Reports, Interfaces, Conversions, Enhancements, Workflow

INFOR PURCHASING



- All procurement-related applications within the solution work in conjunction with financial management and share common master data where appropriate.
- The full cycle of procurement activities, from requisition through payment, including links with budgetary control, projects, and grants.
- Infor Purchasing simplifies procurement processes by establishing vendor pricing agreements and contracts, creating, importing and maintaining item information, and creating and issuing several types of purchase orders.
- Goods can be received centrally or at individual departments, as well as with smart phones and tablet devices when requesters are away from their desks.

USER DASHBOARD



Requestor Landing Page

LUMA AND YOU

- A single system, you will no longer need to login to multiple systems to get all necessary information.
- Greater visibility on all contracts with greater reporting capability statewide.
- Role based user dashboards configured to show your requisitions, contracts, etc.



THANK YOU!





EPAC Reporting

Danny Downen



IPRO Updates

Forrest Benedict



Jaggaer Update 19.3

IPRO



Cloud Updates

DOP

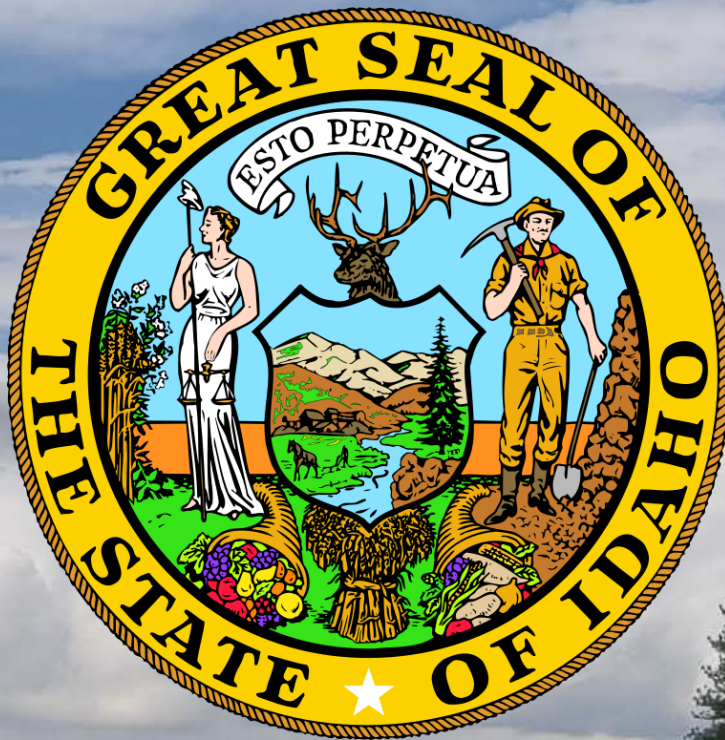
[Purchasing Website](#)



Open Discussion

All

*Thank
you*



*Next Workshop:
February 13, 2020*